



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

YMCA ACCOUNT USER GUIDELINES

YMCA OF THE USA

REVISED FEBRUARY 2020



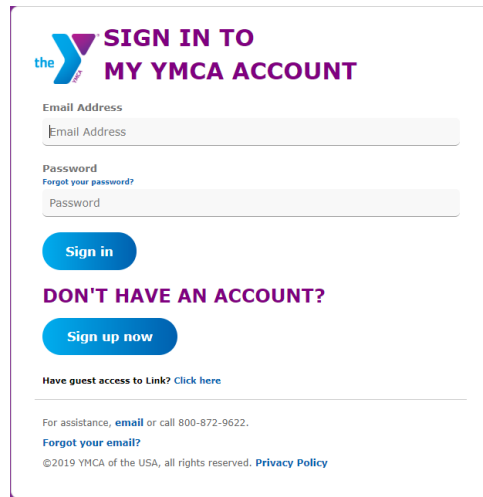
CONTENTS

Sign Up for a New YMCA Account	2
Forgot Your Password	9
Forgot Your Registered Email.....	12
Sign In To My YMCA Account.....	13
Unaffiliated or Unapproved Profile (Personal Information, Change Email, Password and YMCA	15

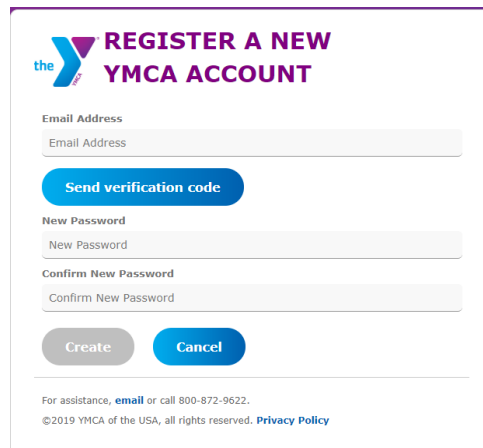
Sign Up for a New YMCA Account

Your YMCA Account is the first step in gaining access to applications provided by YMCA of the USA (Y-USA) including the Brand Resource Center, Link, Manage Our Y Profile and the Learning and Career Development Center among others. Anyone can create a YMCA Account using any email address.

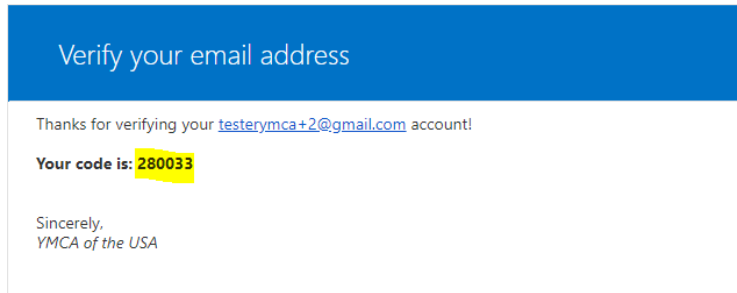
1. Go to the Sign In To My YMCA Account page via <https://services.ymca.net> and click the **Sign up now button**.



2. The Register A New YMCA Account page opens. Enter the email address you will use to log in, and then click the **Send Verification Code button**.

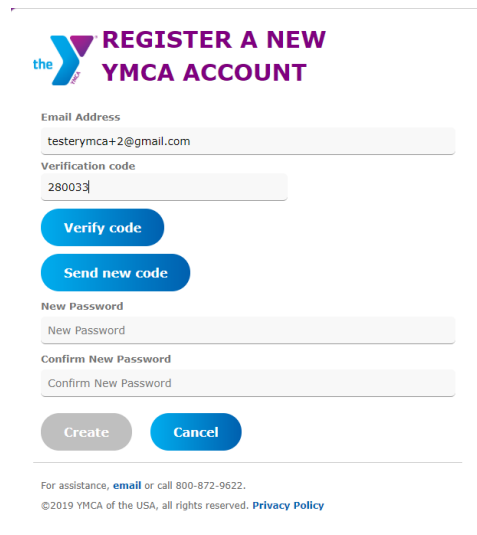


- You will be sent a verification code to your email inbox.



- Enter the code in the **Verification code field** and click the **Verify Code button**.

NOTE: The verification code is only good for 5 minutes. If you wait longer than 5 minutes to enter the code, a new code must be requested using the Send New Code button.



