

AQUATICS REGISTRATION - A STEP BY STEP GUIDE ON YOUR COMPUTER

***HINTS - Check your login BEFORE registration day to make sure you can access your account!**

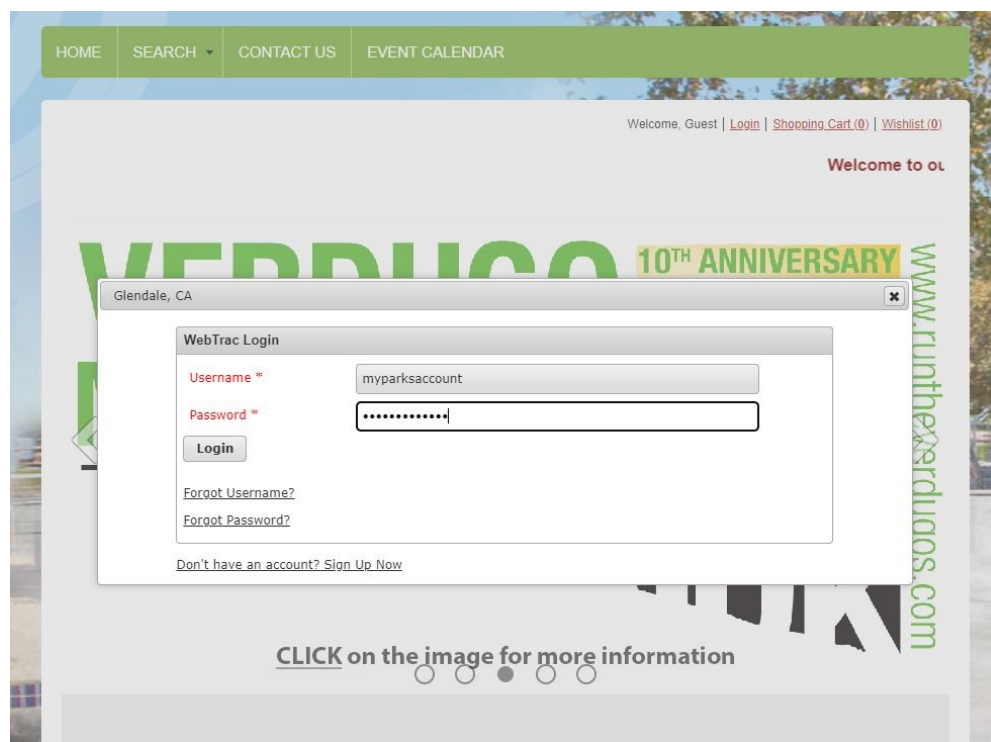
Please do not create a new account if you've forgotten your information - your residency verification and history will NOT transfer over!

If you've ever signed up for anything, you have an account already set up automatically. Please click on forgot username or password to have them emailed, or call us for assistance.

STEP 1 - Go to www.myclendaleparks.com and click on "Login"



STEP 2 - Enter your login information*.



STEP 3 - You may be prompted to verify your information. Check for accuracy and make sure ALL of your children/family members are included to ensure you can register them in future steps.

Click “Save” when done.

HOME SEARCH MY ACCOUNT CONTACT US EVENT CALENDAR

Welcome, Account #58184 | Logout | Shopping Cart (1) | Wishlist (0)

Household Primary Person Information

First Name * My Parks Last Name * Account Address Line 1 * 123 Any Street

Address Line 2 Gender * Female City * Glendale

State * CA Zip Code * 91206 Phone #1 (818)111-1234

Phone #1 Extension Phone #1 Type Cell Phone Phone #2

Phone #2 Extension Phone #2 Type --- Select a Phone Ty

Email #1 Organization Name

Additional Primary Person Information

Household Questions

My Parks Child Account

First Name * My Parks Child Last Name * Account Birthday * 09/01/2011

Gender * Female Relationship --- Select a Relations Email #1

Phone #2 Extension #2 Type #2 --- Select a Phone Ty

Change To Primary

Additional Family Member

Additional Emergency Contacts

Save Add New Member Add New Contact

STEP 4 - After saving your information/logging in, you will be brought back to the home screen. Click on “Aquatics.”

Welcome to our new Website!

Welcome, Account #58184 | Logout | Shopping Cart (1) | Wishlist (0)

2022 Residency Verification

Everyone, including returning Glendale residents, MUST verify proof of residency each year.

Residency verification is required to be eligible to receive the “Glendale Resident Rate” and to register during Glendale resident-only registration day.

Complete your residency verification beginning March 21, 2022.

Check your www.myglendaleparks.com log-in credentials **PRIOR** to registration day to make sure you can log in successfully.

