



Online Registration FAQs

1. How do I register online?

Welcome. Before registering for a Grove City Parks and Recreation Department activity online, you must secure an online account I.D. and password.

A) Stop in the Parks and Recreation Department or call 614-277-3050 to immediately receive an I.D. and password. After you receive your I.D. and password, proceed to Online Activity Registration.

– OR –

B) Use the online registration to receive an I.D.

Visit: Parks.GroveCityOhio.gov

Select: Online Registration (first option on right side of page)

Select: “If you or a family member have never registered for a Grove City Parks and Recreation Activity and never purchased a season pass to the Big Splash.”

Enter: The required information about you and/or your household and press “Submit”

Press: “OK” to add additional family members and their birth date. Once the primary contact’s birthdate is submitted you can add more family members and/or finish.

A CONFIRMATION EMAIL WITH ONLINE ACCOUNT I.D. WILL BE SENT WITHIN TWO BUSINESS DAYS AFTER the Parks and Recreation Department has verified all information about you and/or your household. You cannot register for an I.D. and sign up for an activity UNTIL you receive your I.D. Please plan accordingly.

2. How do I get to the online registration?

To access the online registration software, visit GroveCityOhio.gov. Along the right main links, select “Online Registration.”

3. Can I change my password?

After you register and sign in, you can change your password by selecting “My Account” from the top menu and clicking “Change Login Data.” Enter your current password, new password and re-type your new password and click “Save Changes”.

4. What should I do if I forget my email address or password?

If you forget your password, go to the online registration screen and select “If you have never registered online for a parks and recreation activity or forgot your password, click here for help.” Enter your email address and security question, then click “Submit.” Your password will be sent to you via email.

If you forget your sign-in email address, please contact the Parks and Recreation Department at 614-277-3050 or email Parks@GroveCityOhio.gov.

5. Why did I receive the message, “No Matching User Name Found” when I tried to sign in to online registration?

Try to reenter your email address as it may have been entered incorrectly. If you receive the message again, contact the Parks and Recreation Department at 614-277-3050 during office hours, weekdays 8 a.m. to 5 p.m..

6. I have a copy of The Source and know the activity for which I’d like to register. What is the quickest and easiest way to register for this activity online?

After signing in to the registration system, hover the mouse over “Search,” then “Activity” and click “Search by Number.” Type in the first six digits of the activity number and click “Search.” All of the activities that begin with those six digits will appear. Click on the activity for which you’d like to register.

Once you select the activity number from the list of activities, select the family member you’d like to enroll and select “Checkout.” Please read and accept the terms and conditions to continue. You’ll get the message, “You have been enrolled in the Activity you requested. What would you like to do next?” You may choose to continue shopping, view shopping cart or proceed to checkout. Once you have selected all the courses in which you’d like to enroll, proceed to checkout and finalize your transaction.

7. If an activity is full can I or a family member be placed on the waiting list?

Yes. For full activities, the “Available” is replaced with “Full.” Clicking on the blue information icon will open a window with full details about the activity, including the number of people currently on the waiting list (located in the “Counts” section). To reserve a place on the waiting list, please call the Parks and Recreation Department at 614-277-3050. There is no cost to be placed on a waiting list.

8. How do I browse activities online to know what is offered?

Visit registration.grovecityohio.gov and “Search” by “Activity Search.” Or, The Source, the parks and recreation activity guide, is available as a PDF on the Grove City website at Registration.GroveCityOhio.gov, click on The Source image. All activities are listed in this publication.

9. How do I find out more about an activity I am interested in online?

- A) You will see the status and quick reference next to all activities. Only registered users are permitted to sign up for Parks and Recreation Department activities. In many cases, members may join a waiting list for activities marked as “Full,” at no charge.
- B) You can obtain detailed information by clicking on the blue information icon corresponding to each activity listing.

209117 - Cheerleading								
Today's cheerleaders are more exciting, talented and skilled than ever. Students learn cheerleading techniques including jumps, chants, cheers and pom-pom routines. Wear comfortable clothing and tennis shoes.								
Activity	Description	Location	Dates	Days	Time	Fees		
Available	209117-01	Cheerleading	Kingston Center	09/15/16 - 11/17/16	Th	6:00P - 6:30P	\$50/\$54	

209118 - Soccer PeeWee								
Discover a fun, safe way for children to run off built-up energy while practicing soccer. Emphasis is placed on building motor and socialization skills. Participants should wear tennis shoes and comfortable clothing. All participants receive a T-Shirt. Co-sponsored by Tristano's. Heather Younkin instructs.								
Activity	Description	Location	Dates	Days	Time	Fees		
Full	209118-01	Soccer PeeWee	Westgrove Park	09/13/16 - 09/27/16	Tu	6:00P - 6:30P	\$17/\$22	
Unavailable	209118-03	Soccer Jr Pele	Westgrove Park	09/06/16 - 10/13/16	Tu, Th	6:30P - 7:30P	\$50/\$55	

- C) Detailed information on the activity listing includes: dates, days, times, locations with a Google Map link, ages, potential fees, sessions, counts (maximum, minimum, total enrolled and on waitlist), open to grades and details.