REGISTER A NEW YMCA ACCOUNT

Email Address

Verification code

Verify code

Send new code

New Password

Confirm New Password

Create **Cancel**

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5. After the code is accepted, create a password. Passwords must comply with the following rules:
8-16 characters, containing 3 out of 4 of the following:

- Lowercase characters
- Uppercase characters
- Digits (0-9)
- One or more of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ : , ? / ` ~ " () ;

6. Click the **Create button**.

REGISTER A NEW YMCA ACCOUNT

Email Address
testerymca+2@gmail.com

Change e-mail

New Password

Confirm New Password

Create **Cancel**

For assistance, email or call 800-872-9622.
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7. The What's Your Name? page opens. Enter your first and last name, then click the **Continue button**.

WHAT'S YOUR NAME?

When you work or volunteer at The Y, you're a valued member of our community.
Please introduce yourself by telling us your name.

First Name

Last Name

Continue

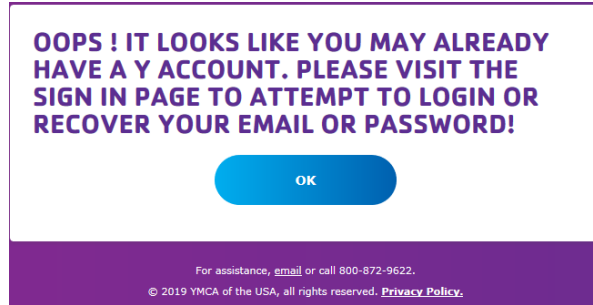
8. The What's Your Date of Birth? page opens. Enter you Date of Birth, then click the **Continue button**.

WHAT'S YOUR DATE OF BIRTH?

MM - DD - YYYY

Continue

9. If First Name, Last Name and Date of Birth entered matches with an already existing account the following screen appears. Click OK to return to Sign in to My YMCA Account page



10. What Gender Do you Identify As? page opens. Select your Gender, then click the **Continue** button.

WHAT GENDER DO YOU IDENTIFY AS?

At the Y we value diversity and inclusion. If you'd like to help us monitor how we're doing, please select one of the options below.

Male

Female

Prefer not to answer

Continue

11. The What Ethnicity Do You Identify as? page opens. Select your Ethnicity, then click the **Continue** button.

WHAT ETHNICITY DO YOU IDENTIFY AS?

The Y is for all. If you'd like to help us ensure that our staff reflects the communities that we serve, please select one from the options below.

White

Black or African-American

Hispanic/Latino

Asian

American Indian or Alaska Native

Two or more races/ethnicities

Native Hawaiian or Other Pacific Islander

Middle Eastern or Northern African

Other

Prefer Not to Answer

Continue

12. The What is your Connection to the Y? page opens. Select your Connection, then click the **Continue** button.

WHAT IS YOUR CONNECTION TO THE Y?

- Staff
- YMCA Retiree
- Program Volunteer
- Policy Volunteer
- Student (Not Affiliated)

Continue

13. If Staff, YMCA Retiree, Program Volunteer or Policy Volunteer is chosen then the Which Y Facility Are You Affiliated with? page opens. If Student is chosen advance to step 17.

WHICH Y FACILITY ARE YOU AFFILIATED WITH?

Search by zip, or city and state

[Use my current location](#)

Select a location

14. Enter the Zip or City and State of the Y you are Affiliated with. Zip, City and State will start to populate. Choose your City and State. Y's will then populate. If your Y does not appear click on [Load More](#)

WHICH Y FACILITY ARE YOU AFFILIATED WITH?

Search by zip, or city and state
Chicago, IL 60606, USA

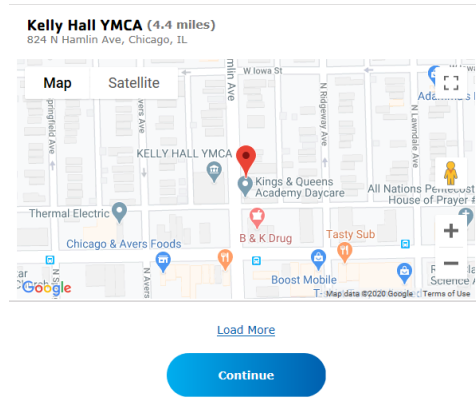
[Use my current location](#)

YMCA of Metropolitan Chicago (0.9 miles) 1030 W Van Buren St., Chicago, IL
Rauner Family YMCA (3.8 miles) 2700 S. Western Ave, Chicago, IL
North Lawndale YMCA (3.9 miles) 3449 W Arthington St, Chicago, IL
Kelly Hall YMCA (4.4 miles) 824 N Hamlin Ave, Chicago, IL

[Load More](#)

Select a location

- Click on the Y that you are affiliated with. A Google Map box will appear. Click on the **Continue** button.