[CLICK on this image for more information.](#)

Art Classes

Aquatics

STEP 5 - Select your class from the list of available classes. Available classes have a green “+” symbol.

Click on the “+” to add the class to your cart.

HOME SEARCH MY ACCOUNT CONTACT US EVENT CALENDAR

Welcome, Account #58184 | Logout | Shopping Cart (1) | Wishlist (0)

Activity Search Criteria

Keyword Search: Type: All Types Aquatics Art Classes Camps Dance & Fitness Drop-Ins Educational Category: All Categories Adult Kids Senior

Age: All Ages 3 Months 6 Months 9 Months 1 2 3 Days of Week: Any Weekday Sunday Monday Tuesday Wednesday Thursday Friday

Search Reset

Search Results

Showing 1 To 20 Total Results (85)

Spring Swim Team - 471509

The Glendale Gators Swim Team is a community swim team.

The prerequisites are:

- 1) Participants must have the endurance to complete a one-hour swim team workout.
- 2) Swim team participants are required to continue swim lessons until Level V (5) is completed.
- 3) Participants are expected to follow coaches direction and complete all swimming and skill practice as directed.
- 4) Participants should come to practice ready to learn, grow, and improve their swim times
- 5) Periodic swim meets will be scheduled. Participation is optional but strongly encouraged

Ages: 6 - 17
Fee: \$75
Dates: March 7 - May 20, 2022
Days: Monday, Wednesday & Friday
Time: 4:45 p.m. - 6:00 p.m.

Activity #	Description	Dates	Times	Days	Location	Ages	Cost	Documents	Availability
471509-01	Spring Swim Team Pacific	03/07/2022 - 05/20/2022	4:45 pm - 6:00 pm	M, W, F	Pacific Community Pool	6-17	Add To Cart For Price		Available

STEP 6 - Click on “Add to Cart”

1 2 3 Wednesday Thursday Friday

Search Reset

Search Results

Showing 1 To 20 Total Results (85)

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Ages: 6 - 17
Fee: \$75
Dates: March 7 - May 20, 2022
Days: Monday, Wednesday & Friday
Time: 4:45 p.m. - 6:00 p.m.

Remove From Selection List

Activity #	Description	Dates	Times	Days	Location	Ages	Cost	Documents	Availability
471509-01	Spring Swim Team Pacific	03/07/2022 - 05/20/2022	4:45 pm - 6:00 pm	M, W, F	Pacific Community Pool	6-17	Add To Cart For Price		Available

Spring Lessons- Parent & Me - 471526

Adult participation is required. Students in "Starfish" will learn to adjust to the water, water entry, jumping in, front kick, blowing bubbles, front glide, back float, underwater exploration, arm movement, and safety skills. Parent skills will be taught, including towing with personal flotation devices and rescues.

Activity #	Description	Dates	Times	Days	Location	Ages	Cost	Documents	Availability
471526-05	May Parent & Me 3:20pm T/Th	05/03/2022 - 05/19/2022	3:20 pm - 3:55 pm	Tu, Th	Pacific Community Pool	0.5-3.5	\$55.00		Available
471526-06	May Parent & Me 9:30a Sat/Sun	04/30/2022 - 05/15/2022	9:30 am - 10:05 am	Su, Sa	Pacific Community Pool	0.5-3.5	\$55.00		Full

Spring Swim Lessons - Level 1 - 471527

"Frogs" will learn to feel comfortable in the water and enjoy the water safely. Students will learn to adjust to water entry, perform the front kick, how to glide and float, breathing control, underwater exploration, beginner strokes, and various safety skills.

