

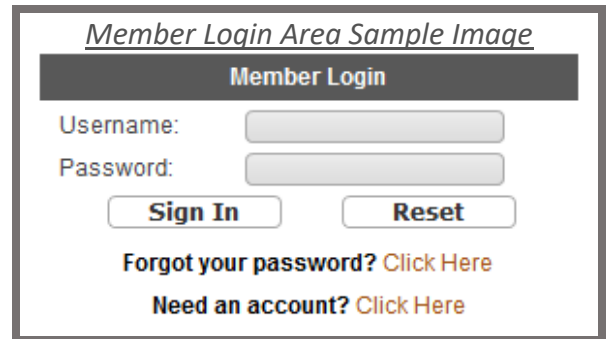
## ONLINE PAYMENT INSTRUCTIONS

**NOTE:** *If any member of your family has participated in an Austin park program, youth camp, OR made a reservation in the last few years, you already have a user account. IF YOU BOOKED A SITE & RECEIVED THIS, AN ACCOUNT WAS ESTABLISHED DURING THE BOOKING PROCESS. **YOU DO NOT need to create a new account – it will prevent you from using the system.***

**Pay Online – [www.austintexas.gov/parksonline](http://www.austintexas.gov/parksonline)**

### 1. **Enter Your Username and Password**

- a) **“Username”** is your email *(typical for first time users)*  
*If your email doesn't work, email: [reservations@austintexas.gov](mailto:reservations@austintexas.gov).*
- b) Enter Password *If you have NOT established a password, select “Forgot Your Password” link to create a password.*
- c) If prompted, review & update account contact information, or hit “cancel” if no updates are needed.



*Member Login Area Sample Image*

**Member Login**

Username:

Password:

**Forgot your password? [Click Here](#)**

**Need an account? [Click Here](#)**

### 2. **Making a Payment Once Logged In**

- a) Select **‘Make a Payment’** from Quick Links menu, OR Select **‘Shopping Cart’**
- b) Select **‘Pay Old Balances’**
- c) Select item(s) to pay, and **‘Add To Cart’**
- d) Select **‘Proceed to Checkout’**
- e) Make payment by Visa, MasterCard, Discover or American Express.
- f) Press the **‘payment’** button ONLY once.

## MISCELLANEOUS INSTRUCTIONS

### **Forgotten Password**

- Select the option for **‘Forgot your password?’** Enter your email.
- Two emails will be sent to the address on your account, which will include a link to change your password. Once logged in, review and update your contact information.

### **Business/Company or Organizational Accounts**

- Business/company accounts sometimes have multiple employees, and therefore multiple contacts and emails.
- These organizations should choose 1 email for servicing business accounts, typically done with an email such as: [info@companyname.com](mailto:info@companyname.com), or [contact@mybusiness.org](mailto:contact@mybusiness.org).

### **Cancellations and Credit Card Statement Information**

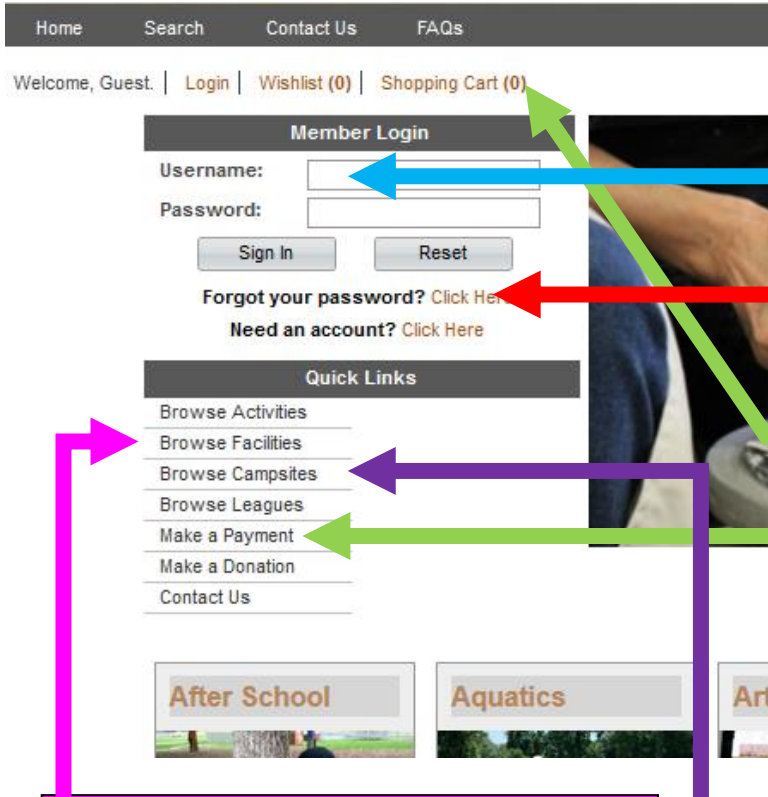
- **Cancellations** are processed via email us: [reservations@austintexas.gov](mailto:reservations@austintexas.gov).
- Charges appear on your credit card statement as: **“PARD Online Registrat”**

## ONLINE PAYMENT VISUAL GUIDE

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**STEP 1:**  
**First Time Users:** Username is your "email".  
**Returning Users:** Use your email or unique username you created.


**STEP 2: Create/Enter Password**

- Select *Forgotten Password Link* to create a password for the first time.
- Enter your account password if you have previously used the system.

**STEP 3: Make Payment**

- Use "make payment", or "shopping cart" (cart WILL SHOW EMPTY)
- Select "pay old balances" on next screen
- Choose item, add to cart
- Proceed to check out

**View Availability Online**  
(Picnic Sites & Shelters)



**View & Book Campsites at Emma Long**

