Olbrich Online Class Registration – WebTrac System
Frequently Asked Questions

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

USING THE ONLINE SYSTEM

What can I do with the WebTrac online system?
You can use the WebTrac online system to register for classes and to browse through educational program offerings. You can also use the online system to check your account information including current and past registration history.

Is your online system secure?
Yes, providing you with a secure online experience is a high priority of the City of Madison. We recognize that your information security is of the utmost importance, and we have devoted a great deal of effort to ensure that your personal information is safeguarded. Your online payment transactions are supported by industry-standard data encryption available through your browser called SSL encryption. These services are designed to ensure the privacy of your credit card information, name, address, email, and other information you provide to us. Once you log in, you should notice the words "Security Policy" in the bottom corner of your browser. Click on those words to view further information about our privacy and security policy.

I'm not comfortable using a credit card over the internet. Can I still register online?
To use the WebTrac online system, you must have a valid credit card and complete the transaction at that time using your valid credit card. If you prefer, you can register for classes by mail, fax (608-246-4719), telephone (608-245-3648), or in person at Olbrich Botanical Gardens.

USER NAME AND PASSWORD

What if I do not have or know my Username and Password?
If you or a member of your household has previously registered online, you likely created a Username and Password at that time. If you do not recall your username and/or password, follow these steps to retrieve them:

a) To get your Username, click 'Login' at the top of the registration page (WebTrac). A box will pop up. Click the text that says "If you have an account with us, but you've forgotten your username, please click here." This link will prompt you to enter in the email address associated with your online registrations.

b) To get your Password, click 'Login' at the top of the registration page (WebTrac). A box will pop up. Click the text that says "If you have an account with us, but you've forgotten your password, please click here." This link will prompt you to enter in the email address associated with your online registrations.

If you have never registered online for a class at Olbrich Botanical Gardens, follow these steps to set up an account:

a) To create a new account, click 'Login' at the top of the registration page (WebTrac). A box will pop up. Click the text that says "If you're a brand new patron with us, please click here to register for a new account." This link will prompt you to create a Username, Password, and submit your contact information.

b) If you are setting up a new account on the day of a class registration deadline, please email aschwoerer@cityofmadison.com or call (608)245-3648 during business hours (Monday–Friday, 9 a.m.–4 p.m.) to expedite your new account set up.

In the case you are having difficulty with retrieving your account information, contact the Olbrich Botanical Gardens Education Office by emailing aschwoerer@cityofmadison.com or calling (608)245-3648 during business hours (Monday-Friday, 9a.m.-4p.m.). We are happy to assist you.

MY ACCOUNT

I would like to add one or two more family members to my account. How can I do this?
To add additional members to your WebTrac account, click on the 'My Account' tab and then click 'Household & Member.' At the bottom of the next screen, select 'Add New Member.' Only the first and last name of the additional person is required. Click 'Save' to add the person to the account. You can then proceed to sign them up for classes. Email aschwoerer@cityofmadison.com or call (608)245-3648 during business hours (Monday-Friday, 9 a.m.-4 p.m.) if you need assistance.

I would like to register my child for a Youth and Family class. How can I do this?
To register your child for a class, click on the 'My Account' tab and then click 'Household & Member.' At the bottom of the next screen, select 'Add New Member.' Only the first and last name of the child is required. Click 'Save' to add the person to the account. You can then proceed to sign them up for classes. Email aschwoerer@cityofmadison.com or call (608)245-3648 during business hours (Monday-Friday, 9 a.m.-4 p.m.) if you need assistance.

I would like to change my mailing address. How can I do this?
You can change your address yourself in the WebTrac online system. Once you have successfully signed in, click on 'My Account,' and then 'Household & Member.' Click 'Save' to update your address. Email aschwoerer@cityofmadison.com or call (608)245-3648 during business hours (Monday-Friday, 9 a.m.-4 p.m.) if you need assistance.

What email address should my family provide for WebTrac?
The email address of the Main Contact who is logged into the system.

How can I see what classes or programs my family members are currently registered in?
Click on 'My Account' and then click 'My History.' Enter the 'Begin Transaction Date' and 'Begin Item Date' as the first of the year. This will generate a list of recent class registrations.

To receive and print a PDF of your upcoming classes, click on 'My Account' and then click 'Household Roster.' Enter today's date next to 'Classes that Begin Between:' and enter the date one year from today's date next to 'And:'. A PDF will be sent to the Main Contact's email.

How do I withdraw from a class?
You may not withdraw from classes through the WebTrac online system. Please contact the Olbrich Botanical Gardens Education Office by e-mailing your request to aschwoerer@cityofmadison.com or calling (608)245-3648 during business hours (Monday–Friday, 9 a.m.–4 p.m.). Visit www.olbrich.org for class registration refund policies and fees.

What is the procedure for registering if a participant is the wrong age?
Participants must be the correct age stated at the time the program starts. Olbrich Botanical Gardens reserves the right to remove a participant from an age-inappropriate class.

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