

**Existing Members  
&  
Currently Active Program  
Participant  
Online Account Set Up  
Guide**

**Please review the following instructions before beginning the process of setting up your online account.**

**For assistance setting up your account, or to update your information in our system, please call the front desk at (203) 655-8228 or email [frontdesk@darien-ymca.org](mailto:frontdesk@darien-ymca.org).**

### **Existing Members & Currently Active Program Participants**

In order to successfully complete your online account set up using the following instructions, our system must have your correct birth date, email, and zip code on file. If this information is not in our database, or if it has changed, please contact our Front Desk in order to update the information **BEFORE** you attempt to gain access to your online account.

### **Non-members & Past Program Participants**

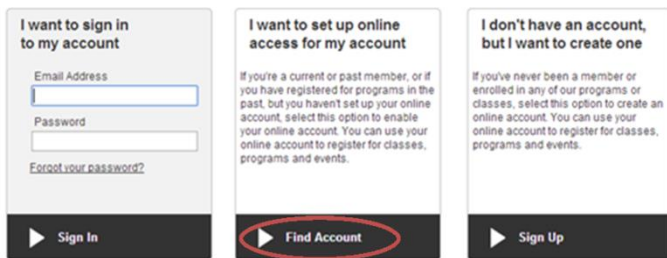
If you are a past program participant, but not currently participating in a program, you may not have an existing record in our new system. Please begin by following the "Existing Member & Currently Active Program Participant" set up instructions. If your account cannot be found (step 2), please complete the account set up process as a new non-member.

**When registering for programs online, please be aware of and prepared for the following.**

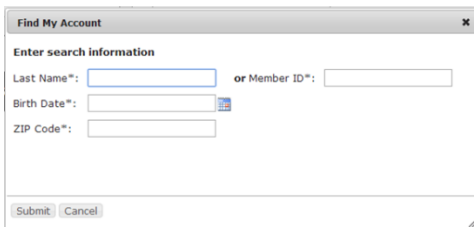
- **Online Account Set up** – with our new registration system, all members and program participants will need to set up and activate a new online account in order to register for programs. Please call, email, or visit the Darien YMCA Front Desk, at (203) 655-8228 or frontdesk@darien-ymca.org, to check that we have an up-to-date email on file for you.
- **Financial Assistance and Online Program Registration** – Our new system is not currently able to auto-apply financial assistance to program fees when recipients register online. ***Those with program scholarships and financial assistance will need to register in person in order to receive their adjusted rate at the time of payment.*** We apologize for this inconvenience and are working with our software provider on developing a solution as quickly as possible.

**Existing Member and Program Participant Online Account Set-up Guide:**

1. Click the middle box "Find My Account" option

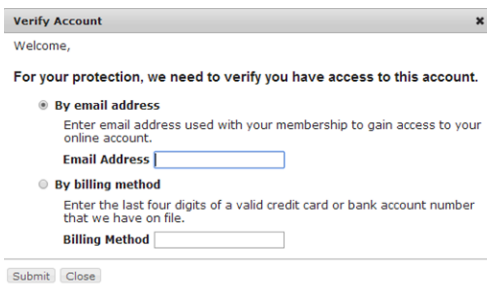


2. Enter the last name, birthdate (MM/DD/YYYY format), and zip code associated with your YMCA account record and click submit to find your account.



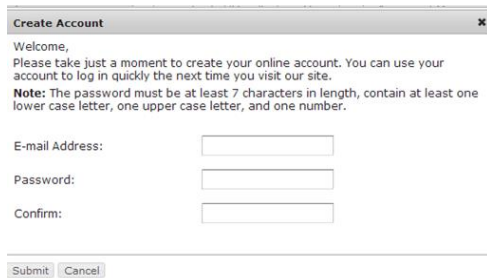
The "Find My Account" form has a title bar with a close button. Below the title bar, it says "Enter search information". There are three input fields: "Last Name\*" with a search icon, "or Member ID\*" with a search icon, and "Birth Date\*" with a calendar icon. Below these is a "ZIP Code\*" field. At the bottom left are "Submit" and "Cancel" buttons.

3. Verify your account with either the email address, or billing method information, on file with your existing YMCA account.



The "Verify Account" form has a title bar with a close button. It starts with "Welcome," followed by "For your protection, we need to verify you have access to this account." There are two radio button options: "By email address" (selected) and "By billing method". Under "By email address", it says "Enter email address used with your membership to gain access to your online account." and has an "Email Address" field. Under "By billing method", it says "Enter the last four digits of a valid credit card or bank account number that we have on file." and has a "Billing Method" field. At the bottom left are "Submit" and "Close" buttons.

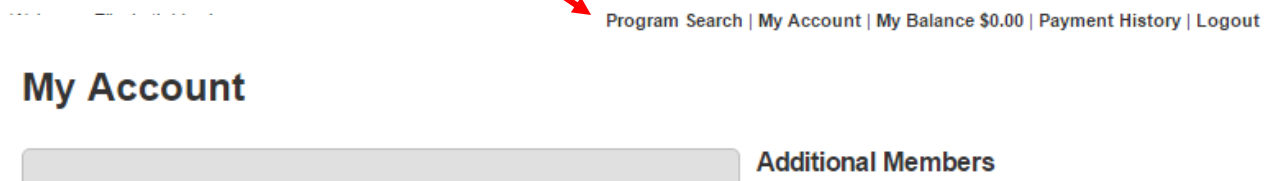
4. If you choose to verify your account using your billing information, you will be prompted to create your online account by entering an email address and choosing a password in the next pop-up screen.



5. If you choose to verify your account using your email address, a password reset link will be sent to your account email address. This email will come from 'DONOTREPLY@darien-ymca.org' with the subject 'Requested Password Reset'. **\*Note: emails might take several hours to reach you.**

6. Follow the link in this email to set your account password and complete the online activation process.

7. To begin searching and registering for programs, click on "Program Search" at the top of your account screen.



**\*\*If you are experiencing issues setting up your online account, please contact the Front Desk to ensure that the correct email, birthdate, or zip code is in our new system.**

**\*\*If you received confirmation that a verification email was sent, but did not receive the verification email, check your email's junk or spam folder. Please note that emails might take several hours to reach you. If not, please contact the Y.**

**\*\*Please note that anyone added to your account is considered a "program participant non-member." All memberships must be purchased at the Front Desk.**