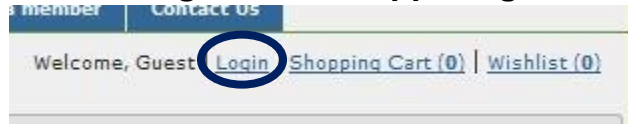



How to Change a Forgotten Password

If you have forgotten your password, follow these instructions.

1. Visit this link: <https://webtrac.cityofmadison.com/wbwsc/olbrich.wsc/>
2. At the top of the page, click “Login” on the upper right side.

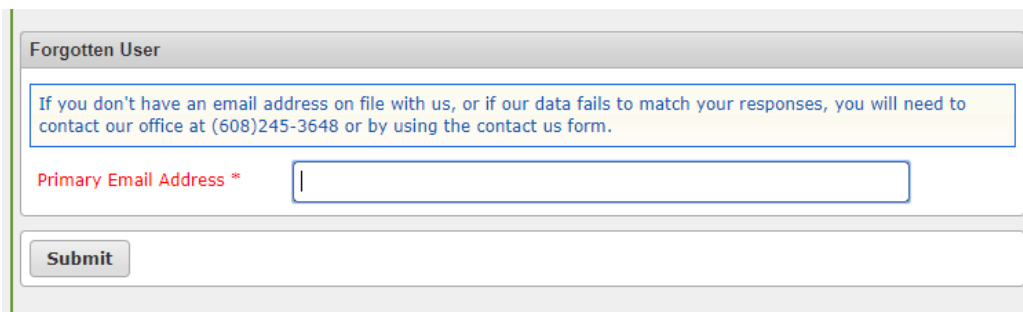


3. In the box that opens, click the statement “If you have an account with us, but you’ve forgotten your password, please click here.”



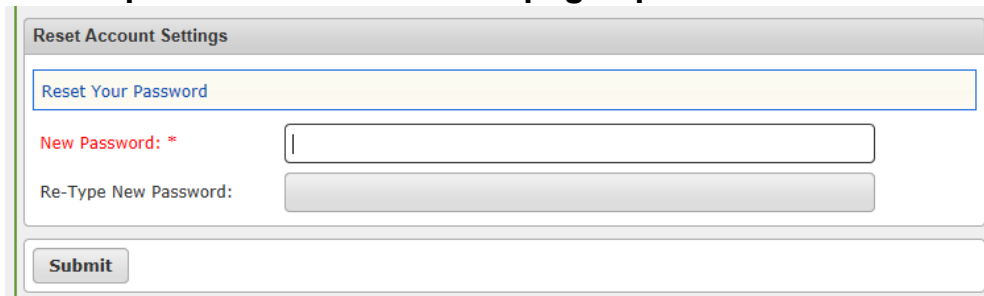
A screenshot of a browser window titled '3.1 Olbrich WEB'. Inside the window is a 'WebTrac Login' form. It has two input fields: 'Username *' and 'Password *'. Below the fields are three links: 'If you have an account with us, but you've forgotten your username, please click here.', 'If you have an account with us, but you've forgotten your password, please click here.', and 'If you're a brand new patron with us, please click here to register for a new account.' The second link is circled in blue. At the bottom of the form is a 'Login' button.

4. On the next page, enter the primary email address associated with the account and click “Submit.”



A screenshot of a 'Forgotten User' form. It contains a text box with the message: 'If you don't have an email address on file with us, or if our data fails to match your responses, you will need to contact our office at (608)245-3648 or by using the contact us form.' Below this is a text input field labeled 'Primary Email Address *'. At the bottom of the form is a 'Submit' button.

5. Log into your email account and open the email titled “Per Your Request.” The email will be from Olbrich Gardens <noreplypro@cityofmadison.com>.
6. The email will contain a link to reset your password. Click the link.
7. Enter in a new password when the webpage opens. Click “Submit” to save.



A screenshot of a 'Reset Account Settings' form. It has a text box with the message: 'Reset Your Password'. Below this are two input fields: 'New Password: *' and 'Re-Type New Password:'. At the bottom of the form is a 'Submit' button.



Ready to register for classes? <https://webtrac.cityofmadison.com/wbwsc/olbrich.wsc/>

Read the documents provided in our “How To” section to learn more about online class registrations, or contact the Education Registrar with additional questions by emailing aschwoerer@cityofmadison.com or calling (608) 245-3648.