

ON-LINE BASICS

◆ Logging In

- You will need to know at least one family member's name and birth date, *as it is stored in our database*. You will be asked to enter the last name, first name, e-mail address and password. E-mail address and password *do not* have to exist in the system prior to the first log-in. The e-mail address you enter will be stored on the account record of the family member you log in as. Your password is automatically set to the first initial of your first name + first initial of your last name + date of birth (mmddyy). example for John Doe born 02/01/1968: JD020168. We strongly recommend that you change your password after you log in the first time.

The screenshot shows the Lakeland Hills Family YMCA login interface. At the top left is the YMCA logo. The header text reads "Lakeland Hills Family YMCA" and "Please LOGIN now, or feel free to browse our program listings." Below this is a green bar with the text "returning login" circled in red. Underneath is a form titled "please enter your email address and your password" with fields for "email address" and "password", and buttons for "log in" and "forgot password". To the right of this form is a box with a red arrow pointing to the "log in" button, containing the text "◆ Returning Log-ins". Below the returning login section is another green bar with the text "first time login or set your email address" circled in red. This is followed by a form titled "please enter your last and first name, email address and password." with instructions for first-time users and returning members. A red arrow points from the "1st Time Log-ins" text in the box to the "log in" button of this form. The form includes fields for "last name", "first name", "email address", and "password", and a "log in" button. At the bottom, there is a green bar with the text "not currently a member?" and buttons for "add me as a member" and "start over".

help/contact

returning login

please enter your email address and your password

email address

password

log in forgot password

◆ Returning Log-ins

◆ 1st Time Log-ins

first time login or set your email address

please enter your last and first name, email address and password.

for first time login and setting email address, your password is automatically set to your first initial of your first name+first initial of your last name+date of birth (mmddyy). example for John Doe born 02/01/1968: JD020168.

for returning members that need to set your email address, use your existing password.

note: if you are having login problem, if your name contains hyphens or apostrophies try omitting them.

last name

first name

email address

password

log in

not currently a member?

add me as a member

start over

◆ **Updating Your Personal Information in our Database**

- You can update your address, phone number, e-mail address and web password by clicking the “my information” button on the left menu bar. When your information screen comes up, make your changes and click “update info”. You cannot change your name and birth date via the web.
- We strongly encourage you to change the password on each family members record. To keep things simple you may wish to make the password the same for all family members. If you enter the same e-mail address and password for the entire family, the family member with the lowest numerical ID# (shown to the left of each name on the family list) is the record you will be on when you log in each time.



my family

Please select the family member you wish to work with.

Choose the 'my family' navigation button to work with additional family members.

my information

[27020 - Member, Jane J](#)

[38181 - Member, Joe J](#)

program search

[60014 - Member, Jacqueline J](#)

[60015 - Member, Jeremy J](#)

programs/balances

my donations

new donation

log out

help/contact

- ◆ This is the name of the family member you logged in as.
- ◆ To change between family members simply select a different family member from list. When registering for a program, be sure the program participant's name is showing at the top of the page.
- ◆ To change a family member's information, click on "my information".
- ◆ This screen will appear. Edit information and click the "update info" button at the bottom of the screen.



program search

Choose the BACK button if you do not wish to update your information!

ID#	Name	Email
60015	Member, Jeremy J	jmember@mbrsrus.com

address:

city:

state:

zip:

phone:

email:

password:

reenter password:

update info

birth date: 05/26/94

swim level: GUP-Guppy

membership expire date: 03/10/06

- ◆ We strongly encourage you to change the password on each family members record. To keep things simple you may wish to make the password the same for all family members. If you enter the same e-mail address and password for the entire family, the family member with the lowest numerical ID# (shown to left of name on family list) is the record you will be on when you log in each time.
- ◆ Please confirm that we have birthdates of all family members correct. Some programs have age restrictions set that will prohibit on-line registration if the participant's age doesn't match by the program's start date.
- ◆ Similar to age, swim level restrictions can prohibit registration if it what program allows does not match the level on the participants record.

