WebTrac Frequently Asked Questions/Troubleshooting Process

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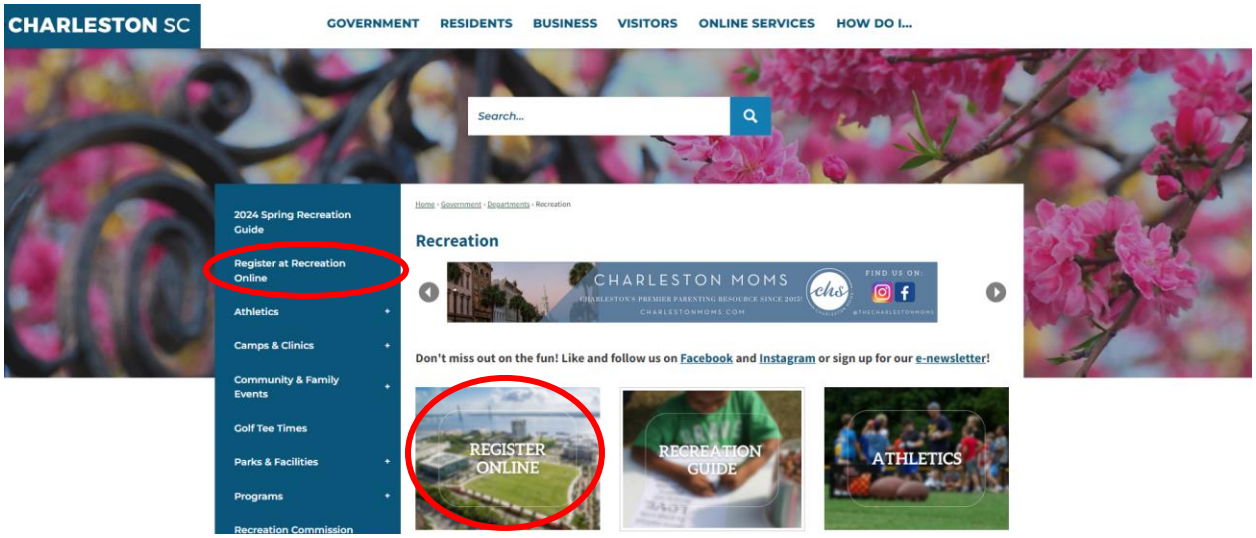
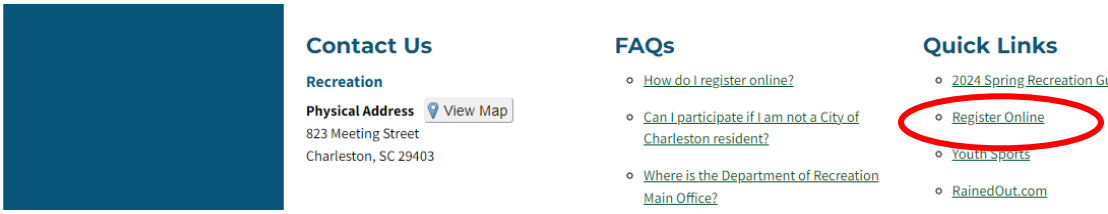
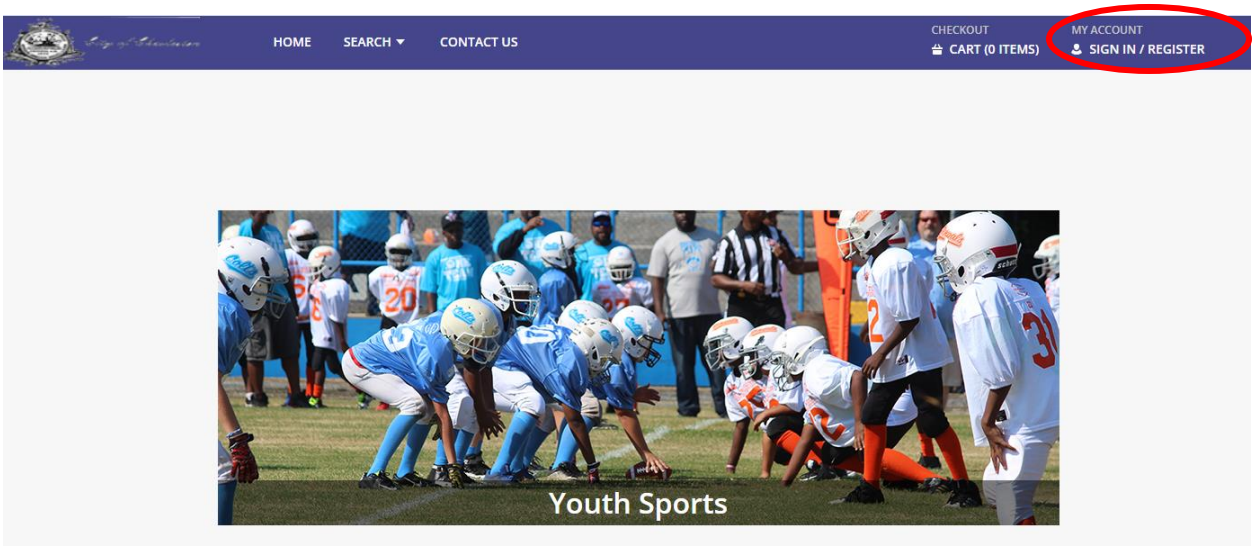
Log In



Go to charleston-sc.gov/recreation. There are 3 areas to access our online registration platform, WebTrac. Click one.