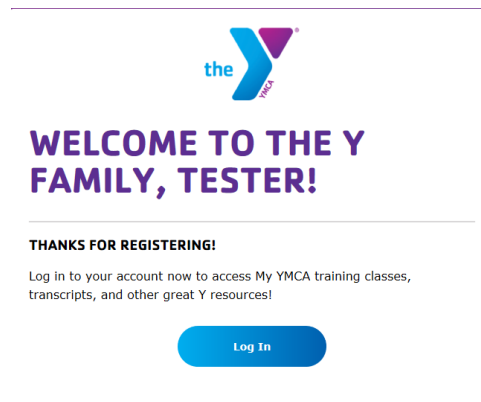
- The Last Step! page opens. Review all your information. Click Edit next to any field that you need to change or click **Confirm**

LAST STEP!

Take a look at the information below. If everything looks correct, click Confirm and you're done!

Email	Testerymca+12@gmail.com	
First name	Tester	EDIT
Last name	Tester	EDIT
Date of birth	02-02-1980	EDIT
Gender	Female	EDIT
Ethnicity	White	EDIT
Relationship	Staff	EDIT
Location	Kelly Hall YMCA	EDIT

Confirm






17. The Last Step! page opens. Review your information. Click Edit next to any field that you need to change or click **Confirm**

LAST STEP!

Take a look at the information below. If everything looks correct, click Confirm and you're done!

Email	Testerymca+2@gmail.com	
First name	Student	EDIT
Last name	Tester	EDIT
Date of birth	02-02-1980	EDIT
Gender	Male	EDIT
Ethnicity	Prefer Not to Answer	EDIT
Relationship	Student (Not Affiliated)	EDIT

[Confirm](#)



WELCOME TO THE Y FAMILY, TESTER!

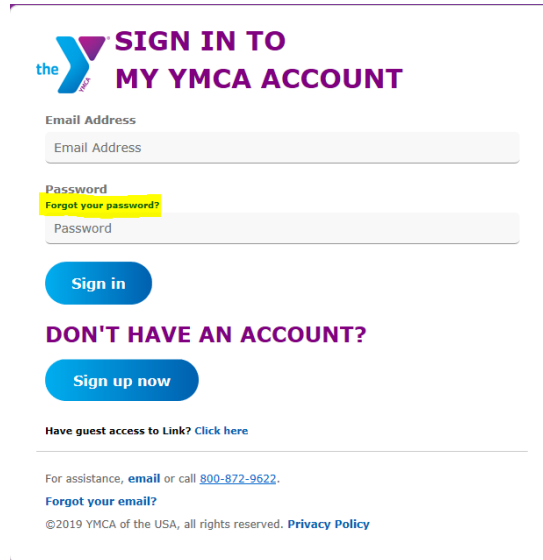
THANKS FOR REGISTERING!

Log in to your account now to access My YMCA training classes, transcripts, and other great Y resources!

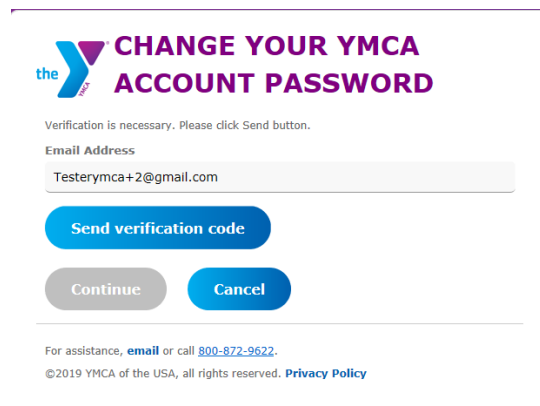
[Log In](#)

Forgot Your Password

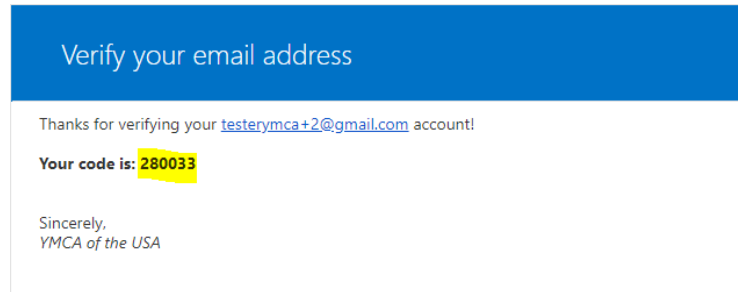
1. Go to the Sign In To My YMCA Account page via <https://services.ymca.net>. Click the **Forgot your password?** link.