◆ **Using on-line services**

- Real Time
 - All transactions done on-line are “real time” meaning that they happen directly on our server along with transactions that are taking place at our Member Services Desk.
- Be sure you are on the participant’s record.
 - When using our on-line services, activity is recorded on the record of the person whose name appears after the word “Hello:” at the top of the screen. When registering for a program, be sure that the program participant’s name appears at the top of the page when selecting the program. For parent/child programs, we consider the child the participant.

◆ **Logging Out**

- We ask that you always click the “Log Out” button on the left menu bar of our web services site before closing your Internet window. This is especially important if you have placed any programs in a cart but not “checked out”. Programs left in a cart will be left in limbo if the on-line session is closed improperly. This could leave valuable class slots unavailable to anyone, including you if you decide to return later to register.

LHY'S AVAILABLE ON-LINE SERVICES

◆ Programs (Including Day Camp, Kinderkamp, Childcare and Kid's Club)

○ Searching for Programs

You do not have to log in to search for and view program information, however, if after searching you intend to proceed with registering for the program, we recommend logging in first as you can register *only* when logged in. The program search screen offers many criteria options for locating a program.

▪ Search Criteria Tips

- More criteria equals fewer results.
- Program Code – The program code is the most specific piece of criteria you can use to search for a program. A program's Program Code can be found on our website and in the brochure next to its description. Program Codes can also often be found on most flyers. If the program you want has several offerings, you may wish to enter just the portion of the program code that is common to all offerings, e.g. if the offerings for Pike classes are YAQPIKE1, YAQPIKE2, YAPIKE3 and YAQPIKE4, by simply entering YAQPIKE or even just PIKE in the Program Code field, you will get a list of all of the Pike classes and be able to compare times and availability before selecting a specific one.
- Session Code – Our 7-week session codes are always 2 digits (representing the year) and 3 more characters (representing the session name). For 2006 the session codes are as follows:
 - 06WIN = Winter
 - 06SP1 = Spring I
 - 06SP2 = Spring II
 - 06SUM = Summer
 - 06FL1 = Fall I
 - 06FL2 = Fall II

Other programs have similar Session Code formats where leading digits represent the year.

- 06CMP = Full Day Camp
- 06KMP = ½ Day Kinderkamp
- 06SPE = Special Events

Seasonal programs (soccer, basketball, swim team) that straddle two years, will be represented by 2 digits for each year, separated by a hyphen. Ex. 05-06.



my family

my information

program search

programs/balances

my donations

new donation

log out

help/contact

Enter your search criteria below and click the Search button.
Note: More criteria equals fewer results.

Select a range of Program BEGIN DATES below to limit the number of Programs displayed.

Begin Date FROM: [] 2006 TO: [] 2006

Select Category: All Program Categories

Program Code: [] Session Code: []

Start time: [] thru Start time: []

Description: [] Age: []

(8 yrs 3 mths=8.3)

Show OPEN programs only:

search



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Enter your search criteria below and click the Search button.
Note: More criteria equals fewer results.

Select a range of Program BEGIN DATES below to limit the number of Programs displayed.

Begin Date FROM: [] 2006 TO: [] 2006

Select Category: All Program Categories

Program Code: []

Start time: []

Description: []

3 mths=8.3)

Show

search

- All Program Categories
- Adult Aquatics
- Adult Fitness
- Adventure Guides
- Enrichment Programs
- Full Day Camp/LIT/CIT
- Half Day Kinderkamp
- Special Events
- Youth/Preschool Aquatics
- Youth/Preschool Fun & Fitness

- Search Results
 - Any programs that match all of the criteria entered will appear in rows with various columns of information about the program(s).
 - If you are not logged in, the last column will read “Browse Only”.
 - If you are logged in, the last column’s offering will be based on the status of the program:
 - Check Box – This means that the program is open for registration for members of your status and there is space available in the program to register. Clicking in the check box is the first step toward registering.
 - Check Box w/WAITLIST – This means the program is open for registration for members of your status but it is filled. Clicking in the check box is the first step toward being added to the waitlist.
 - Time – If a time appears in the last column, then registration opens today for members of your status, but not until the time shown.
 - Date – If a date appears, then registration does not open for members of your status until the date shown.
 - IN CART – This appears if you already have the program in your cart.
 - REG CLOSED – The program is still current but registrations are no longer being accepted.
 - DISPLAY ONLY – The registration for this program must be done in person at the Y.



my family

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Programs are listed by START DATE.

