



Texas State Parks | Online Reservations

Web Reservations Step By Step



Make reservations online

Objectives

- Learning to make a reservation online
- Helpful tips for the website

Even if you are familiar with making a reservation on our site, please review this tutorial to get the most out of our site.

Note: Switch to portrait view when using the website on a touch screen device such as a iPhone/iPad or tablet/smartphone. We also recommend using a desktop browser at least once if you have trouble scrolling on some pages.

If you have any further questions, please contact us at 512-389-8900. Thank you.

Homepage:

http://texas.reserveworld.com

The screenshot shows the homepage of the Texas State Parks Online Reservations system. The browser address bar displays "texas.reserveworld.com". The page header includes the Texas State Parks & Wildlife logo and the text "Texas State Parks | Online Reservations". A navigation menu contains links for "LOGIN", "RESERVATION HOME", "MY ACCOUNT", "CANCEL RESERVATION", "PARK PASSES", "SHOPPING CART", "TROUBLE SHOOTING", and "CONTACT US".

The main content area features a "Search For Campsite" section with a search form. The form includes a "Fields marked with * are required." warning, a "Steps" indicator for "1. Select Facility type (Optional)", and a dropdown menu currently set to "ALL". Below the dropdown is a list of park names, with "ABILENE SP" selected. The search form also includes date pickers for "January 14, 20" and "January 15, 20", and a "Search" button.

A prominent overlay message reads: "New Users must create web account first to book reservations online". It contains two buttons: "Create Account or Login" and "Continue without Login (selected sites not held until after login)". A checkbox below the buttons is labeled "Do not show this message again".

At the bottom of the page, there is a "Please Note" section with two instructions: "1. Customers must log-in (click LOGIN link above) to make a reservation on line." and "2. Call 512-389-8900 (TTY/TDD: 512-389-8915) for: Changes to reservations." The footer includes the text "powered by active NETWORK (Infospherix)" and "TPWD privacy policy".

Update:

You can now reserve cabins and hotel rooms online!

You still need to call to reserve group facilities or make changes to reservations.

Home x Balmorhea State Park — Te... x +

https://texas.reserveworld.com/Home.aspx Search

TEXAS PARKS & WILDLIFE Texas State Parks Online Reservations

LOGIN RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

January 14 2015 5. Arrival Date*
January 15 2015 6. Departure Date*
Search

NOTE: You can select up to 5 parks from the list above by clicking on park name while holding the CTRL key or select a park on the map.

Please Note

1. Customers must log-in (click LOGIN link above) to make a reservation on line.
2. Call 512-389-8900 (TTY/TDD : 512-389-8915) for:
 - Changes to reservations
 - Group Facility, Cabin and Hotel Room reservations
 - Disability related accommodations or other special needs

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Texas State Parks Mission

We will work with the people of Texas to provide a state park system which preserves and manages Texas's natural, scenic and cultural resources for present and future generations while providing appropriate recreational and educational opportunities.

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TPWD privacy policy

Continue Without Login

Continuing without login allows you to check for availability. You won't be able to reserve sites until you log in.

The screenshot shows a web browser window displaying the Texas State Parks Online Reservations website. The browser's address bar shows the URL texas.reserveworld.com. The website header includes the Texas Parks & Wildlife logo and the text "Texas State Parks Online Reservations". A navigation menu contains links for LOGIN, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. The main content area features a search for campsites section with a map of Texas and a list of parks including Abilene SP, Atlanta SP, Balmorhea SP, Barton Warnock Visitor CE, and Bastrop SP. A modal dialog box is overlaid on the page, containing the text: "The sites added to the shopping cart will not be held until you login." Below the text are two buttons: "Create Account or Login" and "Continue without Login (selected sites not held until after login)". There is also a checkbox labeled "Do not show this message again". The footer of the website includes a "Please Note" section with instructions for logging in and making reservations, and a logo for "activeNETWORK (Infospherix)" with a link to the "TPWD privacy policy".

Screen After Login

Once you have logged in, you should see a “Log Off” link in the upper left. If you do not see this, please refer to the troubleshooting page.

The screenshot shows a web browser window displaying the Texas State Parks Online Reservations page. The browser's address bar shows the URL texas.reserveworld.com/Home.aspx. The page header features the Texas Parks & Wildlife logo and the title "Texas State Parks Online Reservations". A navigation menu is located below the header, with the "LOG OFF" link circled in red. The main content area is divided into a search form on the left and a map of Texas on the right. The search form includes a "Search For Campsite:" section with a note: "Fields marked with * are required." It contains several dropdown menus for "ALL", "ALL", and "ALL", a list of parks with "ABILENE SP" selected, and date pickers for "Arrival Date" (January 16, 2015) and "Departure Date" (January 17, 2015). A "Search" button is positioned below the date pickers. The map on the right shows the state of Texas with numerous red markers indicating campsite locations. A sidebar on the left of the map contains navigation controls. At the bottom of the page, there is a footer with the text "powered by activeNETWORK (Infospherix)" and "TPWD privacy policy".

Home

texas.reserveworld.com/Home.aspx

TEXAS PARKS & WILDLIFE

Texas State Parks Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Search For Campsite :

Fields marked with * are required.

ALL

ALL

ALL

ABILENE SP
ATLANTA SP
BALMORHEA SP
BARTON WARNOCK VISITOR CENTER
BASTROP SP

January 16 2015

January 17 2015

Search

NOTE: You can select up to 5 parks from the list above by clicking on park name while holding the CTRL key or select a park on the map.

1. Select Facility type (Optional)

2. Select Region (Optional)

3. Select Activity (Optional)

4. Select Park(s) from drop down list or map*

5. Arrival Date*

6. Departure Date*

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TPWD privacy policy

Checking Availability

Map has clickable destinations

The screenshot shows a web browser window displaying the Texas State Parks Online Reservations website. The browser's address bar shows the URL <http://www.texasstateparks.com>. The website header includes the Texas Parks & Wildlife logo and the title "Texas State Parks | Online Reservations". A navigation menu contains links for "LOG OFF", "RESERVATION HOME", "MYACCOUNT", "CANCEL RESERVATION", "PARK PASSES", "SHOPPING CART", "TROUBLE SHOOTING", and "CONTACT US".

