FOR YOUTH DEVELOPMENT ®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Getting Started:

Click Here to Create New Account

Creating a New Account

Due to a new system upgrade, <u>ALL</u> 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.

✓ User created successfully, please check your email to create a password. ✕

Welcome to your YMCA Community!

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
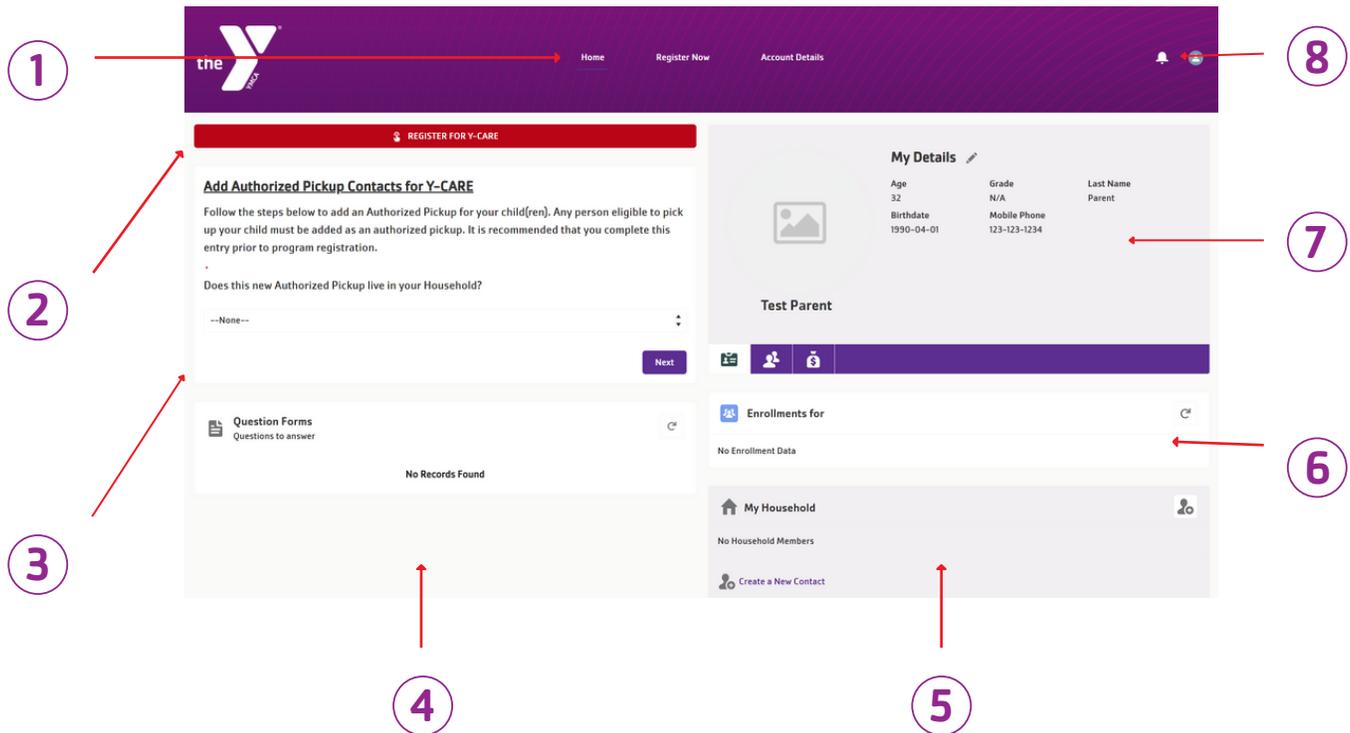
Quick Guide

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"


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.
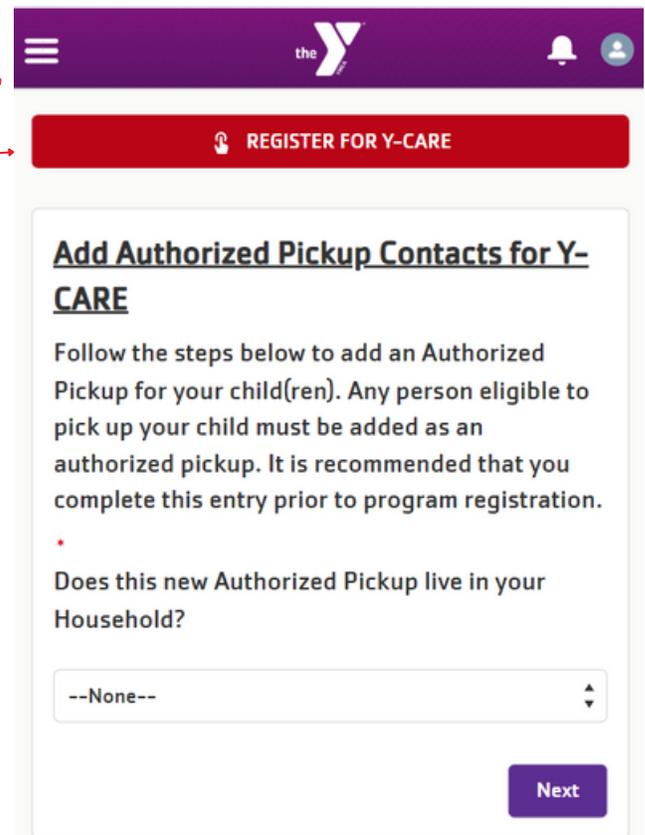
Adding Authorized Pickups

