

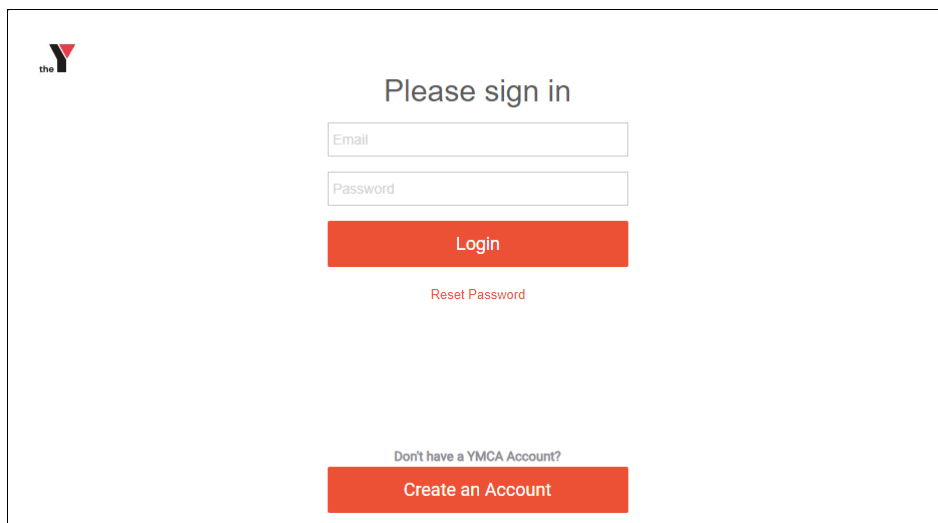
# YMCA Queensland Member Portal

## How to use the Member Portal

### Login

The member portal can be accessed at <https://ymcaqueensland.my.site.com/>

- If you are a current member, you will receive any activation email. Follow the links to complete your login for the first time
  - After the first login, enter your email address and password to Login
- If you are not a current member, click **Create an Account**
  - Complete details including email address and create password.
  - After the first login, enter your email address and password to Login

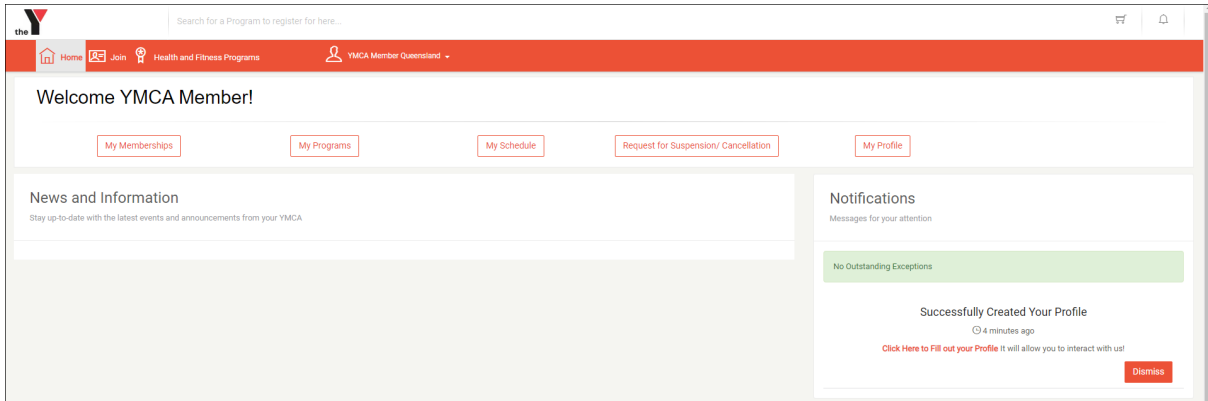


The screenshot shows the login interface for the YMCA Queensland Member Portal. It features the YMCA logo in the top left corner. The main heading is "Please sign in". Below this, there are two input fields: "Email" and "Password". A prominent red "Login" button is centered below the fields. Underneath the "Login" button is a red link for "Reset Password". At the bottom of the form, there is a link "Don't have a YMCA Account?" followed by a red "Create an Account" button.

