



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## BEFORE & AFTER Y-CARE REGISTRATION GUIDE

### Getting Started:

#### Creating a New Account

Due to a new system upgrade, ALL Before & After Care registrants must create a new account. Fill in First Name, Last Name, Birthdate, Email, and Phone to begin creating your account. Once you have clicked "Submit", You will see a green verification as well as a prompt to check your email to verify your account.

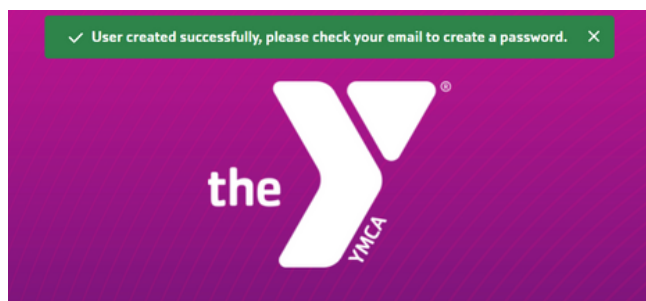
Note: Use the same email address you have previously used to enroll in YMCA programs or YMCA memberships.

#### Email Verification

Check your email inbox and [click the link provided](#) to verify and complete your account creation. Once you [complete the additional information](#), you will be taken to your new YMCA Community. From here, you can enroll in programs and manage your accounts.

Welcome to your  
YMCA Community!

[Click Here to  
Create New Account](#)

