

## FOR IMMEDIATE RELEASE

February 1, 2023

### Press Release

#### Wilton Parks and Recreation to Roll Out New Recreation Management System on February 1st

Wilton Parks and Recreation is implementing CivicRec, a new recreation management software system on February 1<sup>st</sup>.

Residents will be able to register online for classes, activities, camps and leagues as well as reserve community facilities including fields and lighting, athletic facilities, and meetings rooms with convenient online payment options. Civic Rec will also enable Wilton Board of Education to manage their field usage. Civic Rec is mobile-friendly allowing residents to use it from a smartphone or tablet. Civic Rec can be accessed by [clicking on this link](#) or by visiting the [Parks and Recreation Department page](#) of the Town of Wilton website.

Given the recent issues with the former vendor, residents are being asked to create a new account on CivicRec as prior account information cannot be transferred to the new system. Instructions on how to get started on Civic Rec and create an account can be found on the Welcome tab on Civic Rec. Please keep the following tips in mind:

- **How to Set Up Your Account.** Click on Login/Create Account in the upper left corner and then click Create WPRD Account. On mobile devices, select Account in the upper right corner and click Sign Up in upper right corner. Complete the required information to set up your account.
- **This email is already in use.** For those users who receive a “this email is already in use” notification, Parks and Recreation has already set up your account for an existing registration/reservation. Simply select “reset password” to log-in.
- **Parents/Guardians/Adults First.** When creating a new account, enter the parent's/adult's information first. The first person on the account created will be the default payer/head of household and must be an adult. The primary email address entered into the parent's/adult's account will be your username going forward.
- **Email/Text Opt-In.** Wilton Parks and Recreation will be sharing information including cancellations/closures, critical announcements, and upcoming event notifications via email and/or text message. Please consider signing up to receive updates.
- **Username.** Your username will always be your email address. You have the option of adding additional email addresses to your account to receive updates.
- **Password.** Your password must be 8 characters and contain at least 3 of the following: capital letter, lower case letter, number, or special character. If you forget your password, please select 'forgot password' to reset it.

- **Emergency Contact.** You are required to add one emergency contact to your account profile. Be prepared to enter the emergency contact's first and last name, relationship to the person, phone number, and email address.

For assistance or questions on Civic Rec, please contact Kregg Zulkeski at [kregg.zulkeski@wiltonct.org](mailto:kregg.zulkeski@wiltonct.org) or (203) 834-6234, x 5.

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