

Online Registration - FREQUENTLY ASKED QUESTIONS

- 1. How do I get my household ID number?** You can receive your household ID Number by emailing the following information to parkrec@ci.neenah.wi.us : First and Last name, address and home phone number.
- 2. What is my password?** Your default password for online registration is your home phone number with area code. Example 9208866060 (no dashes, spaces)
- 3. Can I buy pool passes or coupons online?** No, you need to come into our office for pool passes and coupons because we have to make them up for you and physically hand them to you, they cannot be printed at home.
- 4. How do I know if I'm a resident of the City of Neenah or not?** You are a resident of the City of Neenah if you pay property taxes to the City of Neenah. If you live in the Town of Menasha, Town of Neenah, Town of Clayton etc. you are a NON-RESIDENT, you pay your taxes to that town. If you are in the Neenah Joint School District, that does not make you a resident of the City of Neenah.
- 5. What if my child turns the age for the class after it has started?** For a majority of our classes, your child MUST be the age fit for the class the day it starts. If they turn that age while the class is running they are not eligible. In some classes, if enrollment is roll we may allow a child in that class. You cannot override the age block online; you will need to come into our office to register.
- 6. Can I register my friend's child online?** No, you will not be able to register anyone who lives outside of your household. Your friend may email us to obtain a household Id number and register the child under their household.
- 7. I signed up for the wrong class, how can I switch it?** If you need to switch to a different class you can email us at parkec@ci.neenah.wi.us we can transfer you to the correct class. You are not able to transfer classes online.
- 8. I want to cancel the class I signed up for and receive a refund, what do I do?** You cannot cancel a class online. You can email our office or call (920) 886-6060 and we can cancel it for you. To receive a refund for that class (-\$5.00) you need to call a minimum of 48 hours before the class starts.