



South Shore YMCA Member Guide: Online Account Management and Registration

Site Access

Access the member website by going to <https://ssymca.sgasoftware.com>.

Log In

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

The screenshot shows two main sections: "Log into my account" and "Create new account". The "Log into my account" section has input fields for "Email address" and "Password", a "Forgot password" link, a "Staff portal" link, and a "Login" button. The "Create new account" section has a text box stating "I am not a member of the 'Y'. I have not participated in programs or activities." and a "Create new" button. Below these is an "Account help" section with a text box stating "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 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" 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" 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". There are "Search" and "Back to login >" buttons at the bottom.

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

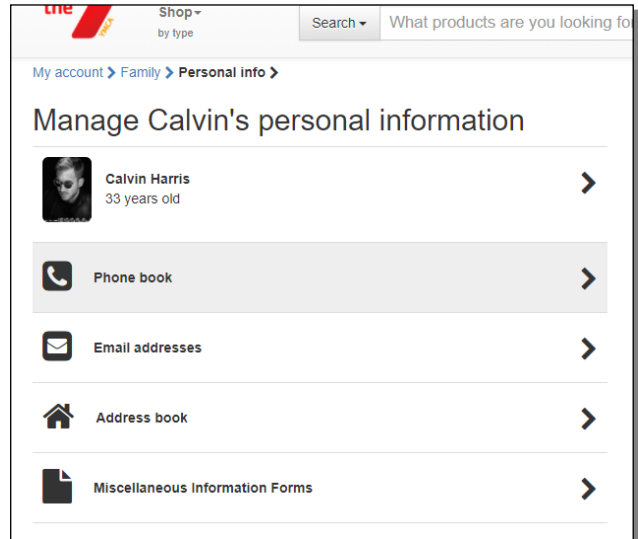
The screenshot shows the "Registration - New to the YMCA?" page. It has several input fields: "First name", "Last name", "Email address", "Confirm email", "Gender" (with a dropdown menu showing "Male"), "Enter a password", "Confirm password", "Birth date" (with a placeholder "mm/dd/yyyy"), "Phone Country" (with a dropdown menu showing "United States of America"), "Phone number", and "Extension". There is a "Create account" button at the bottom. Below the button, it says "Already have an account? Log in" and "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

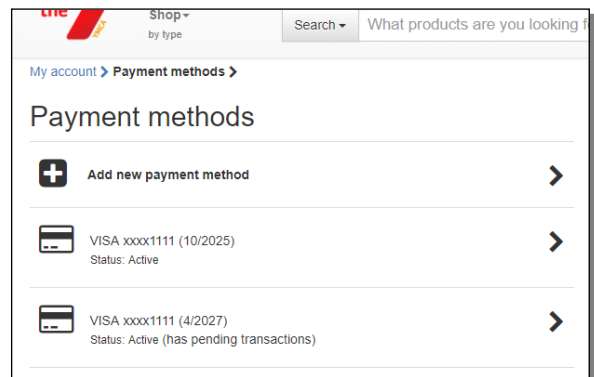


Manage Payment Methods

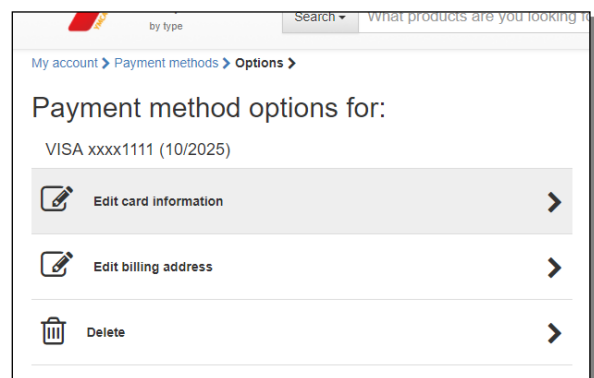
Click the menu option for “My Payment Methods” on the main page.

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 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 'View individual balances' screen. It is titled 'Select a payment amount.' and lists two activities for 'Harris, Calvin'. The first activity is 'Wellness Coaching (30 minutes 1 on 1)' with a date range of '10/03/2017 - 12/31/2017'. It has a 'Due now' amount of \$25.00 and a 'Total balance' of \$25.00. The 'Other amount' is set to \$0.00. The second activity is 'Private Swim Lessons (5 lessons)' with a date range of '10/03/2017 - 12/31/2017'. It has a 'Due now' amount of \$75.00 and a 'Total balance' of \$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'.

