



## Your Guide to a Successful Fall Registration

**Fall online registration is right around the corner!**  
**Mark your calendars for Tuesday, August 12, at 8:00 a.m.**

### **Prepare in Advance!**

- ☐ **Log Into Your MyRec Account:** Ensure you can access your account before registration day.
  - o Forgot your username or password? [Click here](#) to recover/reset your credentials.
  - o Need a new account? Reference our [How-To Guide](#) for step-by-step instructions.
- ☐ **Verify Household Information:** Confirm that all household members are listed correctly with *accurate ages and grades*.
  - o The Grade listed for your child should be the grade they are going into for the 2025-2026 school year. If your child is marked as "N/A" or "PK" who are currently in Kindergarten or a higher grade please **call our office to update their grade level!**

### **Registration Day Tips**

- ☐ **Act Quickly:** Many programs are in high demand and will remain in your shopping cart for only 15 minutes.
  - o If you are idle for more than 15 minutes, items will be automatically removed from your cart.
- ☐ **Utilize Waitlists:** Programs fill quickly, but waitlists are a great option!
  - o Registration starts in mid-August, but some programs don't begin until later fall—plans change!
  - o If a spot becomes available, you'll receive an email notification prompting payment.
  - o If no action is taken, we will follow up with a phone call to confirm your interest.
  - o No fee is collected for joining a waitlist.
  - o If you no longer need your spot on the waiting list, please contact our office.
- ☐ **High Call Volume Expected: Please be patient if you need assistance on registration day.**
  - o If you can't get through, leave a voicemail or try calling again. If it is urgent, please try your call again as we do not check voicemails until call volume has decreased.
  - o **Important:** To ensure fairness for all customers, registrations will not be accepted over the phone.

### **Canceling a Registration**

- ☐ Use our [Online Cancellation Request Form](#) if you need to cancel a program after registering.
  - **Important:** Program cancellations cannot be processed on the same day as initial registration.
    - o Any same-day cancellation requests will be processed on the **following business day**.
    - o Please review our [cancellation policy](#) ahead of signing up for fall programs.

**Reviewing this information in advance and following these tips will help ensure a smooth registration process. For any questions, please email [recreation@glastonburyct.gov](mailto:recreation@glastonburyct.gov) or call our office at 860-652-7679.**