



# WebTrac Frequently Asked Questions/Troubleshooting Process

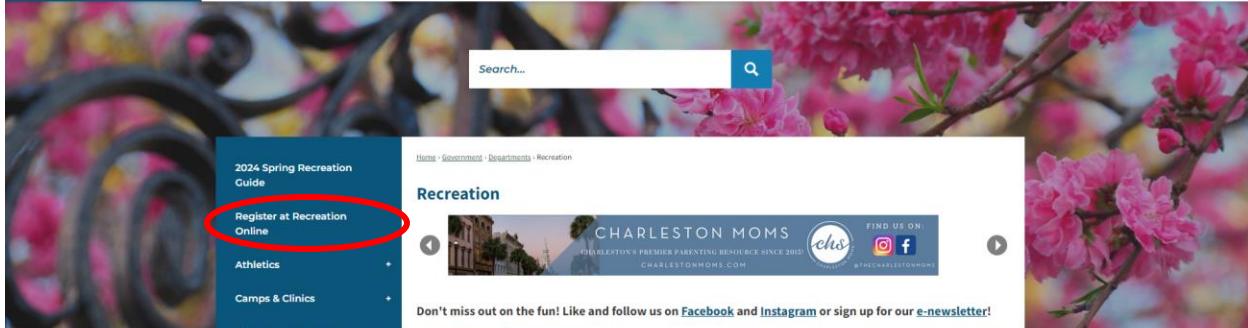
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## Log In

CHARLESTON SC

GOVERNMENT RESIDENTS BUSINESS VISITORS ONLINE SERVICES HOW DO I...



Go to [charleston-sc.gov/recreation](http://charleston-sc.gov/recreation). There are 3 areas to access our online registration platform, WebTrac. Click one.

Direct link:

[https://web1.myvsc  
loud.com/wbwsc/sc  
charlestonwt.wsc/s  
plash.html](https://web1.myvsc loud.com/wbwsc/sc charlestonwt.wsc/splash.html)



### Contact Us

#### Recreation

Physical Address [View Map](#)

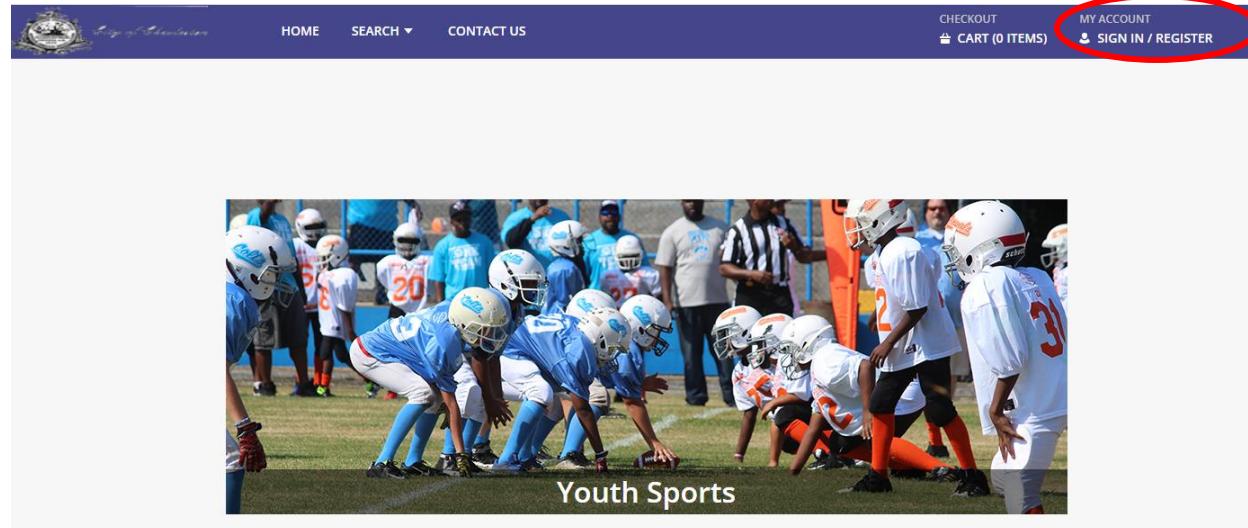
823 Meeting Street  
Charleston, SC 29403

### FAQs

- [How do I register online?](#)
- [Can I participate if I am not a City of Charleston resident?](#)
- [Where is the Department of Recreation Main Office?](#)

