



FAQ'S

I forgot or don't have a Username and Password. I requested one, but did not receive an e-mail?

We try to process requests as soon as possible during our business hours which are Mon-Fri: 5:30A-9:00P, Sat: 8A-5P and Sun: 10A-5P. Requests could take up to one business day to be sent. Feel free to call us at 419-354-6223 if you do not receive a timely response. Please check your E-MAIL SPAM FOLDER. Depending on your e-mail security requests could be to the spam folder.

I toggled the box next to the activity I want to register for. How do I enroll?

Once the box is toggled next to an activity, your enrollments will be listed at the top and bottom of the page. You can browse many different screens in iParks and select multiple activities. If you are ready to check out click  on the left top and bottom of the pages next to the selected activities.

The online registration system will not let me register for a program. Why?

In most cases, a family member that you wish to enroll for a program will need to be selected in the “**To enroll in an activity**” screen after you select to enroll for an activity. Activities and programs are age sensitive. If you do not select a family member with the appropriate age, iParks will not let you register.

How can I check class enrollment numbers?

Click on the More Information  icon for class enrollment numbers, prices, and activity information.

Where is my shopping cart located so I can see my enrollments?

The shopping cart  is located under the light green menu bar near the top right of the page.

I enrolled for an activity, but did not receive a receipt and my credit card was not charged. Was my registration successful?

All registrations will produce a confirmation receipt. If your credit card does not process correctly or your browser freezes on the checkout screen and there is no confirmation receipt try clicking back on your browser or exit your browser and log into iParks to view the items in your shopping cart. Try to register again!

I'm supposed to have a credit on account, how do I check?

If you have a credit on account with us the “**Redeem Gift Certificate**” button will be visible on the check out screen. Enter your Gift Certificate number and pin number which can be found on your Gift Certificate receipt or you can request the receipt by e-mailing us at bgparks@bgohio.org.

How do I select multiple activities?

Select multiple activities by clicking the rectangle box icon on the left of activity section numbers.

Selected activities are listed at the top and bottom of the page next to 

Note: Multiple enrollments can only be selected for one family member at a time

I need to change my e-mail address or update my address. How can I do this?

Go to “My Account” located on the light green menu bar. Select “Change Household Data.”

You will need to change your Password when changing household data.