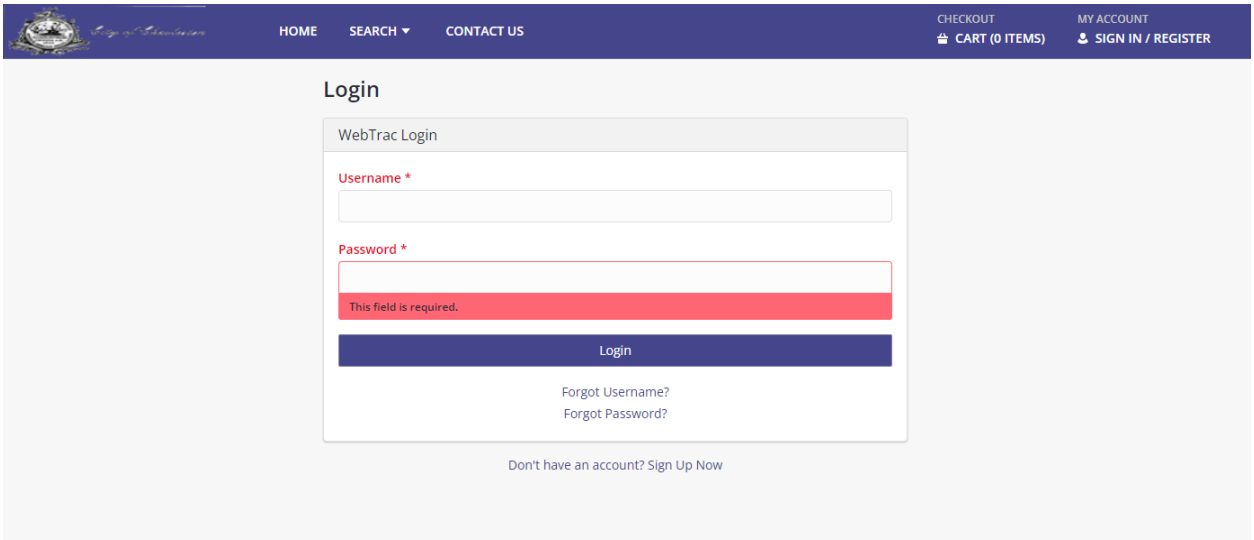
Direct link: https://web1.myvscloud.com/wbwsc/sccharlestonwt.wsc/splash.html



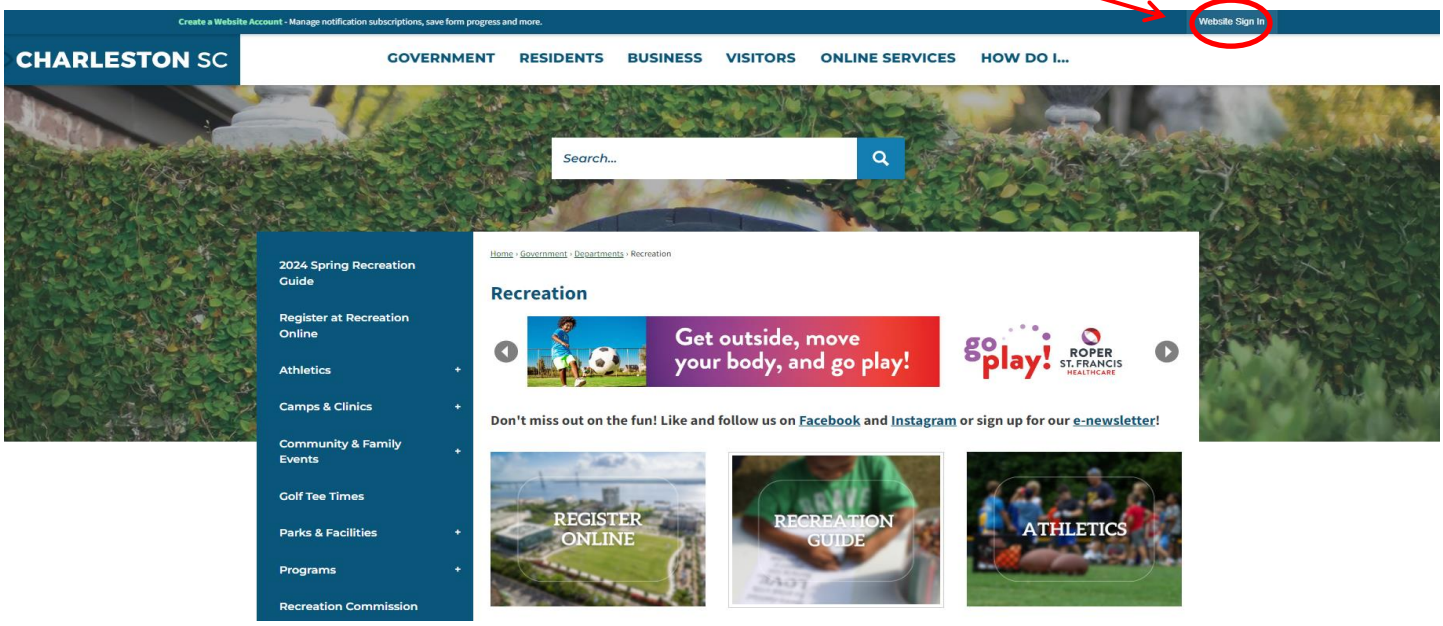


Click the Sign In/Register link in the top right corner.

Once you click Sign In/Register link, this screen will appear for you to enter your username and password.



THIS IS NOT WHERE YOU LOG IN!

