YMCA of the Twin Tiers

yourymca.org

Member Guide:
Online Account Management and Registration

Site Access
Access the member website by going to yourymca.org and clicking My Account in the upper right corner, or by going directly to ymcatwintiers.sgasoftware.com.

Log In
Log in using your email address and the password you have set.

Log into my account

Email address

Password

Forgot password   Staff portal

Login

Create new account

I am not a member of the "Y".
I have not participated in programs or activites.

Create new

Account help

I am a current or past member of the "Y".
I have participated in programs or activities.

Search for my account

To **set your password**
(If your email is on file with the YMCA, but you have never used the online site):

- Click on "Search for my account" under Account help
- Enter your email address. An email will be sent with a temporary password.

-or-

- Enter your YMCA Access ID and birth date. You will be asked to verify your information and set a password.

Search for your account

Use either form below to find your account at the "Y".

Use your Email Address

Email Address:

- OR -

Use your Access ID and Birth Date

Access ID: (Found on scan card)

Birth Date:

mm/dd/yyyy

Search   Back to login >

To **create an account**
(If your information is not on file with the YMCA):

- Click on "Create new" under Create new account
- Complete the easy registration page

Registration - New to the YMCA?

First name

Last name

Gender

Male

Birth date

mm/dd/yyyy

Phone Country

United States of America

Phone number   Extension

Email address

Confirm email

Enter a password

Confirm password

Create account

Already have an account? Log in

By joining, you agree to the following Terms and Conditions

Update Contact Information

Click the menu option for "My Personal Information" on the main page.

From there, you can manage the following for both you and your family:

- Personal details
- Addresses
- Phone numbers
- Email addresses
- Add family members
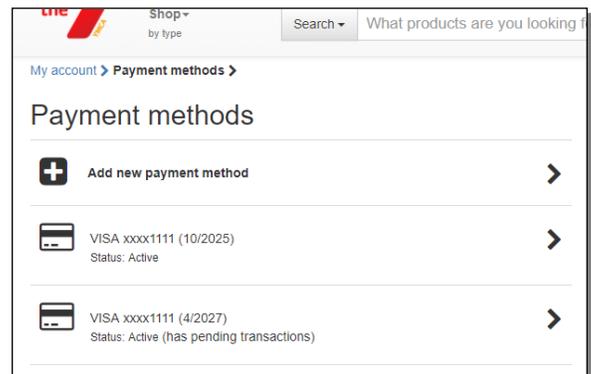- Review personal information on miscellaneous information forms
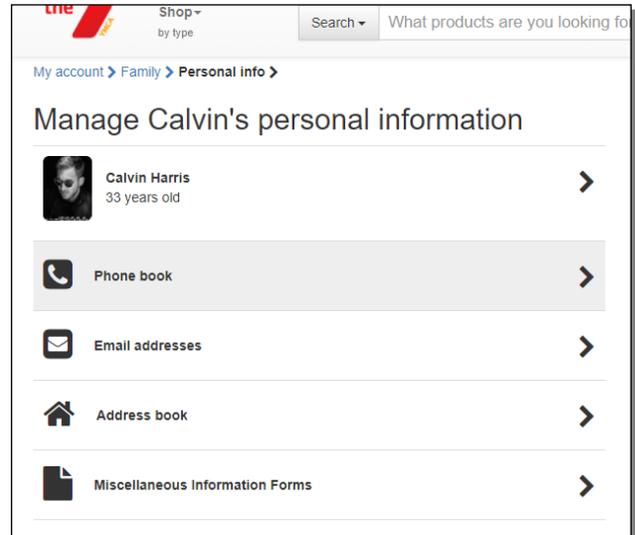
Manage Payment Methods

Click the menu option for "My Payment Methods" on the main page.

From there you can:

- Add additional payment methods (credit/debit card or bank account)
- Delete existing payment methods
- Transfer pending payments from one payment method to another

Within each payment method, you have the option to edit the card information, or delete the payment method itself with the exception of a payment method that has pending transactions. In these cases, you can transfer those pending transactions to another payment method, then delete.
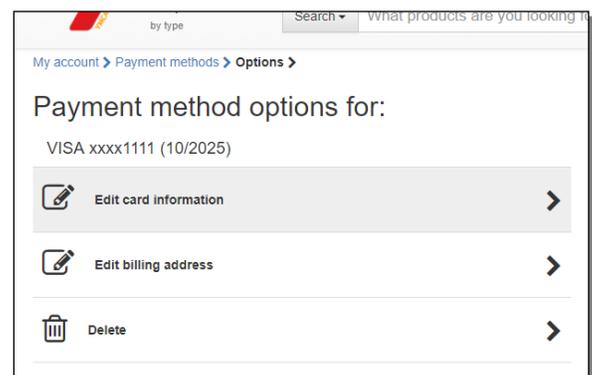
Making a Payment

Making payments online is very convenient, whether you are paying for some or all of your balance due for yourself or anyone in your family.