### Quick Links

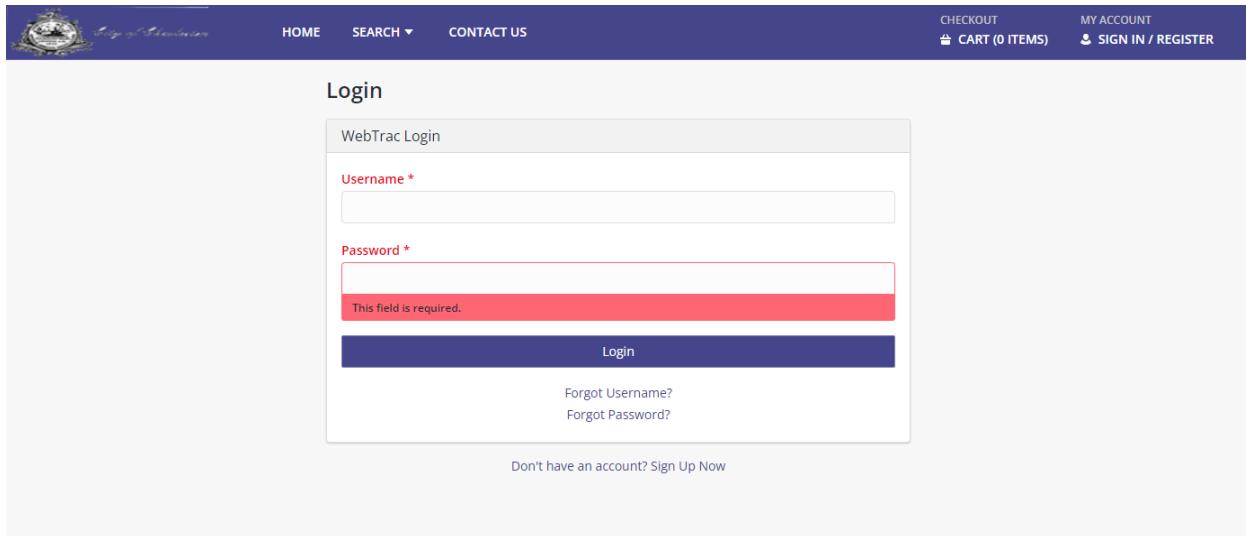
- [2024 Spring Recreation Guide](#)
- [Register Online](#)
- [Youth Sports](#)
- [RainedOut.com](#)



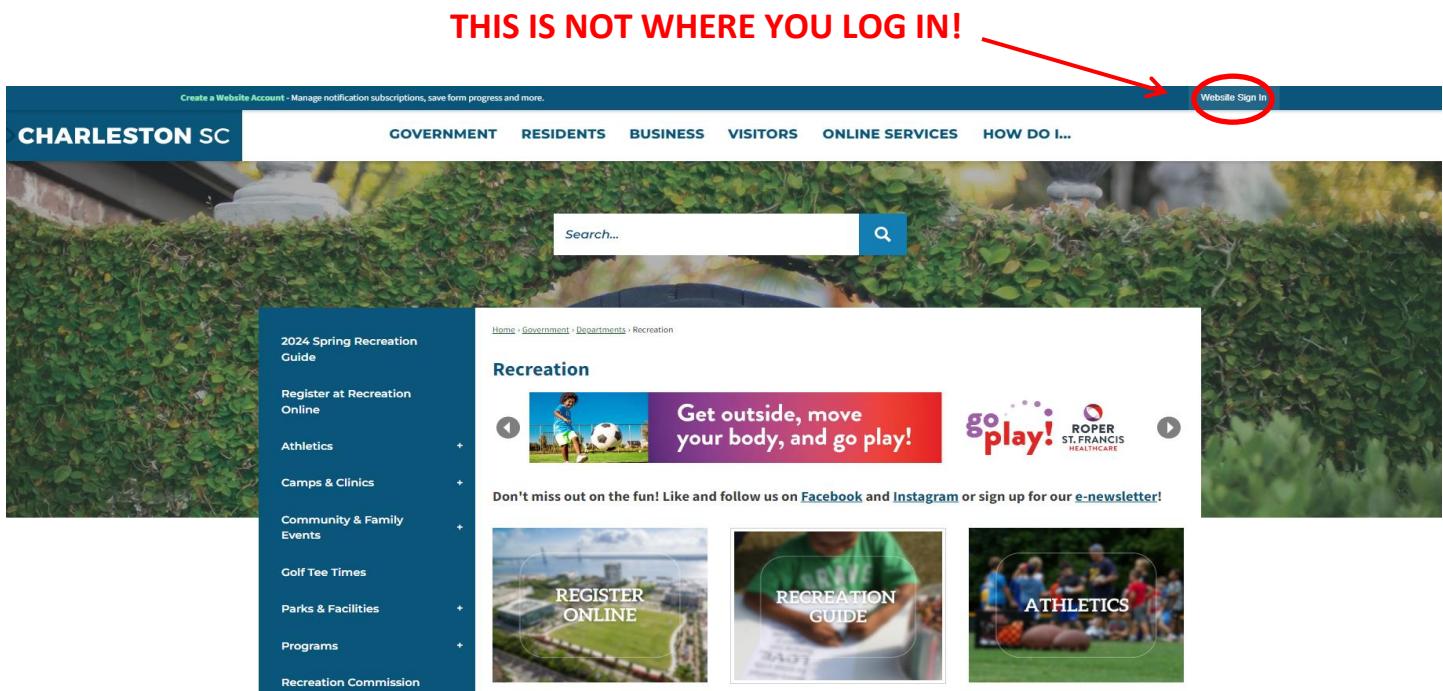
Click the Sign In/Register link in the top right corner.