### Home Page

On the Home page, you can see news and information updates from the YMCA, notifications and:

1. View and purchase **Memberships**
2. View and **Register for a Program**
3. View a **Schedule** of the programs you have already registered for
4. Request for **Suspension/Cancellation**
5. View/edit your **profile**



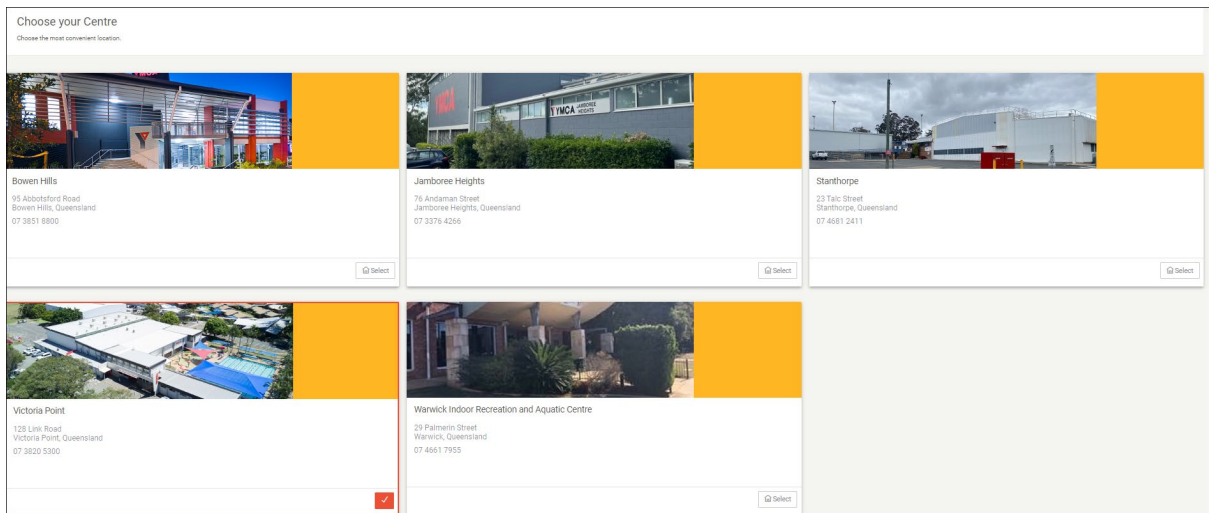
To view member information, Select the options in the orange boxes. This will open further details. The My Schedule option, will open a Calendar view for all members.

## Fitness Memberships

To purchase a new fitness membership, select Join from the top orange menu bar



1. Select your **Centre** and then click **Next**



2. Select **Membership Type**. You can use the filters to help make your choice.
3. Select **Membership**
4. Select **Family Member** and then click **Add to Membership**. Click **Next**



Membership Purchase  
Please review carefully to ensure that all information is correct

1 2 3 4  
Family Members About Membership Payment Options Create Order

Next

### Family Members

Below are all of the family members currently on your account. Please select the people you would like to add to this membership purchase. If you don't see them below, you can add them by clicking 'Add Additional'. Please select the payment method you wish to use to complete this purchase.

	NAME	AGE	MEMBERSHIP
	YMCA Member Queensland	33	<a href="#">+ Add to Membership</a>
	YMCA Child Queensland	4	

[Add additional](#)

Next

5. Review **Membership Purchase** and then click **Next**

Membership Purchase  
Please review carefully to ensure that all information is correct

1 2 3 4  
Family Members About Membership Payment Options Create Order

Back Next

### Membership Information

Flexi Reformer and Gym Membership \$44.00/Wk Fortnightly DD

Direct Debit Joining Fee

Back Next

6. Select **Payment Option**. To add a new option by clicking **Add Credit Card** or **Add Bank Account (EFT)**. Add details and click **Submit**
7. Choose **Payment Option** and then click **Create Order**
8. Review **Order Summary** and click **Proceed to Checkout**