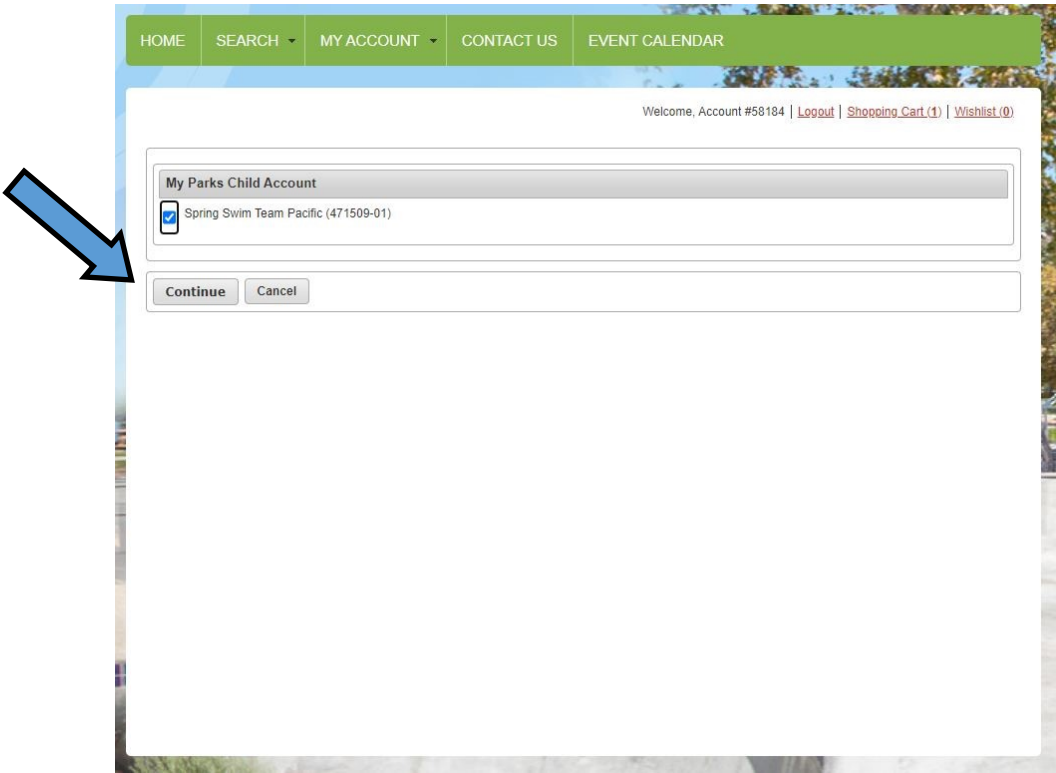
Activity #	Description	Dates	Times	Days	Location	Ages	Cost	Documents	Availability
471527-09	May-Level 1 T/Th 4pm	05/03/2022 - 05/19/2022	4:00 pm - 4:35 pm	Tu, Th	Pacific Community Pool	3.5-12	\$55.00		Full

Spring Swim Team Pacific (471509-01)

Add To Cart Clear Selection

STEP 7 - Select the person from your household who you are registering. If they don't show up, then either they aren't added in your household or their age is not eligible for the class.

Click "Continue" after selecting the correct person.



HOME SEARCH MY ACCOUNT CONTACT US EVENT CALENDAR

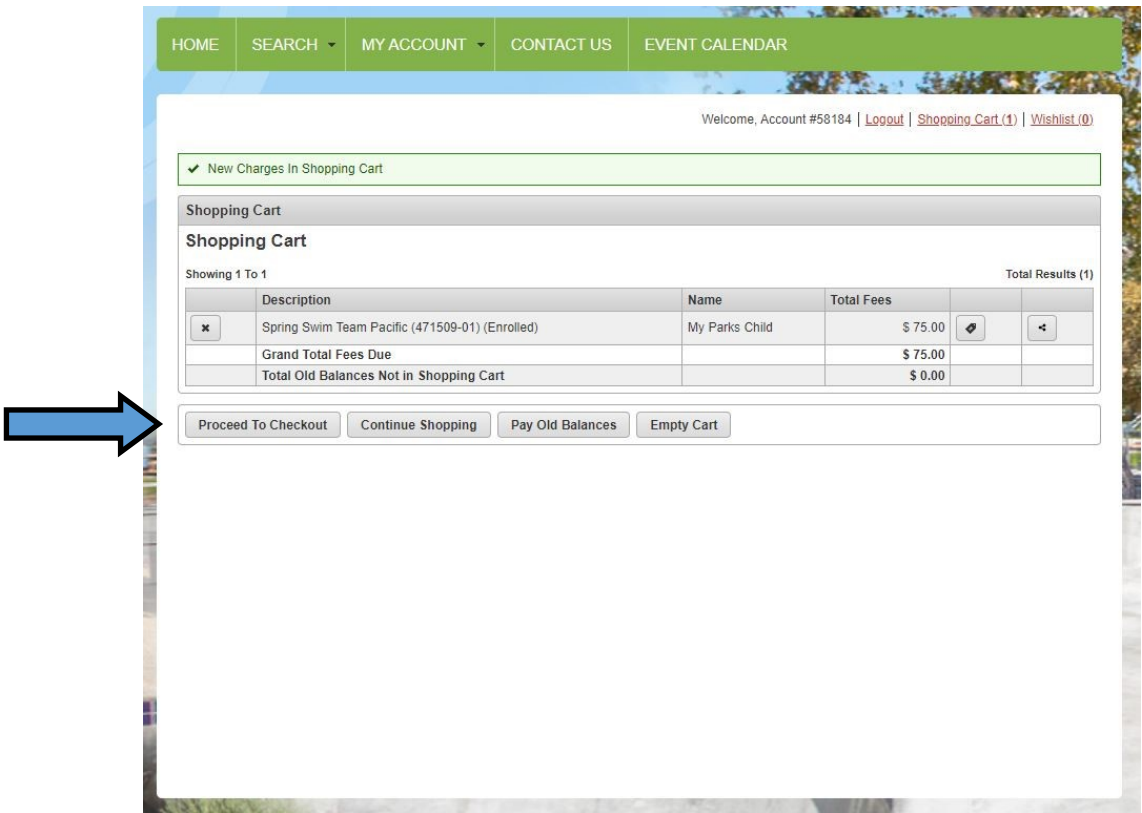
Welcome, Account #58184 | [Logout](#) | [Shopping Cart \(1\)](#) | [Wishlist \(0\)](#)