Click on the menu option for "Make a Payment" from the main page.

From there you will be able to pay the balance due, or the total balance.

To pay a specified amount for a particular activity, click "View individual balances." You will see the balance details and can set the desired payment amount for each.

Online Registration

Quickly search for program or membership offerings by:

- Clicking on a "Shop for…" menu option on the main page

- Using the "Shop by type" drop down at the top left of the main page

- Using the text search bar at the top center of the main page
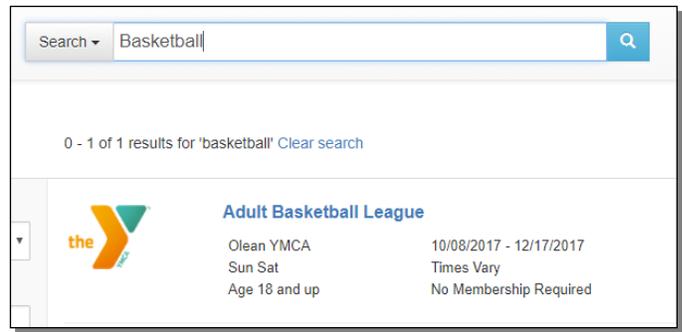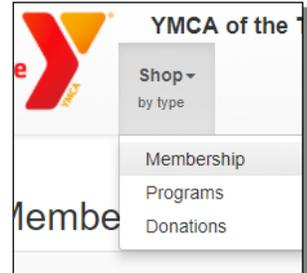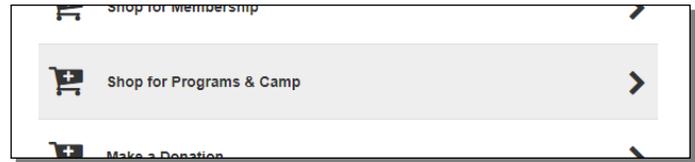
The results page shows all offerings for which you are eligible.

To shop for someone else in your family, select that person from the "Shopping for" drop down. The results page changes to show the offerings for which they are eligible.

You can filter further by branch, category, time(s) of day, and day(s) of the week.

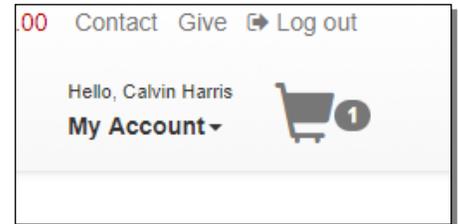Click on an offering name to select it.
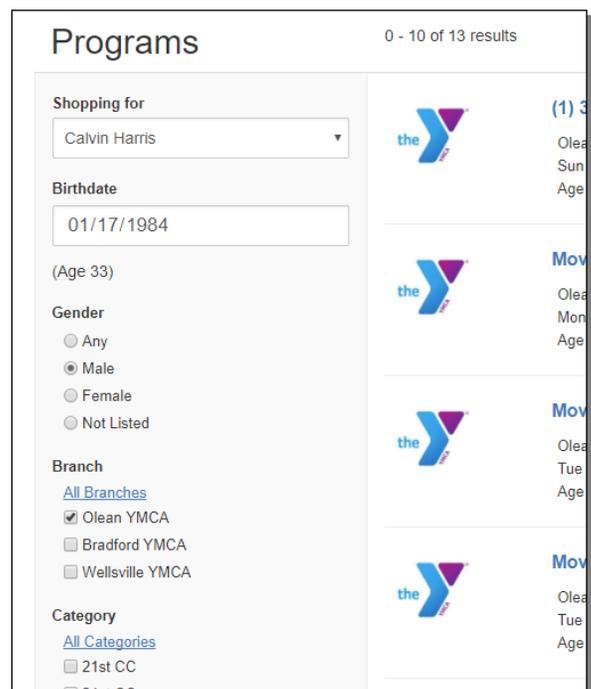
Once you select an offering, you will see details such as description and days available. After making any applicable selections, click "Add to cart."
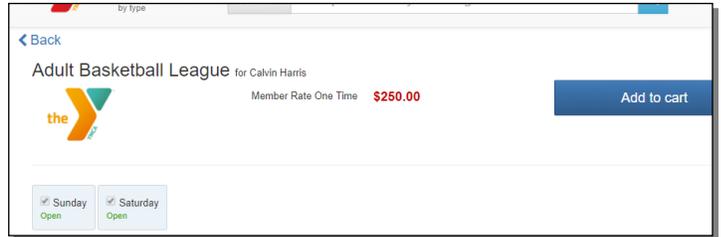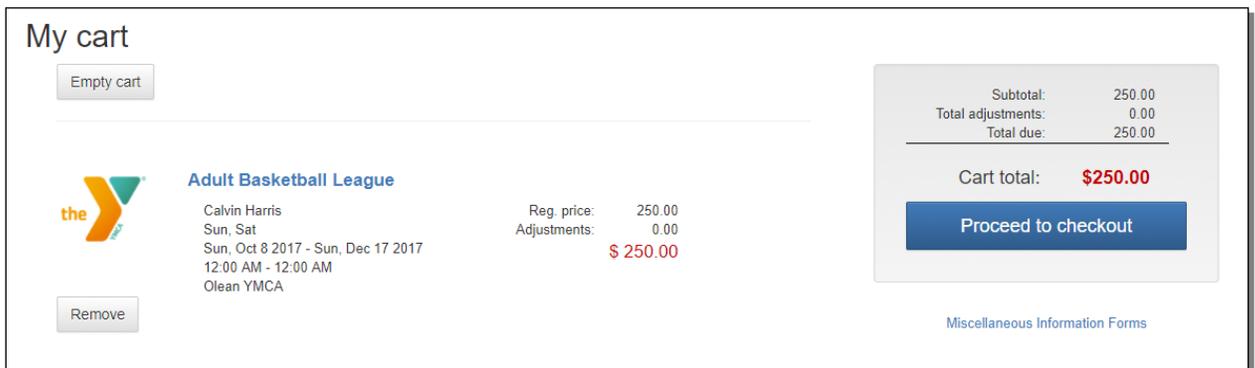