Details for Cheerleading 209117-01 (Sports)

Dates\Days\Times\Locations:	Date	Time	Day	Location
	09/15/2016 - 11/17/2016	6:00P to 6:30P	Thu	KC-ROOM @ Kingston Center 3226 Kingston Avenue Grove City OH, 43123-3001 (614)277-3050

Ages: 4 years to under 6 years

Potential Fees:
Youth Enrichment Resident Fees: \$50.00 (Required)
Youth Enrichment Non Resident Fees: \$54.00 (Required)
 Applicable discounts not applied and Taxes included in price.

There is 1 section of this class

Counts: **Max Count:** (8), **Min Count:** (4), **Total Enrolled:** (2)
On Waitlist: (0)

10. Why didn't anything happen when I clicked on the blue information icon?

A pop-up blocker will prevent a window from being opened. Disable the blocker to access windows. Also, only one information window can be open at a time. If you try to open a second window, the first window minimizes and the second note does not open. If you cannot open an information window, look for a minimized / close window "X" at the top of the window and close it before attempting to open another.

11. Why am I unable to register for some activities online?

Registration for team sports, P.A.R.K., Summer P.A.R.K., RecSchool, shelter rentals and Big Splash season passes require additional paperwork, activity deposits and uniform size selection that cannot be handled online.

12. How do I receive confirmation that my Online Registration Form has been processed and I can now sign on?

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13. I registered for an activity online and now I want to change activities or cancel the activity and get a refund. May I do that online?

Changes and cancellations must be done in person at the Parks and Recreation Department, in the Kingston Center or by phone at 614-277-3050 during office hours, weekdays, 8 a.m. to 5 p.m. Credit/refunds are only granted if the activity has not started or by permission of the director of Parks and Recreation.

14. What forms of payment are accepted for online registration?

Both Visa and MasterCard are accepted as payment. Any credits to your account are also accepted. Payments by cash and check are only accepted for registration in person or by mail. Gift certificate payments are only accepted in person at the Parks and Recreation Department.

15. Is my credit card information secure if I use online registration?

Online registration with Grove City is on a secure website similar to an online banking site. All credit card information entered is encrypted and no registration attendants/employees have access to credit card information.

16. After I click on “Checkout” there are fields to enter credit card type, number, expiration date and card security code (CSC). What is my CSC?

The CSC is a three-digit security code that helps protect against fraud located on the back of a Visa or MasterCard in the signature field immediately after the credit card number. If a CSC is entered incorrectly, the user receives an error message and is returned to the payment screen. Reenter the credit card information and verify the correct numbers are entered including the CSC before selecting “Go.” If a CSC is entered incorrectly, the card issuer puts a hold on the funds intended for payment, but does not authorize the transaction, and the transaction will not appear on your credit card statement.

17. Why was my credit card not authorized?

In order to process your payment, the billing information on the payment screen must match the credit card exactly, including the name and billing address for the credit card. After 15 minutes without payment, activities are removed automatically from your shopping cart.

18. Can another person pay for an activity for a family member or me?

Yes. When you get to the payment screen you can change the billing information and input another person’s name and credit card information.

19. What is the waiver that appears when I click on “Add to Cart?”

This is a “Hold Harmless Agreement and Release of All Claims” waiver participants or parents/guardians are required to sign when they register in person or by mail. If you click “Yes, I agree” it is considered an electronic signature of the form and you may proceed to checkout or to your next registration. If you click “No, I do not,” the system will not permit you to register and will return you to the enrollment screen.

20. How do I print a receipt for my online registration?

Adobe Acrobat Reader must be installed on your computer in order to print a receipt. Adobe Acrobat Reader is a free download. To install it on your computer, click on the Adobe logo on the first page after you sign in and follow the instructions. If you have Adobe Acrobat Reader and are still unable to print a receipt, select “My Account” from the top menu then “View My Shopping” and print the screen as enrollment confirmation.

21. Why am I unable to register one of my family members for activities?

Only family members who are registered to sign up online are listed in the drop-down box. To add a family member to your online household, call the Parks and Recreation Department at 614-277-3050. Please be prepared with the family member’s birth date when you call.

22. The system blocked my family member's registration for not meeting the age requirement, but he/she will be the correct age before the activity ends. Why can't I register this person?

Any person registering for an activity must meet the age requirement on or before the date the activity begins. If a family member does meet the age requirement and you still cannot register him/her for the activity, please call the Grove City Parks and Recreation Department 614-277-3050 to have this person's birth date corrected in the database.

23. A family member has special needs. How do I notify staff so needed special accommodations can be made?

The City of Grove City Parks and Recreation Department is committed to serving the whole community. Our goal is also to include individuals with all abilities in our existing activities based on their need and ability. Groups or individuals serving special populations are welcome to contact the department to make activity arrangements. Please feel free to contact our office at 614-277-3050 with concerns, questions or comments.

24. What do I do if the system is not operational on the day I want to register?

If the online registration system is not available for any reason, you may register:

- In person at the Parks and Recreation Department, in the Kingston Center, 3226 Kingston Avenue
- By phone by calling 614-277-3050
- By fax at 614-277-3090

Office hours are 8 a.m. to 5 p.m., Monday through Friday.