



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.

The screenshot shows two main sections. On the left, under 'Log into my account', there are input fields for 'Email address' and 'Password', a 'Forgot password' link, a 'Staff portal' link, and a blue 'Login' button. On the right, under 'Create new account', there is a text box stating 'I am not a member of the "Y". I have not participated in programs or activities.' and a blue 'Create new' button. Below that, under 'Account help', there is a text box stating 'I am a current or past member of the "Y". I have participated in programs or activities.' and a blue 'Search for my account' button.

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.

The screenshot shows the 'Search for your account' form. It has a heading 'Search for your account' and a sub-heading 'Use either form below to find your account at the "Y".'. There are two radio button options: 'Use your Email Address' and 'Use your Access ID and Birth Date'. The 'Use your Email Address' option has an 'Email Address:' input field. The 'Use your Access ID and Birth Date' option has an 'Access ID: (Found on scan card)' input field and a 'Birth Date:' input field with a placeholder 'mm/dd/yyyy'. At the bottom, there are 'Search' and 'Back to login >' buttons.

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

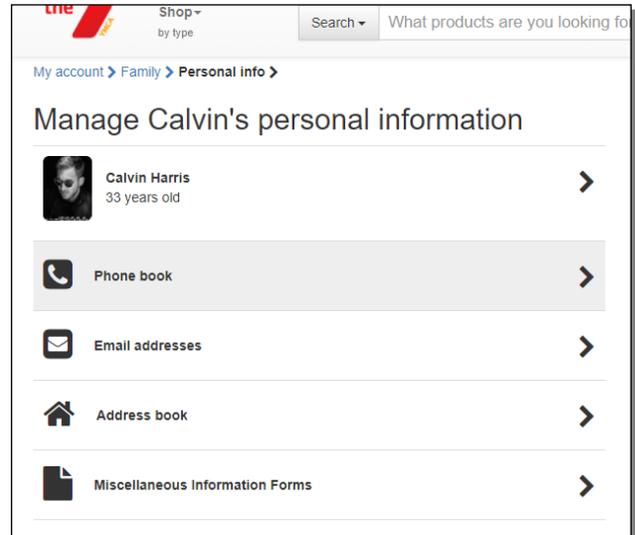
The screenshot shows the 'Registration - New to the YMCA?' form. It has a heading 'Registration - New to the YMCA?'. The form contains several input fields: 'First name', 'Last name', 'Email address', 'Confirm email', 'Gender' (a dropdown menu with 'Male' selected), 'Birth date' (with a placeholder 'mm/dd/yyyy'), 'Phone Country' (a dropdown menu with 'United States of America' selected), 'Phone number', and 'Extension'. There are also two password fields: 'Enter a password' and 'Confirm password'. At the bottom, there is a blue 'Create account' button, a link 'Already have an account? Log in', and a small text line '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

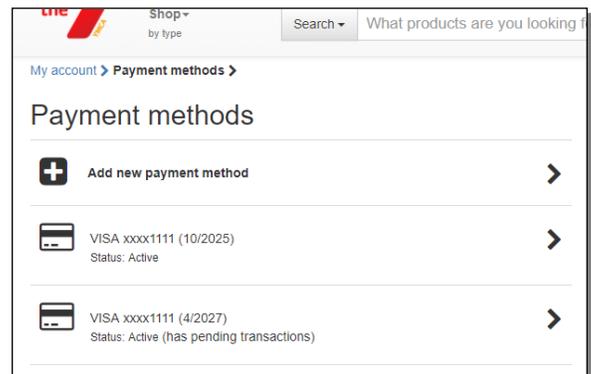


Manage Payment Methods

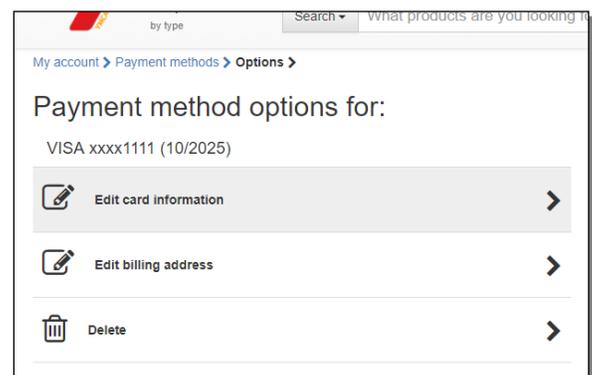
Click the menu option for “My Payment Methods” on the main page.

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.