Select your program(s) to register for by clicking the checkbox on each program then click the button at the bottom of the program list to begin the registration process.

Additional information is available where text display is RED.

location	description	program details	age range	your fee	begins ends	start time end time	program days	open	wait list	select or date/time open for reg
Lakeland Hills Family YMCA	One Two & You Walkers, & Parents YPE12&U	YPE12&U YPEER	1 year to 3 years	Fee Schedule L	02/12/06 04/15/06	10:00AM 10:30AM	Tu We Th Sa	48		<input type="checkbox"/>
Lakeland Hills Family YMCA	Beginning Ballet 3-4 Potty Trained YPEBEGBALL1	YPEBEGBALL YPEER	3 years to 4 years	Fee Schedule L	02/12/06 04/15/06	01:00PM AM	Tu Th Sa	28		<input type="checkbox"/>
Lakeland Hills Family YMCA	Beginning Ballet 3-4YR Potty Trained YPEBEGBALL2	YPEBEGBALL2 YPEER	3 years to 4 years	\$57	02/12/06 04/15/06	11:00AM 11:30AM	Sa	14		<input type="checkbox"/>
Lakeland Hills Family YMCA	Beginning Tae Kwon Do 5-7 Years White Belts Only	YPEBEGTAE1 YPEER	5 years to 7 years	\$0	02/12/06 04/15/06	04:00PM 04:45PM	Tu Th	20		<input type="checkbox"/>
Lakeland Hills Family YMCA	Teen Orientations W/Parent	TEENORSEPT21 06SPE		\$0	09/21/06 09/21/06	06:30PM 08:00PM	Th	15		<input type="checkbox"/>
Lakeland Hills Family YMCA	Teen Orientations W/Parent	TEENOROCT05 06SPE		\$0	10/05/06 10/05/06	06:30PM 08:00PM	Th	15		<input type="checkbox"/>
Lakeland Hills Family YMCA	Teen Orientations W/Parent	TEENOROCT19 06SPE		\$0	10/19/06 10/19/06	06:30PM 08:00PM	Th	15		<input type="checkbox"/>
Lakeland Hills Family YMCA	Teen Orientations W/Parent	TEENORNOV02 06SPE		\$0	11/02/06 11/02/06	06:30PM 08:00PM	Th	15		<input type="checkbox"/>
Lakeland Hills Family YMCA	Teen Orientations W/Parent	TEENORNOV16 06SPE		\$0	11/16/06 11/16/06	06:30PM 08:00PM	Th	15		<input type="checkbox"/>
Lakeland Hills Family YMCA	Teen Orientations W/Parent	TEENORDEC07 06SPE		\$0	12/07/06 12/07/06	06:30PM 08:00PM	Th	15		<input type="checkbox"/>
Lakeland Hills Family YMCA	Teen Orientations W/Parent	TEENORDEC21 06SPE		\$0	12/21/06 12/21/06	06:30PM 08:00PM	Th	13		<input type="checkbox"/>

[click here after selecting your program\(s\)](#)

- **Registering**
 - After your search results are displayed, click in the check box for each of the programs that you would like to register for, then click on the “click here after selecting your program(s)” button at the bottom of the screen. Programs set up as Quick Reg in our system will be sent immediately to your cart. Programs that have questions or comments in the set up will be presented one at a time for you to respond and send them to the cart. (for more information about Quick Reg go to our [FAQ's](#))
 - We ask that you always click the “Log Out” button on the left menu bar of our web services site before closing your internet window. This is especially important if you have placed any programs in a cart but not “checked out”. Programs left in a cart will be left in limbo if the on-line session is closed improperly. This could leave valuable class slots unavailable to anyone, including you if you decide to return later to register.
 - [The Small But Mighty “I’m Ready for On-Line Registration” Checklist](#) (click here for a checklist of our recommendations for how to prepare to take advantage of on-line registration)
 - When registering for a program, be sure that the program participant’s name appears at the top of the page when selecting the program. For parent/child programs, we consider the child the participant.

