



# **Member Guide:** Online Account Management and Registration

## Site Access

Access the member website by going to <https://www.ymcametronorth.org/online-account/> and clicking Access My Account, or by going directly to [ymcametronorth.sgasoftware.com](https://www.ymcametronorth.org/online-account/).

## Log In

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

## 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.

## To create an account

*(If your information is not on file with the YMCA):*

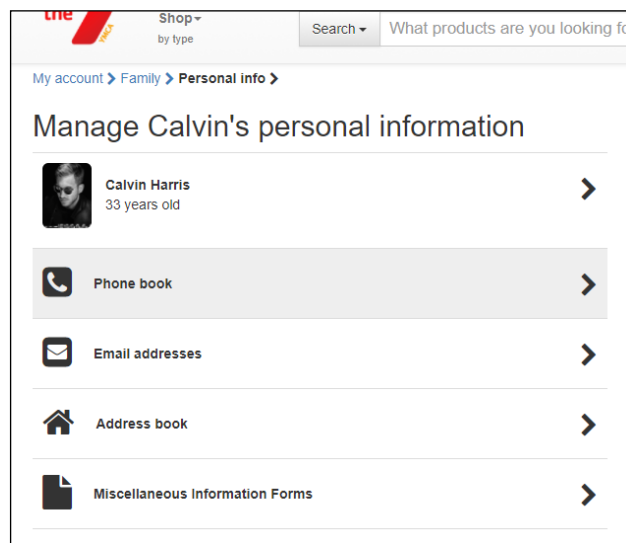
- Click on "Create new" under Create new account
- Complete the easy registration page

## 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

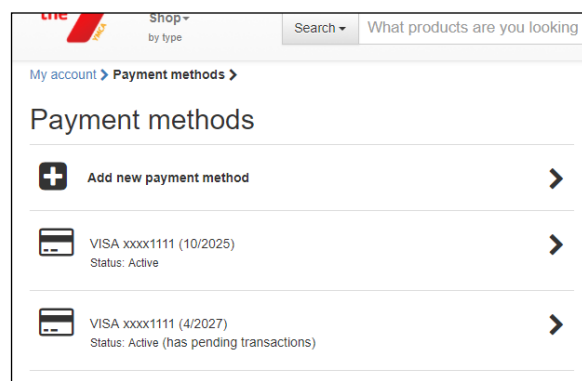


## Manage Payment Methods

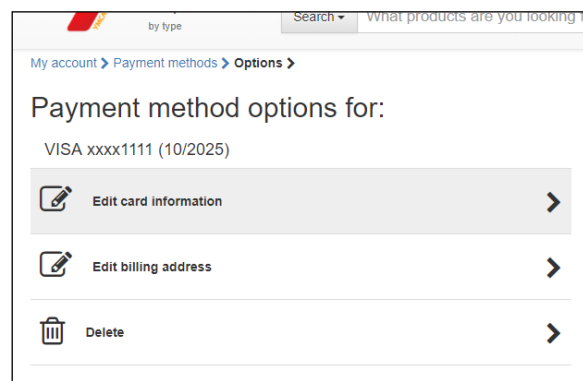
Click the menu option for “My Payment Methods” on the main page.

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 the first step of a three-step process for making a payment. The steps are labeled 1, 2, and 3 at the top. Step 1 is 'Make payment', step 2 is 'Apply credit', and step 3 is 'Select payment method'. Below the steps, there is a section titled 'Select a member to view balances below.' with a dropdown menu showing 'Calvin Harris'. Below that, there is a section titled 'Select a payment amount.' with two buttons: 'Due now' (with a radio button and '\$100.00') and 'Total balance' (with a radio button and '\$100.00'). At the bottom, there is a button labeled 'View individual balances'.

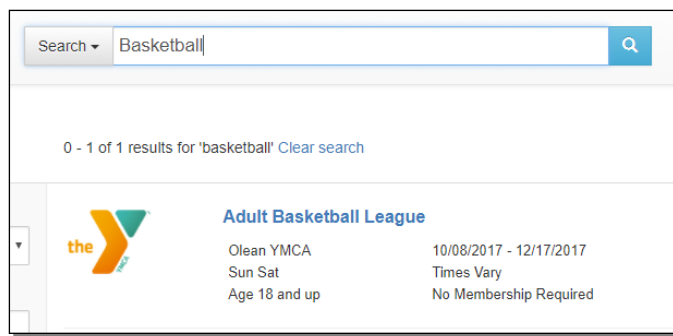
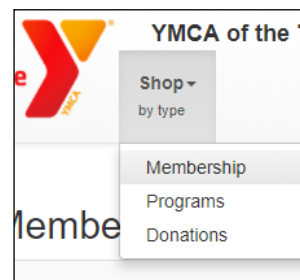
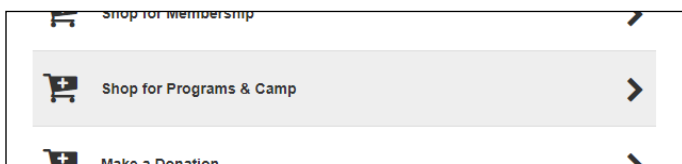
To pay a specified amount for a particular activity, click “View individual balances.” You will see the balance details and can set the desired payment amount for each.