Order expires in **14 min 28 sec**

**Order Summary** [Reset Expiry](#) [Discard All](#)

Flexi Reformer and Gym Membership \$44.00/Wk Order ■

Item Description	Sub-Total	Tax	Total
Flexi Reformer and Gym Membership \$44.00/Wk Fortnightly DD	\$80.00	\$8.00	\$88.00
Direct Debit Joining Fee	\$62.73	\$6.27	\$69.00
<b>TOTALS</b>	<b>\$142.73</b>	<b>\$14.27</b>	<b>\$157.00</b>

You're almost there! Please review the order summary above and proceed to checkout and complete your order if the information looks correct. On your first visit to our centre, please bring a government-issued photo ID for identity verification purposes.

**Amount Due Today: \$157.00**

Discount Code  [Apply](#)

[Proceed to Checkout](#)

9. Review **Proposed Payment Schedule** and **Initial Payment Required**. Then click **Complete Order**
10. Your membership will now appear in **My Memberships** on the Home Page.

## Health and Fitness Programs

To view schedules and register for programs, select **Health and Fitness Programs** from the orange menu bar.

## Register for a Program

To register for a **Gymnastics program**, **Learn to Swim program** or **Group Fitness class**:

1. Select **Register Now**
2. Program Registration page will open
3. Select filters in **Search for Programs** e.g. Location, Session, Week Days

#### 4. Click **Search**

- a. Available programs will display in Program Results

Program Registration

Begin by selecting an area of interest, then use the filters to find appropriate age groups and the location of your choice. Or use the search bar at the top of the page to find a specific program.

Search for Programs

Search (Name / Barcode) Location: Victoria Point

Session: Gymnastics 2023

Start date: DD MMYY End date: DD MMYY

Week Days:  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

Program Filters:

Only show programs that are open for registration

Filter By Contact:

YMCA Member Queensland

Program Results (16 Results)

- Casual Gymnastics - Adults (16 years - 99 years) [Share] [Registration Information]
- Casual Gymnastics - Children (0 years 6 months - 13 years) [Share] [Registration Information]
- Gymnastics - Gym Kids (4 years - 6 years) [Share] [Registration Information]
- Gymnastics - Gym Tots (2 years - 4 years) [Share] [Registration Information]

#### 5. Select the **Program** and expand **Registration Information**.

6. Expand the program/class using the arrow on the left hand side. The program/class information will display including day, times and price

Gymnastics - Gym Kids (4 years - 6 years) [Share]

NAME	BARCODE	LOCATION	DAYS	DATES	TIMES	REGISTRANTS	SHARE	SCHEDULE
Gym Kids (Mon 10-15 FRC23Block0)	2876	Victoria Point	Mon	Start: 30 Oct 2023 End: 6 Nov 2023	10:15 AM - 11:15 AM	7 / 10	[Share]	[Schedule] [Register]

Description: -  
Instructor: -

# of Weeks Duration: 2  
Members Only? No  
Member Price: \$22  
Non-Member Price: \$22  
Prerequisite Programs: -  
Supplementary Fee: -

Priority Member Registration Start: 21 Oct 2023 5:00 AM  
Member Registration Start Date: 21 Oct 2023 5:00 AM  
Returning Registrant Start Date: 21 Oct 2023 5:00 AM  
Non-Member Registration Start Date: 21 Oct 2023 5:00 AM  
Registration End Date: 6 Nov 2023 10:15 AM

10 25 50 100

#### 7. Click **Schedule** icon to view schedule on a calendar view

#### 8. Select program/class and click **Register**

#### 9. Update any **Contact Information** if required

#### 10. Review 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 - Gym Kids - Gym Kids (Mon 10:15 FRC23Block0)  
 Time: 10:15 AM to 11:15 AM  
 Starting: 30 Oct 2023 - 6 Nov 2023  
 Duration: 2 Weeks  
 Prerequisite Programs: -