2. Change your YMCA Account Password page opens. Enter the email address associated with your account and click the **Send Verification Code** button.

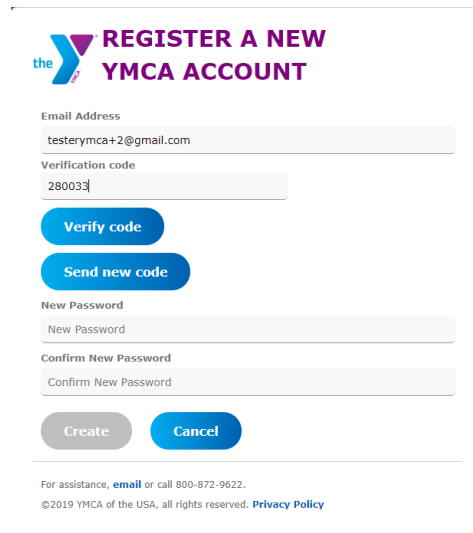


- You will be sent a verification code to your email inbox.



- Enter the code in the **Verification code field** and click the **Verify Code button**.

NOTE: The verification code is only good for 5 minutes. If you wait longer than 5 minutes to enter the code, a new code must be requested using the Send New Code button.



REGISTER A NEW YMCA ACCOUNT

Email Address

Verification code

Verify code

Send new code

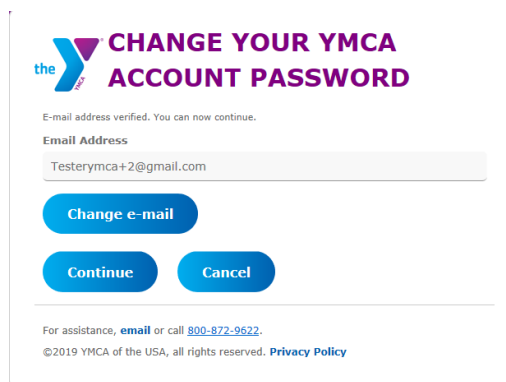
New Password

Confirm New Password

Create **Cancel**

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- The Change Your YMCA Account Password page opens. Click **Continue** to change password.



CHANGE YOUR YMCA ACCOUNT PASSWORD

E-mail address verified. You can now continue.

Email Address

Change e-mail

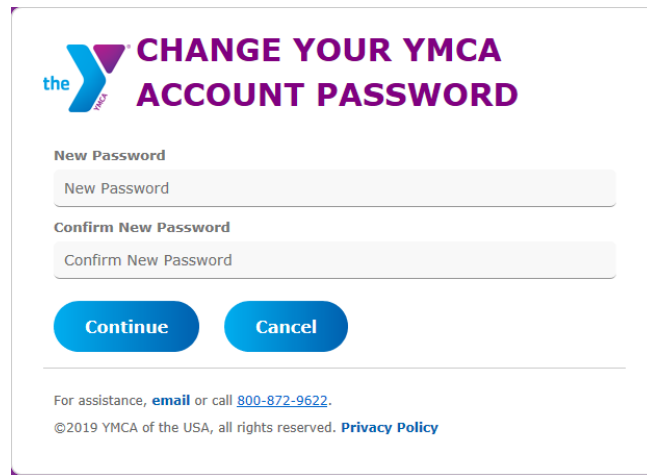
Continue **Cancel**

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6. The Change Your YMCA Account Password page opens. Enter a new password in the password fields and click the **Continue** button. Passwords must comply with the following rules:

8-16 characters, containing 3 out of 4 of the following:

- Lowercase characters
- Uppercase characters
- Digits (0-9)
- One or more of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ : , ? / ` ~ " () ;



