



Y Fitness Member Portal

2024 Re-Enrolment Guide (Gymnastics and Learn to Swim)

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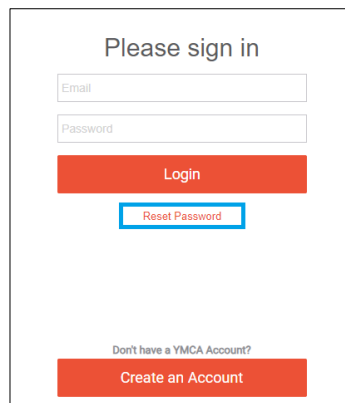
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1. Activating/Creating your account on the Y's Customer Portal:

Prior to registering for a class in 2024, **you must have an active account** in the customer portal, and have **updated your profile information**.

1.1 For Existing Members of the Y:

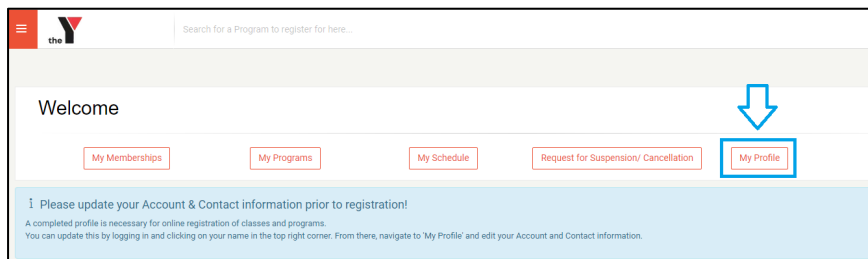
- Existing members of the Y will already have an account setup in the customer portal.
- All members were sent an account activation email on the 1st of November.
- If required, your centre is able to resend this email. Alternatively, you are able to retrieve your account password by selecting **Reset Password** from the login screen and entering the email address stored with the Y.



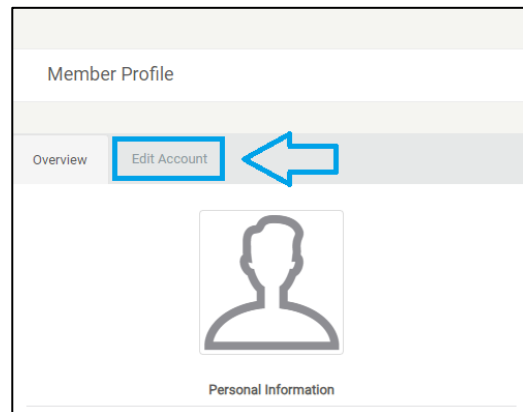
If an account is registered with your email address, you will receive an email to reset your password and login. For further support, please contact your centre.

Once logged in, please ensure you have completed your account details prior to registering for classes. This is an essential step prior to registering. To do this:

1. Click the **My Profile** button from your home screen:



2. Click the **Edit Account** Tab:



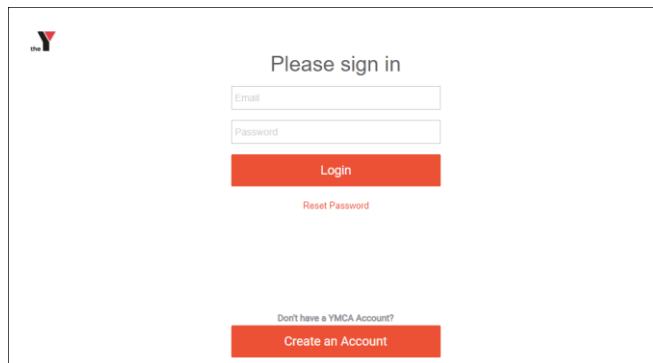
3. Complete all fields in the **Edit Account Tab** and the click save.

