Are you new to our website?
Having trouble finding what you're looking for?
We're here to help!

How do I create an account?
1. Start at eurekaparksandrecreation.com.
2. Click New Account (on right).
3. Create your family profile by filling in the requested information.
   - Address
   - Phone number
   - Email
   - Head of Household
   - Birth date
   - Gender
4. Create password
5. Then click next.
6. Your Family Profile is created.
   - To add more family members, on the right side under My Profile, click **Add Member**. Enter required information (first & last name, birth date, gender, primary phone). Please include any known allergies (bee sting, medications, specific foods), medical conditions (asthma, diabetes, epilepsy, etc.) and physical mobility challenges or disabilities, or family circumstances that staff needs to be aware of in the **Notes** box.
   - To add an **Emergency Contact**, on the right side under Emergency Contacts, click **Add Emergency Contact**.
   - To change any family member information, click on the family member's name.

I haven't created an account, but one already exists.
If you have been a previous participant, an account may have already been created for you. Please contact our office for a temporary password.

I forgot my password. Help!
1. Click **Login**.
2. Click **Forgot your password?**
3. Enter the email address associated with your account. Click **Next**.
4. An email containing your password will be sent.

If you are unable to obtain your password via email, please call our office and we will provide you with a temporary password. Once you're able to access your account, please personalize your password for security.

How do I register for a community class?
1. Start at eurekaparksandrecreation.com.
2. Click **Login** or **Create New Account**.
3. Click on Adult Programs for Adult Community Classes or Youth Programs for Youth Community Classes.
4. Scroll down to the bottom of the page and click **Community Classes**.

5. Click on a class name to view class details such as dates & times, fees, age, location, etc.
6. If interested in registering, click **Add to Cart**.
7. Select the family member you wish to register by clicking in the box next to their name. Click next. If the family member is not in the age range listed for the class, an error will pop up. (**An error has occurred in your selection:** Susie Jo does not meet the age requirements for Music & Movement - Session 2.)
8. Read the liability waiver and electronically sign it by clicking in the box next to I Understand and type your name. Then click I Agree.
9. Review your selection to make sure you are registering for the class you want and the correct family member. Click **Finish**.
10. You will then be taken to your Shopping Cart. You can edit or remove any selections or continue with Checkout to register. To add additional classes, click Continue Shopping at the bottom of the page.
11. Click **Checkout** to pay for class. You will be given a total. Click **Pay Now**.
12. Verify that the credit card billing address is the address from your profile. If not, enter a second address is the box Address 2. Skip the shipping information.
13. Enter your credit card information.
14. Click **Review Transaction**.
15. Review your information. If all is correct, click **Submit Payment**. If not, click Previous.
16. You will receive a confirmation of your order on the next screen. Click the link **Click Here** to view and print your receipt.

I'm trying to sign up for a community class, but am unable to.

There are a few reasons why you may not be able to sign up for a class online. The most common reasons are:
- Participant doesn't fall within the age range of the class/activity.
- Online registration deadline has passed.
- The class has been cancelled.

Exceptions to ages or class requirements are not available in the online process and require staff approval. Please contact our office for assistance.

How do I rent a facility?

While you are not able to complete the entire rental process online, you can definitely get the process started. Some rental requirements must be done in person at our office, plus we'd like to meet you!

Submit a facility request and our staff will contact you regarding the insurance requirements, rental contract/permit and payment of fees.

1. To reserve a facility, click on **Reserve Facility** located all along the top of the calendar under each Day's Heading and also on the column on the left side of the screen titled "Actions."
2. Login or create a new account.
3. Complete the rental details form by selecting the appropriate entry from the drop down menus.
   a. **Requested By:** *Your Name*
   b. **Use Type**: *Select Rental*
   c. **Description:** *Type the type of event you'd like to have, i.e. Family BBQ, Reunion, etc.*
   d. Click **Next**
4. On the next page complete the **Facilities**, **Rooms**, **Time Slot**, and **Start Date** information questions.
   a. **Facilities:** Select the facility you would like to use.
   b. **Rooms:** Select the specific area of the facility.
   c. **Time Slot:** Select the time slot you are interested in reserving
   d. **Head Count:** Enter an approximate number of people who will be attending
   e. **Start Date:** Enter the date you would like to use the facility.
   f. Click **Next**

g. If the day/time is unavailable you will receive the following error: "Room/Package is not available to rent during the selected time."
h. Most facilities require a minimum of 30 days notice in order to submit a request. If you receive an error of this nature, select a different date.
i. You will also receive an error if you choose a time frame outside of the facility's operating hours. Please select a different time frame.
j. If the facility you're requesting has rental options, a new window will pop up with questions. Choose your answer and click **Next**.

5. Review your selection to make sure you are requesting the facility, day and time you want then click **Add to Request** and on the next screen click **Submit Rental for Approval.**
6. Your request will be processed and you will receive an email confirmation from staff if your request is approved or rejected during regular business hours, Monday – Friday 8am – 5pm. Once approved, staff will begin the rental process and will contact your regarding the rental.

How do I check the availability of a park or facility?

1. Start at eurekaparksandrecreation.com.
2. Click on **Facility Calendar**.
3. To view a specific facility or type of facility such as a park or ball field, use the **Calendar Filters** located on the top right.
4. Choose a selection from **Facility Category**, (Ball Fields, Park, Recreation Center) to view all facilities in that category. Choose a selection from **Facility** to see an individual facility.
5. You may choose to view the calendar by the **Day**, **Week** or **Month**. To change this view, select your viewing preference on the left under **Date Scope**.