

FAQ's: Recreation Division Registrations and Reservations

Q1: How do I claim my account in the new online registration system?

A: Only users who are already enrolled into Fall programs will need to claim their account. If so, you should have recently received an email from City of Berkeley Recreation Division with subject line "Password auto-generated on." This email includes your new user name and time-sensitive temporary password. Once you open the email:

- Click on the link provided ("click here").
- In the upper left corner of CivicRec, click on "Log-in/Create Account"
- From the drop-down menu, click the green button labeled "Log in with Email"
- Enter the user name and temporary password provided in the original email and click "Log in"
- In the upper left corner, click on "Account"
- Click on the pencil ("edit user") next to your name to review and update your personal information
- Click on "Save user"
- Please be sure to add all household members by clicking on "+ Add New Account Member" below your name

If you experience any difficulty logging in to CivicRec® or registering for programs, please call the Recreation Customer Service Hub at (510) 981-5150 and press "0", or email recreation@cityofberkeley.info.

Q2: How do I setup a new account?

A: To setup a new account, enter the following address into your web browser: secure.rec1.com/CA/Berkeley-CA. In the upper left corner, click "Log In/ Create Account". [CLICK HERE](#) for a step-by-step pictorial guide for setting up a new account.

Q3: When I am setting up a new account, I receive an error message that the username already exists, but I haven't created an account. What should I do?

A: This means that the Recreation Staff have already created an account for you. You will only need to claim your existing account and update your password. For directions on how to claim your existing account, refer to Q1 at the top of the page.

Q4: Which programs are available for online registration?

A: To view a full list of programs, view the [Fall/ Holiday Activity Guide](#) or browse the online catalog. Some programs are not available for online registrations. Contact the program coordinator for special instructions for program enrollment into these programs.

Q5: How do I sign up for a program or reserve a picnic site or tennis/ pickle ball court?

A: To sign up for a program online, you will first need to log in claim an existing account, or setup a new user account. See Q1 and Q2 to determine the best way to log in. Once you are logged in, Click "Catalog"

at the top left corner of the screen. From the multicolored menu bar at the top of the page, select which item you would like to reserve. If you experience any difficulty, contact our Recreation Customer Service Hub at (510) 981-5150 and press “0”.

Q6: I’m having difficulty registering for a program. Who should I contact?

A: You can contact the Recreation Customer Service Hub by phone at (510) 981-5150 or email recreation@cityofberkeley.info.

Q7: How do I retrieve a tax receipt for one of the City of Berkeley Recreation Division Programs my child participated in?

A: For Tax Years 2017-2019, you can contact the program coordinator directly. For a list of contact information, refer to page 3 of the [Fall/ Holiday Activity Guide](#).