

# Rec Desk User Guide

Town of New Castle

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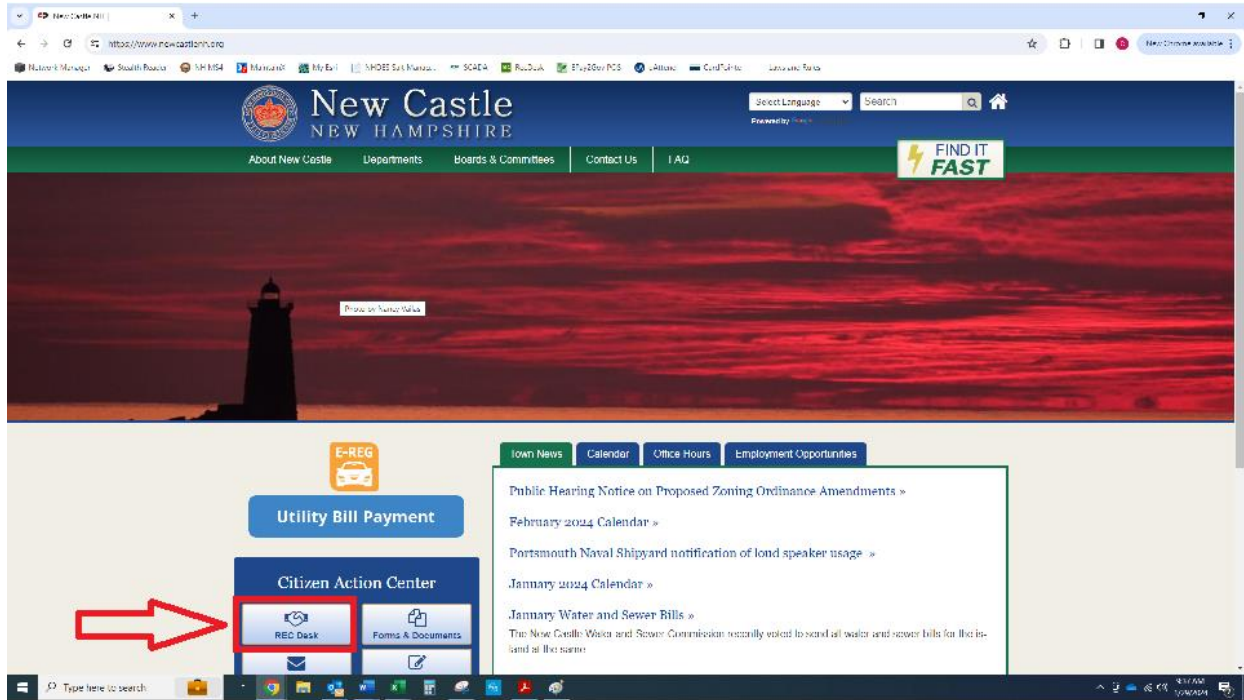
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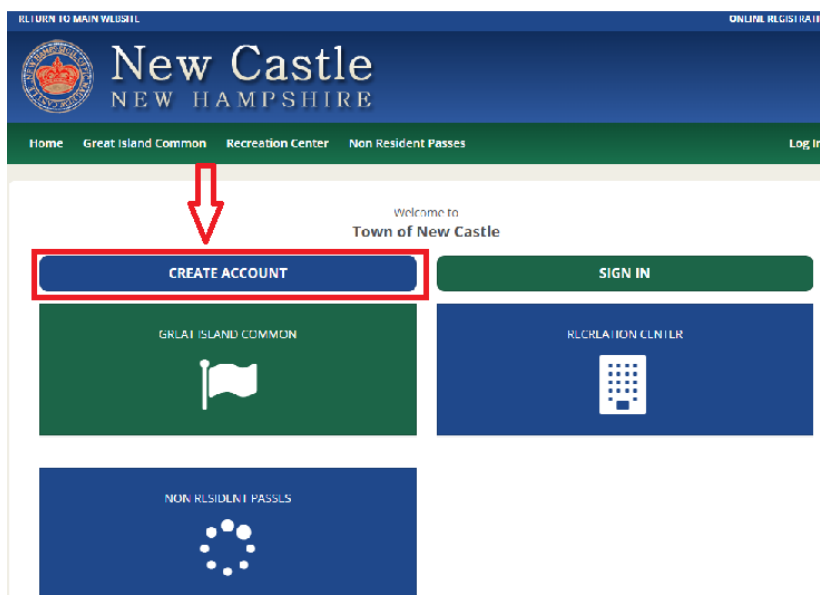
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# Making a Rec Desk account

