



Member Guide: Online Account Management and Registration

Site Access

Access your member account by going to ymcstark.org and clicking the online payment, program registration, or join the Y links, or go directly to ymcastarkcounty.sgsoftware.com

Log In

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

The screenshot shows a login page with 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 'Login' button. On the right, under 'Create new account', there is a message: 'I am not a member of the "Y". I have not participated in programs or activities.' and a 'Create new' button. Below that, under 'Account help', there is a message: 'I am a current or past member of the "Y". I have participated in programs or activities.' and a '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 "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 a 'Search for your account' page. 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' (selected) and 'Use your Access ID and Birth Date'. Under the first option is an 'Email Address' input field. Under the second option are 'Access ID: (Found on scan card)' and 'Birth Date: mm/dd/yyyy' input fields. At the bottom are 'Search' and 'Back to login >' buttons.

To create an account

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

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

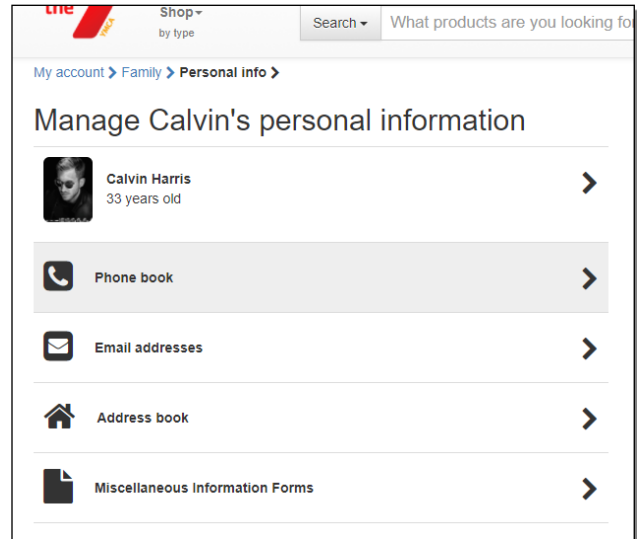
The screenshot shows a 'Registration - New to the YMCA?' page. It has several input fields: 'First name', 'Last name', 'Email address', 'Confirm email', 'Gender' (dropdown menu with 'Male' selected), 'Birth date' (mm/dd/yyyy), 'Enter a password', 'Confirm password', 'Phone Country' (dropdown menu with 'United States of America' selected), 'Phone number', and 'Extension'. At the bottom is a 'Create account' button. Below the button are links for 'Already have an account? Log in' and a note: 'By joining, you agree to the following Terms and Conditions'.

Update Contact Information

Once logged in, click the menu option for “My Personal Information” on the drop down in the upper right.

From there, you can manage the following for you and your household unit:

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

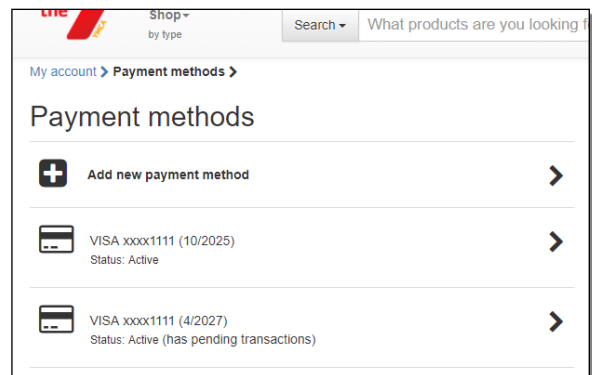


Manage Payment Methods

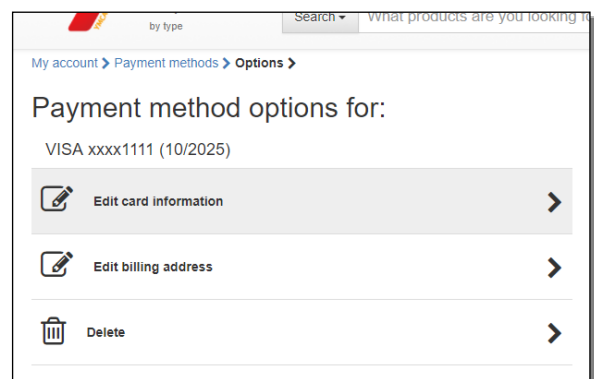
Click the menu option for “My Payment Methods” on the drop down in the upper right.