The screenshot shows a three-step process for making a payment. Step 1, 'Make payment', is active and highlighted with a blue circle and number. Step 2, 'Apply credit', and Step 3, 'Select payment method', are shown as inactive. Below the steps, the user is prompted to 'Select a member to view balances below.' A dropdown menu shows 'Calvin Harris' selected. Below that, the user is prompted to 'Select a payment amount.' There are two radio button options: 'Due now' with a value of '\$100.00' and 'Total balance' with a value of '\$100.00'. A 'View individual balances' button is located at the bottom.

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.

The screenshot shows the 'View individual balances' page. It is titled 'Select a payment amount.' and lists two activities for 'Harris, Calvin':

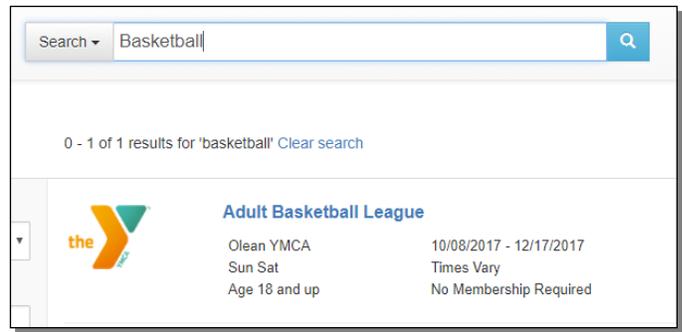
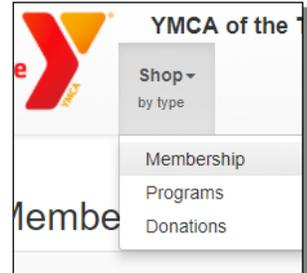
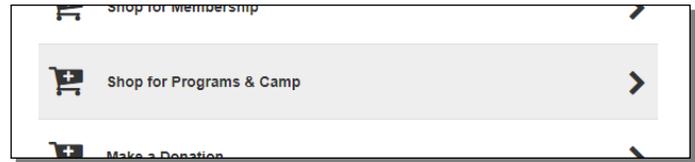
- Wellness Coaching (30 minutes 1 on 1)**: 10/03/2017 - 12/31/2017. The due amount is \$25.00. The total balance is \$25.00. The 'Other amount' is set to \$0.00.
- Private Swim Lessons (5 lessons)**: 10/03/2017 - 12/31/2017. The due amount is \$75.00. The total balance is \$75.00. The 'Other amount' is set to \$45.00.

At the bottom, there are two buttons: 'Back to total balances' and 'Set all to none'.

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

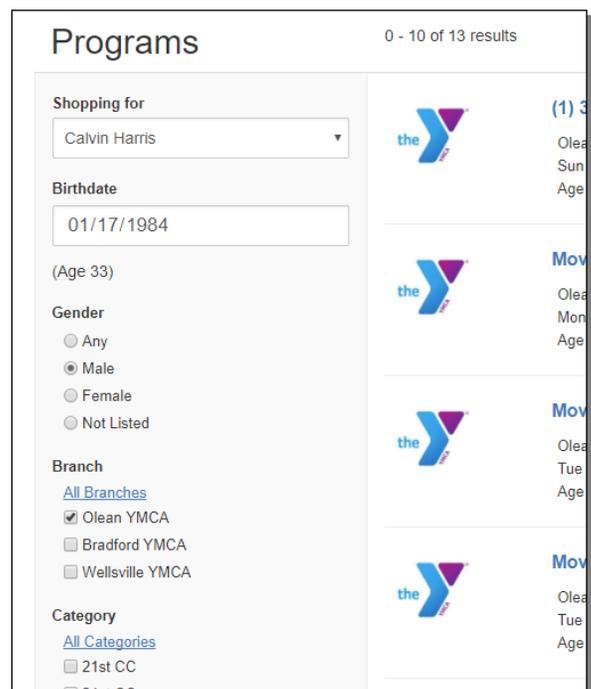


The results page shows all offerings for which you are eligible.

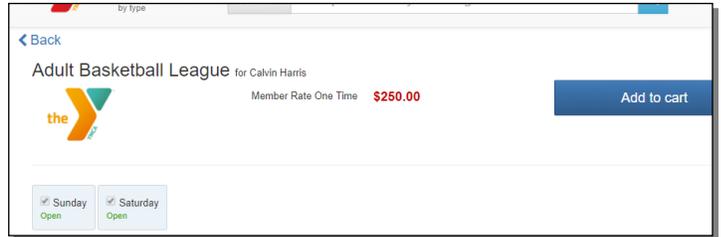
To shop for someone else in your family, select that person from the "Shopping for" drop down. The results page changes to show the offerings for which they are eligible.

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.