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



The image shows a login form titled "WebTrac Login". It includes fields for "Username \*" and "Password \*". A red error message "This field is required." is displayed above the password field. Below the fields is a "Login" button. At the bottom of the form, there are links for "Forgot Username?" and "Forgot Password?".



The image shows the homepage of the City of Charleston, SC website. At the top, there is a navigation bar with links for "GOVERNMENT", "RESIDENTS", "BUSINESS", "VISITORS", "ONLINE SERVICES", and "HOW DO I...". A red arrow points from the text "THIS IS NOT WHERE YOU LOG IN!" to the "Website Sign In" button, which is located in the top right corner of the page. The main content area features a banner for "Recreation" with a call to action "Get outside, move your body, and go play!" and links for "REGISTER ONLINE", "RECREATION GUIDE", and "ATHLETICS".

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.*

HOME SEARCH ▾ CONTACT US

CHECKOUT  
CART (0 ITEMS)

MY ACCOUNT  
SIGN IN / REGISTER

Youth Sports

WebTrac Login

Username \*

Password \*

This field is required.

Login

Forgot Username?  
Forgot Password?

Don't have an account? Sign Up Now

Click the Sign In/Register link.

HOME SEARCH ▾ CONTACT US

CHECKOUT  
CART (0 ITEMS)

MY ACCOUNT  
SIGN IN / REGISTER

Login

WebTrac Login

Username \*

Password \*

This field is required.

Login

Forgot Username?  
Forgot Password?

Don't have an account? Sign Up Now

Click the third option – “Don’t have an account? Sign Up Now”


**Attention!**

STOP! If you have ever done business with us please try to log into your account first. Duplicate households will create registration issues. <https://retrac.charleston-sc.gov/wbwsc/webtrac.wsc/forgotten.html?option=User>

New households will need to be approved by the recreation department before processing on WebTrac can be done.

Process takes up to 48 hours.

**Create New Household**

▲ New Account Information

**Login (up to 50 chars) \***

**Password (up to 50 chars) \***

**Re-Type to Confirm**

▲ Household Primary Person Information

<b>First Name *</b> <input type="text"/>	<b>Last Name *</b> <input type="text"/>	<b>Category</b> <input type="text" value="Non-Resident"/>
<b>Address (For RESIDENCY VERIFICATION Please use drop down address picklist when typing) *</b> <input type="text"/>		<b>Address Line 2</b> <input type="text"/>
<b>City *</b> <input type="text"/>		<b>Gender *</b> <input type="text" value="... Select a Gender ..."/>
<b>State *</b> <input type="text" value="SC"/>		<b>Category</b> <input type="text" value="Non-Resident"/>

▲ Emergency Contacts

I'm not a robot   
[reCAPTCHA Privacy + Terms](#)

A red arrow points from the "reCAPTCHA" text area towards the "Save" button.

**Save** **Cancel** **Add New Member** **Add New Contact**

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



HOME SEARCH ▾ CONTACT US

CHECKOUT CART (0 ITEMS) MY ACCOUNT SIGN IN / REGISTER

### Login

WebTrac Login

Username \*

Password \*

This field is required.

[Forgot Username?](#)  
[Forgot Password?](#)

[Don't have an account? Sign Up Now](#)

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

### Forgotten Login

Forgotten User

If you don't have an email address on file with us, or if our data fails to match your responses, you will need to contact our office at (843)724-7327 or by using the contact us form.

Primary Email Address \*

I'm not a robot reCAPTCHA  
Privacy - Terms

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

An email has been sent to the address entered. Please check your email for your login information.

### Forgotten Login

Forgotten User

If you don't have an email address on file with us, or if our data fails to match your responses, you will need to contact our office at (843)724-7327 or by using the contact us form.

Primary Email Address \*

I'm not a robot reCAPTCHA  
Privacy - Terms

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.