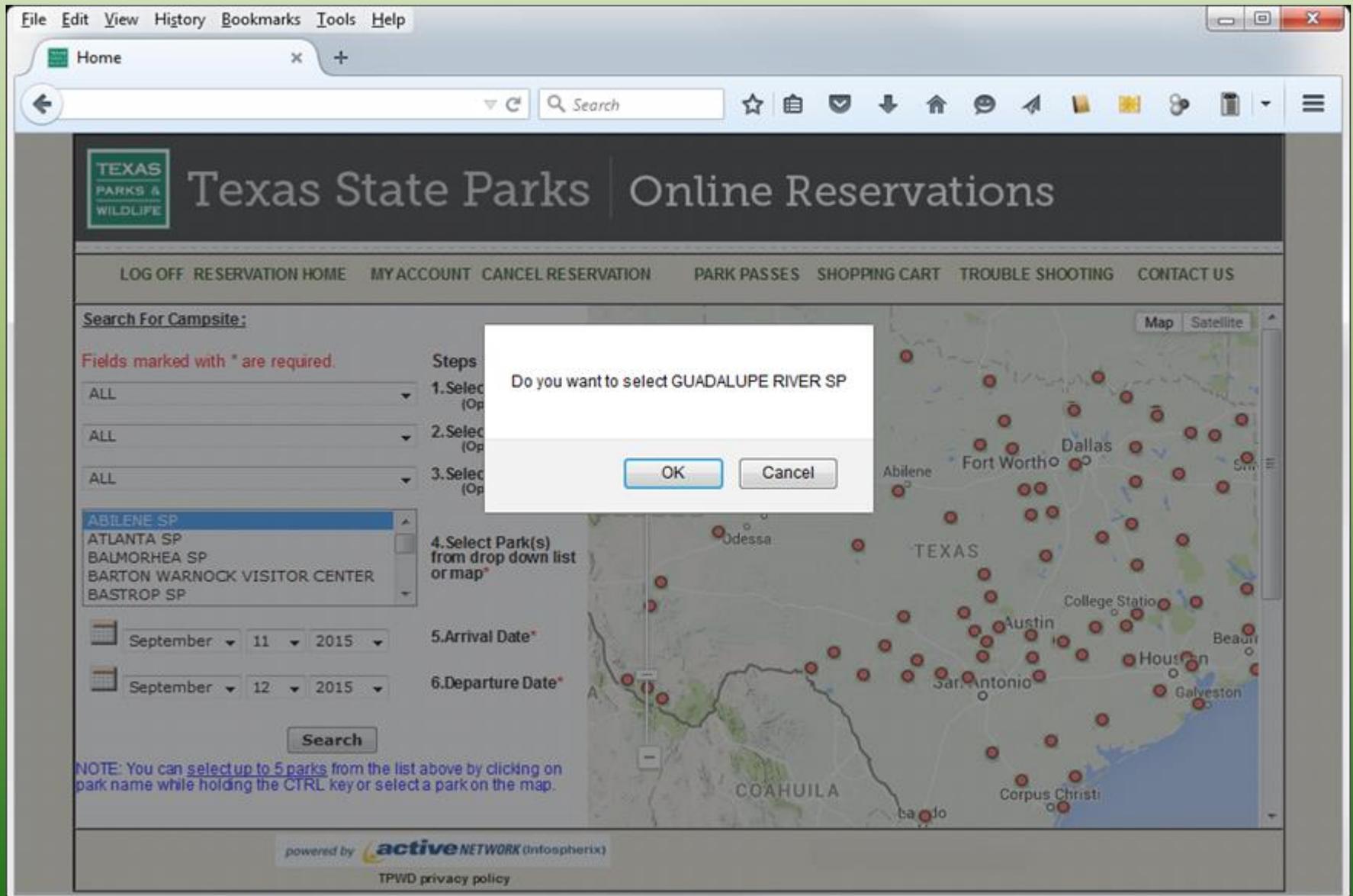
The main content area is divided into two sections. On the left is a search form titled "Search For Campsite:". It includes a red warning: "Fields marked with * are required." The form contains several dropdown menus for "Facility type", "Region", and "Activity", all currently set to "ALL". A list of parks is shown, with "ABILENE SP" selected. Below the list are date pickers for "Arrival Date" (September 11, 2015) and "Departure Date" (September 12, 2015). A "Search" button is located at the bottom of the form. A note states: "NOTE: You can select up to 5 parks from the list above by clicking on park name while holding the CTRL key or select a park on the map."

On the right is a map of Texas with a green border. The map shows major cities like Lubbock, Abilene, Fort Worth, Dallas, Austin, San Antonio, Houston, and Galveston. Numerous red circular markers are scattered across the state, representing campsite locations. The map includes navigation controls like a compass, a person icon, and zoom in/out buttons. The map is titled "Map" and "Satellite".

At the bottom of the page, it says "powered by activeNETWORK (Infosphertix)" and "TPWD privacy policy".

Availability: Selecting a park

Click on a park on the map. A popup will confirm your park selection.



The screenshot shows a web browser window displaying the Texas State Parks Online Reservations website. The browser's address bar shows the URL "Home". The website header includes the Texas State Parks & Wildlife logo and the text "Texas State Parks | Online Reservations". A navigation menu contains links for "LOG OFF", "RESERVATION HOME", "MYACCOUNT", "CANCEL RESERVATION", "PARK PASSES", "SHOPPING CART", "TROUBLE SHOOTING", and "CONTACT US".

The main content area is titled "Search For Campsite:". It includes a search form with the following fields:

- Fields marked with * are required.
- ALL (dropdown)
- ALL (dropdown)
- ALL (dropdown)
- ABILENE SP (selected in dropdown)
- ATLANTA SP
- BALMORHEA SP
- BARTON WARNOCK VISITOR CENTER
- BASTROP SP
- September 11, 2015 (Arrival Date)
- September 12, 2015 (Departure Date)
- Search button

Steps for selection are listed on the right:

1. Select (Op)
2. Select (Op)
3. Select (Op)
4. Select Park(s) from drop down list or map*
5. Arrival Date*
6. Departure Date*

A popup dialog box is displayed in the center of the screen, containing the text "Do you want to select GUADALUPE RIVER SP" and two buttons: "OK" and "Cancel".

