How to Retrieve Your Username

If you have forgotten your username or receive an error message that you already have an account, follow these instructions.

1. Visit this link: https://webtrac.cityofmadison.com/wbwsc/olbrich.wsc/
2. At the top of the page, click “Login” on the upper right side.

3. In the box that opens, click the statement “If you have an account with us, but you’ve forgotten your username, please click here.”

4. On the next page, enter in the primary email address associated with the account and click “Submit.”

5. Log into your email account and open the email titled “Per Your Request.” The email will be from Olbrich Gardens <noreplypro@cityofmadison.com>.
6. The email will contain the username associated with your online class registration account.

Ready to register for classes? https://webtrac.cityofmadison.com/wbwsc/olbrich.wsc/

Read the documents provided in our “How To” section to learn more about online class registrations, or contact the Education Registrar with additional questions by emailing olbricheducation@cityofmadison.com or calling (608) 245-3648.