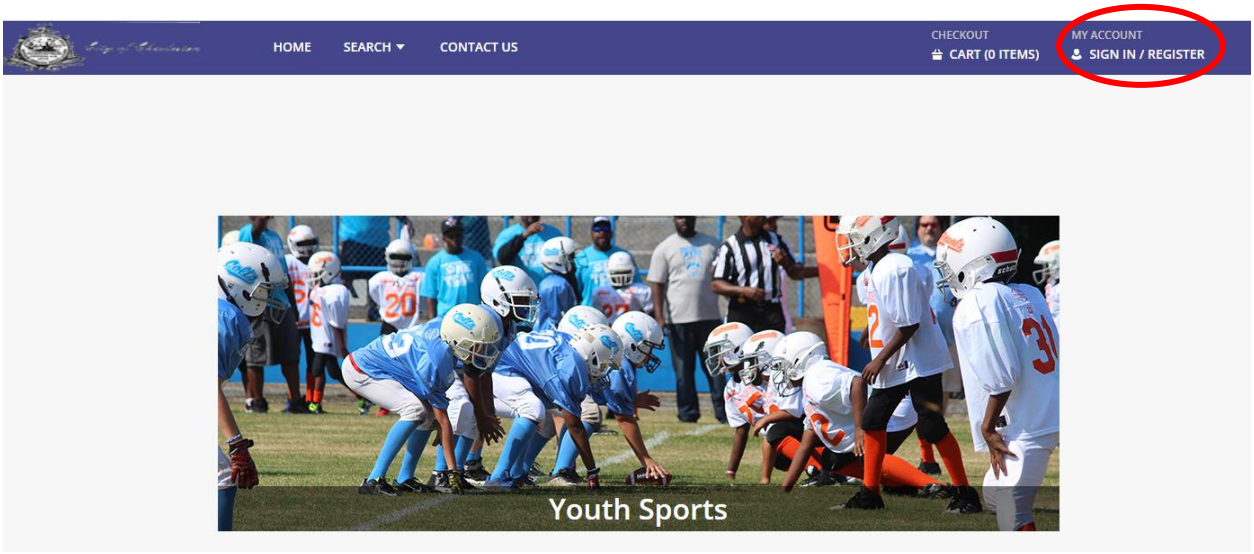


This is **NOT** where you sign in for Recreation Online/WebTrac. This sign in button is for those with access to edit the website.

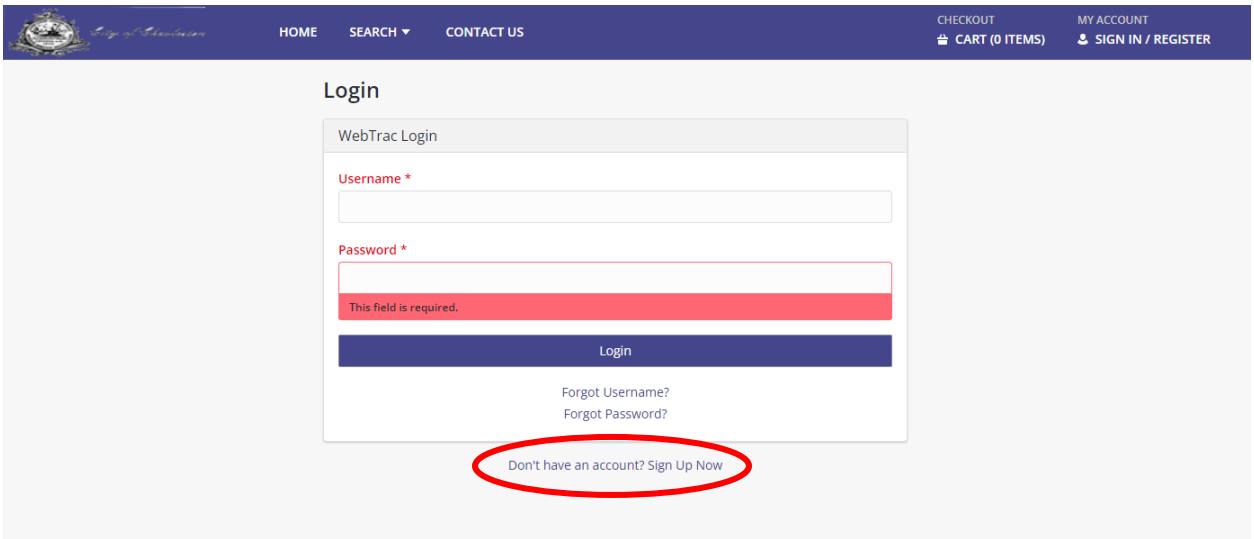
Creating an Account

If you've never signed up for any sport, event, or program with the city before, you will need to create a new account.

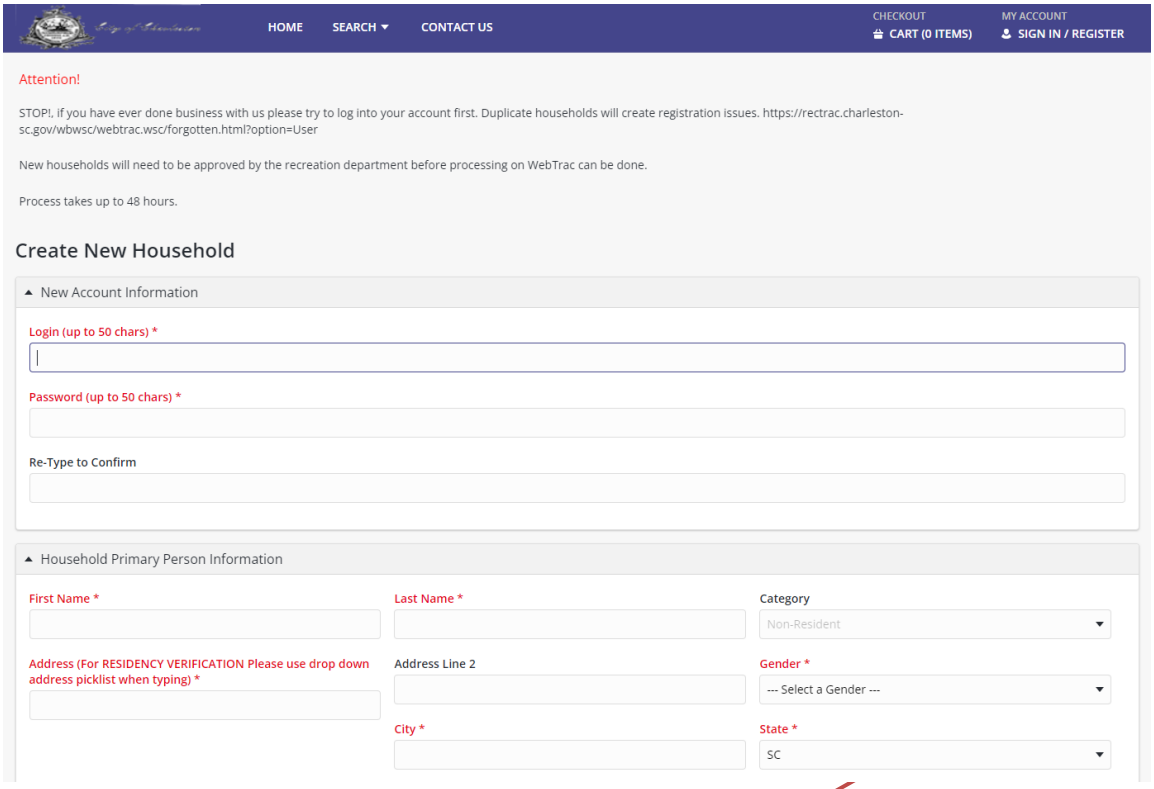
If you have gone into any city facility before and attempted to or successfully registered for a sport or program, you most likely have an account already.* ***PLEASE DON'T CREATE A SECOND ACCOUNT VIA RECREATION ONLINE (WEBTRAC)**. If you're not sure, please call (843) 724-7327 to verify if you already have an account or not.*