You can continue shopping or view your cart.

Your cart is always accessible in the upper right corner.
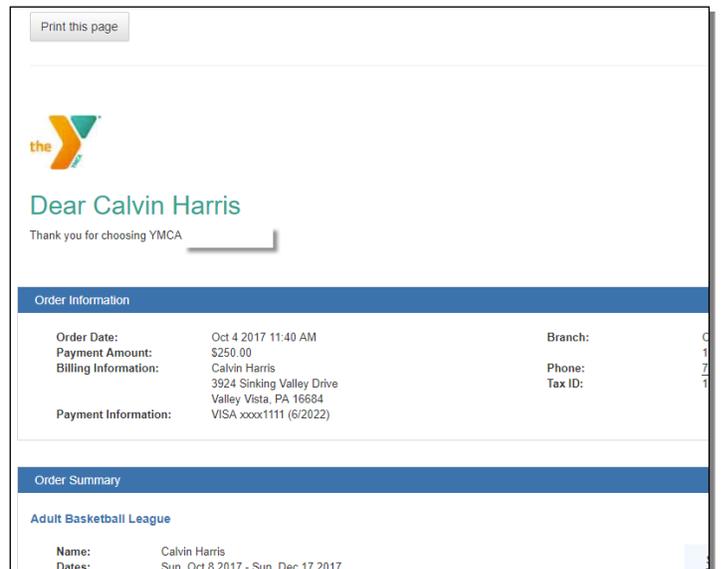

When you are ready to finalize your purchase(s), click "Proceed to checkout" from the cart.

Checkout is a breeze. Select or add the payment method, then click "Finalize purchase" to complete your order.

Once you have finalized your purchase, you will see an order confirmation and an order summary. You can print these or save as a PDF for your records.

Donate to the YMCA

You can also donate to the YMCA online!

Click on the menu option for "Make a Donation" from the main page.

Select the branch to which you would like to donate. If you have a membership, that branch is selected by default, but you may donate to any campaign.

Once you've selected a campaign, the checkout process works the same as it does for any other offering. Add to the cart and go from there.
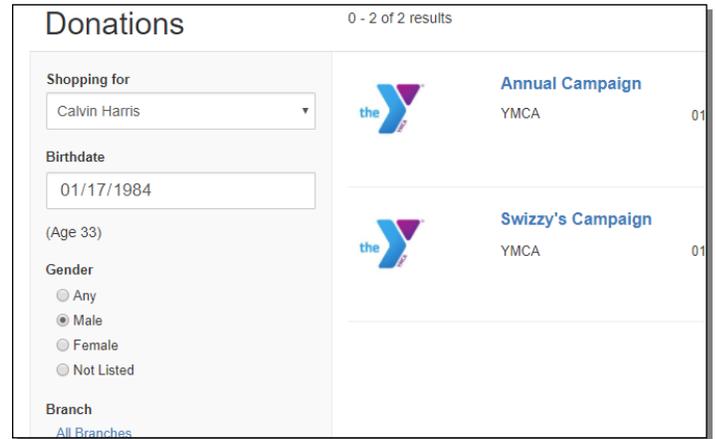
Change your Password

Need to change your password? Do it easily right from your personal information section.

Click the menu option for "My Personal Information" on the main page.

Go to Change Password at the bottom.

Enter your current and new password and click "Save."