

How to Recover your Username/Reset your MyRec Password

**Note: We changed systems in late 2020. If you have not registered/logged in since that date, please create a new account. Anyone who registered/logged in after that date can follow the recover instructions below.*

Step 1:

Go to glastonburyct.myrec.com

Step 2:

Select Login

The screenshot shows the MyRec website interface. At the top is a dark blue navigation bar with the following menu items: Home, Register, Facilities, General Info, Contact, and Account. Below this bar is a light gray banner with the text "REGISTER NOW" in blue, flanked by small dark blue dots. The main content area features six large blue icons with corresponding labels: Programs (a person with arms raised), Log In (a group of three people), New Account (a person with a plus sign), Contact Us (an envelope), Employment (a dollar bill with the number 1), and E-Blasts (an exclamation mark). Below the "Log In" icon, a red arrow points to a "Log In" button. Underneath the navigation icons are two promotional cards. The first card, titled "Log In", features a photo of four smiling children and the text "Create an account and begin registering for programs and events!" with a blue "CREATE ACCOUNT" button. The second card, titled "E-Blasts", features a photo of a lawn with colorful birthday letters and the text "Reserve your Happy Birthday or Congratulations Lawn Letters Today!" with a blue "REQUEST" button. At the bottom center of the page is a blue button with a camera icon and the text "View All".

Step 3:

Click Reset Password

The screenshot shows the website header with the title "Glastonbury Parks, Recreation & Senior Services" and a navigation menu with links for Home, Register, Facilities, General Info, Contact, and Account. Below the menu is a "REGISTER NOW" button. The main content area features a login form with "Username" and "Password" fields, both marked as "Required". A "Log In" button is to the right of the password field. Below the fields are links for "Don't have an account?" and "Can't log in?". A "New Account" button is located below the "Don't have an account?" link. A "Reset Password" button is located below the "Can't log in?" link, with a red arrow pointing to it. Below the buttons is a note: "If you have previously made an account and cannot log in, please reset your password or contact us instead of creating a new account."

Step 4:

Enter the email associated with the account and hit submit

Step 5:

You will receive an email from noreply@receipts.myrecdepartment.com. Make sure to check your Junk Mail Folder if you do not receive this email within a few minutes. This email will contain your Username as well as a link to reset your password.

If you do not receive an email, this may mean your account is not associated with the email you used. From here you can either set up a new account, or call our office at 860-652-7678 and we can assist in determining the email used.

Step 6:

Reset your Password. Please be sure to follow the Character Requirements for your new password.

Glastonbury Parks, Recreation & Senior Services



Home

Register

Facilities

General Info

Contact

Account

• REGISTER NOW •

Reset Password

New Password:

Confirm New Password:

Password must have 12+ characters, an uppercase & lowercase letter, a number, & a symbol.

Accepted symbols: ~!@#\$%^&*?

Submit

Step 7:

Once your password is reset, you will be prompted to log in again using this new information.

If you have any questions please call our Main Office at 860-652-7678