You are now ready to register for 2024 enrolments! **Please move to page 6.**

1.2 For New Members of the Y:

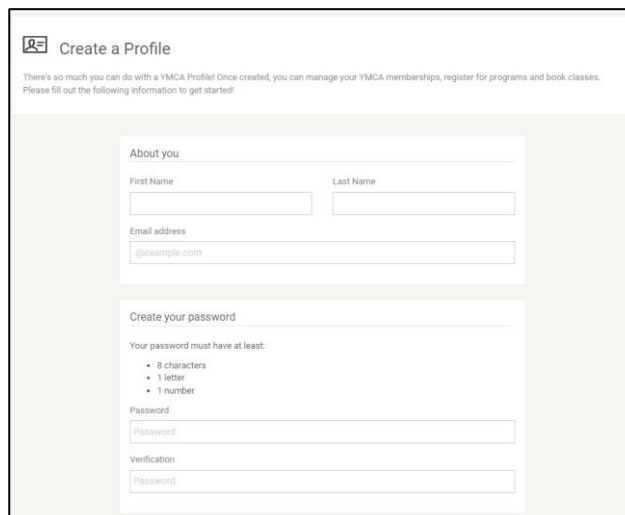
New members to the Y will need to create an account on the customer portal. To do this:

1. Navigate to: <https://ymcaqueensland.my.site.com/#/login>
2. Click **Create an Account**



The screenshot shows a login page with the Y logo in the top left. The main heading is "Please sign in". Below this are two input fields: "Email" and "Password". A red "Login" button is positioned below the password field. A link for "Reset Password" is centered below the login button. At the bottom of the page, there is a link "Don't have a YMCA Account?" and a red "Create an Account" button.

3. Set your account email and password

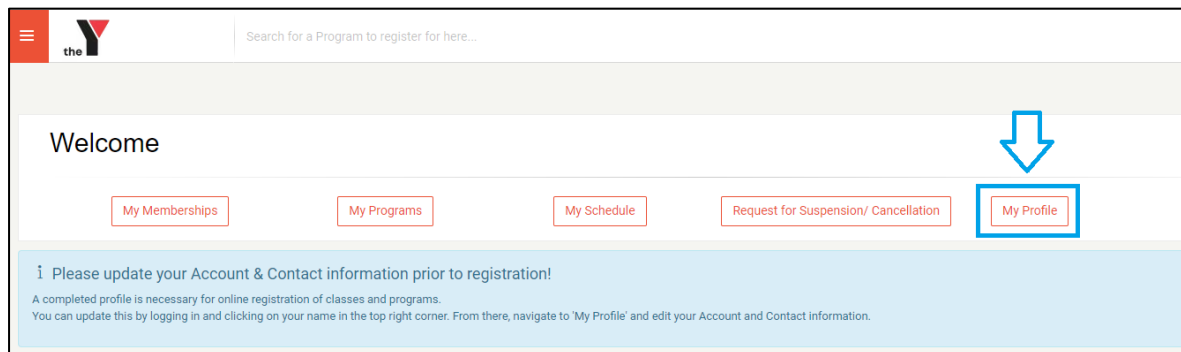


The screenshot shows a "Create a Profile" page. It includes a heading "Create a Profile" and a sub-heading "About you". Below this are input fields for "First Name" and "Last Name", and an "Email address" field with a placeholder "@example.com". A section titled "Create your password" lists requirements: "Your password must have at least: 8 characters, 1 letter, 1 number". This section contains a "Password" input field, a "Verification" input field, and another "Password" input field.

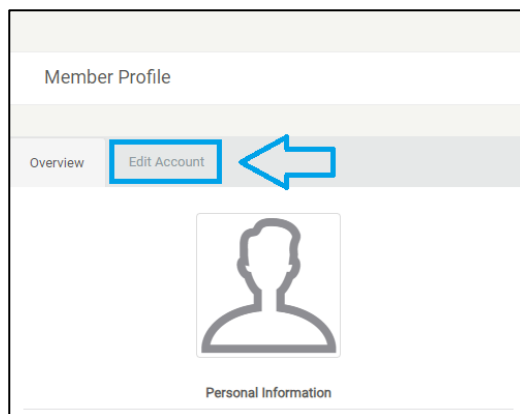
- Once you have completed this page, Click **OK**
- You will then receive a confirmation email to your nominated address.
- Follow the instructions on this email to sign into your account.