Go to [newcastlenh.org](http://newcastlenh.org) and click on the Rec Desk button.



Select "Create Account"



Fill in the required information, then click “Continue”

**Online Account Approval Required**

Please proceed with this profile set-up. This profile will need to be approved prior to allowing Online Registration and/or Reservations. You will be **notified via email** once that is complete.

Create Account

---

Name \*

First Name MI Last Name

Primary Phone \*

( ) - -

Primary Email Address \*

example@example.com

Continue >

Already have an account? [Log In](#)

Fill in the rest of the required information, then click “Submit”

Create Account

**Online Account Approval Required**

Please proceed with this profile set-up. This profile will need to be approved prior to allowing Online Registration and/or Reservations. You will be **notified via email** once that is complete.

**General Information**

Name \* Chris MI Robillard

Head of Household  (\*\* This Member is included on email notifications to other Family Members)

Date of Birth \* [Redacted]

Gender \* Male

**Address**

Address Line One \* [Redacted]

Address Line Two

City \* New Castle

State/Province \* NH

Zip/Postal Code \* 03854

**Login ID & Password**

User Name \* [Redacted]

Password \* [Redacted]

Repeat Password \* [Redacted]

Password strength: Strong

Submit Cancel

The account is now pending approval for New Castle town staff to approve. The approval process is to verify and differentiate residents and nonresidents for the purpose of different reservation requirements. Once approved, the account can be used to make reservations.

The screenshot shows the user interface for the New Castle New Hampshire online registration system. At the top, there is a dark blue header with the text "RETURN TO MAIN WEBSITE" on the left and "ONLINE REGISTRATION" on the right. Below this is a green navigation bar with the New Castle logo and the text "New Castle NEW HAMPSHIRE". The navigation bar also contains links for "Home", "Great Island Common", "Recreation Center", and "Non Resident Passes", along with a shopping cart icon and a user profile icon.

The main content area features a user profile for "Chris Robillard". The profile includes a placeholder for a profile picture, the name "Chris Robillard", and a "Pending Approval" status indicator. Below the name are buttons for "Profile", "History", and "Calendar". A red-bordered box highlights a message: "Account is pending approval. You will receive an email when that step is complete." Below this message is a section titled "General Information" with a table showing the user's name as "Chris Robillard".

