



City of Coral Gables

COMMUNITY RECREATION

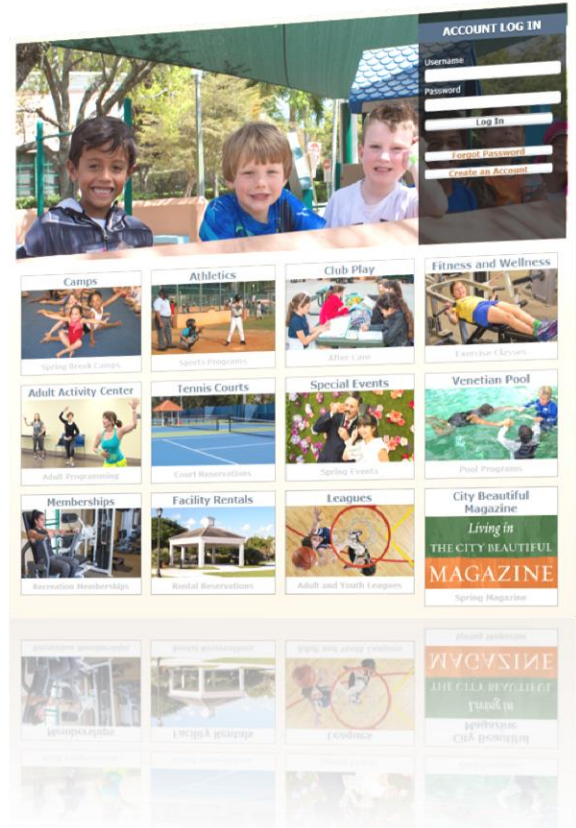
www.playgables.com

FREQUENTLY ASKED QUESTIONS

The City of Coral Gables Community Recreation Department will be transitioning from its current recreation management system to a new mobile friendly system called RecTrac by Vermont Systems.

What are the benefits of the new Community Recreation management system?

- Recreation Management System with 12 integrated modules
- Vermont Systems – more than 30 years experience
- User friendly online household management
- Online program and activity registration
- Online pass and membership registration & renewal
- Online court reservations and bookings
- Online rental reservations and bookings
- Online ticket sales for Venetian Pool
- League scheduling
- Immediate access to household records and receipts
- Mobile friendly
- PCI and EMV Chip & Pin Compliant for secure in-person and web/mobile credit card transactions.



When will this transition go into effect?

Starting Monday, December 11, 2017 users will be able to input their household information on-line by visiting www.playgables.com. **All users will need to resubmit proof of residency, age and/or grade (if applicable) in person to the War Memorial Youth Center registration office: Monday - Friday, 8:00 a.m. to 8:00 p.m. and Saturday from 8:00 a.m. - 12:00 noon.**

Why is the City of Coral Gables changing registration systems?

The current registration system has reached its end of life. As a result, the City is transitioning to a new software system called RecTrac.

Will my account and history roll over into the new system?

No. All customers, with exception to active membership holders, will need to recreate a new household account since the information from the previous system will not be transferred into the RecTrac system.

What do I need to create a new account?

Verification of residency, age and/or grade (if applicable), must be submitted in person to the Coral Gables War Memorial Youth Center at 405 University Drive, Monday through Friday, anytime from 8:00 a.m. - 8:00 p.m. and Saturday from 8:00 a.m. - 12:00 noon.

Continues on other side...

What happens to my membership if I am a current member?

All active members will be transferred over into the system and will not need to create a new household account. However, verification of residency, age and/or grade will still be required for additional household registrations. **All existing membership cards will no longer be valid after Friday, December 22, 2017.** Every active member will be issued a new Key Fob, which may be carried on a key ring. The Key Fob will be scanned via a barcode reader for facility access. Please visit the registration office to have your new membership Key Fob issued.

What about the credit or debit balances on my old account?

All previous balances will be manually entered on your new account once your household account has been created and approved in the RecTrac system. Please inform the registration office staff if you have a balance on your current account. All balances will be manually transferred once the new account has been created and confirmed.

How do I check whether I have any account credits or debits in the prior registration system?

You can contact the registration office at 305-460-5600 to receive a copy of your previous account transaction history. Any balances will be listed at the bottom of the account transaction report. While the discontinued system will no longer be accessible for processing of registrations, all account information will be archived and accessible.

What if I owe money on my old account?

If you owe money on your account, you will need to pay the balance due to remain in good standing. You will be able to make a payment of any outstanding balances on your account in the current system through the end of December 2017.

How long will the current registration system be available?

The current system will be available through the end of December 2017. Starting January 2018, the current system will only be accessible for reporting purposes.

When will registration start for Spring classes?

Registration for Spring classes in the new RecTrac system is available Monday, December 18, 2017 for City of Coral Gables residents. For non-residents, registration is available Tuesday, December 26, 2017.

How do I register for spring classes?

Register for Spring classes at www.playgables.com. **Please note that your new account must first be approved and activated.**

How do I register for Fall/Winter 2017 activities?

To register for Fall/Winter 2017 classes and camps, visit the registration office to be registered using the current system no later than Friday, December 22, 2017. All spring registrations will take place in the new RecTrac system.



CORAL GABLES
THE CITY BEAUTIFUL
www.coralgables.com

 Download the City App
Coralgables.com/CityApp

 Like us on Facebook
Facebook.com/cityofcoralgables

 Tweet with us
[@CityCoralGables](https://twitter.com/CityCoralGables)

 Subscribe to YouTube
YouTube.com/coralgablestv

 Subscribe to e-News
www.coralgables.com

 Get the in-telligent app
www.in-telligent.com