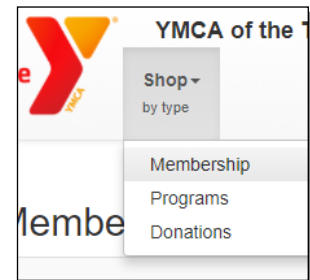
Online Registration

Quickly search for program or membership offerings by:

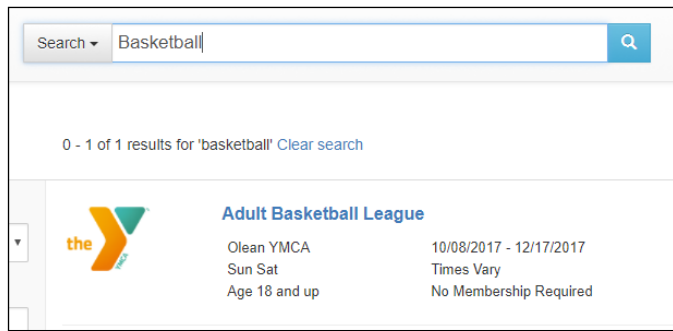
- Clicking on a “Register for Programs” menu option on the main page



- Using the “Shop by type” drop down at the top left of the main page

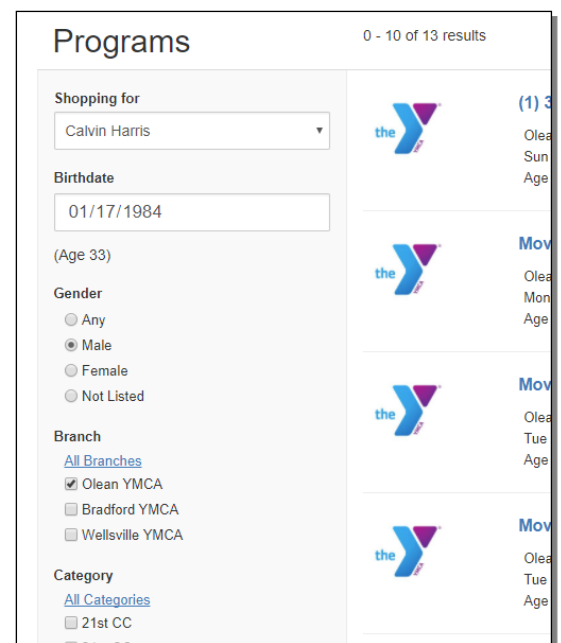


- Using the text search bar at the top center of the main page



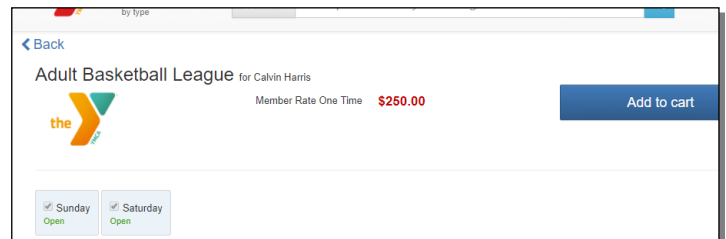
The results page shows all offerings for which you are eligible.

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.

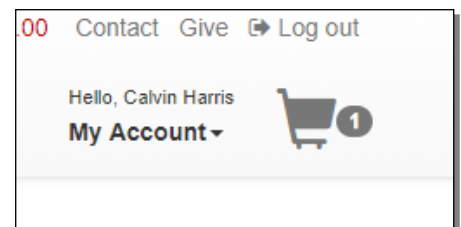
Once you select an offering, you will see details such as description and days available. After making any applicable selections, click "Add to cart."



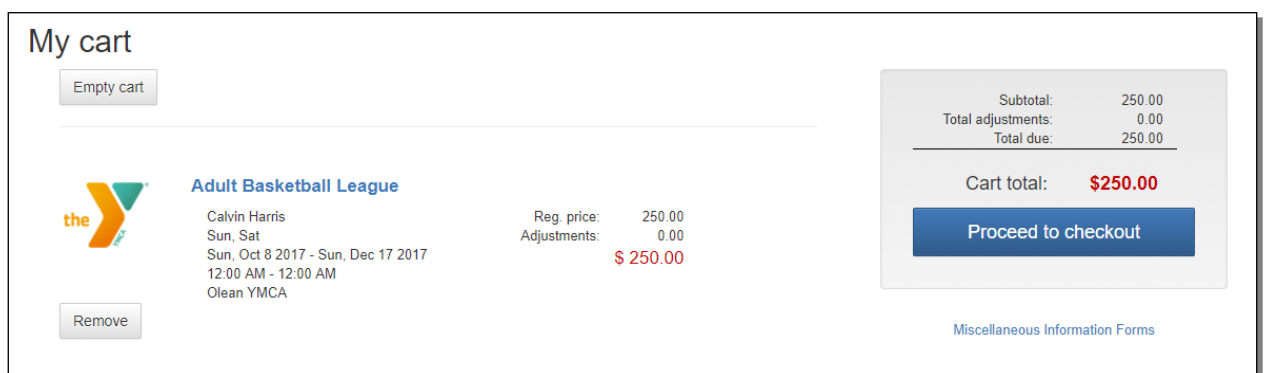
You can continue shopping or view your cart.



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.



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.

Print this page



Dear Calvin Harris

Thank you for choosing YMCA

Order Information

Order Date:	Oct 4 2017 11:40 AM	Branch:	
Payment Amount:	\$250.00	Phone:	
Billing Information:	Calvin Harris 3924 Sinking Valley Drive Valley Vista, PA 16684	Tax ID:	
Payment Information:	VISA xxxxx1111 (6/2022)		

Order Summary

Adult Basketball League

Name:	Calvin Harris
Dates:	Sun, Oct 8 2017 - Sun, Dec 17 2017