

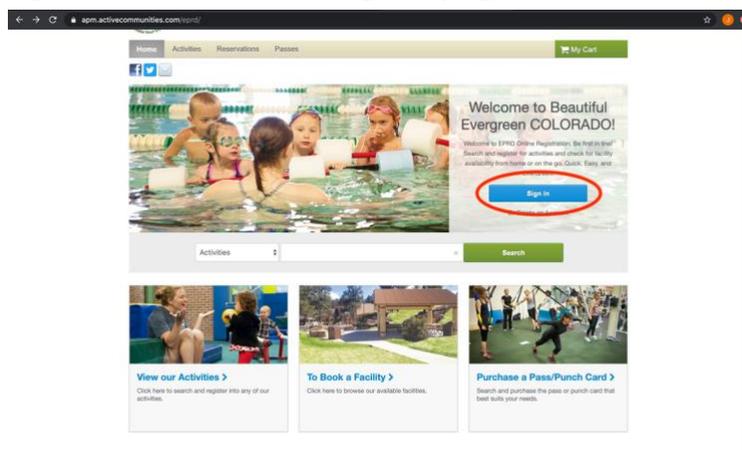


How to Update an Online Customer Account

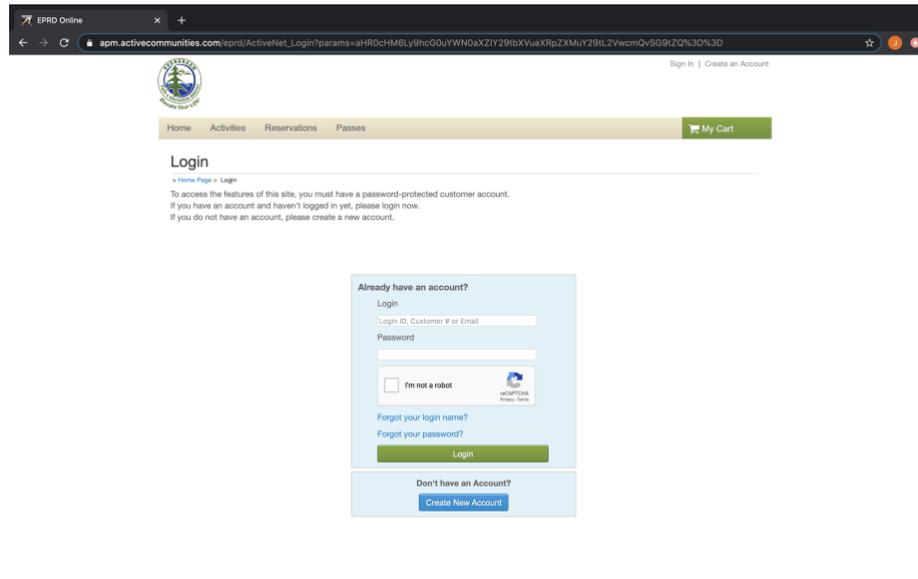
1. Open your preferred web browser (Internet Explorer, Mozilla Firefox, Google Chrome, etc.)
2. In the address bar, type in evergreenrecreation.com (or click the link in this line.) This will bring you to Evergreen Park and Recreation District (EPRD) homepage.
3. To access the EPRD customer portal, click the “Online Registration” button in the bottom right corner of the page. See below.



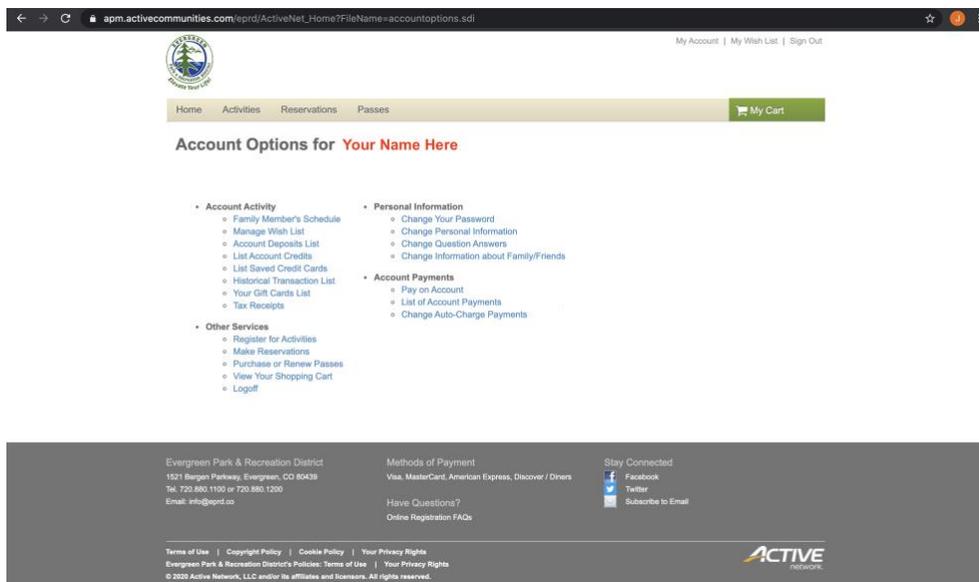
4. You will be brought to a new webpage. This is the EPRD customer portal. On the right-hand side of the screen you will see a blue button that says “Sign In”. Click this button and you will be brought to the customer sign in page.



5. A login page should appear asking for your personal login and password (shown below) to access your account. **If you do not know your login credentials and/or password skip to step 9.**



6. If you have logged in successfully you will be brought back to the same page as shown in step 4. However, the blue button on the right-hand side will now read “My Account.” Click this button and you will be brought to the main drop page where you can access your entire EPRD customer account. See below.



7. From this page, you will see you have the ability to access a wealth of information such as financial information, personal information, and other services as it pertains to your customer account with EPRD.

8. **Updating your password:** If you want to update your password you will need to click the first bullet point just below Personal Information that reads “Change Your Password” in blue writing.
- You will be prompted to a page that will require your current login name, current password and a section where you will enter your new password. You will have the ability to also create a security question and answer if you prefer too, but this is not required. See below.

9. **If you forgot your login name and/or password:** From the login page, you will want to click on either or both links pertaining to which piece of information you have forgotten or lost to begin the process of resetting that information via email. See below.

- If you have lost or forgotten your login name, you will be asked to enter in your email address associated with the account. Once you have done so, you will be sent an email with your login name registered with the account.
- If you have lost or forgotten your password, you will be asked to enter in your email address associated with the account. Once you have done so, you will be sent an email with a temporary password that will need to be used at the login page in order to reset your new password before you can access your account. This temporary password is your “current password” until you have fully reset a new password.

***An email will only be sent to the address registered with your customer account. If you have entered in the wrong information or no record was found you will receive a red error message stating so in either case. Please be sure to check your spam/junk folders for the email if it doesn't show up in your inbox. ***

10. **Changing your personal information:** If you would like to update some of your personal information you will click the second bullet point under the Personal Information header labelled “Change Personal Information.”

- a. From this page, you will have the ability to change your name, phone numbers, email address, and emergency contact information.
- b. If you need to update your birthdate, and/or physical/ mailing address you will need to contact either Wulf Recreation Center or Buchanan Park Recreation Center.
- c. Be sure to check the “Emails and Subscription” box so we can contact you about any program changes, upcoming events, and exciting/important news that may need to be passed on.



▼ Emails and Subscription Lists

Yes! Please email me information on upcoming EPRD events and activities.

- d. Be sure to click save in the bottom right hand corner of the page so no changes you made are lost!