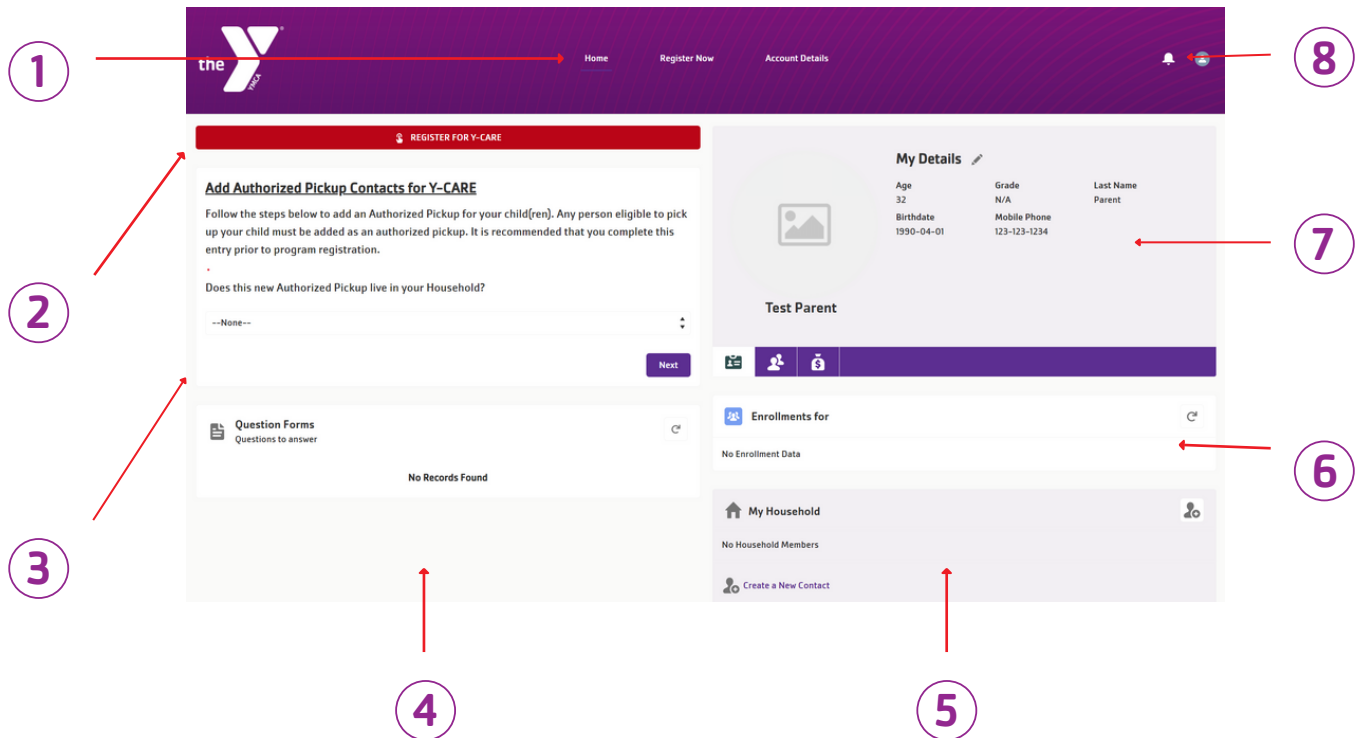


Welcome!

Welcome to your YMCA of Memphis & the Mid-South Community. Here, you can register for programs, manage your accounts, and make the most of your YMCA experience!

Close

# YMCA Community Overview



## Quick Guide

1. Main Navigation
2. Registration Quick Link
3. Add Authorized Pickups
4. Outstanding Forms and Waivers to Complete
5. All Household Member Information
6. All Household Enrollments
7. My Personal Details
8. Notifications

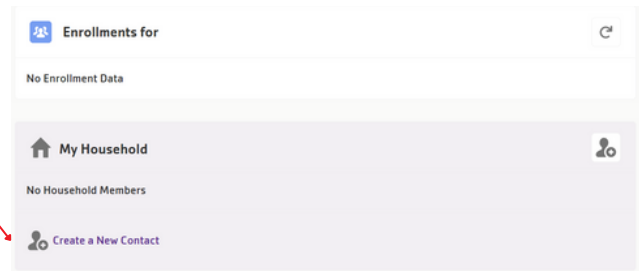
## Adding Contacts

Confirm that all children that you are looking to enroll in Y-Care are listed in "My Household". If you need to add children that are not listed, [click on "Create a New Contact"](#). For completely new users, you will have to add all children.

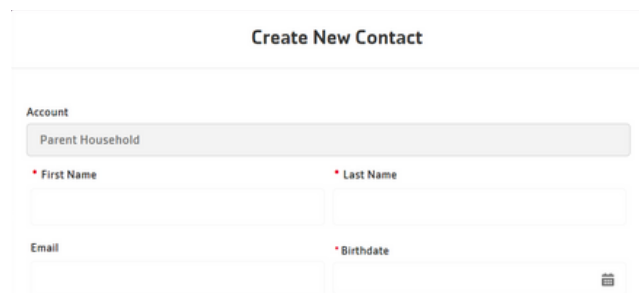
**Note:** You will be prompted during the registration process to confirm Authorized Pickups.

Fill out all of the required fields for each new contact.

[Click "Save"](#) after each addition. You can confirm the new contacts by refreshing and looking at "My Household"



The screenshot shows a web interface titled "Enrollments for". Below the title, it says "No Enrollment Data". There is a section titled "My Household" with a house icon and a person icon, and it says "No Household Members". At the bottom, there is a button labeled "Create a New Contact" with a person icon. A red arrow points from the text "click on 'Create a New Contact'" to this button.



The screenshot shows a form titled "Create New Contact". It has a section for "Account" with a dropdown menu showing "Parent Household". Below this, there are four input fields: "First Name", "Last Name", "Email", and "Birthdate". The "Birthdate" field has a calendar icon. There are red asterisks next to "First Name", "Last Name", and "Birthdate" indicating required fields.