CHANGE YOUR YMCA ACCOUNT PASSWORD

New Password

Confirm New Password

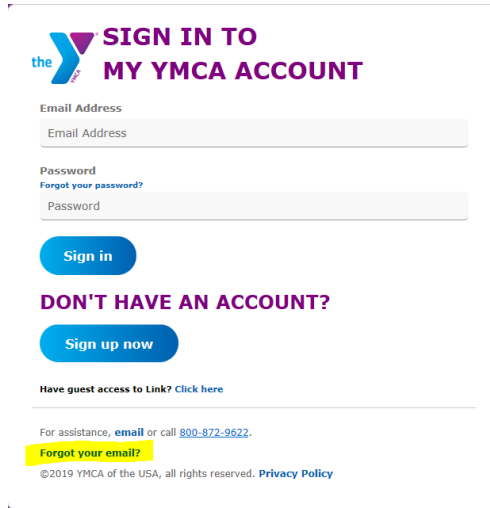
[Continue](#) [Cancel](#)

For assistance, [email](#) or call [800-872-9622](tel:800-872-9622).

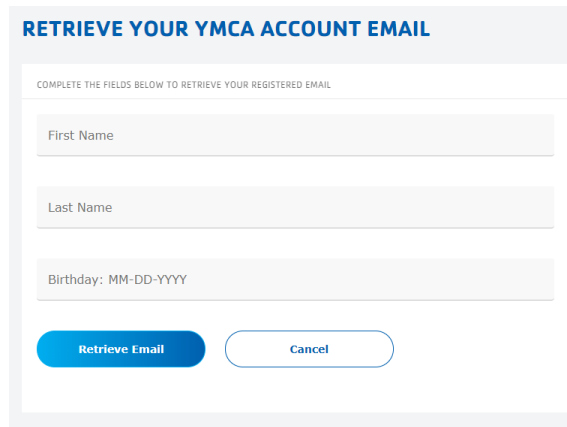
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Forgot Your Registered Email

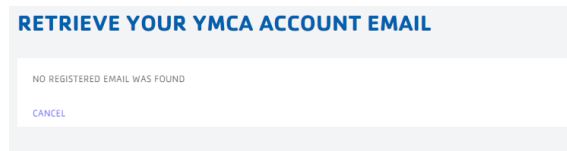
1. Go to the Sign In To My YMCA page via <https://services.ymca.net> and click the **Forgot your email? link**. The Retrieve Your YMCA Account Email page opens.



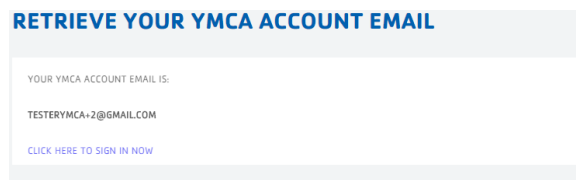
2. Enter the personal information associated with your account and click the **Retrieve Email button**.



3. If system cannot find a match to what was entered. The No Registered email was found page will display. User can click Cancel to return to the Sign in to My YMCA Account page (step 1) and try again.



4. If system finds a match, the Your YMCA Account Email Is: page will display. User can click here to sign in now to return to the Sign in to My YMCA Account page and login.



Sign In To My YMCA Account

1. Enter your email address and password, then click the **Sign In button**.

the Y SIGN IN TO MY YMCA ACCOUNT

Email Address
Email Address

Password
[Forgot your password?](#)
Password

Sign in

DON'T HAVE AN ACCOUNT?