RETURN TO MAIN WEBSITE ONLINE REGISTRATION

New Castle NEW HAMPSHIRE

Home Great Island Common Recreation Center Non Resident Passes

Robillard Household  
1 members

See Household Calendar

View Invoices

Forms

Waitlist

Add Household Member

Chris Robillard

Profile History Calendar

Pending Approval

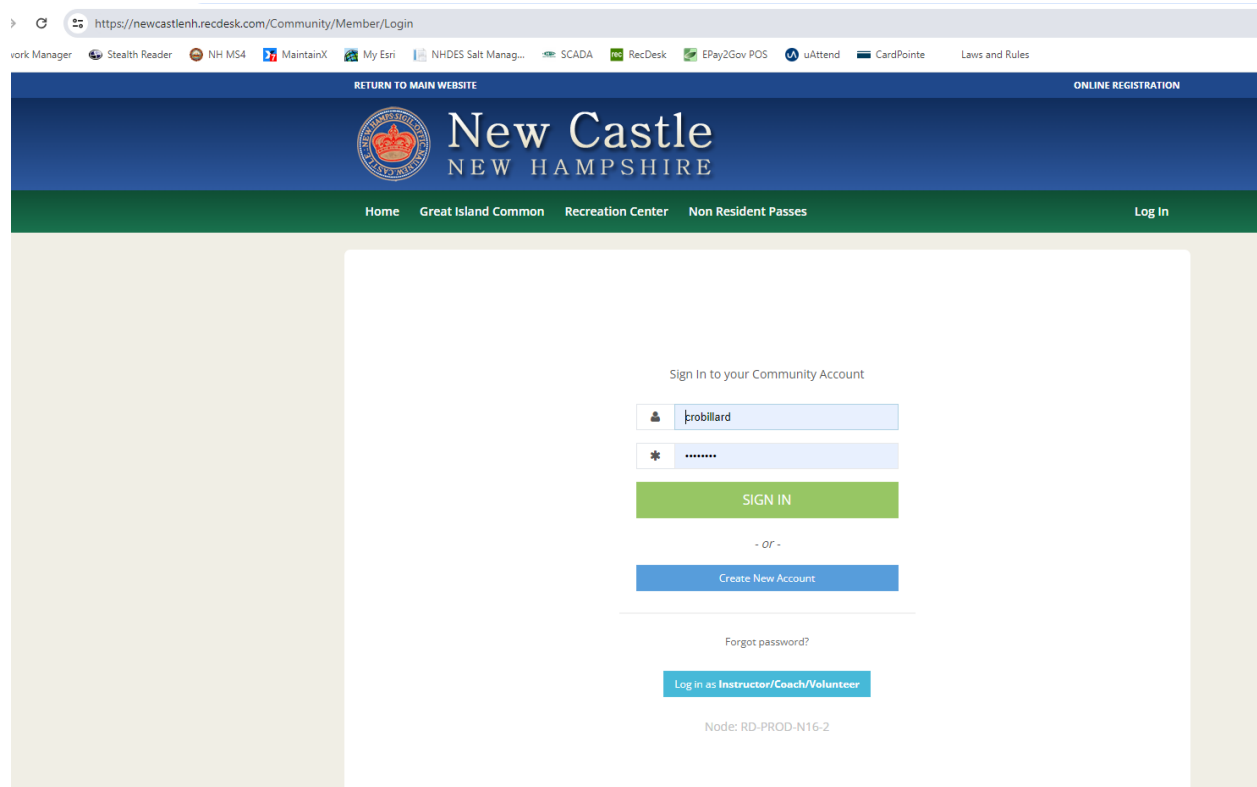
Account is pending approval. You will receive an email when that step is complete.

General Information

Name	Chris Robillard
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# Making Reservations at the Recreation Center \*\*Residents Only\*\*

Go to <https://newcastlenh.recdesk.com/Community/Member/Login> and log into the Rec Desk account



Select "Recreation Center" at the top of the page, then click "Reserve"



Select one of the available days for the reservation and then select the time. Note: Rec Center reservations are available on a rolling 1 week basis. Extended reservation times beyond that timeframe are currently not permitted. Also fill in the “Description of Use” and “Group Size” blocks depending on the activity (basketball, tennis, pickleball, etc.) Finally, click “Add to Cart”

## Facilities

← Reserve Facility

Recreation Center


<
>
Today

January 2024

Month
Week
Day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
	Reserve	Reserve	Reserve	Reserve	Reserve	Reserve
4	5	6	7	8	9	10
Reserve	Reserve					

Recreation Center

 **February 3rd 2024**

Member \*  ▼

Description of Use \*

Group Size \*

1.5 Hour Block

- 9:00 AM - 10:30 AM ▼
- 10:30 AM - 12:00 PM ▼
- 12:00 PM - 1:30 PM ▼

Resident-No Fee \$0.00 -  
\* Residents only

3 Hour block

- 9:00 AM - 12:00 PM ▼
- 12:00 PM - 3:00 PM ▼
- 3:00 PM - 6:00 PM ▼
- 6:00 PM - 9:00 PM ▼

Confirm the details, then click “Go to Checkout”

### Shopping Cart

Item	Quantity	Unit Price
1. Recreation Center <span>Remove</span>	1	\$0.00

Reservation Chris Robillard

**Date:** 2/3/2024 7:30 PM - 9:00 PM

**Description:** tennis

**Group Size:** 2

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**Total:** \$0.00

**Please Note:** you MUST go to *Check Out* and make *Payment* to complete the registration process. Spots in Programs are **not guaranteed** until the Check Out process is complete.