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

Click on the menu option for "Make a Payment" on the drop down in the upper right.

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

1 Make payment 2 Apply credit 3 Select payment method

Select a member to view balances below.

Calvin Harris

Select a payment amount.

Due now \$100.00 Total balance \$100.00

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.

Select a payment amount.

Wellness Coaching (30 minutes 1 on 1)
10/03/2017 - 12/31/2017 Harris, Calvin

Due now \$25.00 Total balance \$25.00 Other amount \$ 0.00 None

Private Swim Lessons (5 lessons)
10/03/2017 - 12/31/2017 Harris, Calvin

Due now \$75.00 Total balance \$75.00 Other amount \$ 45.00 None

Back to total balances Set all to none

Change Password

Click the menu option for "Change Password" on the drop down in the upper right.

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

Change password

Current password

New password

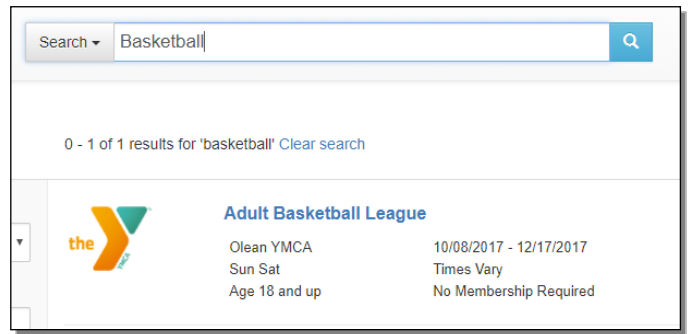
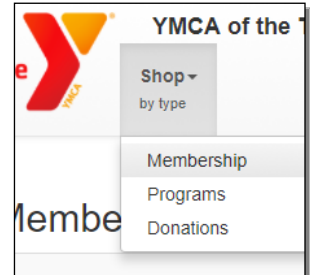
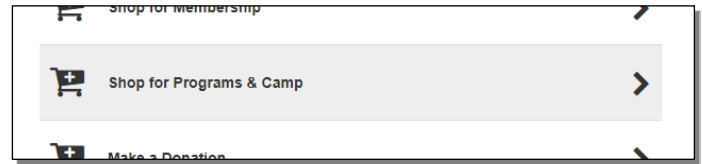
Repeat password

Save Cancel

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
- Using the text search bar at the top center of the main page



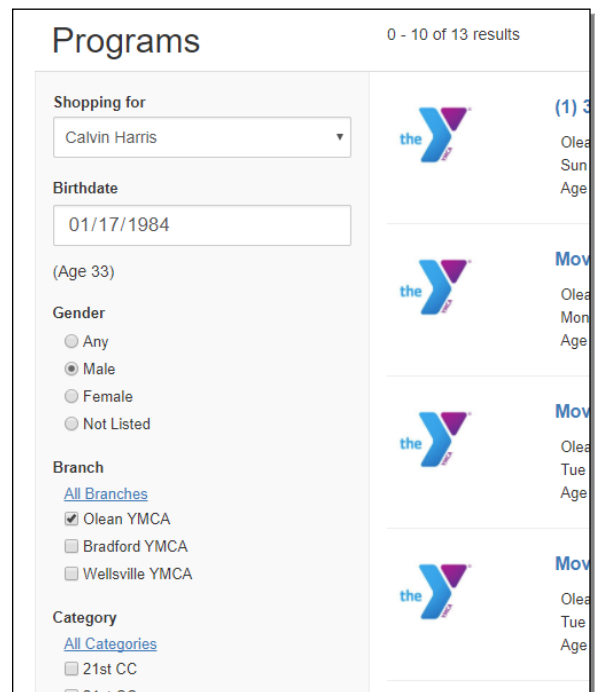
The results page shows all offerings for which you are eligible.