Click the Sign In/Register link.

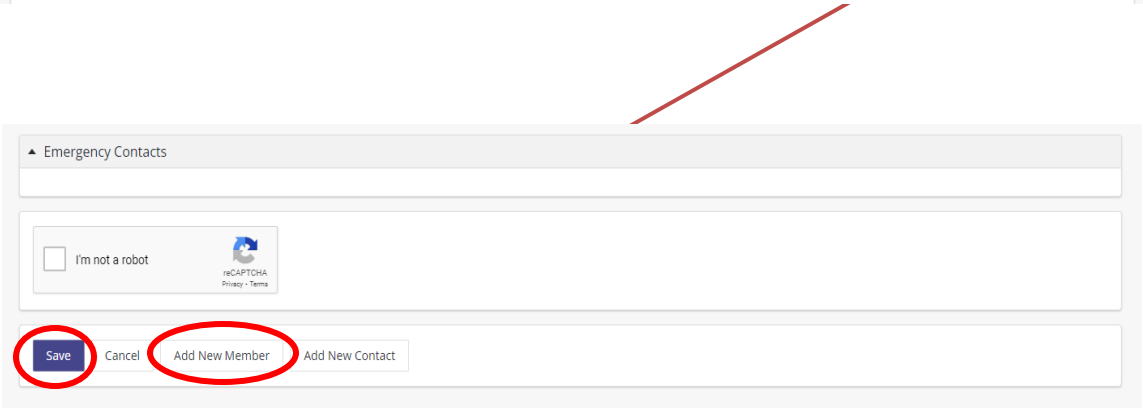


Click the third option – **"Don't have an account? Sign Up Now"**



You will then be asked to create a username and password, as well as the necessary household and contact information, including an emergency contact.

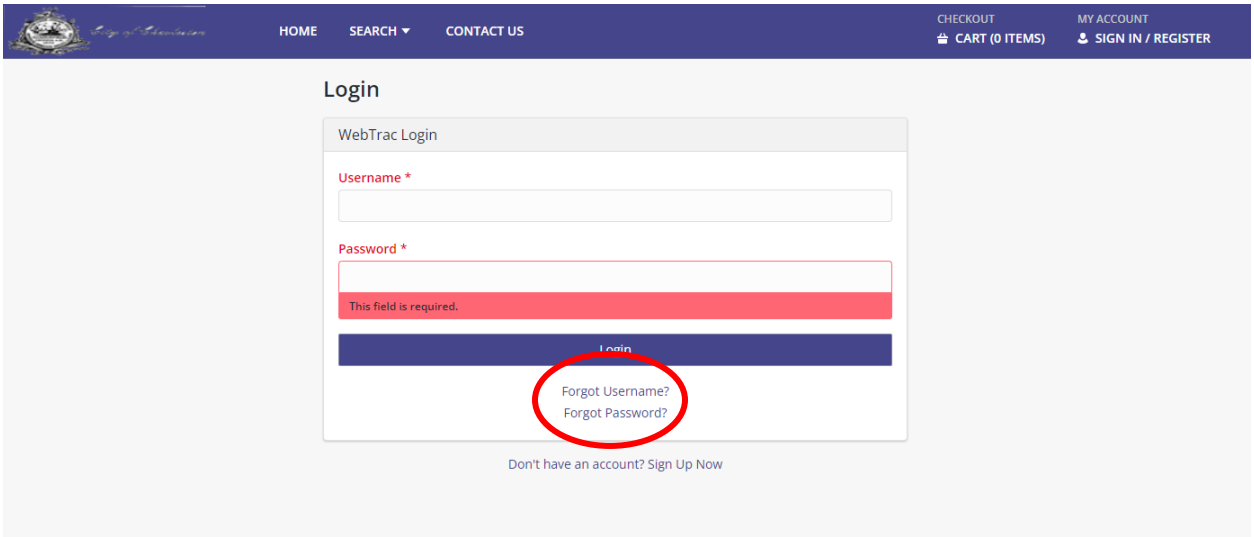
Make sure to add all children and family members on this screen by clicking Add New Member at the bottom. If they are not added now, they can only be added by a Recreation Staff member.