The background shows a map of Texas with various parks marked by red dots. Major cities like Abilene, Fort Worth, Dallas, Austin, Houston, and San Antonio are labeled. The map also shows the state of COAHUILA in Mexico.

At the bottom of the page, it says "powered by active NETWORK (InfoSpherix)" and "TPWD privacy policy".

Availability: Choosing dates

- Enter in arrival and departure dates, then click Search
- **Note:** You may need to check for a scroll bar and scroll down to view results, depending on size of browser window
- **Important Park Alerts will display above results**

The screenshot shows a web browser window displaying the Texas State Parks Online Reservations page. The browser's address bar shows 'Home' and the search bar is empty. The page header includes the Texas Parks & Wildlife logo and the title 'Texas State Parks Online Reservations'. A navigation menu contains links for 'LOG OFF', 'RESERVATION HOME', 'MY ACCOUNT', 'CANCEL RESERVATION', 'PARK PASSES', 'SHOPPING CART', 'TROUBLE SHOOTING', and 'CONTACT US'. The main content area features a search form with a dropdown menu for park selection (currently showing 'GUADALUPE RIVER SP'), arrival and departure date pickers (set to October 11, 2015 and October 18, 2015), and a 'Search' button. A map of Texas is visible on the right, with red markers indicating park locations. Below the search form, a 'Park Alerts' section for Guadalupe River SP provides information about water service closures from 8/13/13. At the bottom, a table lists reservation details for the Guadalupe River SP Amphitheatre, including a 'Calendar Search' link and 'Available Sites' and 'Reserve' buttons. The footer includes the 'activeNETWORK (Infospherix)' logo and the 'TPWD privacy policy' link.

File Edit View History Bookmarks Tools Help

Home

Search

TEXAS PARKS & WILDLIFE

Texas State Parks Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

from drop down list or map*

GOOSE ISLAND SP
GOVERNMENT CANYON SNA
GUADALUPE RIVER SP

October 11 2015 5.Arrival Date*

October 18 2015 6.Departure Date*

Search

NOTE: You can select up to 5 parks from the list above by clicking on park name while holding the CTRL key or select a park on the map.

College Station Austin Houston Galveston San Antonio Corpus Christi

COAHUILA

Map data ©2015 Google, INEGI Terms of Use Report a map error

Park Alerts:
GUADALUPE RIVER SP:

- 8/13/13 - All water in the park is currently off Monday through Thursday. Restrooms, showers and all potable water sources are currently closed during this time due to the drought related water shortage. Weekday camping is only available in the Turkey Sink, water and electric, campground and portable toilets are available to park visitors. Full water service will be available for weekend camping (Friday through Sunday) in the Turkey Sink (water and electric) campground and Cedar Sage (water only) campground. Wagon Ford (Primitive Walk In) campground will remain closed and the day use area restroom will remain out of service, however portable toilets area available to park.

Park Name	Facility Type	Camp Name	Calendar Search	Available Sites	Reserve
GUADALUPE RIVER SP	Amphitheatre	GUADALUPE RIVER AMPHITHEATRE		Call	Call

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Availability: Search Results

Scroll down screen to view search results. If “Available Sites” column displays 0 sites available, you can click on “Calendar Search” to view a popup window which will display a 2 week window of site availability so you can change dates on a new search. Otherwise, click “Select” to view Search Criteria screen.

The screenshot shows the Texas State Parks Online Reservations website. At the top, there is a navigation menu with links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. Below the navigation is a search section with date pickers for arrival and departure dates (October 11, 2015 to October 18, 2015) and a Search button. A map of Texas is displayed with red markers indicating park locations. Below the map is a "Park Alerts" section for GUADALUPE RIVER SP, detailing water service issues. At the bottom, a table lists search results for Guadalupe River State Park, including facility types, camp names, and available sites. A green box highlights the "Calendar Search" link in the table.

Search Filters:
5. Arrival Date*: October 11, 2015
6. Departure Date*: October 18, 2015

NOTE: You can select up to 5 parks from the list above by clicking on park name while holding the CTRL key or select a park on the map.

Park Alerts:
GUADALUPE RIVER SP:
8/13/13 - All water in the park is currently off Monday through Thursday. Restrooms, showers and all potable water sources are currently closed during this time due to the drought related water shortage. Weekday camping is only available in the Turkey Sink, water and electric, campground and portable toilets are available to park visitors. Full water service will be available for weekend camping (Friday through Sunday) in the Turkey Sink (water and electric) campground and Cedar Sage (water only) campground. Wagon Ford (Primitive Walk In) campground will remain closed and the day use area restroom will remain out of service, however portable toilets area available to park

Park Name	Facility Type	Camp Name	Calendar Search	Available Sites	Reserve
GUADALUPE RIVER SP	Amphitheatre	GUADALUPE RIVER AMPHITHEATRE		Call	Call
	Campsite	GUADALUPE RIVER CAMPSITES		89	Select
	Water Only Group Camp	GUADALUPE RIVER PRIMITIVE GROUP CAMP-BAUER UNIT		Call	Call

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Availability: Calendar Search Window

Sample display of Calendar Search window

Calendar Search - Mozilla Firefox

<< Prev 14 Days Next 14 Days >>

Select an arrival date to continue.

Site Type	Pet	Electric	Water	Sewer	10/11	10/12	10/13	10/14	10/15	10/16	10/17	10/18	10/19	10/20	10/21	10/22	10/23	10/24
ELECTRIC & WATER CAMPSITE	Yes	Yes	Yes	No	46	46	46	46	46	46	46	46	46	46	46	46	46	46
OVERFLOW SITE	Yes	No	No	No	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRIMITIVE WALK IN	Yes	No	Yes	No	8	8	8	8	8	8	8	8	8	8	8	8	8	8
SEWER,ELECT&WATER HOST	Yes	Yes	Yes	No	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WATER ONLY CAMPSITE	Yes	No	Yes	No	35	35	35	35	35	35	35	35	35	35	35	35	35	35

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Availability: Search Criteria and Alerts/Information

- Select equipment type and number of people per site.
- Clicking on “More Info/Maps” will take you to the web page of the park you are currently researching.
- Click “Check Availability” to see results.