## Beginning the Registration Process

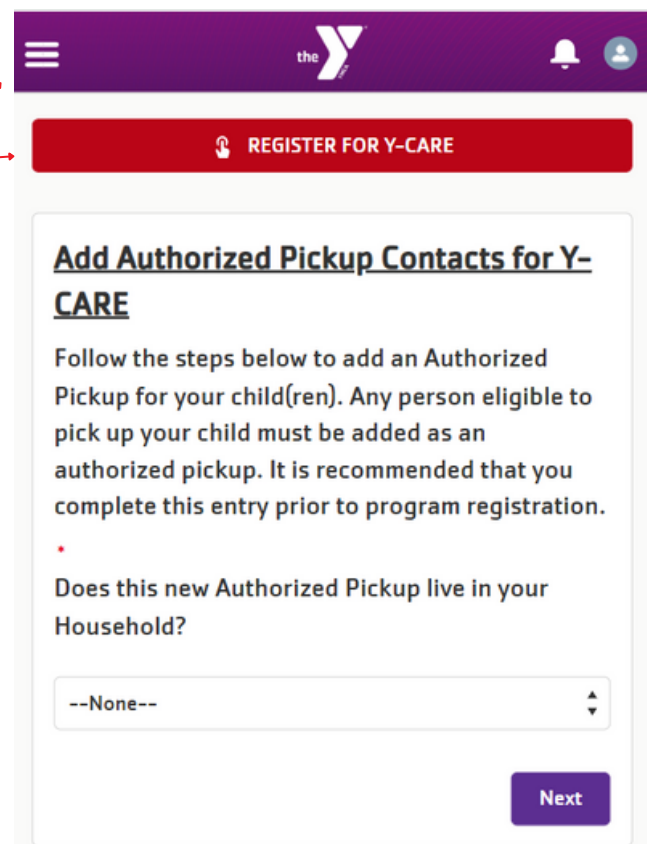
There are two ways to begin the registration process: By [clicking the red "Register for Y-Care" button](#), or by selecting "[Register Now](#)" from the menu options.

You will be prompted to confirm the Authorized Pickups for your children at this time.

**Note:** Any individual you wish to have the ability to pick your child up from Y-Care **MUST** be listed as an Authorized Pickup.

The entire registration process can take 15-25 minutes, depending on how many children you plan on enrolling. We encourage you to set aside at least this amount of time in order to fully complete registration.

If you need more time during registration, you can extend the timer length up to a total of 40 minutes.



The screenshot shows a mobile app interface. At the top is a purple header with a menu icon, the "the Y" logo, and a notification bell. Below the header is a red button with a hand icon and the text "REGISTER FOR Y-CARE". Below this is a section titled "Add Authorized Pickup Contacts for Y-CARE". It contains text: "Follow the steps below to add an Authorized Pickup for your child(ren). Any person eligible to pick up your child must be added as an authorized pickup. It is recommended that you complete this entry prior to program registration." Below this is a question: "Does this new Authorized Pickup live in your Household?" with a dropdown menu showing "--None--". At the bottom right is a purple button labeled "Next". A red arrow points from the text "clicking the red 'Register for Y-Care' button" to the red button.

## Adding Authorized Pickups

Follow the steps listed in the "Add Authorized Pickups Section"

If your Authorized Pickup contacts are already in your household, you can select "Yes" on the first question: "Does this new Authorized Pickup live in your household?" If you still need to add new Authorized Pickups, you will answer "No" to this question.

If you selected "No", you will be prompted to enter the new contact's information. Fill out the required information and [click "next" when completed.](#)

If you selected "Yes", or after you have completed adding the new contact, you will now confirm the pickup details.

**Add Authorized Pickups**

**Add Authorized Pickup Contacts for Y-CARE**

Follow the steps below to add an Authorized Pickup for your child(ren). Any person eligible to pick up your child must be added as an authorized pickup. It is recommended that you complete this entry prior to program registration.

Does this new Authorized Pickup live in your Household?

--None--

Next

Close

**Add Authorized Pickups**

**First Name**

First Name

**Last Name**

Last Name

**\* Birthdate**

Birthdate

**\* Mobile Phone**

Mobile Phone

**\* Email**

you@example.com

Previous

Next

Close

## Authorized Pickup Details

Select all children from the list that you wish to be picked up by this Authorized Pickup.

You can set date ranges on when you would like for them to be picked up.

[Click "Next"](#)

Once you have completed this addition, you will receive a confirmation page. [Click "Finish"](#) to return to your previous Community page.

If you wish to add more authorized users, you may repeat this process at any time.