My Parks Child Account

☒ Spring Swim Team Pacific (471509-01)

[Continue](#) [Cancel](#)

STEP 8 - You will be brought to your shopping cart. Click on "Proceed to Checkout" or "Continue Shopping."



HOME SEARCH MY ACCOUNT CONTACT US EVENT CALENDAR

Welcome, Account #58184 | [Logout](#) | [Shopping Cart \(1\)](#) | [Wishlist \(0\)](#)

✓ New Charges In Shopping Cart

Shopping Cart

Showing 1 To 1 Total Results (1)

	Description	Name	Total Fees		
<input type="checkbox"/>	Spring Swim Team Pacific (471509-01) (Enrolled)	My Parks Child	\$ 75.00	<input type="checkbox"/>	<input type="checkbox"/>
Grand Total Fees Due			\$ 75.00		
Total Old Balances Not in Shopping Cart			\$ 0.00		

[Proceed To Checkout](#) [Continue Shopping](#) [Pay Old Balances](#) [Empty Cart](#)

STEP 9 - When you are done shopping, and have clicked on “Proceed to Checkout,” you will be brought to the payment screen. Enter your billing information and continue through the checkout process.

The screenshot displays a checkout interface with a green navigation bar at the top containing links for HOME, SEARCH, MY ACCOUNT, CONTACT US, and EVENT CALENDAR. Below the navigation bar, a welcome message reads "Welcome, Account #58184" with links for Logout, Shopping Cart (1), and Wishlist (0). The main content area is divided into several sections: 1. Summary of Charges: A table showing "New Charges In Shopping Cart" at \$75.00, "Old Balances In Shopping Cart" at \$0.00, a "Total Balance for household" of \$75.00, and an "Amount To Be Paid Today" of \$75.00. 2. Payment Method Selection: A section titled "The Following Information is Required to Complete Your Transaction" featuring a dropdown menu labeled "Select A Payment Method". 3. Billing Information: A section with input fields for "First Name" (My Parks), "Last Name" (Account), "Home Phone w/area code" ((818)111-1234), "Email", and "Re-Enter Email". 4. Action Buttons: At the bottom, a message states "Click 'Continue' to initiate the payment authorization process and generate a confirmation receipt." followed by "Continue" and "Back To Cart" buttons.

Summary of Charges	
New Charges In Shopping Cart:	\$ 75.00
Old Balances In Shopping Cart:	\$ 0.00
Total Balance for household:	\$ 75.00
Amount To Be Paid Today:	\$ 75.00

The Following Information is Required to Complete Your Transaction

Using This Payment Method: * Select A Payment Method

Billing Information

First Name: *

Last Name: *

Home Phone w/area code: *

Email: *

Re-Enter Email:

Click 'Continue' to initiate the payment authorization process and generate a confirmation receipt.

Click 'Continue' to initiate the payment authorization process and generate a confirmation receipt.

You will receive an email receipt when your transaction is complete!

COMMON QUESTIONS

- ***I tried to create a new account, but I get an error that my phone number already exists and I cannot proceed.***