Once logged in, please ensure you have completed your account details prior to registering for classes. This is an essential step prior to registering. To do this:

4. Click the **My Profile** button from your home screen:



5. Click the **Edit Account** Tab:

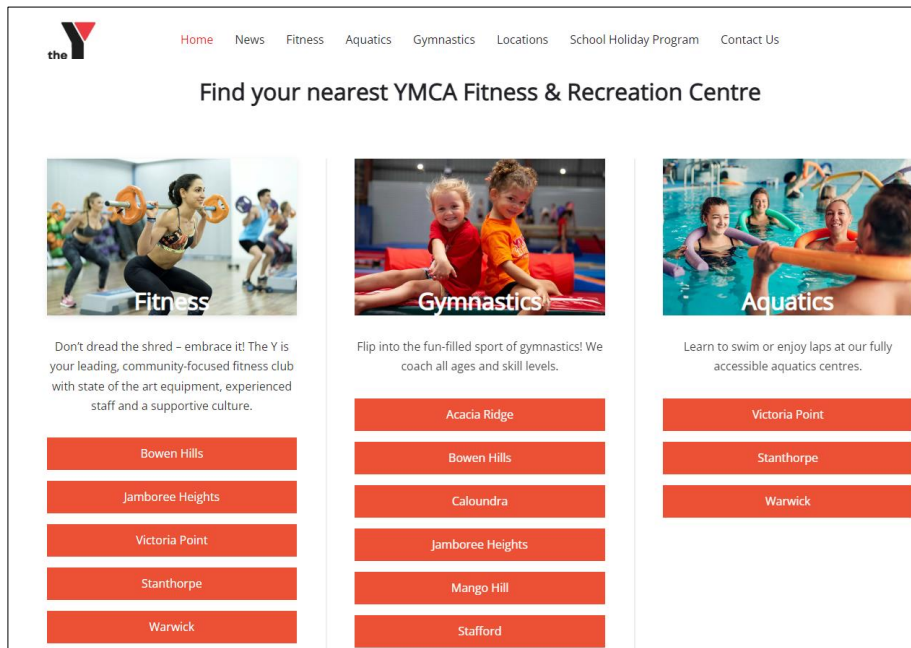


6. Click all fields in the **Edit Account** Tab and the click save.

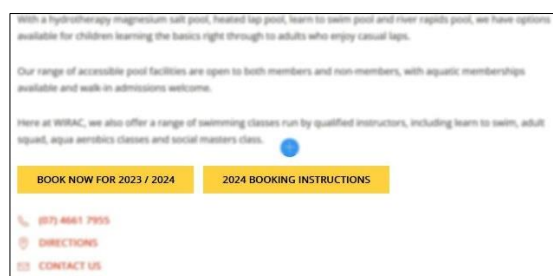
You are now ready to register for 2024 enrolments. Please move to **Page 6**.

2. How to Register for a Program in 2024 (Overview)

1. To access the portal for **2024** enrolments, navigate to <https://ymcafitness.com/>
2. Scroll down the page and select your centre:

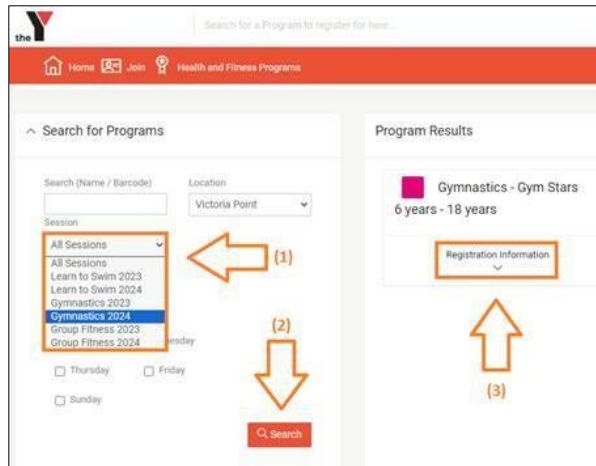


3. Click the **Book Now for 2023 / 2024** button from your chosen centre on the YMCA Fitness web page:



Once you have opened the portal

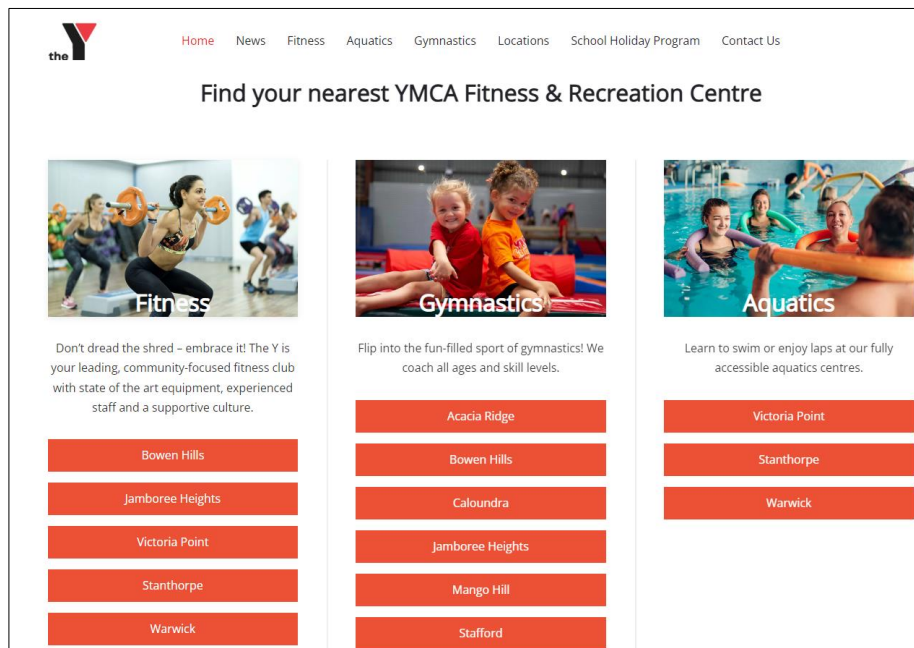
1. Select **Gymnastics 2024** or **Learn to Swim 2024** from the **Session** drop down
2. Click **Search**
3. Select your program and follow the prompts to register.



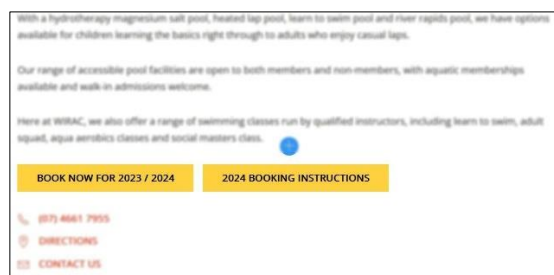
IF required, **detailed instructions for this process can be found below on Page 8.**

3. How to Register for a Program in 2024 (Detailed Instructions)

1. To access the portal for **2024** enrolments, navigate to <https://ymcafitness.com/>
2. Scroll down the page and select your centre:



3. Click the **Book Now for 2023 / 2024** button from your chosen centre on the YMCA Fitness web page:



4. To access **2024** enrolments, select **Gymnastics 2024** or **Learn to Swim 2024** from the **Session** drop down
5. Click **Search**, this will populate 2024 classes for your centre.
6. You can **Search** the name of class for example *Step 3* or *Learn to Swim* or use the Search filters including:

- Location
- Session
- Week Days

7. Click **Search**

- Available programs will then display in the **Program Results** window to the right.

- You can also refine your search further using the **Program Filters** on the left hand side of the screen:

8. Select the chosen **Program** from the list and click the down arrow to expand **Registration Information**. This will display the available class days and times for your selection.

NAME	BARCODE	LOCATION	DAYS	DATES	TIMES	REGISTRANTS	SHARE	SCHEDULE
> Gym Play	864	Caloundra	Wed	Start: 22 Nov 2023 End: 22 Nov 2023	10:00 AM - 11:00 AM	0 / 99	↑	📅 Log In to Register
> Gym Bubs - Casual	865	Caloundra	Fri	Start: 24 Nov 2023 End: 24 Nov 2023	9:00 AM - 10:00 AM	0 / 99	↑	📅 Log In to Register
> Gym Play	866	Caloundra	Fri	Start: 24 Nov 2023 End: 24 Nov 2023	10:00 AM - 11:00 AM	0 / 99	↑	📅 Log In to Register

9. **Expand the program/class using the arrow on the left-hand side.** The program/class information will display including day, times and price. Once you have decided upon a program:

- Select program/class by clicking **Log in to Register** and then **following the prompts to sign into your account.**
- **If you have already logged in to your account, this button will say Register**

NAME	BARCODE	LOCATION	DAYS	DATES	TIMES	REGISTRANTS	SHARE	SCHEDULE
▼ Gym Play	864	Caloundra	Wed	Start: 22 Nov 2023 End: 22 Nov 2023	10:00 AM - 11:00 AM	0 / 99	↑	📅 Log In to Register
Description:		Instructor:		Priority Member Registration Start: 15 Nov 2023 5:00 AM Member Registration Start Date: 15 Nov 2023 5:00 AM Returning Registrant Start Date: 15 Nov 2023 5:00 AM Non-Member Registration Start Date: 15 Nov 2023 5:00 AM Registration End Date: 22 Nov 2023 10:00 AM				
# of Weeks Duration: 1		Members Only? No		Member Price: \$15				
Non-Member Price: \$15		Prerequisite Programs: -		Supplementary Fee -				

