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# HOW TO GUIDE

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## Registration

### When can I register?

You can register with Your Y Online anytime up to the end date of a program. **When registering, please make sure that ALL PROGRAM DETAILS are correct on the confirmation page. (ex. location, program, fees, etc.)**

### What if I do not know the program barcode?

There are two other ways to search for a program:

- **Advanced Search:** In the "Programs" tab, you can perform an advanced search by clicking on the advanced search link. Advanced search allows you to search by key word, start dates, location and day of the week.
- **Browse for a Program:** In the "Programs" tab, click on the "area of interest" you are looking for. Once you have selected an area of interest you can then narrow down your search by selecting an age group that you want. If you are interested only in programs at a specific location, select that location from the drop-down list in the "Location" box.

### Are there any programs that are not available for registration using Your Y Online?

Those programs that have a more complex fee structure or that require additional information (multiple fees, pre-requisites, detailed course information) at the time of registration are not available for online registration. The message "This program is not available for Internet Registration" will appear at the bottom of the screen when you are viewing the course details. Contact us to register for these programs.

### How do I register for a program?

- a. Click on the "My Basket" tab.
- b. Enter your "User ID" & "Family PIN".
- c. Click on the "Programs" tab or "Continue Shopping" button.
- d. Find the program you want.
- e. Click on the "Register" button.
- f. Go to the "select a Client" drop-down list & select the person to be registered in the program.
- g. You may then:
  - Register additional people for the same program by clicking on the "Add Client" box and go back to step "f" above;
  - Search for another program by clicking on the "Continue Shopping" box which will take you back to the "Programs" tab and start at step "d" above;
  - Review your selection. To remove a selection, click on the "Remove" box. To remove all selections click on the "Clear Basket" box.
- h. Complete the Registration by clicking on the "Go to Checkout" box. Make your payment by selecting the appropriate credit card type, enter the credit card number and the expiry date. Click on the "Complete Transaction" button.
- i. Your receipt will then be displayed on screen. You can print a copy of your receipt by clicking on the "Print" button at the bottom of the screen.
- j. To logout of the system, click on the "Logout" button at the top of the screen. Always remember to logout after completing your session.

### What if there are no spaces available in the program I want?

You can add your name to the waitlist for the program by clicking on the "waitlist" button. This does not commit you to the program if a space

becomes available. YMCA Membership Services staff will contact you if space becomes available.

### **How will I know if a space becomes available in a program I'm waitlisted for?**

When a space becomes available in a program you are waitlisted for, our YMCA Membership Services staff will call you to see whether you are still interested in registering for the program. If we leave you a message, in most cases, you will have 24 hours to return our call to confirm your registration. In some cases, if there is less than 24 hours until the start of the program we will be unable to wait for a reply and will contact the next person on the waitlist.

### **How can I view the courses registered to my account?**

Click on "My Account" and sign in. Once you have successfully signed in, the "My Account" page will contain the names of all of your account members. Click on "History" for each account member's current registrations or on "All Clients" to see details of current registrations for all clients in your account.

### **How can I find out my position on the Waitlist?**

You can contact us to find out your waitlist position.

How do I withdraw from a program?

You cannot withdraw from a program online. Please contact us to withdraw from a program.

### **How do I transfer to another program?**

You cannot transfer to another program online. Please contact us to transfer to another program.

## **Using Your Y Online**

### **What can I do with Your Y Online?**

- Browse for a program
- Register for a program
- View current registration information on your account including program start date, time and location
- View clients on your account currently included on waitlists

### **What information do I need to register online?**

You need your Family PIN, User ID, and a valid credit card-Visa, MasterCard, or a credit balance on your account.

### **What about security?**

We use the latest in online payment security, as provided by GeoTrust. Click the icon at the bottom of the page to see the certificate details. The Your Y Online system employs 128-bit encryption, the highest form of encryption generally available to the public.

### **Can I use Internet Explorer or Netscape/Firefox?**

Your Y Online works with Microsoft's Internet Explorer and Netscape/Firefox web browsers. You will need Internet Explorer Version 4.01 for Windows, Version 5.1 for Mac, or Netscape 6.3.2 or above with 128-bit encryption or any version of Firefox.

Can I register without using a credit card?

You can register without using a credit card if you have a credit balance on your account. To apply a credit balance to your account, visit or call one of our customer service locations during regular business hours. Payment may be made over the phone using Visa or Mastercard. Once the credit is applied to your account, you will be able to register. The registration fee(s) will be deducted from your credit balance. Payment in full is required to successfully complete the transaction.

## **PINs and User IDs**

### **What is a Family PIN?**

Each account has a Family PIN. This is the account's Personal Identification Number and serves as the account's password to use Your Y Online. It should not be shared with anyone other than those people listed on the account. The Family PIN can be changed by going to the "My Account" tab and clicking on the "Change Family PIN" button.

### **What is a User ID?**

Each individual in your account has an individual User ID. This number identifies each individual to the system. At least one User ID from an individual on your account is required to log in to the system.