The screenshot shows a web browser window displaying the Texas State Parks Online Reservations page. The browser's address bar shows the URL "Search Criteria". The page header includes the Texas State Parks logo and the text "Texas State Parks | Online Reservations". Below the header is a navigation menu with links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US.

The main content area is titled "Search Criteria" and contains the following information:

- Selected Park: GUADALUPE RIVER SP [More Info / Maps](#)
- Selected Facility Type: Campsite
- Select Campground: GUADALUPE RIVER CAMPSITES
- Arrival Date: October 11, 2015
- Departure Date: October 18, 2015
- Equipment/Lodge Type: 1 Tent
- Number of People Per Site: - Please Select -

Below the search criteria is a table with two columns: "Topic" and "Conditions".

Topic	Conditions
DIRECTIONS	From San Antonio: Take Hwy 281 north 20 miles to Hwy 46. Then west 7 miles to Park Rd 31. Right on Park Rd 31, 3 miles to the Park. From Austin: IH 35 south to New Braunfels. Exit on Hwy 46 West to Boerne. This is also Loop 337. 2.5 miles, turn right on Hwy 46 West for 27 miles. Turn left on Park Road 31 for 3 miles to the Park.

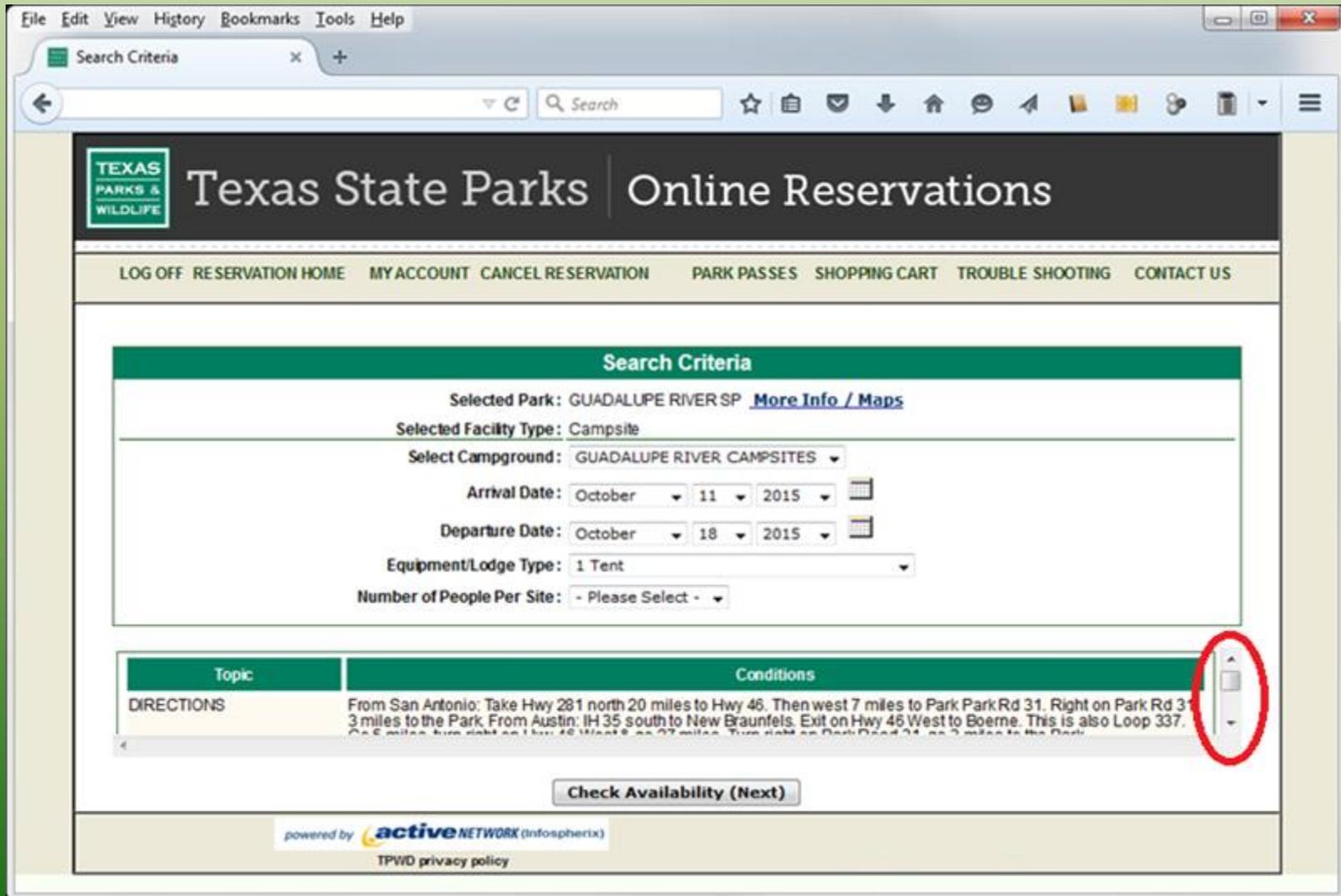
At the bottom of the search criteria section is a button labeled "Check Availability (Next)".

The footer of the page includes the text "powered by active NETWORK (Infospherix)" and "TPWID privacy policy".

****Important Note****

Depending on your browser window size, you may need to scroll down to view alerts and information on the park and site types, contact information, and late arrival instructions. When you have made your reservation, we will send all pertinent information to you in an email confirmation. On touch screen devices, scroll down in the area of the red circle to view additional information

Be sure to review the email confirmation for any possible policy changes.



The screenshot shows a web browser window displaying the Texas State Parks Online Reservations page. The browser's address bar shows the URL "Search Criteria". The page header includes the Texas State Parks logo and the text "Texas State Parks | Online Reservations". A navigation menu contains links for "LOG OFF", "RESERVATION HOME", "MY ACCOUNT", "CANCEL RESERVATION", "PARK PASSES", "SHOPPING CART", "TROUBLE SHOOTING", and "CONTACT US".