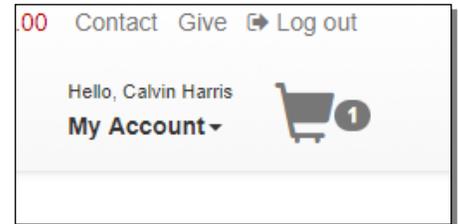
Once you select an offering, you will see details such as description and days available. After making any applicable selections, click "Add to cart."



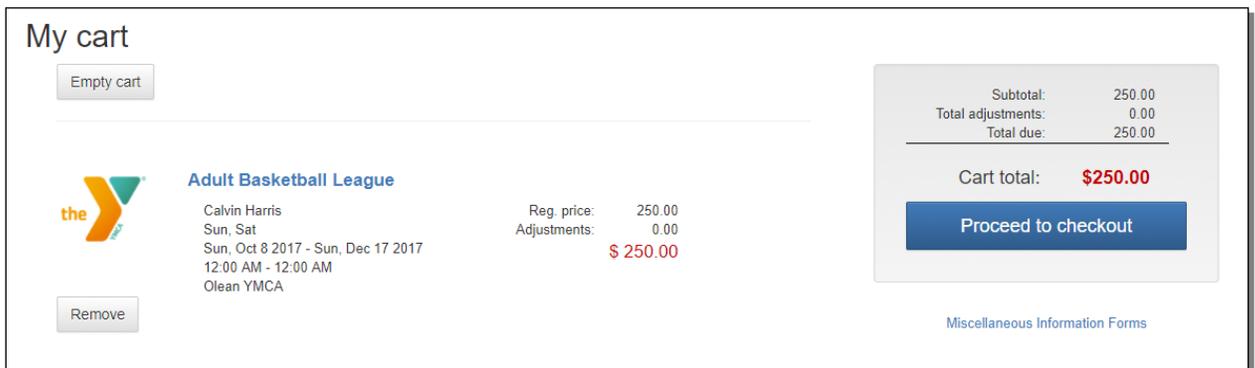
You can continue shopping or view your cart.



Your cart is always accessible in the upper right corner.

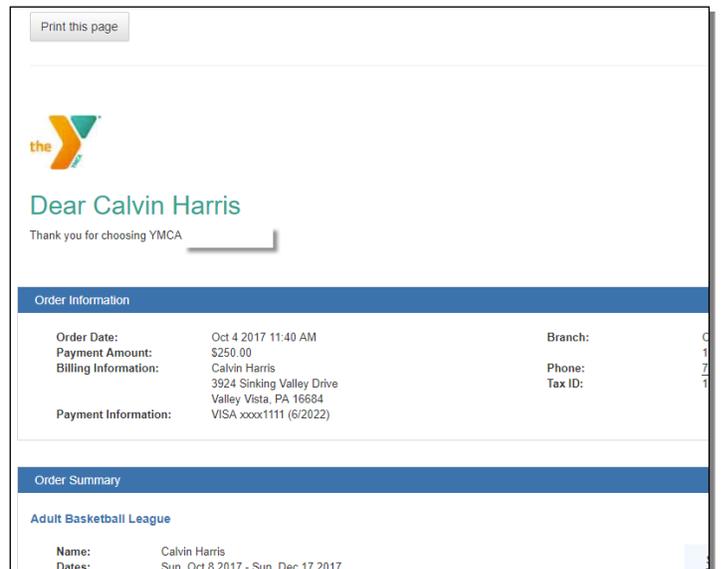


When you are ready to finalize your purchase(s), click "Proceed to checkout" from the cart.



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.



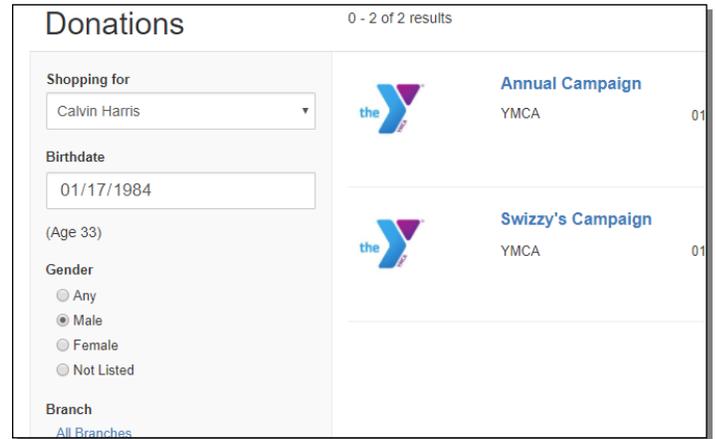
Donate to the YMCA

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.”