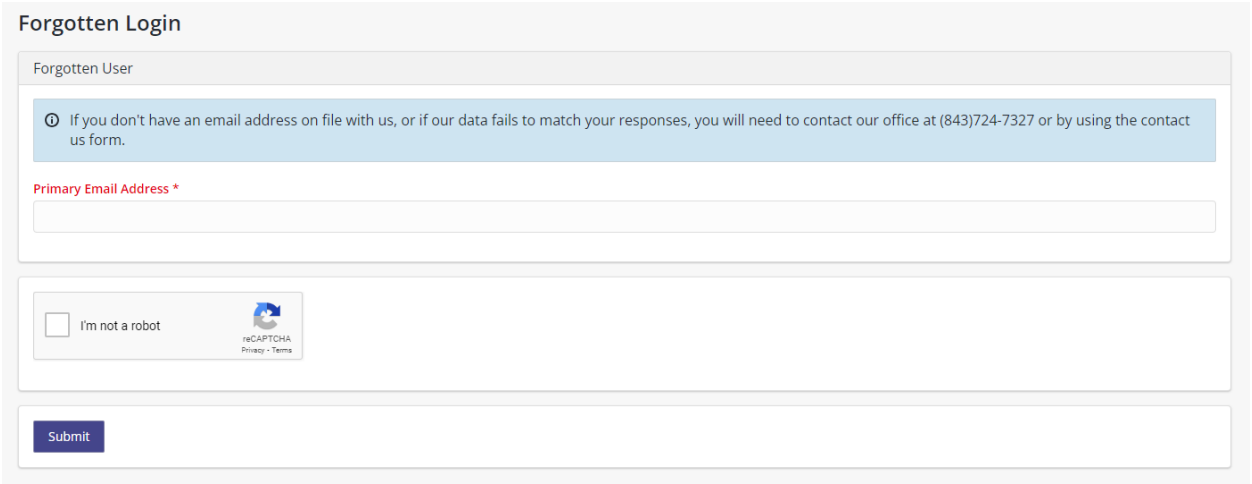
Please click "SAVE" at the bottom of the page when completed. Your account will be created. You can edit your address later if need be.

It may take 24-48 hours for your household to process and transactions to be made online. Please call 843-724-7327 if you have any registration questions.

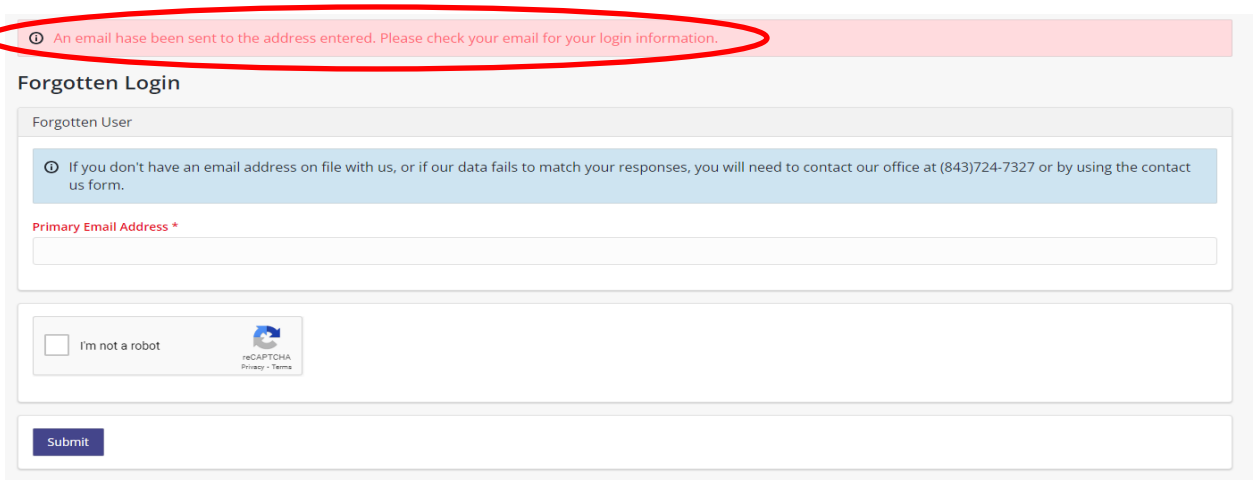
Forgot Username/Password



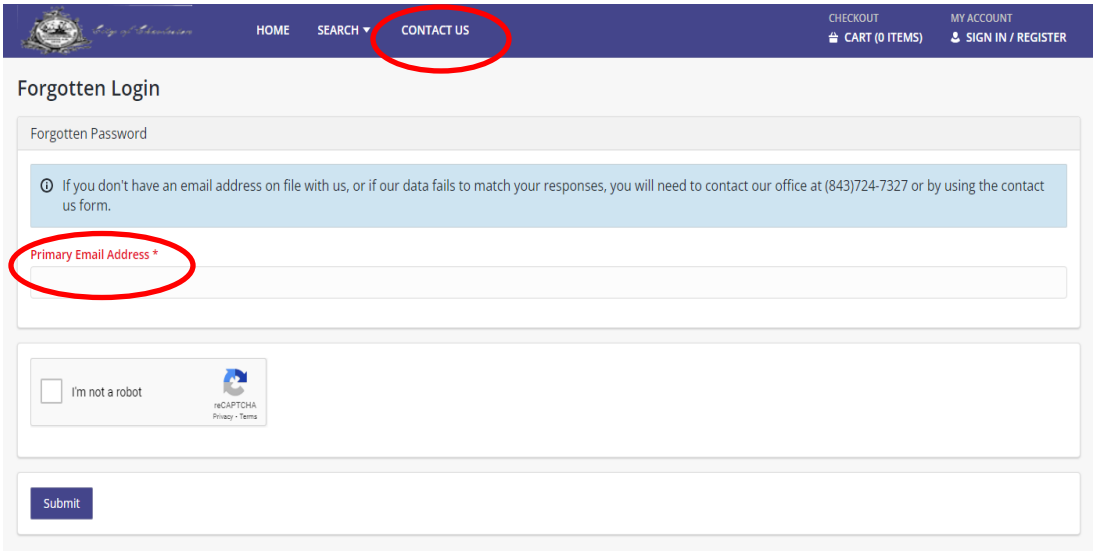
If you forgot your username or password, please click on “Forgot Username” or “Forgot Password” under login box.



Fill in the primary email address on your account to recover your username and/or password.



