

Unable to Register for Know the Rules, Ride Safe — May 16

From Victoria Cortez <vcortez1004@gmail.com>

Date Tue 5/12/2026 9:40 AM

To Todd Sebastian <tsebastian@ci.lathrop.ca.us>

Hello,

I am a Lathrop-area parent trying to register my child for the Know the Rules, Ride Safe program scheduled for Saturday, May 16, 10:00–11:30 AM.

When I attempt to complete registration at lathrop.recdesk.com, I receive the following error: "Unable to process request. Please see messages below." The form does not allow me to proceed past the Fee Type field.

Could you please advise how I can complete registration before Saturday? If walk-ins are accepted, please confirm that as well.

Thank you,

Torie Cortez
Lathrop, CA 95330

The screenshot shows a web browser window with the URL lathrop.recdesk.com/Community/Program/Register?programid=6012. The page title is "Program Registration". A red error message at the top states: "Unable to process request. Please see messages below." Below the error, a note indicates that fields marked with an asterisk (*) are required. The form contains the following fields:

- Program: Know the Rules, Ride Safe 10:00 AM - 11:30 AM - (Start Date: 5/16)
- Member: Serina Cortez
- Fee Type: - Select Fee Type - (with a red error message: "Please select a Fee Type")
- Note: (empty text box)
- Name of parent or guardian: Victoria Cortez
- Riding Device: Bicycle
- Does the participant have a helmet?: Yes

At the bottom of the form are "save" and "cancel" buttons. A small accessibility icon is visible in the bottom right corner of the page.