The main content area is titled "Search Criteria" and contains the following information:

- Selected Park: GUADALUPE RIVER SP [More Info / Maps](#)
- Selected Facility Type: Campsite
- Select Campground: GUADALUPE RIVER CAMPSITES
- Arrival Date: October 11, 2015
- Departure Date: October 18, 2015
- Equipment/Lodge Type: 1 Tent
- Number of People Per Site: - Please Select -

Below the search criteria is a table with two columns: "Topic" and "Conditions". The first row is titled "DIRECTIONS" and contains the following text:

From San Antonio: Take Hwy 281 north 20 miles to Hwy 46. Then west 7 miles to Park Rd 31. Right on Park Rd 31 for 3 miles to the Park. From Austin: IH 35 south to New Braunfels. Exit on Hwy 46 West to Boerne. This is also Loop 337. 2.5 miles, turn right on Hwy 46 West for 2.7 miles. Turn left on Park Road 31 for 3 miles to the Park.

A red circle highlights the vertical scrollbar on the right side of the "Conditions" column, indicating that users should scroll down to view additional information.

At the bottom of the page, there is a "Check Availability (Next)" button and a footer that reads "powered by active NETWORK (infospherix) TPWD privacy policy".

Availability: Search results

- Site name, rate, camping area where sites are located, number of sites available.
- Use drop down menu at right to select number of sites you want. ****5 SITE MAX PER SHOPPING CART****
- To review site descriptions on the previous page, click “Change Search”.
- **Note: Links under “Loop Name” do not work. Look for a facility map with more information on each park’s website.**

The screenshot shows a web browser window with the Texas State Parks Online Reservations page. The page header includes the Texas Parks & Wildlife logo and navigation links like LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. The main content area displays search results for 'GUADALUPE RIVER SP GUADALUPE RIVER CAMPSITES' with a summary table and a detailed table of available sites.

Arrival Date	Property Type	Equipment	Departure date	# People
10/11/2015	Campsite	1 Tent	10/18/2015	3

[Change Search](#)

Please select the number of Sites to hold to proceed

Site Name	Daily Rate	Equipment	Loop Name	Sites Available	Pet	Electric	Water	Sewer	# of Sites To Hold
WATER ONLY CAMPSITE	\$20.00	1 Tent	CEDAR SAGE	35	Yes	NO	Yes	NO	0 ▾
ELECTRIC & WATER CAMPSITE	\$20.00	1 Tent	TURKEY SINK	46	Yes	Yes	Yes	NO	0 ▾
PRIMITIVE WALK IN	\$20.00	1 Tent	WAGON FORD	8	Yes	NO	Yes	NO	0 ▾

[Add Sites To Cart](#)

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Shopping Cart: Layout

- You'll see itemized detail for each site reservation.
- You do not need to add a "Primary Occupant" to proceed.
- Scroll down for options to proceed.

File Edit View History Bookmarks Tools Help

Shopping Cart Display

TEXAS PARKS & WILDLIFE

Texas State Parks Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Welcome S P

Shopping Cart Contents			
#	Reservation Details	Reservation Total	Primary Occupant
1	Park : GUADALUPE RIVER SP Camp Area : GUADALUPE RIVER STATE PARK-CAMP AREA Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7 Site Name : ELECTRIC & WATER CAMPSITE # Person(s) : 3 Rate : \$20.00 Click here for Rate Details	Subtotal: \$140.00 Taxes: \$0.00 <hr/> TOTAL: \$140.00	First Name: <input type="text"/> Last Name: <input type="text"/> <input type="button" value="Delete"/>
2	Park : GUADALUPE RIVER SP Camp Area : GUADALUPE RIVER STATE PARK-CAMP AREA Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7	Subtotal: \$140.00 Taxes: \$0.00 <hr/> TOTAL: \$140.00	First Name: <input type="text"/> Last Name: <input type="text"/> <input type="button" value="Delete"/>

Trustwave TrustedCommerce Click to Validate

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TPWD privacy policy

Shopping Cart: Navigation

Look for options to “Delete” selected site, “Clear Shopping Cart”, “Checkout”, or “Add More Sites”.

The screenshot shows a web browser window displaying the Texas State Parks Online Reservations shopping cart. The browser's address bar shows the page title "Shopping Cart Display". The website header includes the Texas Parks & Wildlife logo and the text "Texas State Parks | Online Reservations". A navigation menu contains links for "LOG OFF", "RESERVATION HOME", "MY ACCOUNT", "CANCEL RESERVATION", "PARK PASSES", "SHOPPING CART", "TROUBLE SHOOTING", and "CONTACT US". Below the menu, a "Welcome" message is partially visible. The main content area features a table with a single row representing a reservation. The table is divided into columns for reservation details, pricing, and user input. The reservation details include a rate of \$20.00, park name (GUADALUPE RIVER SP), camp area (GUADALUPE RIVER STATE PARK-CAMP AREA), campground (GUADALUPE RIVER CAMPSITES), equipment (1 Tent), arrival date (10/11/2015), 7 nights, site name (PRIMITIVE WALK IN), and 3 persons. The pricing column shows a subtotal of \$140.00, taxes of \$0.00, and a total of \$140.00. The user input column contains fields for "First Name:" and "Last Name:", and a "Delete" button. Below the table, there are three buttons: "CLEAR SHOPPING CART", "CHECKOUT", and "ADD MORE SITES". At the bottom of the page, there is a Trustwave TrustedCommerce logo and a footer with "powered by active NETWORK (infospherix)" and a link to the "TPWD privacy policy".

3	Rate : \$20.00 Click here for Rate Details Park : GUADALUPE RIVER SP Camp Area : GUADALUPE RIVER STATE PARK-CAMP AREA Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7 Site Name : PRIMITIVE WALK IN # Person(s) : 3 Rate : \$20.00 Click here for Rate Details	Subtotal: \$140.00 Taxes: \$0.00 <hr/> TOTAL: \$140.00	First Name: <input type="text"/> Last Name: <input type="text"/> <input type="button" value="Delete"/>
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Checkout: Payment Info

Top of page shows your reservation(s). Scroll down for Charges Summary and Billing Information.