### **How do I get a Family PIN and User ID?**

- If you are a current YMCA customer you already have a Family PIN and User ID. Call our Membership Services 519.667.3300 and ask for your Family PIN and User ID. Contact us.
- If we have your e-mail address on file you can use the "Forgot My Password" function in the "My Account" tab. This info will then be immediately e-mailed to you.
- Drop by any of our locations and one of our staff will be happy to create an account for you. Your Family PIN and User ID(s) will be provided immediately.

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- Drop by any of our locations and one of our staff will be happy to create an account for you. Your Family PIN and User ID(s) will be provided immediately.

### **Can I change my Family PIN or User IDs?**

Currently User IDs are assigned by the system and cannot be changed. Starting November 2007 customers will be able to change their User ID to any alphanumeric string (within limits).

The Family PIN number (which is your password) can be changed by going to the "My Account" tab and clicking on the "Change Family PIN" button.

### **What if I forget my Family PIN or User ID?**

- If your email address is in our database, you can click on the "Forgot My Password" link on the "My Account" tab where you log into the system. Your User ID and Family PIN will be emailed to you. If your email address is not recognized, you will receive a message that we were unable to email the information to you. Please remember to send us an updated e-mail address if it changes.
- Drop by any of our branches and ask the membership services staff at our front desks. Contact us They will provide you with your information once they have confirmed your identity.

## **My Account**

### **How do I add a new person to my account?**

You can add a new person to your account by contacting any branch during regular business hours. Contact us

### **What if I need to change my personal account information (address, phone number, e-mail, etc)?**

To change your personal account information, please contact us

### **What email address should I provide for Your Y Online?**

Only the email address of the Main Contact is logged into the system. This enables the account holder to control who has access to the Family PIN with the "Forgot My Password" function. Please remember to provide us with an updated e-mail address if it changes.

### **What is your Refund Policy?**

Refunds are available according to our comprehensive refund and credit policy. Minimum notice of 3 business days is required in advance of the start of the program for a full refund. A participant may withdraw from a course within the first two weeks of the course and receive a pro-rated refund.

### **Registrations are NOT transferable.**

All purchases made by credit card will be refunded to the credit card used to make the purchase. If original payment was made by cash/cheque, or debit card, a refund will be issued by means of a cheque.

### **What can I do if I am denied access to my account?**

For security reasons, your account will be locked after 7 unsuccessful login attempts. Please contact us to unlock your account, or wait 24 hours and try again.

### **Why am I being asked to log back in?**

Your Your Y Online session was idle for a period of 30 minutes or longer. Please "refresh" the system and log back in.

## Day Camp Registration

### 1. Who can register?

Anyone with a User ID and Family PIN can register with Your Y Online anytime up to the Wednesday before the week camp is to begin. Customers that have campers with special needs or require financial assistance are asked not to register on-line. Our supplementary form for special needs and our assistance application are available on our website. Please contact your local branch if you have questions or need more information.

### 2. What are my payment options?

All sites offering day camp have a payment schedule for day camps. London and Woodstock ask for a \$30 deposit per week per camper and then post dated payments for June 1st for July camps and July 1 for August camps. Strathroy and St. Thomas schedule your payments to be 2 weeks prior to the start of camp on the 1st or 15th of the month.

### 3. What is bussing?

We ask everyone to choose a bus route and stop even if you are driving your camper to and from camp. There are 9 routes to choose from or you can select own transportation.

### 4. How do I register for a day camp?

a. Click on the "My Basket" tab.

b. Enter your "User ID" & "Family PIN".

c. Click on the "Programs" tab or "Continue Shopping" button.

d. Find the program you want.

e. Click on the "Register" button.

f. Go to the "select a Client" drop-down list & select the person to be registered in the program. You may also want to select schedule by checking this box or click on schedule to view the available schedule for this camp.

g. You may then: Register additional people for the same program by clicking on the "Add Client" box and go back to step "f" above; Search for another program by clicking on the "Continue Shopping" box which will take you back to the "Programs" tab and start at step "d" above; Review your selection. To remove a selection, click on the "Remove" box. To remove all selections click on the "Clear Basket" box.

h. Complete the Registration by clicking on the "Go to Checkout" box. You will now be asked to select your bus route and stop, fill out some additional information. All those that are marked in bold must be completed. Make your payment by selecting the appropriate credit card type, enter the credit card number and the expiry date. Click on the "Complete Transaction" button.

i. Your receipt will then be displayed on screen. You can print a copy of your receipt by clicking on the “Print” button at the bottom of the screen.

j. To logout of the system, click on the “Logout” button at the top of the screen. Always remember to logout after completing your session.

### **5. What if there are no spaces available in the program I want?**

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### **7. How can I view the courses registered to my account?**

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### **8. How can I find out what my position is on the Waitlist?**

You can contact us to find out your position.

### **9. How do I withdraw from a program?**

You cannot withdraw from a program online. You can contact us to have your registration withdrawn.

### **10. How do I transfer to another program?**

You cannot transfer to another program online. You must contact us to have your registration transferred to another program.