

REC DESK SIGN UP TIPS & F.A.Q.S.

How to Register

Click on the Create Account button to begin the process of entering your profile. Fill out all fields and click Save to complete the Profile setup. Be sure to do this for ALL FAMILY MEMBERS who you will be registering for or paying for programs. New family members can be added by going to your profile page and clicking the Add New Group/Family Member link. There is a You Tube video in the FORMS section if you'd like a registration demo.

Why does Rec Desk request birthdays?

The software asks for birthdays so Rec Desk can offer registration for programs that have age parameters (Such as Student Tennis Camp, Senior Dine Around). The date also is useful to broadly analyze what age brackets are engaged in programs - that data then helps in planning new events, and budgeting. Your data will not be used for other purposes or shared with anyone or any group. If you are hesitant, consider using a fake day of the month, but please keep the year accurate. Thanks!

Don't use the +4 to your zip code when creating an account, it will not recognize you as a resident.

Residency Status

At registration, Rec desk automatically assigns your address & household, as a Media Borough Resident or Non-Resident. But on the slim chance an error occurs: we can help. If you are confident you are Media Borough resident, but Rec Desk has "Resident" grayed out in fee/ and is only recognizing you as a non-resident: Email jmetzger@mediaborough.com, with your Rec desk user name and your Borough address. We can double check your address, and if confirmed, change your residency status.

*At this time all program and class registrations have the same fee for residents and non-residents, so this will not affect any program registrations currently.

Get Cancellation & Change Notices

Update your Recdesk account to receive messages/notices directly to your cell phone and email for weather, building, or instructor cancellations.

Store a payment option You have the choice to store a credit card in your account to check out quicker. Once you store a credit card, upon checkout you will be able to select your stored payment option. Authorize.net keeps the information on their site. The Recreation Department and RecDesk DO NOT see the credit card information. We only see the last four digits of the credit card number.

How secure is RecDesk?

RecDesk prioritizes robust security measures. Access occurs exclusively through a secure SSL channel and includes the option for Two-Factor Authentication (2FA). We maintain a strict policy of not storing sensitive information such as credit card details or social security numbers of members. All credit card processing is securely managed by a trusted payment gateway partners and their own secure servers. RecDesk also holds a SOC 2 Type II Certification, affirming commitment to data security and integrity.