[Add New Registration](#) [Go To Checkout](#)

Click “I accept Waiver”

### Waiver

Please click "accept" to continue in the checkout process.

[I Accept Waiver](#) [I Decline Waiver](#)

To reserve the Rec Building, the Rec Building Guidelines and Rules Form must be completed. Click “Complete Form.” Enter your name to acknowledge the rules; then click “Submit Form.”



**Required Forms**

Fill out the following forms to complete the checkout process

**Recreation Building Guidelines/Rules**  
Reservation - Recreation Center - 2/3/2024 4:30 PM (Chris Robillard)

[Complete Form](#)

**You have not completed all the required forms**  
You need to complete all the required forms to finish the checkout process.

0 / 1

By completing this form, I agree to the above guidelines and rules.

Name of Renter: \*

[Submit Form](#)

Click "I Have Completed All Forms" to proceed to checkout.

**Required Forms**

Fill out the following forms to complete the checkout process

**Recreation Building Guidelines/Rules**  
Reservation - Recreation Center - 2/3/2024 4:30 PM (Chris Robillard)

[View/Edit Form](#)

**You have completed all the required forms**  
You can now proceed to checkout.

[I Have Completed All Forms »](#)

Click “Continue” since there is no charge for residents to use the Rec Center for general recreation and exercise. Special events or gatherings require prior approval.

**No Payment Due**

Total Amount Due **\$0.00**

No payment is due! Please click **Continue** to complete the registration process.

[Continue](#) [Cancel](#)

The reservation is now complete for the selected time.

### Checkout Complete

**Checkout Complete**

Checkout has been successfully completed!

**Success!** Your Program Registration request(s) have been successfully processed. If you have an email address on file, a confirmation receipt will be sent to that address.

**Share now on Facebook!**  
[Share](#) Tell your friends and family what you're up to.

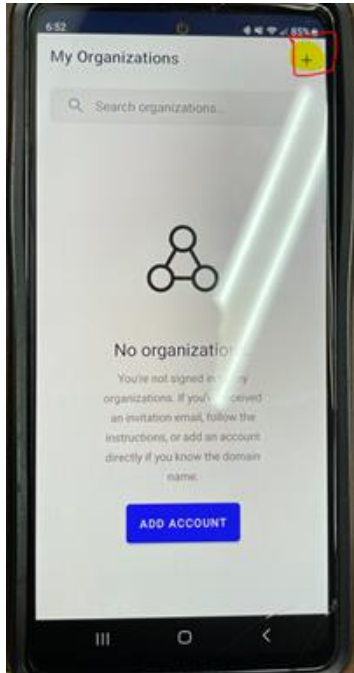
☰ **Registration Items**

1.	Recreation Center (tennis)	\$0.00
	Reservation	

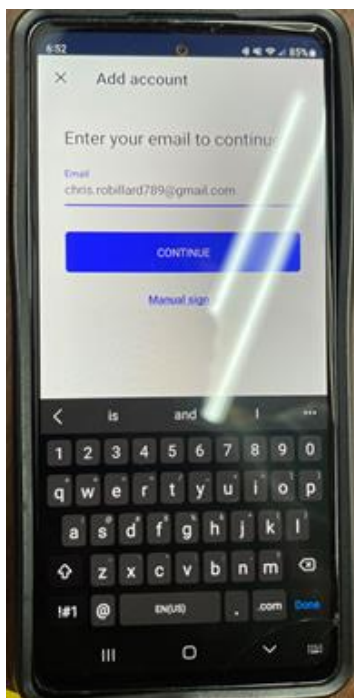
[Go to My Account](#)  
[Go to Home Page](#)