**Add Authorized Pickups**

**Household Contact Pickup Details**

Select child(ren) for pick-up

<input type="checkbox"/>	First Name	Last Name	Gender
<input type="checkbox"/>	Test	Child 1	

**\* First Date they can pick-up**

May 26, 2022

**\* Last Date they can pick-up**

Dec 31, 2022

Previous

Next

Close

**Thank You**

Your Authorized Pickup has been added.

Please refresh the page to view the new Authorized Pickup in your list of Household Pickups.

Previous

Finish

## Finding Your Y-Care Site

It is recommended that you locate your school site by using the "Keyword" search function. Type in your child's school name into the search bar.

For Web users: All available enrollment options will appear to the right of the search bar.

For Mobile users: All available enrollment options will appear BELOW the search bar. (Scroll down to view them)

Keyword or Code

SEARCH

BROWSE FILTER

CATEGORIES

- Before & After Care
- Early Learning
- School's Out Camp
- Summer Camp

## Enrollment Selection

Review the available enrollment options for your school site.

Note: Take care to read the "Session" content carefully. Some of the options are only Before OR After care, while others are Before AND After care. If you wish to enroll in both Before AND After care, select to option that specifically states that in the "session".

PROGRAM  
Before & After Care

COURSE  
Memphis Shelby County Schools

SESSION  
After Care K-5th - Balmoral Ridgeway Elementary

START DATE  
MO TU WE TH FR Aug 08 '22

PRICES  
\$40 per week

PRICES  
-

If you do not see an option for both Before and After care, your site may only offer one of those as options.

COURSE SESSION	START DATE	SESSION PRICE	OPTION PRICES
After Care K-5th - Balmoral Ridgeway Elementary	MO TU WE TH FR Aug 08 '22	\$40 per week	-
Before & After Care K-5th - Balmoral Ridgeway Elementary	MO TU WE TH FR Aug 08 '22	\$65 per week	-
Before Care K-5th - Balmoral Ridgeway Elementary	MO TU WE TH FR Aug 08 '22	\$25 per week	-

Once you have determined your selection, click "Enroll" for that option.

Note: You will enroll for both options if you are registering for Before AND After care.

BEFORE CARE K-5TH - BALMORAL RIDGEWAY ELEMENTARY 2022-2023	AFTER CARE K-5TH - BALMORAL RIDGEWAY ELEMENTARY 2022-2023
Aug 08 '22 - May 26 '23 Mon/Tue/Wed/Thu/Fri 6:00 AM - 8:00 AM	Aug 08 '22 - May 26 '23 Mon/Tue/Wed/Thu/Fri 3:15 PM - 6:00 PM
48 spots remaining	48 spots remaining
88 Ages 5 to 12	88 Ages 5 to 12
Location: Balmoral Ridgeway Elementary School	Location: Balmoral Ridgeway Elementary School
Included in Session Price	Included in Session Price
ENROLL	ENROLL

## Child Selection

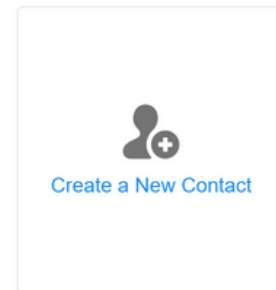
After you have selected "Enroll", you will be prompted to confirm which children should be enrolled. If you have multiple children being enrolled for the same registration option, [click "Select" on all that apply.](#)

If your child indicates "ineligible", they do not fit the correct age range/criteria for this registration option.

The screenshot shows two side-by-side cards. The left card is for 'Test Child 1 - 9' and has a blue 'Select' button. The right card is for 'Test Parent - 32' and has a grey 'Ineligible' button. Red arrows point from the text 'click "Select" on all that apply.' to the 'Select' button and from 'they do not fit the correct age range/criteria' to the 'Ineligible' button.

Note: If you have multiple children that need to be enrolled in different options, they will be completed as separate registrations.

Note: If you do not see a child listed as an option, you can "Create a New Contact" to add them to your list to choose from.



## Questions and Acknowledgements

Once you have made your selections for enrollment, [Click Next](#) in the top right.

You will now need to fill out the appropriate questionnaires and waivers for ALL children being enrolled.