The screenshot shows a web browser window with the Texas State Parks Online Reservations checkout page. The page header includes the Texas Parks & Wildlife logo and navigation links. The main content area displays a 'Payment Information' table with two reservations. Below the table is a Trustwave logo and a footer with 'powered by active NETWORK' and 'TPWD privacy policy'.

Payment Information

#	Reservation Details	Reservation Total
1	<p>Park: GUADALUPE RIVER SP Campground: GUADALUPE RIVER CAMPSITES Equipment: 1 Tent Arrival Date: 10/11/2015 #Nights: 7 Site Name: ELECTRIC & WATER CAMPSITE # Person(s): 3 Occupant: Rate: \$20.00 Click here for Rate Details</p>	<p>Subtotal: \$140.00 Taxes: \$0.00 <hr/>TOTAL: \$140.00</p>
2	<p>Park: GUADALUPE RIVER SP Campground: GUADALUPE RIVER CAMPSITES Equipment: 1 Tent Arrival Date: 10/11/2015 #Nights: 7 Site Name: PRIMITIVE WALK N # Person(s): 3</p>	<p>Subtotal: \$140.00 Taxes: \$0.00 <hr/>TOTAL: \$140.00</p>

Trustwave
TrustedCommerce
Click to Validate

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TPWD [privacy policy](#)

Checkout: Charges and Billing

- Shopping Cart subtotal and amount to be charged (first night's fee for each site in cart) displays here.
- You can modify your billing information (if different from what's on your profile) here.
- Scroll down further to enter credit card information.

The screenshot shows a web browser window with the following elements:

- Browser:** Mozilla Firefox, address bar with search icon, and navigation icons.
- Page Title:** Texas State Parks Online Reservations
- Navigation:** LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, CONTACT US
- Content:**
 - Welcome S P
 - Charges Summary**
 - Subtotal: \$420.00
 - Taxes: \$0.00
 - Reservation Total: \$420.00
 - Amount To Be Charged (Minimum Due): \$60.00
 - Credit Card Account Holder's Billing Address**
 - Name: S P
 - Address: 4200 SMITH SCHOOL RD
 - City: AUSTIN
 - Country: UNITED STATES
 - Trustwave TrustedCommerce logo with "Click to Validate" button.
- Footer:** powered by activeNETWORK (Infospherix) and TPWD privacy policy.

Checkout: Credit Card Info

Enter credit card details. The system will verify the address and take you to the “Complete Reservation” screen.

The screenshot shows a web browser window with the following elements:

- Browser:** Mozilla Firefox, address bar empty, search bar with "Search" text.
- Page Title:** Texas State Parks | Online Reservations
- Navigation:** LOG OFF, RESERVATION HOME, MYACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, CONTACT US
- Content:**
 - Header: Welcome S P
 - Address Form:
 - Address: 4200 SMITH SCHOOL RD
 - City: AUSTIN
 - Country: UNITED STATES
 - State: TEXAS
 - Zip/Postal Code: 78744
 - Payment Method Section (green header):
 - Card Type: Please Select
 - Credit Card #: [input field]
 - Expiration Date: 09 / 2015 [input field] CVV
 - Navigation Buttons: << PREVIOUS (Shopping Cart) and NEXT >>
 - Trustwave TrustedCommerce logo with "Click to Validate" text.
- Footer:** powered by active NETWORK (Infospherix), TPWD privacy policy

Checkout: Address Verification

- You may see a message that the address as entered does not properly match entries in our address verification service.
- Examples include: incorrect street name, incorrect range, incorrect zip code, or missing apt. or suite number.
- Solution: You can use either the suggested “Correct” address or “Your Address” as entered in the account.
- This message won’t affect credit card processing.

The screenshot shows a web browser window with the URL "Payment Information". The page is titled "Texas State Parks Online Reservations". A modal dialog box titled "Address Verification" is displayed in the center. The dialog contains the following text:

Welcome S P
Address Verification
Address matched to USPS database but a suite was missing or invalid.
Suite Range Missing Error.
ZIP Code Change.
Street Name Change.

The dialog has two columns for address comparison:

Correct Address	Your Address
4200 Speedway, Austin, TX, 78751	4200 speedwa, AUSTIN, TX, 78705

At the bottom of the dialog, there are two radio buttons: "Use This" (selected) and "Use This". Below these are "OK" and "Cancel" buttons.