## Setting up a Kisi account

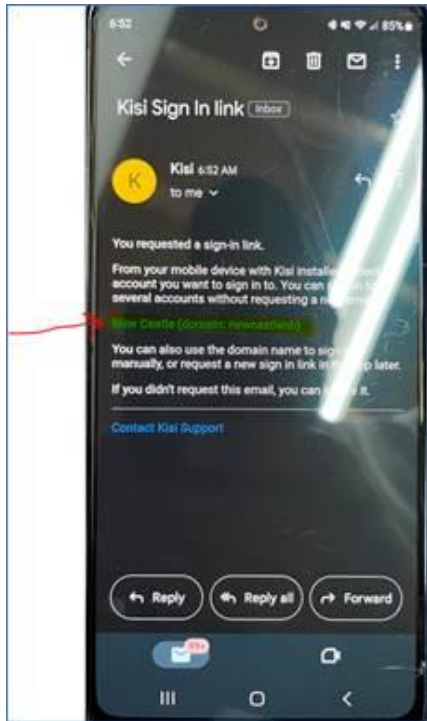
Kisi is the lock system to allow access to the Rec Center. To gain access to the Rec Building for recreational activities, you must have a Kisi account. Download the Kisi app onto the phone. Once in the app, click the “+” at the top right of the screen.



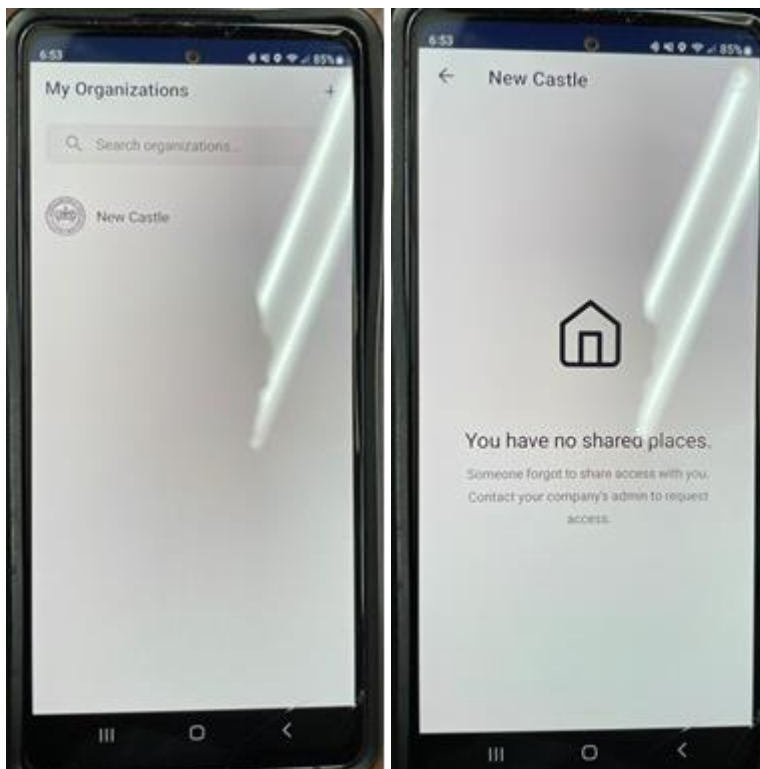
Next, enter the email address used for the Rec Desk account. Note: The email must match the email in Rec Desk, or it will not get access to unlock the door.



After clicking “Continue” Kisi will email a sign-in link to verify the login. Open the email and click the “New Castle (domain: newcastlenh)” button.



At this time, New Castle will be an “Organization” in the app, and it will show that there are no shared places. The app will look like this all of the time, except during an actual reservation time.



At the time of a reservation, the applicable door will show up on the app with a lock button that is used to unlock the door. Note: the door can only be unlocked during the reservation period. If a reservation is for 10:30 AM, the app will not allow the door to be unlocked prior to that time. Also, the lock is accessible to the person making the reservation only. If changes need to be made to a reservation, it must be done by town staff.