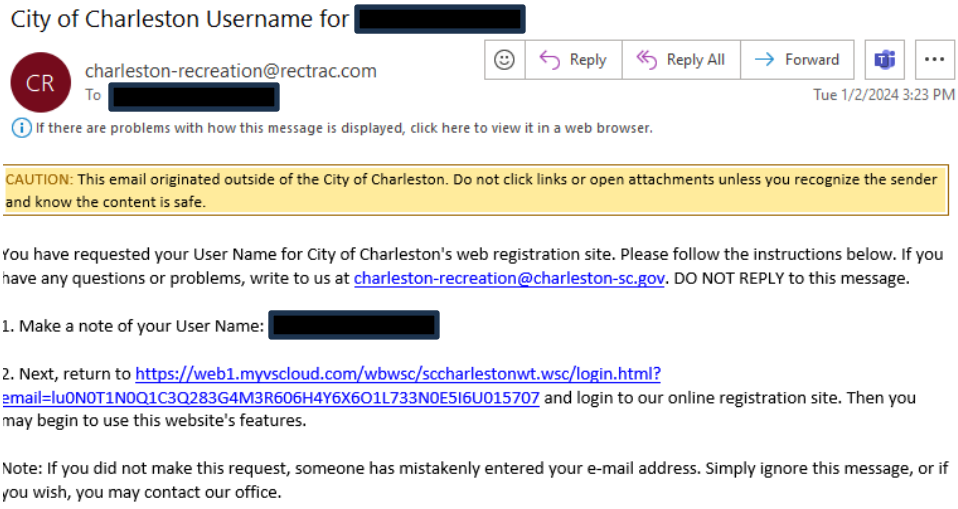
Once you enter your email, confirm the ReCaptcha, and hit Submit, you will see verification at the top in a red bar that an email has been sent.



An email should appear in the inbox of the address you provided.

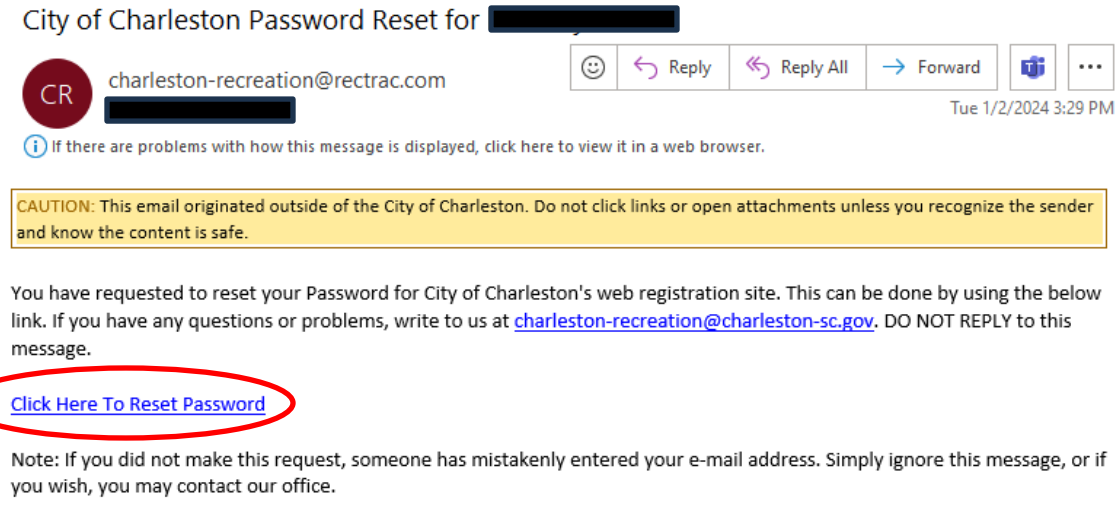
You'll receive an email when you request your username/password online.

If you are the primary account holder, you can also call 843-724-7327 for them to send a password or username link to you.

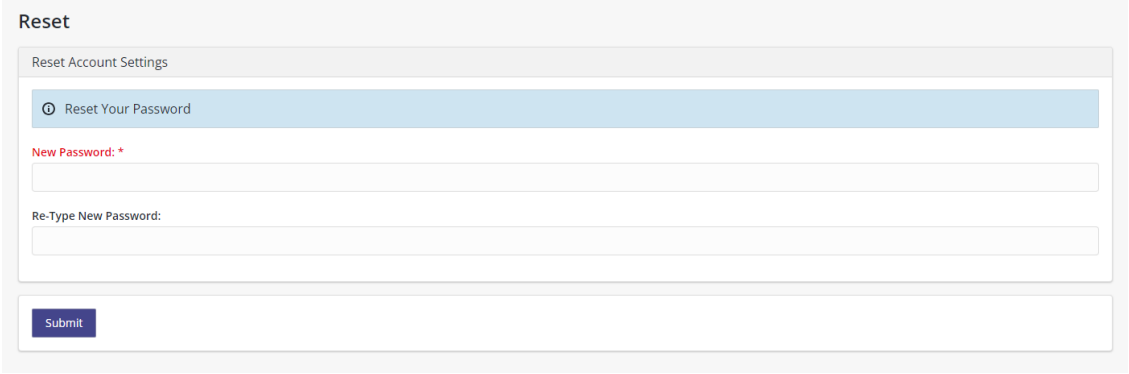


Whichever link you chose ("forgot username" or "forgot password"), you will prompted to this screen to put in your primary email address to receive an email with your username or password. If your email doesn't work or doesn't match our system, please call (843) 724-7327 or send us an email through the "Contact Us" button.