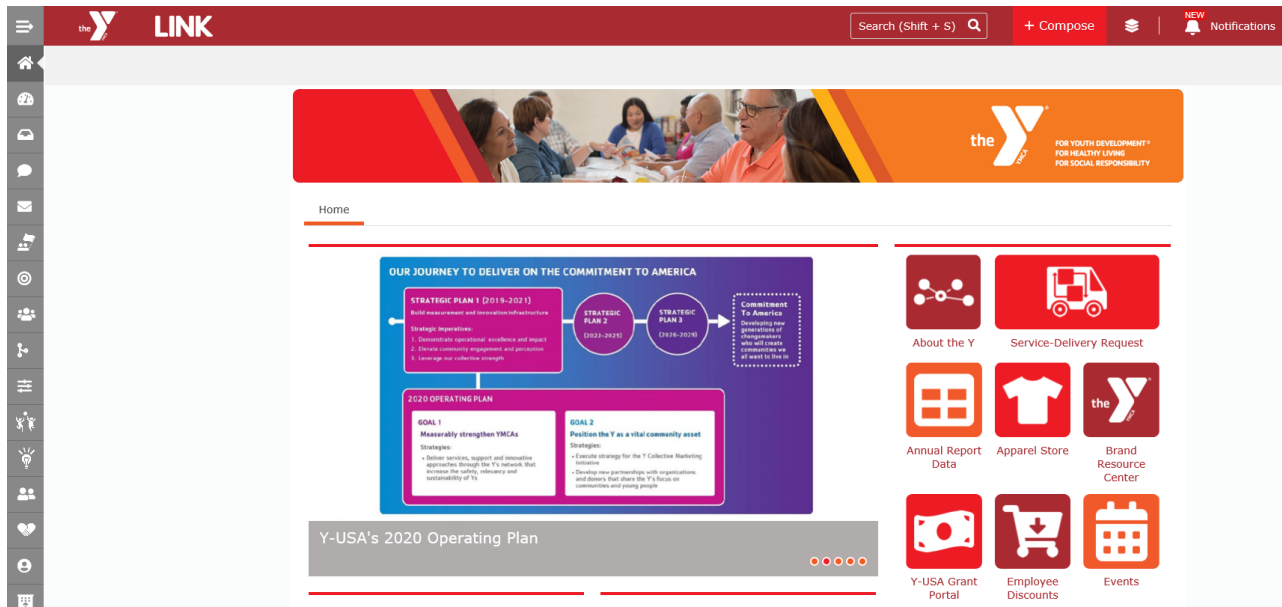
Sign up now

[Have guest access to Link? Click here](#)

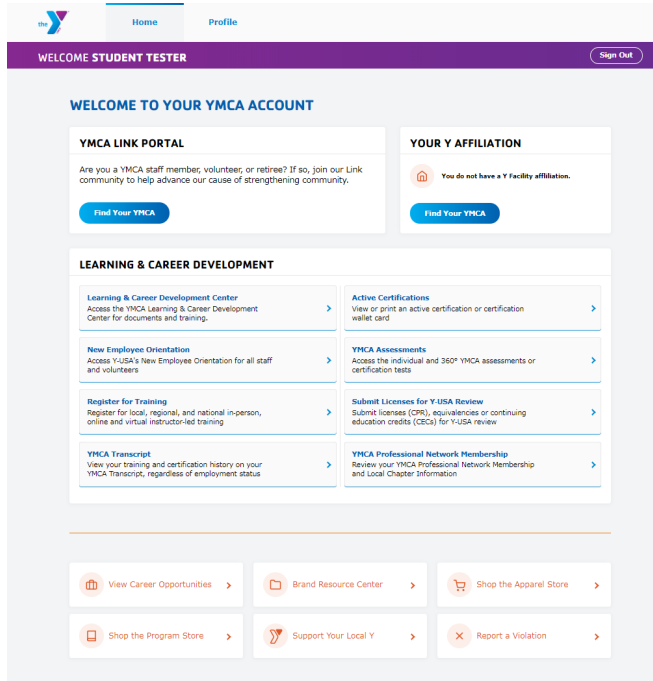
For assistance, [email](#) or call 800-872-9622.
[Forgot your email?](#)

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2. You will be logged in. If your account is affiliated with a Y and you've been approved for Link access, the Link home page will open (photo below). Unaffiliated account, accounts pending Link approval or accounts that need to request Link approval will be taken to the Welcome page. (step 3)