Whichever link you chose ("forgot username" or "forgot password"), you will be 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.

**Contact Us**

**Forgotten Login**

Forgotten Password

If you don't have an email address on file with us, or if our data fails to match your responses, you will need to contact our office at (843)724-7327 or by using the contact us form.

**Primary Email Address \***

I'm not a robot reCAPTCHA Privacy · Terms

**Submit**

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.

City of Charleston Username for [REDACTED]

charleston-recreation@rectrac.com

To [REDACTED] Tue 1/2/2024 3:23 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

**CAUTION:** This email originated outside of the City of Charleston. Do not click links or open attachments unless you recognize the sender and know the content is safe.

You have requested your User Name for City of Charleston's web registration site. Please follow the instructions below. If you have any questions or problems, write to us at [charleston-recreation@charleston-sc.gov](mailto:charleston-recreation@charleston-sc.gov). DO NOT REPLY to this message.

1. Make a note of your User Name: [REDACTED]

2. Next, return to <https://web1.myscloud.com/wbwsc/sccharlestonwt.wsc/login.html?email=lu0NOT1NOQ1C3Q283G4M3R606H4Y6X601L733N0E5I6U015707> and login to our online registration site. Then you may begin to use this website's features.

Note: If you did not make this request, someone has mistakenly entered your e-mail address. Simply ignore this message, or if you wish, you may contact our office.

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.



## City of Charleston Password Reset for [REDACTED]



charleston-recreation@rectrac.com

Tue 1/2/2024 3:29 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

**CAUTION:** This email originated outside of the City of Charleston. Do not click links or open attachments unless you recognize the sender and know the content is safe.

You have requested to reset your Password for City of Charleston's web registration site. This can be done by using the below link. If you have any questions or problems, write to us at [charleston-recreation@charleston-sc.gov](mailto:charleston-recreation@charleston-sc.gov). DO NOT REPLY to this message.

[Click Here To Reset Password](#)

Note: If you did not make this request, someone has mistakenly entered your e-mail address. Simply ignore this message, or if you wish, you may contact our office.

Reset

Reset Account Settings

Reset Your Password

New Password: \*

Re-Type New Password:

① Password reset successful

Login

WebTrac Login

Username \*

Password \*

This field is required.

Forgot Username?  
Forgot Password?

Don't have an account? [Sign Up Now](#)

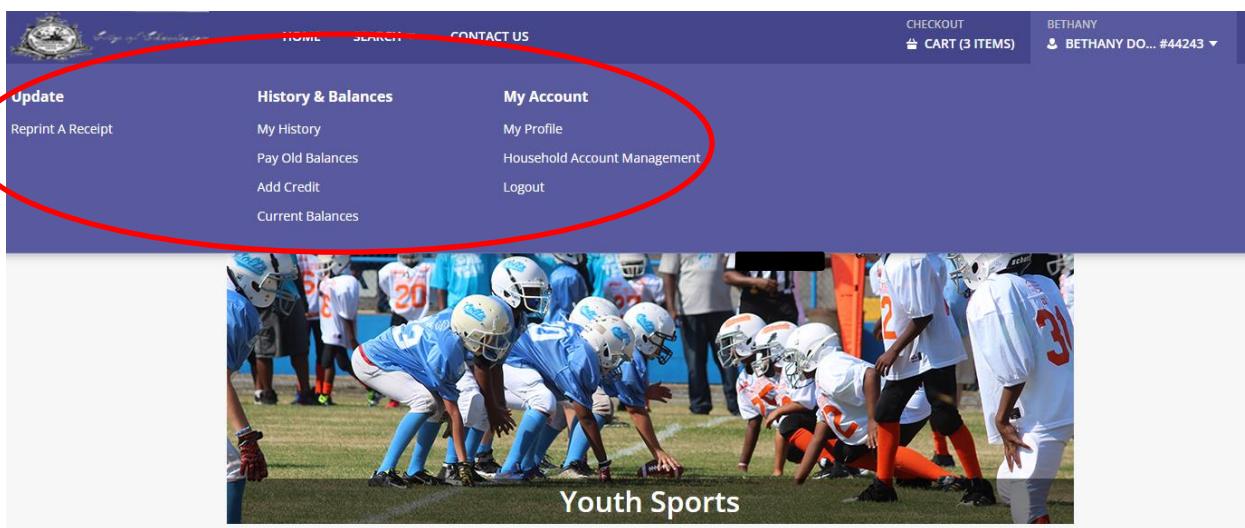
This email is verification that you requested to reset your password. Click the link in your email to be redirected back to the website to create a new password.

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

- **AWCC/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.

