



## YMCA of Greater Providence Online Account Management User Guide

**Online Account Management** allows to you view, update and manage many aspects of your Y account from your own home on your own schedule. Highlights include:

- Update your contact information
- Change the EFT or credit card attached to your account (new card or update an expiration date)
- View and print payment history
- Make payments or update scheduled payments
- Make a secure donation to the YMCA

**Please note:** An email address can only be assigned to ONE online account. Please contact your local Y if any questions.

### Sign in to Access an Online Account

1. Enter email address
2. Enter Password
3. Click Sign In

**Note:** If you have forgotten your password, follow these steps to have a new password emailed to you:

1. Click Forgot Password
2. Enter your email address in the pop up window
3. Click Submit
4. Check your email inbox
5. Click the link
6. Update your password

### Set Up Online Access for an Existing Account

1. Click Find Account
2. Enter your Last Name, Birthdate, and Zip Code, or Member ID on your membership card
3. Click Submit
4. Enter the last 4 digits of a billing method on the membership unit
5. If no billing method is on file, enter your email address
6. Click Submit

### Update Contact Information

1. Click "Update contact information"
2. Update as needed
3. Click Submit



## YMCA of Greater Providence Online Account Management User Guide

### **Update Email Address or Password**

1. Click Update Password
2. Click the lock symbol to edit your email address
3. Enter your old password
4. Enter a new password
5. Confirm your password
6. Click Update

### **Add a New Credit Card or EFT**

1. Go to the Payment Management section
2. Click Add Credit Card or Add Bank Draft
3. Enter the needed billing method information
4. Click Submit

### **Update Existing Credit Card or EFT**

1. Go to the billing methods section
2. Select each billing method to edit the information
3. Update as needed
4. Click Submit
5. Select the red icon next to each billing method if you would like to completely remove the CC  
Or Bank Draft from your record

### **Update Billing Method Associated with Membership Dues**

1. Select the edit pencil next to the billing method within the Account Summary section
2. Select the new billing method from the drop down list
3. Click Submit
4. If you do not see the billing method you would like to use go to the Payment Management section and add a new billing option as needed

### **Edit Contact Information for Individual Members**

1. To edit the contact information for each member on your account select the edit pencil next to the member's name
2. Update the Address, Phone or email address as needed
3. Click Submit

### **Make a Payment**

1. Select the payments you would like to pay
2. Click Pay Fees Now or Schedule payment for a later date
3. You can only schedule payments for fees that are not currently due
4. If a partial payment is needed select the necessary amount
5. Click Continue
6. Select the payment method
7. Click Continue
8. Verify that the billing method and payment amount is correct
9. Click Pay Now

### **Update a Scheduled Payment**

1. Select Cancel or Reschedule next to each scheduled payment
2. Enter a new date as needed
3. Click Update Schedule

### **Make a New Donation**

1. Click the Make a Donation link at the top
  - a. Unfortunately the system does not allow you to make payments on a previous donation

### **View Payment Details**

1. Select the drop down list for the date range needed
2. Click the arrow next to each payment to see the details of the fees that made up that payment

### **Print a Receipt**

1. Select the drop down list for the date range needed
2. Click the printer icon to view a printer-friendly receipt option

### **View Facility Check-Ins**

1. Once logged in to your online account you can view:
  - a. Last Check-in
  - b. Total number of check-ins - current month
  - c. Total number of check-ins - previous month