The screenshot shows the 'Select a payment amount' screen. It has a title 'Select a payment amount.' at the top. Below the title, there are two sections for different activities. The first section is 'Wellness Coaching (30 minutes 1 on 1)' with the date range '10/03/2017 - 12/31/2017' and the name 'Harris, Calvin'. It has four radio buttons: 'Due now' (\$25.00), 'Total balance' (\$25.00), 'Other amount' (with a text input field showing '\$ 0.00'), and 'None'. The second section is 'Private Swim Lessons (5 lessons)' with the date range '10/03/2017 - 12/31/2017' and the name 'Harris, Calvin'. It also has four radio buttons: 'Due now' (\$75.00), 'Total balance' (\$75.00), 'Other amount' (with a text input field showing '\$ 45.00'), and 'None'. 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

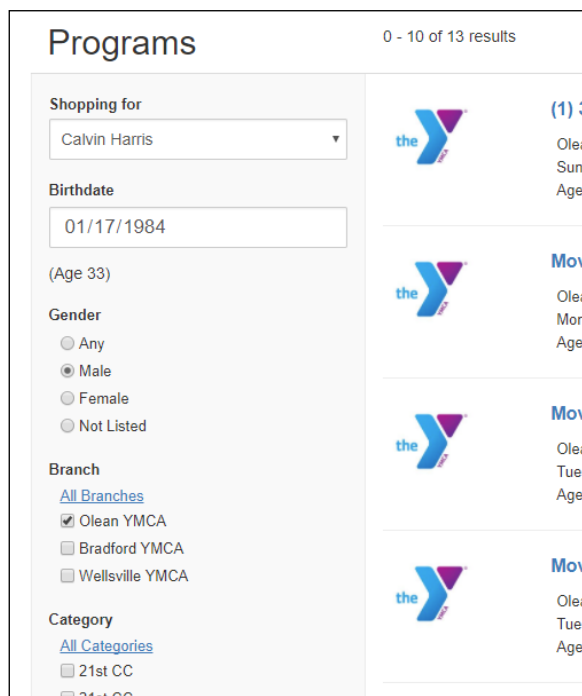


The results page shows all offerings for which you are eligible.

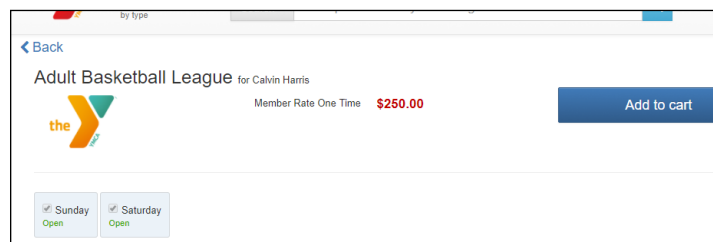
To shop for someone else in your family, select that person from the “Shopping for” drop down. The results page changes to show the offerings for which they are eligible.

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

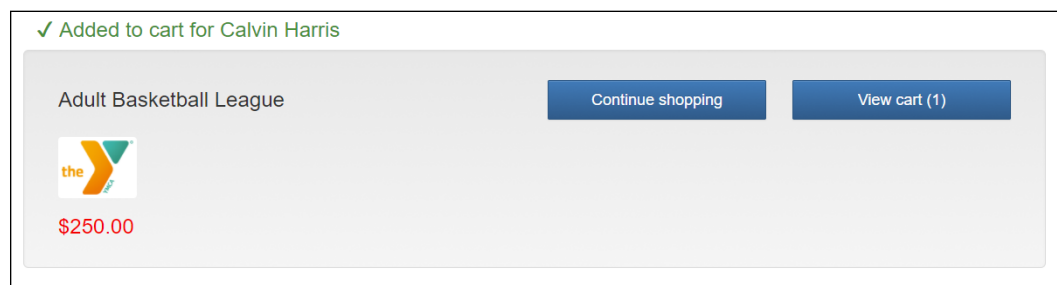
Click on an offering name to select it.