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.

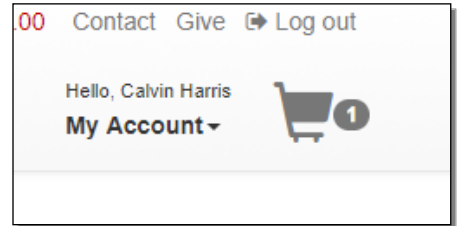
You can filter further by branch, category, time(s) of day, and day(s) of the week.

Click on an offering name to select it.

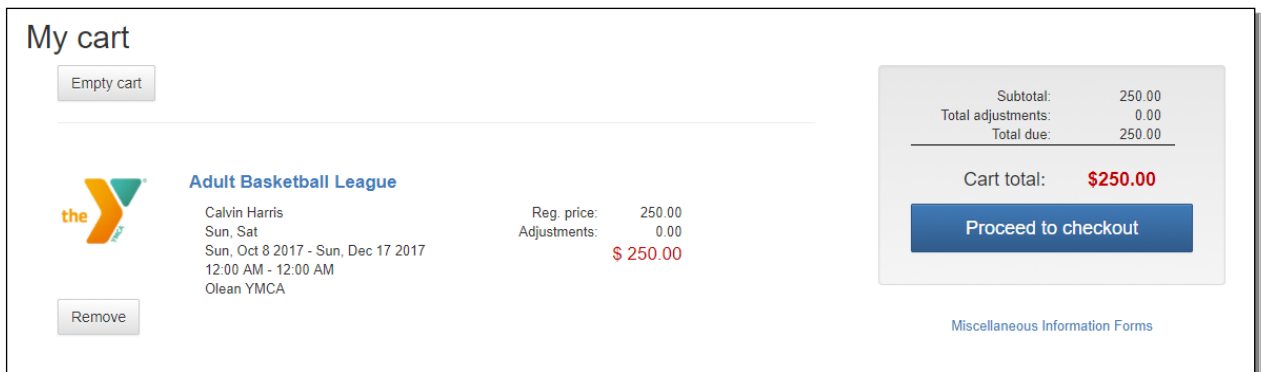
Once you select an offering, you will see details such as description and days available. After making any applicable selections, click “Add to cart.”



Your cart is always accessible in the upper right corner.

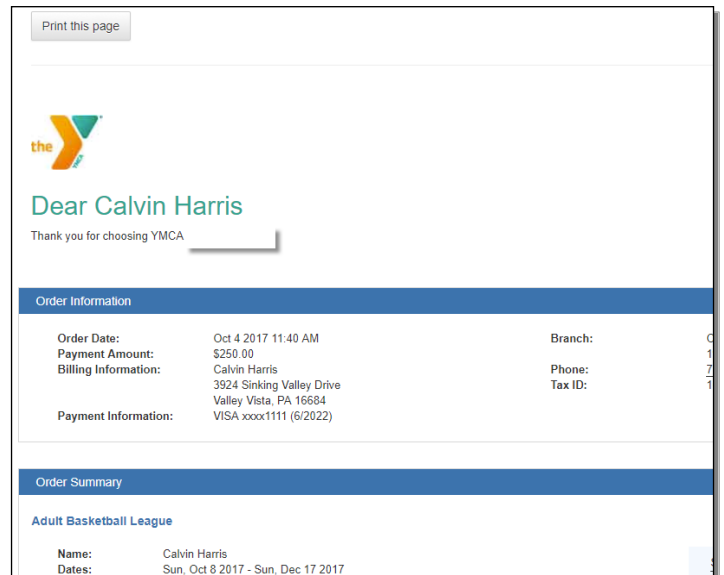


When you are ready to finalize your purchase(s), click "Proceed to checkout" from the cart.



To checkout, 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.

