

Non-Member & Past 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.

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.

Existing Members & Currently Active Program Participants

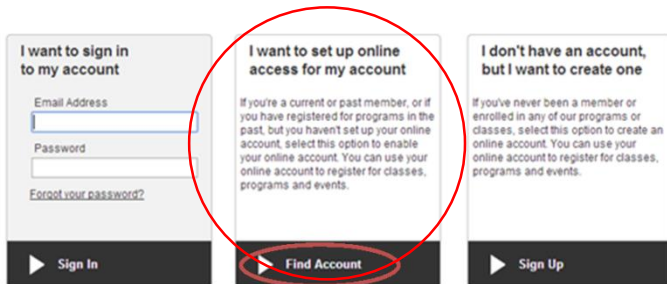
In order to successfully complete your online account set up using the following instructions, our system must have your correct birth date, email, and zip code on file. If this information is not in our database, or if it has changed, please contact our Front Desk in order to update the information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

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.

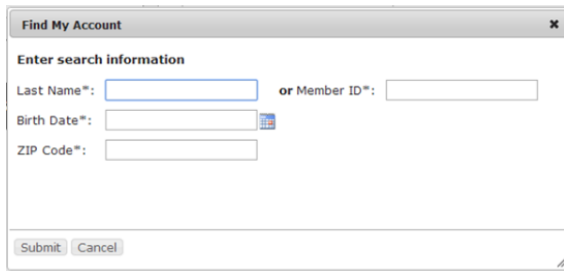
Non-member & Past Program Participant Online Account Set up Guide

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.
 - a. If no account is found, proceed to step 3.

- b. If an account is found, proceed to step 3 of the **Member & Current Program Participant Account Set up Guide**.



Find My Account

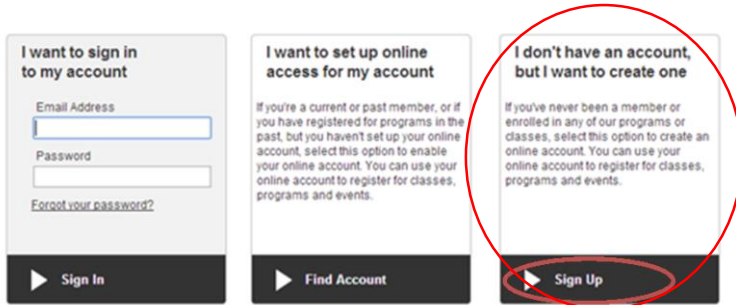
Enter search information

Last Name*: or Member ID*:

Birth Date*:

ZIP Code*:

3. Select the third box "Sign Up" option



4. On the next screen, click select next to the Non-member membership type.

Welcome, Guest Program Search | Login

Membership options

Membership	Join Fee	Rate
Non-Member No Facility access and pay program member rate for programs	None	None

[Cancel](#)

5. Complete the information form with YOUR contact information. At the bottom of the screen, you will be able to save your non-member record with the option of adding any additional adults or children for whom you will be registering.



Welcome, Guest Program Search | Login

Branch

Membership Type

Join Fee

Membership Rate

Name	Type	Edit	Remove
	Adult		

[+ Add Another Adult Member](#) [+ Add a Child Member](#)

6. Once you have finished adding additional individuals to your account, click next.

- You will be prompted to enter an email and select a password on the next screen to complete creation of your YMCA online account. You can now begin to search and register for programs.

Welcome, Guest

Create Account Password

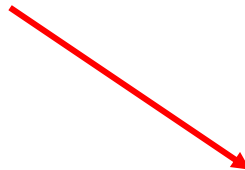
Note: The password must contain at least 7 characters, 1 upper case letter, 1 lower case letter, and 1 numeric value.

E-mail address:

Enter Password:

Confirm Password:

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



[Program Search](#) | [My Account](#) | [My Balance \\$0.00](#) | [Payment History](#) | [Logout](#)

My Account

[Additional Members](#)

****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 confirmation 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.**