10. Once you logged in/clicked register, review your chosen registration details and then click **Next**

Registration

Please review carefully to ensure that all information is correct

1 About Program
2 Family Members
3 Additional Information
4 Add to Cart

Next

Program Name: Gymnastics - Step 3 (WAG) - Step 3 (Mon 15:30 FCA23Block1)

Time 3:30 PM to 4:30 PM

Starting 9 Nov 2023 - 22 Nov 2023

Duration: 2 Weeks

Prerequisite Programs: -

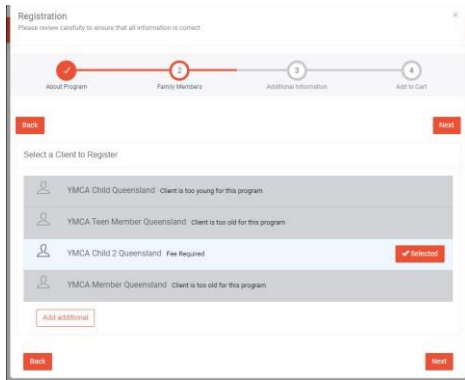
Location: Caloundra

Next

11. Select the member of your account you wish to register into this program.

- If you need to add a member, click **Add Additional** and complete the prompts.
- Complete member details and chose **Save**

12. Select the member of your account you wish to register into the program, then click **Next**



The screenshot shows a registration window titled "Registration" with a progress bar at the top. The progress bar has four steps: 1. About Program (checked), 2. Family Members (active), 3. Additional Information, and 4. Add to Cart. Below the progress bar, there are "Back" and "Next" buttons. The main content area is titled "Select a Client to Register" and lists four options:

- YMCA Child Queensland - Client is too young for this program.
- YMCA Teen Member Queensland - Client is too old for this program.
- YMCA Child 2 Queensland - Fee Required (with a "Selected" button).
- YMCA Member Queensland - Client is too old for this program.

There is an "Add additional" button below the list and "Back" and "Next" buttons at the bottom.

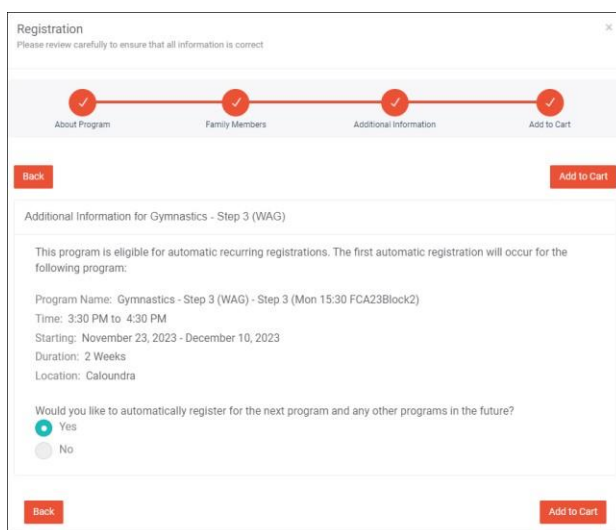
13. Fill in all **Additional Information** forms and **Sign** any online forms required. Once you have finished, click **Complete**.

14. Review and complete further **Additional Information** (if applicable to your program)

15. Address the prompt: *Would you like to automatically register for the next program and other programs in the future?*

- To establish ongoing classes, click **Yes**

16. To finalise your order, click **Add to Cart**



The screenshot shows the "Additional Information" step of the registration process. The progress bar at the top shows all four steps (About Program, Family Members, Additional Information, Add to Cart) as completed. The main content area is titled "Additional Information for Gymnastics - Step 3 (WAG)". It contains the following text:

This program is eligible for automatic recurring registrations. The first automatic registration will occur for the following program:

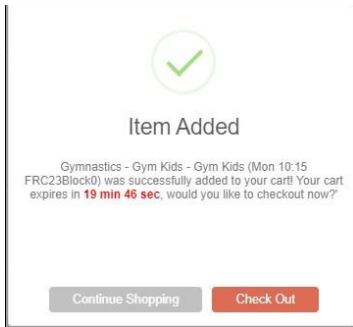
Program Name: Gymnastics - Step 3 (WAG) - Step 3 (Mon 15:30 FCA23Block2)
Time: 3:30 PM to 4:30 PM
Starting: November 23, 2023 - December 10, 2023
Duration: 2 Weeks
Location: Caloundra

Would you like to automatically register for the next program and any other programs in the future?