- **Paying a Balance Due**
 - If you would like to make a payment, in full or in part, toward a program balance due, click on the “programs/balances” button on the left menu bar. A listing of program registrations for the person you are logged in as (including 6 months of program history) will be displayed. Those programs that have not been paid in full will show the words “Balance Due” in red in the status column. Active Childcare roster records with a zero balance, but will have future billings, will display “Childcare Billing” in red in the status column. By clicking on the red words you will be able to enter the amount you would like to pay toward the balance/future balance.

◆ **Membership**

- Purchasing a New Membership
 - We currently do not have this option available via the web. If you would like to register for a program as a non-member and are not currently in our database, you may add yourself by clicking on the “add me as a member” button on the log-in page. Most programs require a Full Privilege Membership to be eligible for participation.

Course descriptions on our main website and in our brochure will note if program is available to non-members.

- Renewing a Membership
 - While we anticipate making membership renewal one of our on-line services options, the software is still being developed. When it is available we will begin to notify you via the renewal invoice that you receive in the mail in advance of your membership expiration.
- Making an Installment Payment
 - While we anticipate making membership installment payments one of our on-line services options, the software is still being developed. When it is available we will begin to notify you via the installment invoice that you receive in the mail in advance of your payment due date.

◆ **Give A Kid the Y**

If you would like to make a donation to our Give A Kid the Y campaign for financial aid scholarships by paying on-line, you may do so whether you're making a totally new donation or making a payment on an existing pledge.

- New Donations
 - If you have not already made a pledge to this year's campaign and would like to donate, Click on the "New Donation" button on the left navigation bar.
- Pledge Payments
 - If you have already made a pledge to this year's campaign and would like to make a payment toward it (in full or in part) click on the "My Donations" button on the left navigation bar.

NOTE: You cannot set up a new pledge on-line

FAQ'S

- **Do you store my credit card on your server?**
 - No. For tracking purposes, our system retains a portion of your credit card number in the cash history of your account.

- **Do you have a secure site?**
 - Yes! We are proud to provide our on-line services users with the best security on the web today – Verisign.

- **When I'm registering for a class, how do I know the spot is really mine?**
 - This could happen at one of 2 stages depending on how the program is set-up.
 - Non-Quick-Reg – Non-Quick Reg programs are those programs that have information gathering questions or comment prompts set as part of the registration process. For example: classes that are held on multiple days and allow participants to pick and choose which days to attend, or classes that ask for additional information about the participant that is pertinent to the program. A spot in a Non-Quick-Reg program is committed to the on-line user once all questions have been answered and user clicks “continue” (before clicking “Add To Cart”).
 - Quick-Reg – Quick Reg programs are those programs that have no information gathering questions or comment prompts set as part of the registration process. A spot in a Quick-Reg program is committed to the on-line user once the “click here after selecting your program(s)” button is clicked which sends the program directly to the cart.

- **Do I have to log in/out everytime I want to switch to another family member in order to register them for programs?**
 - No. Whether you're signing up Kevin for a swimming lesson, paying a camp balance for Katie, making a donation to Give a Kid the Y or renewing your membership (not yet available) you can do so all in one transaction, provided your family members are all linked. (Children 23 years and older should no longer be linked to parents.) After you log in, you will see a list of everyone who is linked to the family. Please report any unlinked family members to our Member Services Desk. Likewise, if someone has been linked to your family in error, please let us know as soon as possible. By ensuring that all of your family members are linked you will save precious time and lots of clicking because you will be able to “shop” for the whole family using only one “cart” and therefore have to log in and “check out” only once. Once you have

taken care of one family members registrations (but before “checking out”) you may switch to another family member by simply returning to the “my family” page and selecting a name from the list.

- **Who should be linked to me/my family?**
 - You do not need to have a Family Membership to be linked as family members in our system. In fact membership status doesn't matter when it comes to who should be linked. Many people are in our database for a variety of non-membership related reasons. Any combination of members/non-members should be linked if they are:
 - parents and their children age 22 and younger
 - siblings under the age of 22 when parents are not in the database
 - husband and wife
 - legal domestic partners

◆ **Contact the Y for Assistance**

- E-Mail us at support@lhymca.com
- Phone Member Services at (973) 334-2820