Note: If you are registering more than one child for the same program, you will fill out these questions for each of them. Click on each child listed to ensure the questions have been filled out for each.

A progress bar with two steps: 'Contracts' (active) and 'Summary'. A 'Next' button is on the right. A shopping cart icon shows '\$25.00' and a timer '9:29'.

The 'Questions' section header with the instruction 'Please select a Contact'. Below it is a button labeled 'Test Child 1'.

Two form fields. The first is 'Parent/Guardian 1 Email Address\*' with a red asterisk and a red border. The second is 'Parent/Guardian 1 Cell Phone\*' with a red asterisk and a red border. Both fields have a red border and the text 'Requires an answer.' below them.

All fields with a red asterisk are required fields and must be completed.

All emails and phone numbers must be valid.

Take the time to read the question instructions thoroughly in order to provide the correct information for your child.

At least one is required, but you can check more than one.  
**Web Users: Hold Control and click to select more than one. (Command for Mac)**

A dropdown menu for 'History of Illnesses\*'. The menu is open, showing options: 'No known medical problems', 'Abdominal (Stomach) pain', and 'ADHD'.

If your child requires medication during care, [Download the Medication Authorization Form](#) with the link provided.

After completing all of the questions, [select and agree](#) to all of the Childcare Acknowledgements.

After this has been completed for all children, [click "Next"](#) to move on to the next section.

Note: If you receive an error or are unable to continue, double-check that you have filled out all required fields for all children.

[Click here to download the Medication Authorization Form:](#) You must turn a physical copy of this form in to the Site Director at your child's site. You must also, upload the signed form to your account. Look for the Medication Authorization Form on your account home page.

#### CHILDCARE ACKNOWLEDGEMENTS

The completion of the Child Information Form and payment of fees officially enrolls my child in the YMCA Childcare Program(s). It is my responsibility to update the information contained in this form as needed. I understand that the parent handbook which outlines these procedures is available at [www.ymcamemphis.org](http://www.ymcamemphis.org) or by emailing or calling YMCA Customer Support at 901-766-7677. By enrolling in this program, I agree to abide by the policies and procedures as listed in the handbook. I have also received the Department of Human Services Regulations for Child Care Centers (if applicable).

Acknowledge: Parent Handbook \*

[I Agree](#)

## Waivers (Contracts)

Read, acknowledge, and [electronically sign each](#) of the required waivers.

Each waiver will have an electronic signature section at the bottom of them. Fill out your full name, and sign within the signature box.

### Contracts

Please complete all contracts

CONTRACT NAME	CONTRACT STATUS	SIGNATURE
Parent, Child 1 and Parent 2 Household - Childcare Waiver & Liability Release	Draft	<a href="#">Sign</a>
Parent, Child 1 and Parent 2 Household - TN DHS Influenza Form	Draft	<a href="#">Sign</a>
Parent, Child 1 and Parent 2 Household - TN Personal Safety Curriculum Notifica	Draft	<a href="#">Sign</a>

For mobile users, you can use a finger or a stylus meant for touch screens.

For web users, hold down the left button on your mouse and complete your signature. (While still holding down the left button on the mouse)

[Click "Confirm"](#) after you have signed each waiver.

Please Fill in to Agree with the Above Text

\* Full Name


\* Sign Here

Clear Signature

Sign Above

After you have completed ALL waivers, [click "Next"](#) to see a summary of your registration or [click "Pay Now"](#) to move on to the payment section.

[Next](#)

  
\$25.00  
🕒 12:34

[Pay Now](#)

# Setup Payment

There are two main sections of this portion:

## 1. Due Now – YMCA Childcare

## 2. Future Due – YMCA Childcare

### Balance Due Now

Begin by selecting "Make Payment" under the "Due Now" section. A pop-up window will appear with a total, as well as a payment method drop-down menu.

If you already have a payment method on file, you can select your preferred method of payment. If you do not have a payment method on file, choose between either a "Credit Card" or an "ACH" (bank draft).

For Credit Cards & ACH (bank draft):

Check the "Save on File" box. Give the card/account a nickname (ex. Household Card) that you can remember for future use. Select the box next to "use this for future payments too".