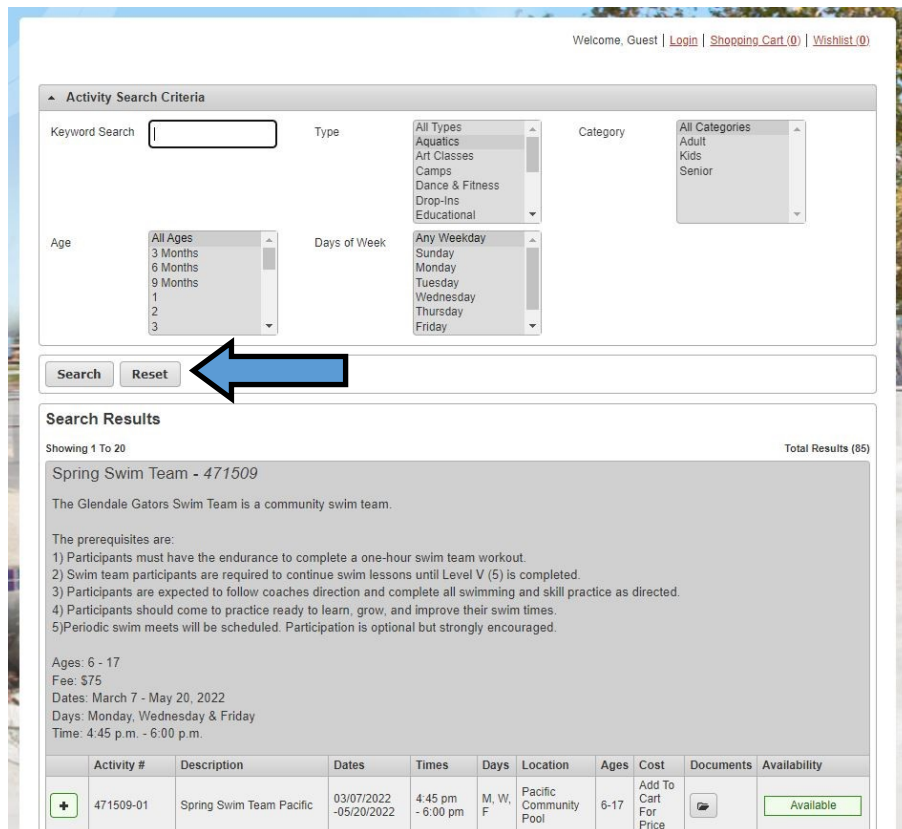
Please contact the pool at (818) 937-7433 or the Customer Service Office at (818) 548-2752 to have your information reset. Please remember to do this BEFORE registration day, as classes may fill up quickly and you will lose your spot while trying to log in.

- ***I see the classes I want to register for, but they have a red “x” next to them. What does this mean?***

This means that either the class is already full, or registration is not open at this time for you (if you are not approved as a resident already, you will not be able to register as a resident). You can hover your mouse over the “x” to see why it is not available, but registration is not going to be accepted for that class/program.

- ***I saw the class I wanted, but now it isn’t showing up. Where did it go?***

You may need to reset your search. Click “Reset” and then enter a keyword to search again.



The screenshot shows the 'Activity Search Criteria' form. At the top right, there are links for 'Welcome, Guest', 'Login', 'Shopping Cart (0)', and 'Wishlist (0)'. The form includes fields for 'Keyword Search', 'Type' (with a dropdown menu), 'Category' (with a dropdown menu), 'Age' (with a dropdown menu), and 'Days of Week' (with a dropdown menu). Below these fields are 'Search' and 'Reset' buttons. A large blue arrow points to the 'Reset' button. Below the search criteria is the 'Search Results' section, which shows 'Showing 1 To 20' and 'Total Results (85)'. The first result is 'Spring Swim Team - 471509'. Below the title is a description: 'The Glendale Gators Swim Team is a community swim team.' followed by prerequisites and details like 'Ages: 6 - 17', 'Fee: \$75', 'Dates: March 7 - May 20, 2022', 'Days: Monday, Wednesday & Friday', and 'Time: 4:45 p.m. - 6:00 p.m.' Below this is a table with columns: Activity #, Description, Dates, Times, Days, Location, Ages, Cost, Documents, and Availability. The first row shows a green plus icon, Activity # 471509-01, Description 'Spring Swim Team Pacific', Dates '03/07/2022 - 05/20/2022', Times '4:45 pm - 6:00 pm', Days 'M, W, F', Location 'Pacific Community Pool', Ages '6-17', Cost 'Add To Cart For Price', Documents (icon), and Availability 'Available'.

- ***I tried to add the class to my cart, but I can’t see my children to select them.***

This means that your child is not in your account. Go to “My Account” in the green menu bar at the top of the page, and “Update Household & Member” to add your children to your account (remember to include their birthdays so that they are eligible for age-specific programs!).

- ***The fees I see are all higher than advertised for residents, and I’ve already submitted my proof of residency.***

Resident rate discounts are given when the item is in your cart. You will not see the discount until the item is added to your cart. If you do not see the discount once it is in your cart, you may not have provided us with the proof of residency this year (you must have provided after March 21, 2022). Please email your proof of residency to cspcustomerservice@glendaleca.gov to receive the resident rates. You will not be refunded for fees paid if you choose to register without providing proof first.