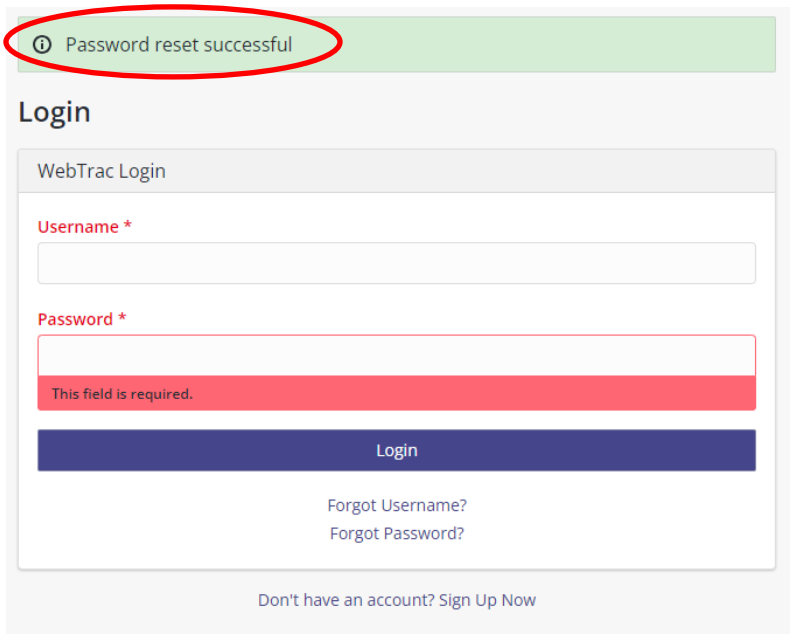
This email is verification that you requested your username. Make note of your username and click the link to be redirected back to website to login.



This email is verification that you requested to reset your password. Click the link in your email to be redirected back to the website to create a new password.



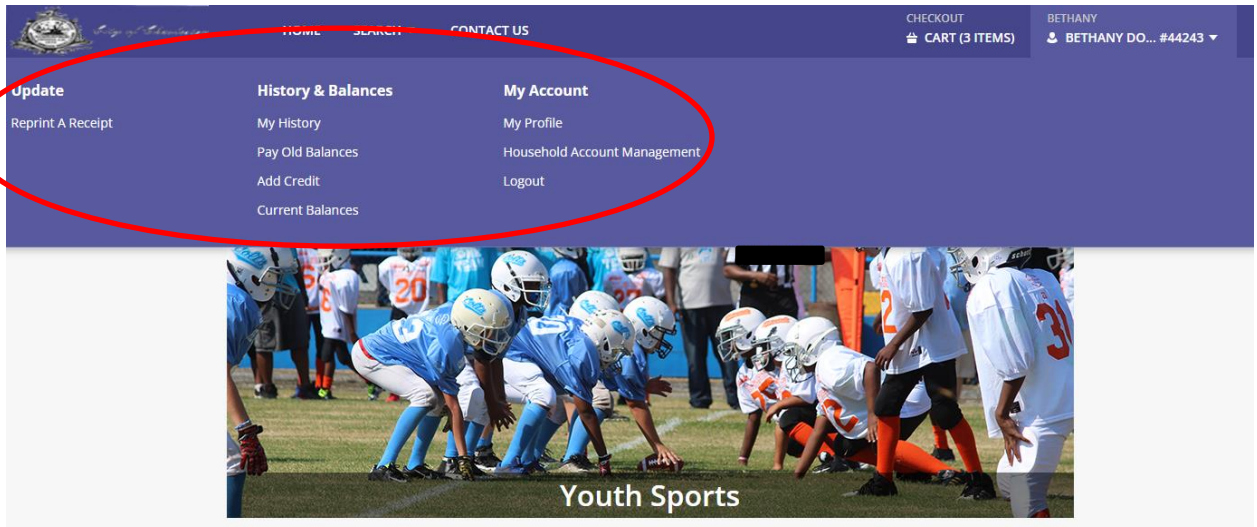
Once you hit submit and your passwords match, you'll receive confirmation of the change, **"Password reset successful."**



You should now be able to successfully log in with the username provided in your very first email and the password you just recreated.

Editing Account Information

Once you log in with your provided username and password, you can choose to edit your username or password, edit account, pay old balances, add credit, review your registration history, or reprint a receipt in the My Account tab.



Click here to edit your account information. A drop down menu will appear. Choose what you wish.

Drop down menu options:

UPDATE

- **Reprint Receipt**: your receipt numbers as well as the date it was purchased will appear in a table. Click the "Reprint Receipt" button on the left side of the receipt you wish to print. All receipts are in .PDF format and require Adobe Reader. Your browser must allow pop-ups to view receipts correctly.

HISTORY & BALANCES

- **My History:** shows any permits, facility rentals, program enrollments, etc. you've had in the past. You can scroll through them by clicking the Drop Down Menu under Module. You can also select a time frame to see enrollments and rentals within a certain time period.
- **Pay Old Balances:** shows any old balances that you need to pay
- **Add Credit:** type in amount of money to add as credit on your account to be applied when you register in the future (for activity enrollments for youth sports, pass visits for fitness classes, etc.)
- **Current Balances:** shows if you have credit on your account, shows if you have a balance due, and show if you have a scholarship balance. The other options (rewards and gift cards) are irrelevant.

MY ACCOUNT

- **My Profile**: you are able to update your username and password. You can also subscribe to future emails and marketing communications.
- **Household Account Management:** this is a new feature on our website. As the primary account holder, you can invite other household members to obtain access to the account. You can also revoke their access. You can also click Household and Member Update button to change a last name, update an address, update current household members, add contact information, or add another emergency contact. **You will not be able to add another Family Member once the account is created. To add another member or edit a grayed out box (birthdays), please call 843-724-7327 or click the Contact Us button up top to send us an email. Once member is added and they have a registration through your account, you are unable to remove or delete their records.**
- **Logout:** self-explanatory 😊

Searching Techniques

Activity Number

- Most accurate in finding the exact activity in your area
- Activity numbers can be found in our seasonal recreation guides, on flyers, on Facebook posts or on our website

Age

- Select the age you want in the drop down scroll menu and then click “Search” and it will show all activities currently offered for that specific age. You can select more than one by holding down SHIFT and clicking multiple options.

Type

- You are able to select the category of activity to participate in. Options range from sports to fitness to fine arts to education. You can select more than one by holding down SHIFT and clicking multiple options.

Gender

- Select female or male if you need to make your search specific. If not, leave Any Gender selected.

