MANAGE YOUR Y ACCOUNT ONLINE!

Easily access your YMCA Membership account and program registration online! Register for programs, view your payment history and print receipts!

Please review the instructions below before setting up your online account.

Program Search

I want to sign in to my account

Email Address

Password

Forgot your password?

Login

I want to set up online access for my account

If you're a current or past member, or if you have registered for programs in the past, but you haven't set up your online account, select this option to enable your online account. You can use your online account to register for classes, programs and events.

Find Account

I don't have an account, but I want to create one

If you've never been a member or enrolled in any of our programs or classes, select this option to create an online account. You can use your online account to register for classes, programs and events.

Sign Up

CURRENT MEMBERS, FAMILIES AND PROGRAM PARTICIPANTS (Login):
- To access your account, go to www.ymcatulsa.org then click the login button in the top right corner
- If you already know your account email and password click the first box "Login"
- You are now logged-in and may begin searching and registering for programs.

CURRENT MEMBERS, FAMILIES AND PROGRAM PARTICIPANTS (Find Account):
- To access your account, go to www.ymcatulsa.org then click the login button in the top right corner
- Click the middle box "Find My Account" option

Find My Account

Enter search information

Last Name or Member ID*

Birth Date* MM/DD/YYYY

ZIP Code*

Submit Cancel

- 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.
  - PLEASE NOTE: This system only searches adult information. If registering a child for a program, please search for the responsible adult to locate the account.
- 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 your home branch 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.*
- If you choose to verify your account using your email address, a password re-set link will be sent to the email address on record.
- Follow the link in this email to set your account password and complete the online activation process. Now, you can log-in and begin searching and registering for programs.
- If you see an error message, first try to refresh the page, if the error message continues, contact info@ymcatulsa.org

NEW MEMBERS, FAMILIES AND PROGRAM PARTICIPANTS (Sign Up):

- To access your account, go to www.ymcatulsa.org then click the login button in the top right corner
- Choose the third box to create your account.
- Follow the prompts to setup your new YMCA account.
- Select a branch
- If you are choosing to become a Member of the YMCA – choose the membership type you are interested in, otherwise to register for programs or view account information without becoming a member, choose 'Non-Member'

Create Account ✕

Welcome, **Terra Russell**

Please take just a moment to create your online account. You can use your account to log in quickly the next time you visit our site.

Note: The password must be at least 7 characters in length, contain at least one lower case letter, one upper case letter, and one number.

E-mail Address: _____

Password: _____

Confirm: _____

Submit   Cancel

FREQUENTLY ASKED QUESTIONS
Q: I receive the message "this is not unique"

This means that the email address is listed multiple times in our records and the system doesn't know which member record to use. Please contact your home branch or info@ymcatulsa.org so they can assign you a password on the correct account.
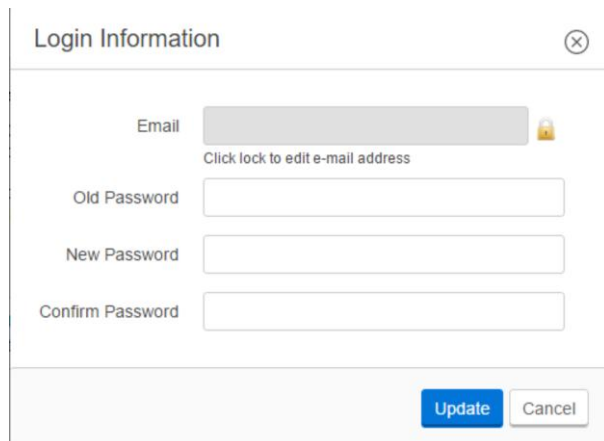
Q: How do I login to my account?

Go to www.ymcatulsa.org
- To access your account, go to www.ymcatulsa.org then click the login button in the top right corner
- Enter e-mail address
- Enter Password & Login

Q: How do I change my password?

Click on the edit pencil next to your email address on the main screen after login

- Enter your current password
- Enter your new password
- Confirm your new password
- Click Update

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

Q: I have been locked out of my account

Please call your home branch or info@ymcatulsa.org to have your account reset. PLEASE NOTE: you will be locked out of your account for 1 hour after it is reset. During that time, you will need to contact your branch directly to register for programs.

Q: How do I view my program registrations?

- Click on 'My Account' then Registrations
- Choose 'Current/Upcoming' or 'Past' for 'All Members' or choose a specific member
- May click 'View Details' on any program to see more

Q: How do I get a receipt?

- Log on 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 option

Q: How do I print my child care tax statement?
- Click on 201X Year-end child care statement
- Tax Statement will include all tax deductible child care programs and camp
- Tax Statements are generated in January for the previous calendar year

Q: How do I update my account and/or credit card information?
To update your credit card expiration date, add a new CC or EFT, or otherwise update your billing method:
- You will need to contact your local YMCA branch for this

To update a scheduled payment for a program:
- Click on 'My Balance'
- Select 'Cancel' or 'Reschedule' next to each scheduled payment
- Enter a new date or select correct billing method & click 'Update Schedule

Q: How do I schedule my child care payments?
- Click on 'My Balance'
- Check the boxes next to "Description" and the top line – with your program info in it, to choose all weeks
- Once all are checked – scroll to the bottom.
- Click 'Schedule a payment'
- Scroll to the bottom again – click "Continue'
- Follow the prompts – select payment method or add a new one
- Leave 'Pay on Due Dates' then click "Create Schedules'

Thank you for your cooperation! Please reach out to your local YMCA branch or info@ymcatulsa.org with any questions.