Yes
 No

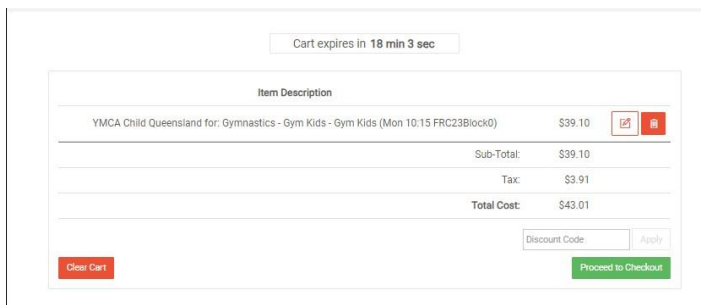
There are "Back" and "Add to Cart" buttons at the bottom of the form.

17. The below confirmation message will then pop:

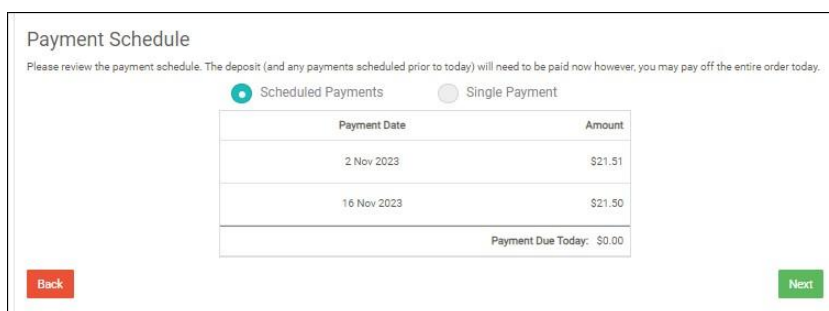


- Select **Continue Shopping** if you would like to register for further programs and repeat the steps above.
- Or,
- if complete, click **Check Out** and proceed with the steps below.

18. Review information then **Proceed to Checkout**.



19. Review your **Payment Schedule**. Select option and then click **Next**



20. Select your **Payment Method**. If you have not yet added a payment method when setting up your account, click **Add Credit Card** and follow the prompts.

Payment Methods

Please select or enter a credit card to use for this order. **New credit cards will be saved on payment.**

No existing payment methods found

[Add Credit Card](#)

Please select or enter a valid credit card to continue

[Back](#)

21. Complete Credit Card details then click **Submit**

Payment Methods

Please select or enter a credit card to use for this order. **New credit cards will be saved on payment.**

Test Card (xxxxxxxxxx1234) [Select](#)

[Add Credit Card](#)

Credit Card

Friendly Name

Credit card number

First Name Last Name

Name of Cardholder

CVV

Expiry Month Expiry Year

[Terms and Conditions](#)

I agree to the terms and conditions

[Submit](#)

[Back](#)

22. Review card information and click **Next**

Payment Methods

Please select or enter a credit card to use for this order. **New credit cards will be saved on payment.**

Test Card (xxxxxxxxxx1234) [Add Credit Card](#)

Credit Card

Friendly Name

Credit card number

Name of Cardholder

Expiry (MMYY)

[Terms and Conditions](#)

[Back](#) [Next](#)

- **Note:** *If you would like to pay via an account EFT, you will need to add your bank details in My Profile then click Payment Method. Once added, click the Shopping Cart icon top right hand corner to complete the purchase*

23. Review final details and then click **Complete Order**.

We're almost done!

Please review the order and your selected payment details. Note, clicking **Complete Order** will reset your shopping cart expiry.

Total Payment

29 Oct 2023
\$0.00

Payment Method

YMCA Member Queensland Test Card
XXXXXXXXXX1234
\$0.00

[Complete Order](#)

[Back](#)

24. Your registration is now complete and can be viewed in the **My Programs** tab on the Home Page

Checkout Successful!

Your order has been processed and a confirmation has been sent to your primary email address.

[Back Home](#)