Keyword Search

- Use this like Google. Type in basic words such as basketball, summer camp, tennis, fitness, etc. The simpler the search, the easier things can be found.

Recreation Online Abbreviations

Location/Areas

- **PEN/PN:** Peninsula (downtown)
- **JI:** James Island
- **WA:** West Ashley
- **DI:** Daniel Island
- **PG:** Playgrounds (locations identified in activity description or title)

Seasons

- **SPR/SPG:** Spring
- **WNT/WIN:** Winter
- **SUM:** Summer
- **FALL:** Fall

Facilities

- **AWCCC/AWC:** Arthur W. Christopher Community Center (265 Fishburne Street – Downtown)
- **BLRC/BLR:** Bees Landing Recreation Center (1580 Ashley Gardens Blvd – West Ashley)
- **CTC:** Charleston Tennis Center (19 Farmfield Drive – West Ashley)
- **JIRC:** James Island Recreation Center (1088 Quail Drive – James Island)
- **HP/HPP:** Hazel Parker Playground (70 East Bay Street – Downtown)
- **MTC:** Maybank Tennis Center (1880 Houghton Drive – James Island)
- **SJD/SJDCC:** St. Julian Devine Community Center (1 Cooper Street – Downtown)

Fields

- **ACK:** Ackerman Park (55 Sycamore Drive – West Ashley)
- **WAP:** West Ashley Park (3601 Mary Ader Ave – West Ashley)
- **GOV:** Governors Park (165 Fairbanks Dr – Daniel Island)

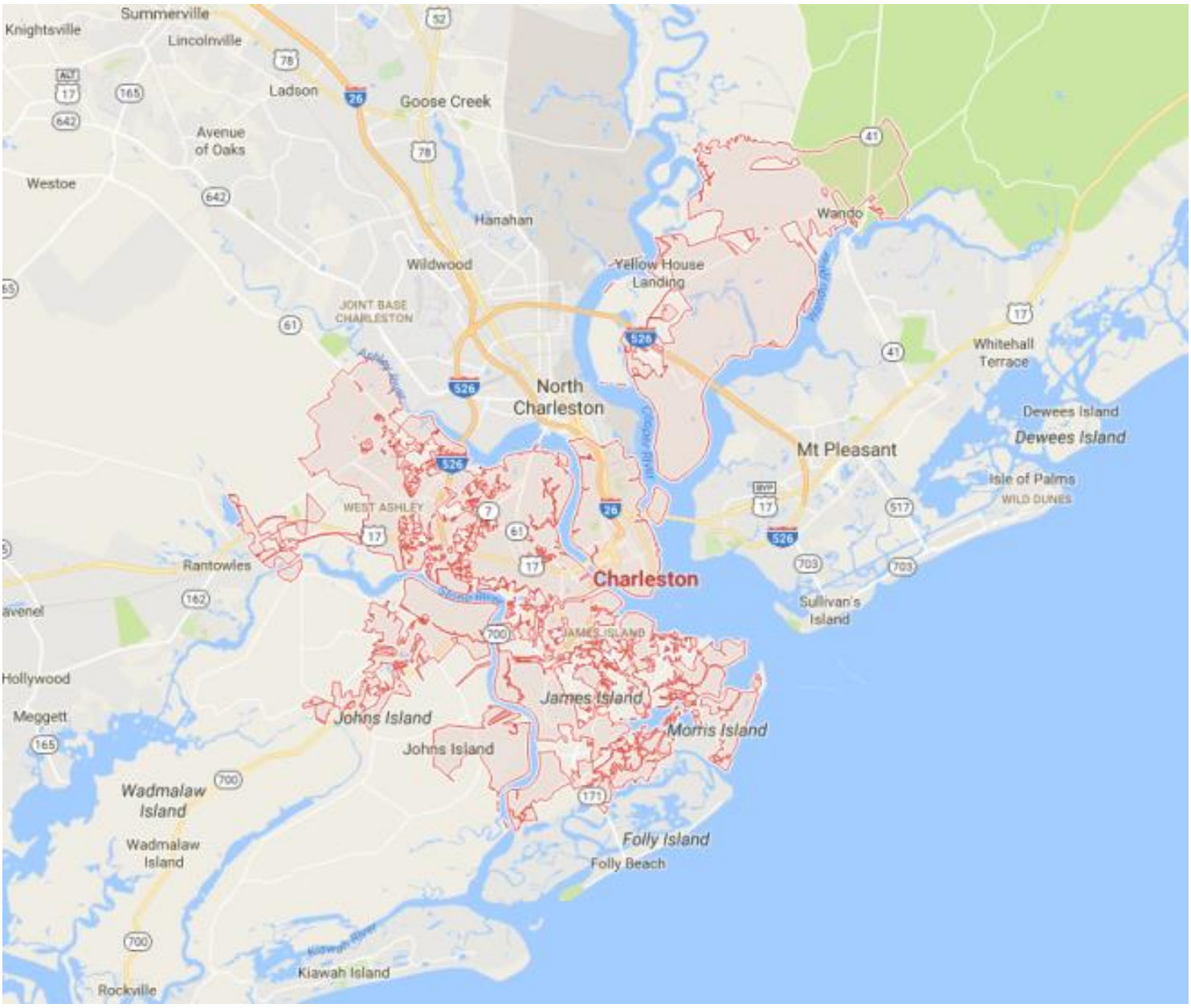
Programs

- **ENV ED:** Environmental Education
    - **NAN:** Nuts About Nature Camp
- **GYM:** Gymnastics
- **JIST:** James Island Swim Team

Adult Sports (AS)

- **BB:** Baseball
- **CSOFT:** Coed Softball
- **FFB:** Flag Football
- **MSOC:** Men's Soccer
- **MSOFT:** Men's Softball
- **SB:** Softball
- **SOC:** Soccer
- **WSOC:** Women's Soccer

Middle School Sports (MS)

Area Map

The red areas are the City of Charleston limits, classifying you as a city resident. Outside of that red area, you are considered a non-resident. Fees will vary depending residency/non-residency.