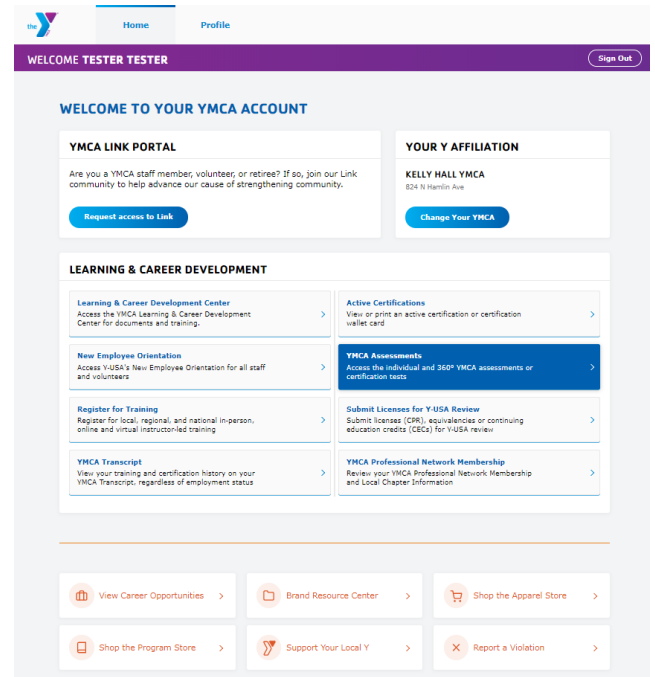


3. Unaffiliate Account Home View



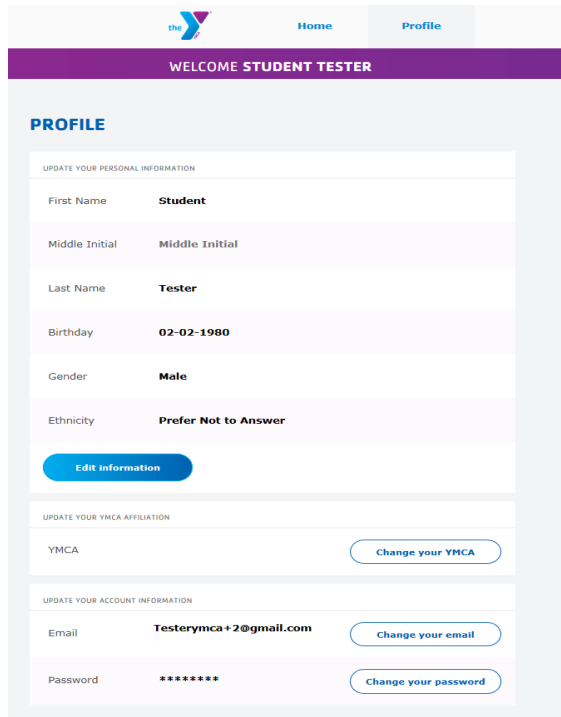
User can Affiliate themselves with a YMCA, Access the Learning & Career Development Center (LCDC) and View and Edit their Profile

Y Affiliated Account Home View



User can Change the YMCA they are Affiliated with, Request Access to Link, Access the Learning & Career Development Center (LCDC) and View and Edit their Profile

Unaffiliated or Unapproved Profile View and Edit Page



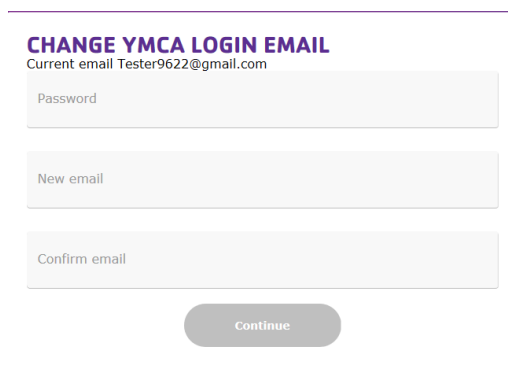
The screenshot shows a user profile page for 'STUDENT TESTER'. The page has a purple header with the YMCA logo and navigation links for 'Home' and 'Profile'. Below the header, the user is welcomed. The main content is divided into three sections: 'UPDATE YOUR PERSONAL INFORMATION', 'UPDATE YOUR YMCA AFFILIATION', and 'UPDATE YOUR ACCOUNT INFORMATION'. The personal information section includes fields for First Name (Student), Middle Initial (Middle Initial), Last Name (Tester), Birthday (02-02-1980), Gender (Male), and Ethnicity (Prefer Not to Answer), with an 'Edit information' button. The affiliation section shows 'YMCA' with a 'Change your YMCA' button. The account information section shows 'Email' (Testerymca+2@gmail.com) with a 'Change your email' button and 'Password' (masked with asterisks) with a 'Change your password' button.

Return to Steps 13 & 14 on Page 6

See below

Return to Steps 2-6 on Pages 9-11

Change your email - Enter your Password, New Email and Confirm Email then click Continue.



The screenshot shows a form titled 'CHANGE YMCA LOGIN EMAIL'. Below the title, it displays 'Current email Tester9622@gmail.com'. There are three input fields: 'Password', 'New email', and 'Confirm email'. At the bottom of the form is a 'Continue' button.