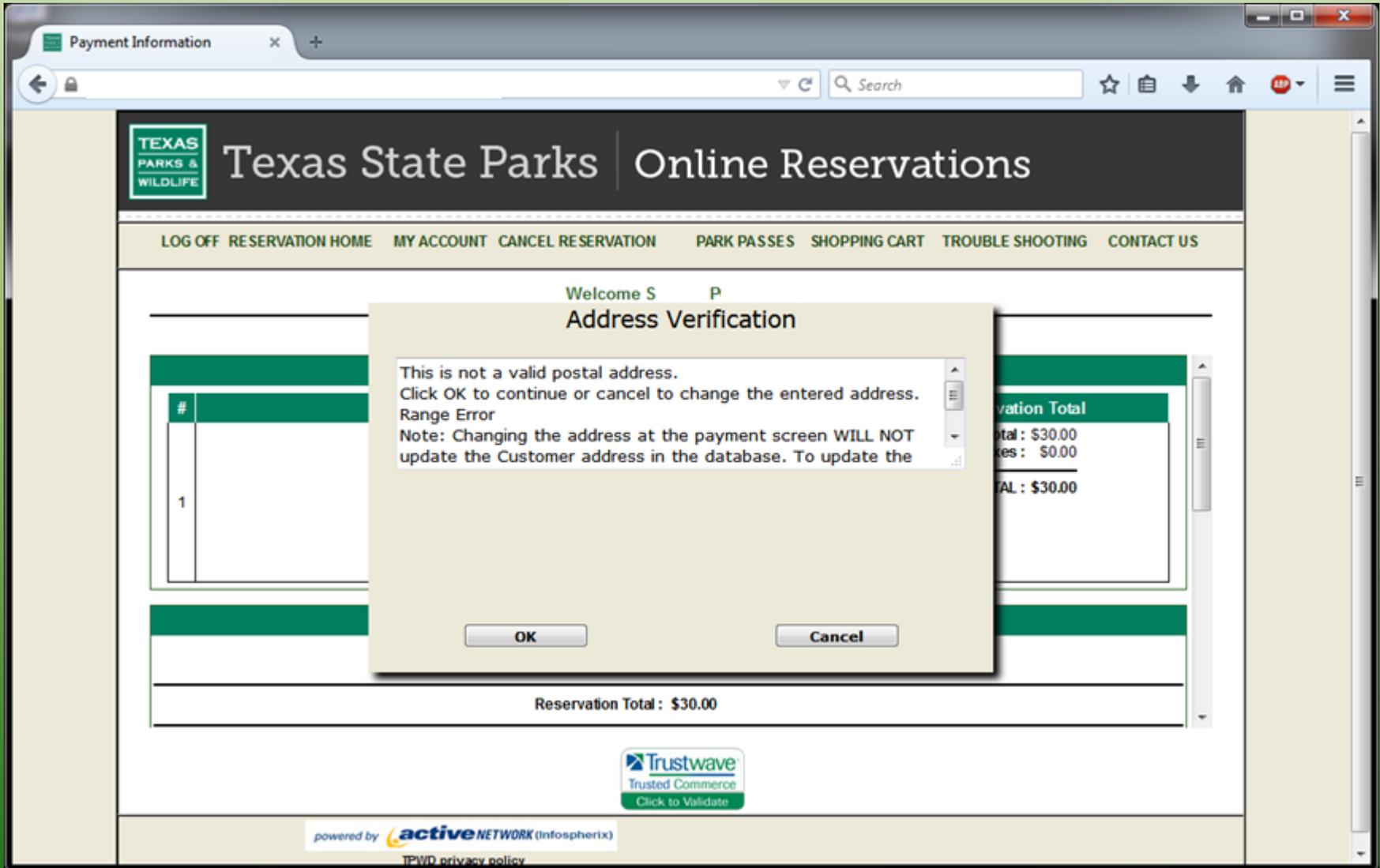
In the background, the checkout page shows a table with a single row containing the number "1". To the right, a "Reservation Total" section displays:

Total:	\$30.00
Taxes:	\$0.00
TOTAL:	\$30.00

At the bottom of the page, the "Reservation Total: \$30.00" is displayed. The footer includes the Trustwave logo and the text "powered by activeNETWORK (Infospherix) TPWD privacy policy".

Checkout: Address Error Message

Example of message indicating an incorrect address



Complete Reservation: Where's the Button?

- Once the address verification is complete, the "Complete Reservation" page loads.
- Depending on the size of your browser window, you may not be able to see the "Complete Reservation" button.
- Scroll down the page until you see the button. On touch screen devices, scroll down in the area of the red circle to view additional information

The screenshot shows a web browser window displaying the Texas State Parks Online Reservations page. The page title is "Texas State Parks | Online Reservations". The navigation menu includes "LOG OFF", "RESERVATION HOME", "MY ACCOUNT", "CANCEL RESERVATION", "PARK PASSES", "SHOPPING CART", "TROUBLE SHOOTING", and "CONTACT US". The page content includes an "Agreement" section with text about reservation changes and refunds. A red circle highlights a vertical scrollbar on the right side of the page, indicating that the "Complete Reservation" button is located further down the page. At the bottom of the page, there is a Trustwave TrustedCommerce logo and a red banner that reads "Reservation is not complete until you press 'Complete Reservation' button below."

Complete Reservation: Click the Button

“Complete Reservation” visible...

The screenshot shows a web browser window displaying the Texas State Parks Online Reservations page. The browser's address bar shows the URL. The page header includes the Texas State Parks logo and the text "Texas State Parks Online Reservations". A navigation menu contains links for "LOG OFF", "RESERVATION HOME", "MY ACCOUNT", "CANCEL RESERVATION", "PARK PASSES", "SHOPPING CART", "TROUBLE SHOOTING", and "CONTACT US". Below the navigation menu, there is a "Welcome S P" message. The main content area contains a scrollable text box with the following text: "advance notification is received. Group Facilities of \$100 or more per day - If more than 60 days from day of arrival - Refund will be given minus a \$25 administrative fee per site plus any reservation charges. If less than 60 days". Below this text is a checkbox with the text "I have read, understood, and agree to comply with all State Parks rules and regulations. I also agree that any noncompliance may result in my camping privileges being revoked." Below the checkbox is a paragraph: "If you encounter any problems after clicking on the 'Complete Reservation' button below (i.e. error messages, timeout message), contact the Call Center at 512-389-8900 to verify your reservation. Do not attempt to make additional reservations." Below this paragraph is a green box with white text: "To avoid duplicate charges, please click [Complete Reservation] only once. It may take up to 5 minutes for your credit card to be processed." Below the green box is a red callout box with white text: "Reservation is not complete until you press 'Complete Reservation' button below." Below the callout box are three buttons: "<< Previous (Payment Information)", "Complete Reservation >>", and "Cancel and Exit". Below the buttons is a paragraph: "The table shown below gives you the details of your payment". Below this paragraph is a red text box: "Please note that your credit card will be charged once you press the 'Complete Reservation' button." Below the red text box is a Trustwave TrustedCommerce logo with the text "Click to Validate". At the bottom of the page, there is a footer with the text "powered by active NETWORK (Infospherix)" and "IPWD privacy policy".

File Edit View History Bookmarks Tools Help

Reservation Summary x +

Search

TEXAS PARKS & WILDLIFE

Texas State Parks Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Welcome S P

advance notification is received.

Group Facilities of \$100 or more per day -
If more than 60 days from day of arrival - Refund will be given minus a \$25 administrative fee per site plus any reservation charges. If less than 60 days

I have read, understood, and agree to comply with all [State Parks rules and regulations](#). I also agree that any noncompliance may result in my camping privileges being revoked.

If you encounter any problems after clicking on the "**Complete Reservation**" button below (i.e. error messages, timeout message), contact the Call Center at 512-389-8900 to verify your reservation. Do not attempt to make additional reservations.

To avoid duplicate charges, please click [Complete Reservation] only once. It may take up to 5 minutes for your credit card to be processed.

Reservation is not complete until you press "Complete Reservation" button below.

<< Previous (Payment Information) Complete Reservation >> Cancel and Exit

The table shown below gives you the details of your payment

Please note that your credit card will be charged once you press the "Complete Reservation" button.

Trustwave TrustedCommerce Click to Validate

powered by active NETWORK (Infospherix)

IPWD privacy policy

Complete Reservation: Summary

Scroll down below "Complete Reservation" button to verify amount to be charged.

The screenshot shows a web browser window with the URL "Reservation Summary". The page header includes the Texas State Parks logo and the text "Texas State Parks | Online Reservations". A navigation menu contains links for "LOG OFF", "RESERVATION HOME", "MY ACCOUNT", "CANCEL RESERVATION", "PARK PASSES", "SHOPPING CART", "TROUBLE SHOOTING", and "CONTACT US". The user is greeted with "Welcome S P".

Two summary boxes are displayed:

- Charges Summary:** Subtotal: \$420.00, Taxes: \$0.00. Reservation Total*: \$420.00.
- Payment Method:** Card Type: Visa, Credit Card #: XXXX XXXX XXXX 0060, Expiration Date: 12 / 2015. Amount To Be Charged: \$60.00.

A detailed "Reservation Summary" table is shown below:

#	Reservation Details	Reservation Total
1	Park : GUADALUPE RIVER SP Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7 Site Name : ELECTRIC & WATER CAMPSITE	Subtotal : \$140.00 Taxes : \$0.00 <hr/> TOTAL : \$140.00

At the bottom, there is a Trustwave TrustedCommerce logo with a "Click to Validate" button, and a footer for "powered by active NETWORK (Infosphertx)" and "TPWD privacy policy".

Complete Reservation: Processing

“Processing” may take up to 10 seconds. If system returns an error, you will see it in the area of red box.

File Edit View History Bookmarks Tools Help

Connecting...

Search

TEXAS PARKS & WILDLIFE

Texas State Parks | Online Reservations

LOG OFF RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Welcome S P

Credit Card Processing errors (PGRS, CVV Mismatch, DO NOT HONOR, Invalid Credit Card #, etc) will display in this area.

advance notification is received.

Group Facilities of \$100 or more per day -
If more than 60 days from day of arrival - Refund will be given minus a \$25 administrative fee per site plus any reservation charges. If less than 60 days

I have read, understood, and agree to comply with all [State Parks rules and regulations](#) I also agree that any noncompliance may result in my camping privileges being revoked.

If you encounter any problems after clicking on the **"Complete Reservation"** button below (i.e. error messages, timeout message), contact the Call Center at 512-389-8900 to verify your reservation. Do not attempt to make additional reservations.

To avoid duplicate charges, please click [Complete Reservation] only once. It may take up to 5 minutes for your credit card to be processed.

Reservation is not complete until you press "Complete Reservation" button below.

<< Previous (Payment Information) Processing. Please wait.. Cancel and Exit

The table shown below gives you the details of your payment.

Please note that your credit card will be charged once you press the "Complete Reservation" button.

Trustwave TrustedCommerce Click to Validate

powered by active NETWORK (Infospherix)

Waiting for bpub.uat.infospherix.com... IPWD privacy policy

Reservation Confirmation

Top of Reservation Confirmation screen. Scroll down to see other details.

The screenshot shows a web browser window with the following elements:

- Browser Interface:** Includes a menu bar (File, Edit, View, History, Bookmarks, Tools, Help), a tab titled "Reservation Confirmation", a search bar, and a toolbar with various icons.
- Page Header:** Features the Texas State Parks logo and the text "Texas State Parks | Online Reservations".
- Navigation Menu:** A horizontal menu with links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, CONTACT US.
- Message:** A thank you message: "Thank you for planning to visit Texas State Parks." with a "Print" icon. Below it, a paragraph of text explains that an email confirmation has been sent and provides instructions on what to do if it is not received.
- Table:** A table titled "Reservation Confirmation" with two columns: "Reservation Details" and "Reservation Total". It contains two rows of reservation data.
- Footer:** Includes the text "powered by activeNETWORK (Infospherix)" and "TPWD privacy policy".

#	Reservation Details	Reservation Total
1	Reservation ID : 11420024 Park : GUADALUPE RIVER SP Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7 Site Name : ELECTRIC & WATER CAMPSITE # Person(s) : 3 Occupant : Rate : \$20.00 Click here for Rate Details	Subtotal : \$140.00 Taxes : \$0.00 <hr/> TOTAL : \$140.00
2	Reservation ID : 11420025 Park : GUADALUPE RIVER SP Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7	Subtotal : \$140.00 Taxes : \$0.00 <hr/> TOTAL : \$140.00

Reservation Confirmation

Bottom of Reservation Confirmation screen that verifies the charges.

The screenshot shows a web browser window with the following elements:

- Browser:** File Edit View History Bookmarks Tools Help. Tab: Reservation Confirmation. Search bar with "Search" placeholder.
- Header:** TEXAS PARKS & WILDLIFE logo. "Texas State Parks | Online Reservations".
- Navigation:** LOG OFF RESERVATION HOME MYACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US
- Reservation Details Table:**

	Site Name : PRIMITIVE WALK N # Person(s) : 3 Occupant : Rate : \$20.00 Click here for Rate Details	
3	Reservation ID : 11420026 Park : GUADALUPE RIVER SP Campground : GUADALUPE RIVER CAMPSITES Equipment : 1 Tent Arrival Date : 10/11/2015 #Nights : 7 Site Name : PRIMITIVE WALK N # Person(s) : 3 Occupant : Rate : \$20.00 Click here for Rate Details	Subtotal : \$140.00 Taxes : \$0.00 <hr/> TOTAL : \$140.00
- Charges Summary:**

Charges Summary	
Subtotal :	\$420.00
Taxes :	\$0.00
<hr/>	
Reservation Total* :	\$420.00
- Payment Method:**

Payment Method	
Card Type :	Visa
Credit Card # :	XXXX XXXX XXXX 0060
Expiration Date :	12 / 2015
<hr/>	
Amount To Be Charged :	\$60.00
- Trustwave TrustedCommerce:** Click to Validate
- Footer:** powered by active NETWORK (Infospherix) TPWD privacy policy