



# SEWICKLEY VALLEY YMCA

## MANAGE YOUR ACCOUNT ONLINE

Our online account management and registration site allows you to:

### MEMBERSHIP

- Update your contact information, billing information and add a child or adult to your membership unit.
- View your balance and payment history.
- Add additional payment methods.

### PROGRAM & CHILD CARE

- Register for programs
- View past, current or upcoming programs and camps registrations.
- View and print child care tax statements.

### GETTING STARTED

1. Access and manage your account by clicking "my Account" on the bottom of our website.
2. Enter the last name, birthdate (MM/DD/YYYY format), and zip code associated with your YMCA account record and click submit to find your account. This system only searches adult information. If registering a child for a program, please search for the responsible adult to locate the account.
3. Verify your account with either the email address, or billing method information, on file with your existing YMCA account.  
NOTE: If you do not have an email on file with your member record, or if your email address is associated with more than one membership record, your online account will not be able to be verified via email and you will need to call the Sewickley Valley YMCA to complete this process. We strongly recommend you do not create a new account as it will create a duplicate record and not be synced with your existing YMCA account.
4. If you choose to verify your account using your billing information, you will be prompted to create your online account by entering an email address and choosing a password in the next pop-up screen.
5. If you choose to verify your account using your email address, a password link will be sent to your account email address. This email will come with the subject 'Requested Password Reset'. Follow the link in this email to set your account password and complete the online activation process. Now, you can log-in and begin registering for programs and managing your account online.

Please see page two for Frequently Asked Questions.

# FREQUENTLY ASKED QUESTIONS

**Q:** I received the message "this is not unique," what now?

- This means that the e-mail address is not unique in the system and doesn't know which member record to use. Contact the Sewickley Valley YMCA so we can assign you a password on the correct account.

**Q:** How do I log in to my account?

- Click on the Manage My Account link at the bottom of the website or under Membership.
- Enter your e-mail address that you provided the YMCA.
- Enter Password & Login.

**Q:** What do I do if I forgot my password?

- Click "Forgot Password".
- A window will open up to prompt you to enter your e-mail address.
- Enter your e-mail address & click "Submit".
- An e-mail will be sent to the e-mail address provided with steps to update your password.
- Select the link provided in the e-mail You will then be prompted to update your password.
- Click "Submit".
- Continue to browse for programs or manage your membership as needed.

**Q:** I have been locked out of my account, what now?

Even if your password is reset by the Y, you will be locked out of your account for 1 hour. During that time, you will need to contact the Sewickley Valley YMCA to register for programs.

**Q:** How do I view and/or print a receipt?

- Login to your Account
- Click on "Payment History".
- Select the drop down list for the date range needed.
- Click the arrow next to each payment method to see the details of the fees.
- Click the printer icon to view a printer friendly receipt.

**Q:** How do I view and/or print my end of the year Tax Statement online?

- Login to your Account
- Click on "Tax Statement".
- Select the appropriate year
- Click the printer icon to view a printer friendly receipt.

**Q:** How do I update my account info/update credit card?

To update your credit card expiration date:

- Select each billing method to edit the information.
- Update as needed & Click "Submit".
- Select the red icon next to each billing method if you would like to completely remove the credit card or bank draft from your record. Please note: you cannot delete a draft method that is currently being used for membership, scheduled program payments, or scheduled pledge payments.

To add a new credit card to your account:

- At the bottom of the page is the Payment Management section
- Click "Add Credit Card" or "Add Bank Draft"
- Enter the billing method information Click "Submit"

To update the billing method associated with your membership:

- Select the edit pencil next to the billing method within Account Summary section
- Select new billing method from the drop down list & click "Submit"