



Trax Online Enrollment Instructions for DHSP Programs

Cambridge DHSP programs use an online registration system called TraxSolutions. Each family will need a Trax Online Account in order to enroll in a DHSP program.

If you need to create a Trax account, please start with Step 1 below. (Please only do this if you have never created an account before. Returning participants have an existing account.)

If you already have a Trax account, skip to Step 3.

1. Create a New Trax Account

- Click on the Trax URL included in your child’s offer letter. It is important that you use the link provided, which will direct you to your child’s specific registration site.
- On the online registration homepage, click “New Account”. Follow the instructions to submit information for the account holder. ***The account holder should be the Primary Guardian or Head of Household.***
 - Please enter an email address you can access.
 - If Google Address is unable to locate your address, please use 51 Inman Street, Cambridge, MA 02139, USA and update your address after account creation.
- Check your email for a message from CambridgeDHSP@traxsolutions.com with the subject “Welcome to Trax Online.” Click the link in the email to activate your account.
- Complete your Account Information. ***This includes only the adults in your household.*** Questions with an asterisk (*) are required and must be filled in to submit the form.
- Once you are finished, click “COMPLETE.” You will get a message saying “Success”. Click “OK”.
- Continue to Step 2 below to add your child(ren).

2. Add Child(ren) to the Household

- Click “My Account” in the top navigation bar. In the “Account Members” section, click on “ADD NEW PERSON.”
- Fill out the information for the child you are registering and click “SAVE.”
- Repeat this step to add other household children to your account before moving on to Step 3.



3. Submit Enrollment for DHSP Programs

- Click on the Trax URL included in your child’s offer letter. It is important that you use the link provided, which will direct you to your child’s specific registration site.
 - If you have more than one child and they were offered seats at different DHSP locations, you will need to enter the site-specific Trax URL (included in each child’s offer letter) and follow the steps below for each child.
- Click the “ACTIVITIES” tab in the top navigation bar.
- Find the activity that your child received an offer for (listed in your child's offer letter). Click “Enroll”.
- Select the child you are enrolling and choose the DHSP Membership from the dropdown menu. Select “NEXT”.
- You will see the activity and membership in the Cart Summary. If you are registering a child for multiple activities or an additional child for one or more activities **at the same site location**, click on “ADD ADDITIONAL ACTIVITIES” to add each child/activity to your cart until your cart contains all activities each child will attend. Click “NEXT”.
- You will be prompted to submit information about the child. *If you have participated in DHSP programs before, please make sure all the information is accurate and up to date.* Once you are finished with the form, click “NEXT.”
- You will return to your cart to check out. Select “I’m not a robot” and then click “COMPLETE”. You will see a screen that says “Completed.” This completes your enrollment submission for DHSP Programs. You will receive a confirmation email from CambridgeDHSP@traxsolutions.com with the subject “Receipt.”
- Families will be contacted with welcome information by DHSP staff member closer to their program start date.

4. Housekeeping

Please ensure your household information is current and accurate.

To make updates: Click on “My Account”. The ellipsis (...) in the Account Holder category box indicates that more than one option is available.

- Click on the ellipsis and select “Update Account Form”
- Update your household information and click “Complete”

For assistance, please email askdhsp@cambridgema.gov or call 617-349-6200.