For Credit Cards:

Input card information in the required fields, and Click "Process Transaction"

For ACH (bank draft):

Fill out all required fields for ACH, including Account & Routing numbers, as well as billing information. Once complete, click "Next" to process the payment.

**1 DUE NOW - YMCA CHILDCARE**

This section has the amounts that are payable today for your purchase. The Make Payment button will allow you to enter your payment information or you can select from any active Stored Accounts that are available for your household.

Purchase Test Child 1 - After Care K-5th - Balmoral Ridgeway Elementary \$25.00

**Balance Total:** \$25.00

**Make Payment**

**Make Payment**

Pay Amount  
\$25.00

Payment Method  
-- Select Payment Method ---

Cancel Next

Payment Method  
-- Select Payment Method ---

-- Select Payment Method ---

**Tender Types**  
Credit Card  
ACH

**Saved Payment Methods**  
Test Card - Visa: \*\*\*\*1111 Expiry: 04/32

☒ Save on File  
Nickname \*  
Test Account

☒ Use this for future payments too

**CARD INFORMATION** \* Denotes a required field

\*Card Number:  
Expiration:  
Month / Year  
CVV:

**TRANSACTION INFORMATION**

Amount: \$25.00

CANCEL TRANSACTION **PROCESS TRANSACTION**

\* Account Number  
\* Routing Number  
\* Billing Name  
Test Parent

Billing Street  
Billing City  
Billing State/Province  
Billing Country  
\* Billing Zip/Postal Code

### Future Dues

If you did not wish to save your "Balance Due Now" payment method for future use, add a different payment method by clicking "Setup Payment Method" and repeating the steps above. (You can also select any other saved payment methods)

**2 FUTURE DUE - YMCA CHILDCARE**

The amounts in this section comprise the amount of your purchase that will be due at a later time. Using the Setup Payment Method button, you can create a new Stored Account to be used when these are due or you can select from a list of active Stored Accounts that have been previously been created by members of your household.

Purchase Test Child 1 - After Care K-5th - Balmoral Ridgeway Elementary  
\$1,850.00 over 11 months. First payment of \$50.00 due on 7/1/2022

**Pay Future Due** **Setup Payment Method**



## Payment Complete

After you have completed all payment requirements, you should receive this confirmation page.

From here, you can email yourself, or anyone else, the receipt for this transaction. If you wish to download or print this receipt for your record, [click "View or Print Receipt"](#)

Payment Complete  
Transaction • T-000351

Hi Test Parent, thank you for making transaction T-000351 from Community

RECEIPT

Email Receipt To: testparent@none.com [Send](#) [View or Print Receipt](#)

[Return to My Account](#)

## Registration Complete

At this time, you have completed the registration process. You may still have forms to complete or outstanding items needed before Y-Care begins.

Be sure to check your YMCA Community Home to see any outstanding items, and check your email periodically leading up to your program start date for more information.

Question Forms  
Questions to answer

INCOMPLETE Test Child 1 Medication Authorization Form  
Before & After Care  
ACTIVATED: May 26, 2022  
DUE: Aug 1, 2022  
[Fill Out Form](#)

Shortly before your program begins, you will receive information via email regarding more information on what to expect during your program.

If at any point you wish to add more Authorized Pickups for your child, you can add them on the home page of your YMCA Community. Remember, all individuals you wish to pick up your children MUST be listed as Authorized Pickups.

**Add Authorized Pickup Contacts for Y-CARE**

Follow the steps below to add an Authorized Pickup for your child(ren). Any person eligible to pick up your child must be added as an authorized pickup. It is recommended that you complete this entry prior to program registration.

Does this new Authorized Pickup live in your Household?

--None--

[Next](#)

## Questions?

If you have any questions or need assistance regarding registration for Before and After Y-Care, please contact us at the following:

Phone: 901-766-7677

Email: [customersupport@ymcamemphis.org](mailto:customersupport@ymcamemphis.org)

Web: [ymcamemphis.org](http://ymcamemphis.org)



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