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

First Name

First Name

Last Name

Last Name

* Birthdate

* 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

First Name	Last Name	Gender
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)
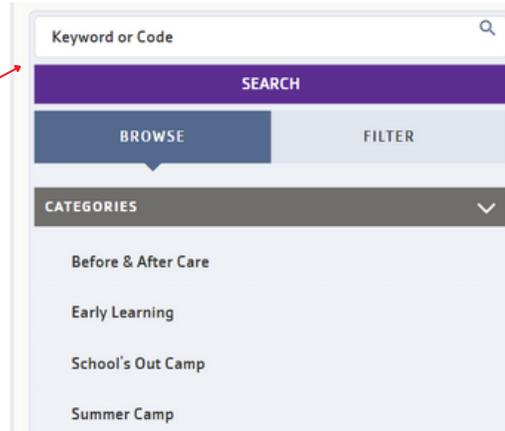
Enrollment Selection

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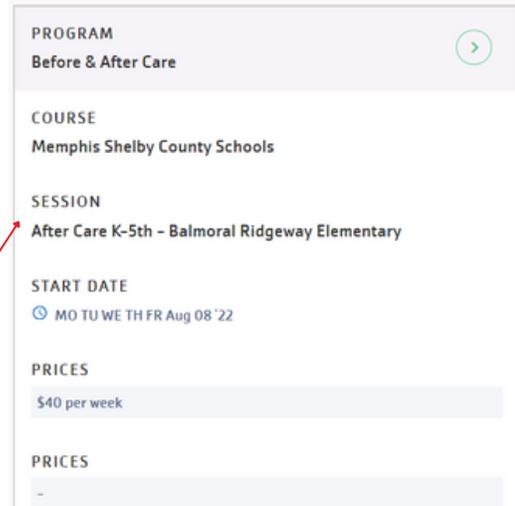
If you do not see an option for both Before and After care, your site may only offer one of those as options.

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.
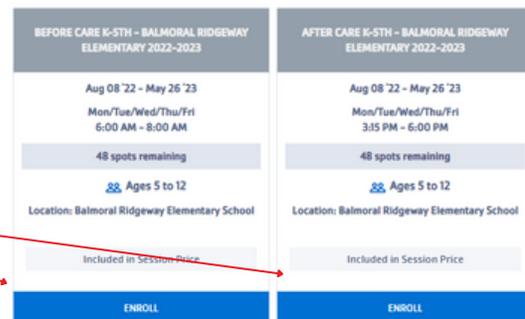
Child Selection

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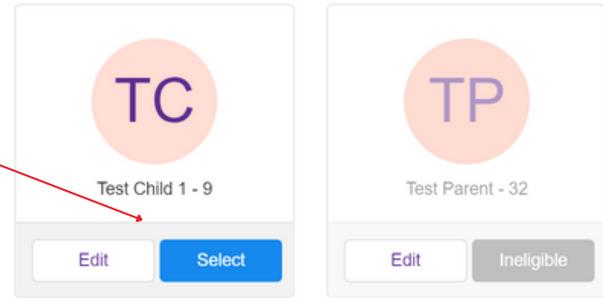
Note: If you have multiple children that need to be enrolled in different options, they will be completed as separate registrations.

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.
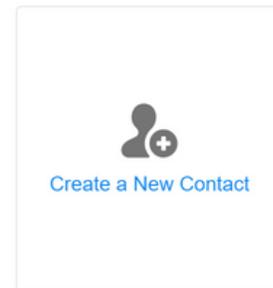
Questions and Acknowledgements

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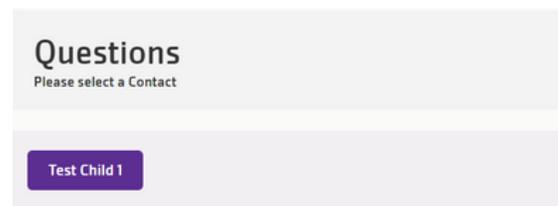
All fields with a red asterisk are required fields and must be completed.

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.

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 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	Sign
Parent, Child 1 and Parent 2 Household - TN DHS Influenza Form	Draft	Sign
Parent, Child 1 and Parent 2 Household - TN Personal Safety Curriculum Notifica	Draft	Sign

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.

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)

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"
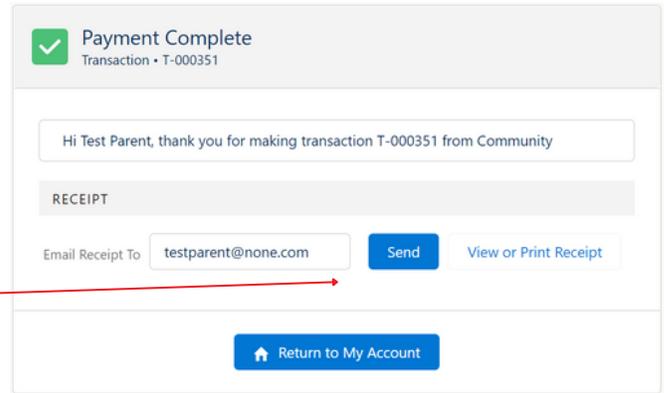
Registration Complete

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.

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.
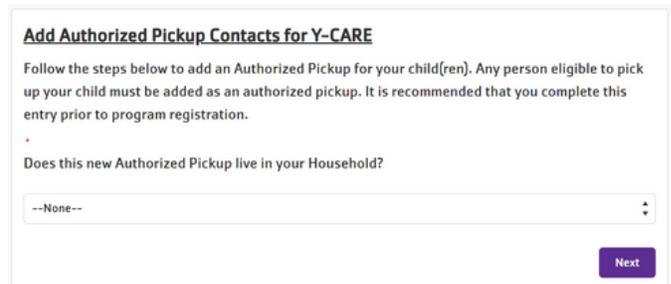
Questions?

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
Web: ymcamemphis.org

FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY