

YMCA ONLINE

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Using YMCA Online

1. What can I do with YMCA Online?

- Start or renew an individual membership
- Update current account information (e.g. address, phone number)
- Browse and register for individual personal training sessions
- Browse and register for programs
- View current registration information on your account

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2. What information do I need to purchase an individual membership?

You need your Login ID and PIN to access your account. First time users can create a new account by clicking on the **Create New** link located on the top right corner of the screen. To receive a Login ID and PIN you will need to provide a valid email address. For the purchasing of sale items you will need a valid Visa, MasterCard, or credit balance.

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3. What information do I need to register for programs and sessions online?

You need your Login ID and PIN to access your account. First time users can create a new account by clicking on the **Create New** link located on the top right corner of the screen. To receive a Login ID and PIN you will need to provide a valid email address. For the purchasing of sale items you will need a valid Visa, MasterCard, or credit balance.

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Login IDs and PINs

1. What is a Login ID?

Each *individual* in your membership account has a Login ID. This number is located on your membership card. This number identifies each individual in the system. At least one Login ID from an individual on your account is required to log into the system.

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2. What is a PIN?

Each YMCA membership *account* has a Personal Identification Number (PIN). This number serves as your password to your YMCA Online account.

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3. How do I get a Login ID and PIN?

- If you are a current YMCA member you already have a Login ID and PIN. Call our membership service desk staff at 519-271-0480 and ask for your Login ID and PIN. Your PIN and Login ID(s) will be provided upon the confirmation of your identity.
- If we have your e-mail address on file you can use the **Forgot Login or PIN** function in the **Login** tab. This information will then be e-mailed to you immediately.
- Drop by the Stratford or St. Marys YMCA and one of our staff will be happy to create an account for you. Your PIN and Login ID(s) will be provided immediately.
- First time users can create a new account by clicking on the **Create New** link located on the top right corner of the screen. To receive a Login ID and PIN you will need to provide a valid email address.

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4. Can I change my Login ID or PIN?

To change your Login ID or PIN after logging into your account, click on **Change Login ID** located on the **My Account** page.

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5. What if I forget my Login ID or PIN?

- If we have your e-mail address on file you can use the **Forgot Login or PIN** function in the **Login** tab. This information will then be e-mailed to you immediately. 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.
- Call our membership service desk staff at 519-271-0480 or drop in and ask for your Login ID and PIN. Your PIN and Login ID(s) will be provided upon the confirmation of your identity.

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Program and Camp Registration

1. When can I register?

You can register with YMCA Online any time until the end date of a program. When registering, please make sure that all program details are correct on the confirmation page.

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2. How do I search for a program?

There are three ways to search for a program:

1. **Barcode Search:** Enter the program barcode into the search directory. To find a program barcode, search the **Browse for a Course** section located on the **Programs** page. A barcode number is listed beside each course of a program.

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2. **Browse for a Course:** On the **Programs** page, click on the category you are looking for. You can then narrow down your search by selecting an age group that you want.
3. **Advanced Search:** On the **Programs** page, click on **advanced search**. Advanced search allows you to search by keyword, start dates, and/or day of the week.

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3. Are there any programs that are not available for registration using YMCA Online?

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 course is not presently available for Internet Registration" can be seen when viewing course details. Contact us to register for these programs.

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4. How do I register for a program?

1. Log into your account by entering your Login ID and PIN.
2. Click on **Register for Programs** located on the homepage. This icon links you to the programs page where you can search and register for programs.
3. Choose the program you want to register for.
4. Click on **Add to Cart**. A screen will appear with the course information listed.
5. From the **Select a Client** dropdown list, select the individual you wish to be registered.
6. To continue shopping for additional programs click **Continue Shopping**. To remove a selection click **Remove**. To complete the Registration click **Go to Checkout**.
7. If a payment is required, make your payment by selecting the appropriate credit card type. Enter the credit card number and the expiry date. Click on **Complete Transaction**.
8. Your receipt will be displayed. You have successfully registered for a YMCA program. You can print a copy of your receipt by clicking on **Print**.
9. To exit the system, click on **Logout**.

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

You can add your name to the waitlist for a program by clicking on **Waitlist**. This does not commit you to the program if a space becomes available. A YMCA service staff member will contact you if a space becomes available.

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6. 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, a YMCA service staff member 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.

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

Click on **My Account** and sign in. Your **My Account** page allows you to view current registration details for clients in your membership account.

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8. How can I find out my position on the Waitlist?

You can contact the YMCA at 519-271-0480 to find out your waitlist position.

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9. How do I withdraw from a program?

You cannot withdraw from a program online. Please contact the YMCA to withdraw from a program.

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10. How do I transfer to another program?

You cannot transfer to another program online. Please contact the YMCA to transfer to another program.

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11. How do I register online if I am a non-member?

While some YMCA programs are available for both members and non-members, only members can register for a program online. Please contact the YMCA to register for a program if you are a non-member.

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Buying a Membership Online

1. How do I buy a membership online?

1. Log in to your account by entering your Login ID and PIN. First time users can create a new account by clicking on the **Create New** link located on the top right corner of the screen. To receive a Login ID and PIN you will need to provide a valid email address.
2. Click on **Buy Memberships** located on the homepage. This icon links you to the membership page where you can search and purchase an individual membership pass. Please note that starting any family membership (2 or more individuals residing in the same household) is not available online. Please visit your Stratford or St. Marys branch location to add a family member to your account.
3. Click on **YMCA Individual** located on the left hand side of the screen. Here you can choose an age category, membership term, and the branch location you wish to be primarily affiliated with.

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4. When you have made your choice, add it to your cart by clicking on **Add to Cart**. A screen will appear with the membership information listed.
5. From the **Select a Client** dropdown list, select the individual you wish to be registered. Your total will now be displayed on the screen. If you wish to remove the selection and continue shopping click **Remove** and **Continue Shopping**.
6. To complete the Registration select **Go to Checkout**. A new screen will appear that will give you the option of adjusting the date you wish your membership to take effect. You now also have the option of having the account renew itself automatically once the account expires. To proceed with the transaction click **Save and Go to Checkout**.
7. The payment screen will display your total, including HST and [account charges](#). To make your payment, select the appropriate credit card type. Enter the credit card number and the expiry date. After verifying your billing address, click **Complete Transaction**.
8. Your receipt will be displayed. You have successfully purchased a YMCA membership. You can print a copy of your receipt by clicking on **Print**.
9. To exit the system, click on **Logout**.
10. To receive a membership card, visit the service desk of your Stratford or St. Marys branch location and speak to our membership sales and service staff.

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2. **Can I start or renew a family membership online?**

Family memberships receive discounted rates. To ensure that you receive these discounts, starting and renewing family memberships are not available online. To purchase a family membership drop by the YMCA Membership service desk and one of our staff will be happy to create an account just for you and your family.

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

You can add a new person to your account by contacting your Stratford or St. Marys membership service desk staff. To ensure that you receive special family discounts, adding family members onto a current membership is not available online.

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4. **How do I update my personal account information?**

To change your personal account information after logging into your account, click on **Edit Registrant Details** located on the **My Account** page.

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5. **What are “Account Charges” and why do I have to pay them?**

“Account charges” refer to the joining fee (initial start-up fee) for your membership. Whether purchasing a membership online, or at the membership sales desk, all new and returning members (if returning after a period of 6 months or greater) aged 15 or older are required to pay a joining fee. As a non-profit organization, we allot these account charges to the maintenance and upkeep of our facility.

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6. **What is a PLUS membership?**

A PLUS membership upgrades a regular membership account. Towel service and one annual body composition are included in a PLUS membership.

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Personal Training Registration

1. **What are the benefits of using a personal trainer?**

Our personal trainers teach you the specific fitness and training techniques you need to meet your fitness goals. They provide motivation and qualified fitness and nutrition knowledge. Our personal trainers are experienced in addressing unique health concerns and providing you with a clear, individualized program direction so you can achieve your personal goals and see results.

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2. **How do I register for personal training sessions?**

To purchase personal training sessions drop by your Stratford or St. Mary's branch locations and one of our service staff members will be happy to assist you.

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3. **What are maintenance training sessions?**

Maintenance training sessions build upon the skills and process of initial personal training sessions. They are an ideal next step for anyone who has completed an initial set of personal training sessions. Maintenance training sessions are also the suggested choice for those who are familiar with the proper techniques of physical fitness and are looking to master their full range of motion, stay motivated, and reach their ultimate fitness potential.

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4. **Are group personal training sessions available at the Stratford-Perth YMCA?**

The YMCA offers training sessions for groups of 2 and groups of 3. Group personal training sessions receive discounted rates. To ensure that you receive these discounts, registration for group personal training sessions is not available online. To purchase group personal training sessions drop by your Stratford or St. Mary's branch locations and one of our service staff members will be happy to assist you.

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My Membership Account

1. **What is your Refund Policy?**

Refunds are not available after courses begin except for medical reasons. Full refunds are given for programs cancelled by the YMCA. Camp refunds are subject to a 20% administration fee. All other programs are subject to a 10% administration fee. Please allow 2-3 weeks for refund processing. To request a refund, please visit the service desk at our Stratford branch location.

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

Please call your local YMCA branch for assistance with accessing your account.

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3. **Why am I being asked to log back in?**

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

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