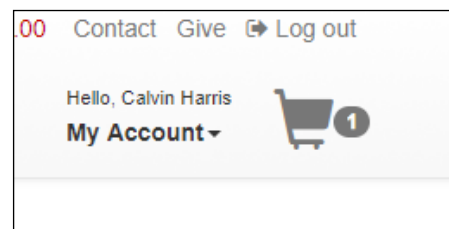
Once you select an offering, you will see details such as description and days available. After making any applicable selections, click "Add to cart."



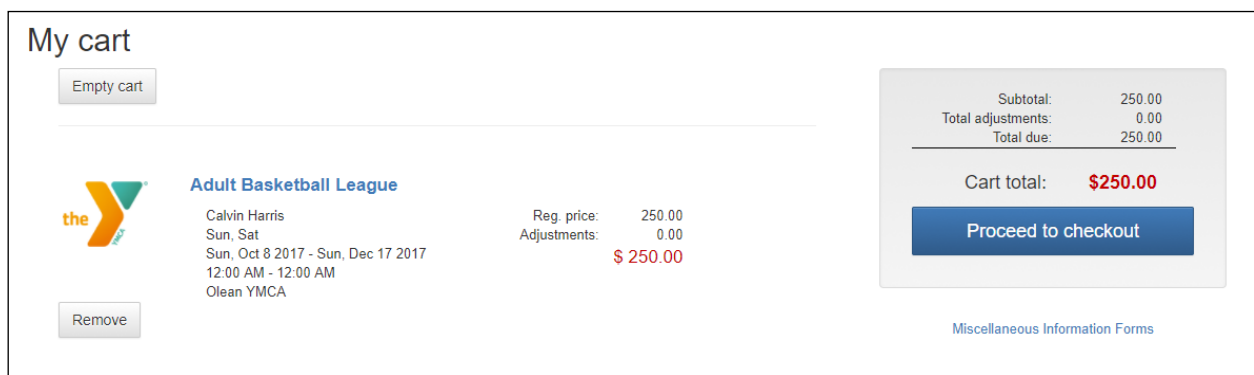
You can continue shopping or view your cart.



Your cart is always accessible in the upper right corner.

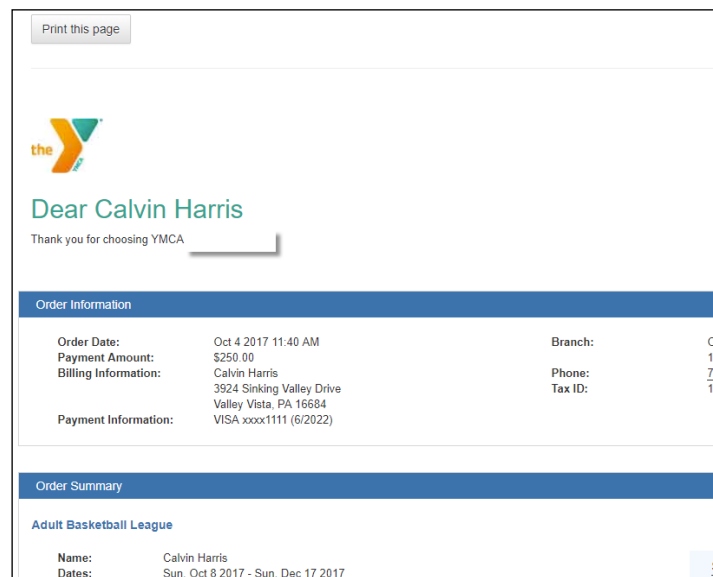


When you are ready to finalize your purchase(s), click "Proceed to checkout" from the cart.



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.

A screenshot of the "Donations" page. On the left, there is a form titled "Shopping for" with a dropdown menu showing "Calvin Harris". Below this are fields for "Birthdate" (01/17/1984), "Gender" (radio buttons for Any, Male, Female, Not Listed), and "Branch" (a link to "All Branches"). On the right, there are two campaign options, each with the YMCA logo: "Annual Campaign" and "Swizzy's Campaign", both labeled "YMCA" with a "01" in the corner. The page indicates "0 - 2 of 2 results".

## 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.”

A screenshot of a web application section titled "Email addresses". It contains three items: "Email addresses" (with an envelope icon), "Address book" (with a house icon), and "Miscellaneous Information Forms" (with a document icon). At the bottom, there is a "Change password" button.A screenshot of a "Change password" form. It contains three input fields: "Current password", "New password", and "Repeat password". At the bottom, there are two buttons: "Save" (blue) and "Cancel" (light blue).