Location: Victoria Point

Next

11. Select the member to register. If a new member, click **Add Additional**.
12. Complete member details and chose **Save**
13. Select member to register, 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

Back Next

Select a Client to Register

	YMCA Child Queensland Fee Required	<input checked="" type="checkbox"/> Selected
	YMCA Member Queensland Client is too old for this program	<input type="checkbox"/>

Add additional

Back Next

14. Complete **Additional Information** forms and Sign any forms required. Once finished click **Complete**
15. Review further **Additional Information** (if applicable) then click **Add to Cart**

Registration  
Please review carefully to ensure that all information is correct

About Program
  Family Members
  Additional Information
  Add to Cart

[Back](#)
[Add to Cart](#)

Additional Information for Gymnastics - Gym Kids

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

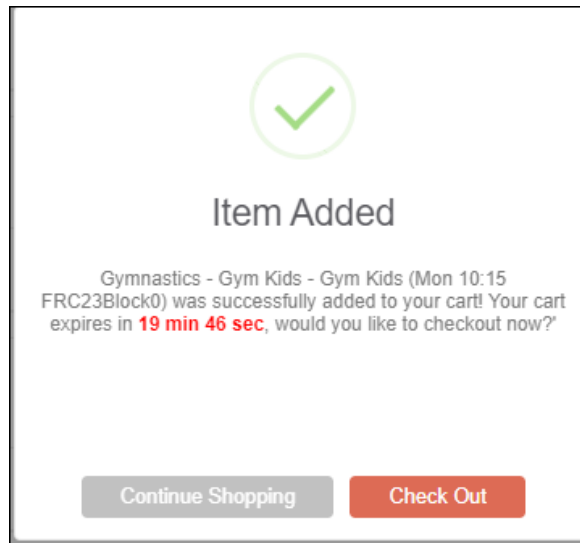
Program Name: Gymnastics - Gym Kids - Gym Kids (Mon 10:15 FRC23Block1)  
 Time: 10:15 AM to 11:15 AM  
 Starting: November 13, 2023 - November 20, 2023  
 Duration: 0 Weeks  
 Location: Victoria Point

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

Yes  
 No



[Back](#)
[Add to Cart](#)

16. A confirmation message will pop up. Select Continue Shopping if you would like to register for further programs. Or if complete, click **Check Out**



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

Cart expires in 18 min 3 sec

Item Description	
YMCA Child Queensland for: Gymnastics - Gym Kids - Gym Kids (Mon 10:15 FRC23Block0)	\$39.10  
Sub-Total: \$39.10	
Tax: \$3.91	
<b>Total Cost: \$43.01</b>	

[Clear Cart](#)

**18. Review Payment Schedule.** Select option and then click **Next**

**Payment Schedule**

Please review the payment schedule. The deposit (and any payments scheduled prior to today) will need to be paid now however, you may pay off the entire order today.

Scheduled Payments     Single Payment

Payment Date	Amount
2 Nov 2023	\$21.51
16 Nov 2023	\$21.50
Payment Due Today: \$0.00	

**Back** **Next**

**19. Select Payment Method.** If no payment method found click **Add Credit Card**.

**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**

**20. 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 (xxxxxxxxxxxx1234) **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**

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



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


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

## Request for Suspension/Cancellation

Complete the form and the centre will be in contact with further information.

1. Click **Request for Suspension/Cancellation** from menu options
2. Select **Suspension or Cancellation** from the drop down
  - a. **Note: Suspension only applies to Fitness program**
3. Select the **Program**
4. Click **Next**

**Membership Cancellation or Suspension**  
Complete this form to cancel or suspend your membership.



Is this application for a Membership Suspension or Cancellation? \*

Cancellation

Please select the programs you would like to cancel the membership \*

Fitness  
 Gymnastics  
 Learn-to-swim or Aquatic program

Next

- Complete details on the form including which centre and the reason for the suspension/cancellation

Account holder's name \*

YMCA Member Queensland

First Name Last Name

Email \*

ymca@ymcaqueensland.org.au

Phone number \*

1234 567 899

Please select your fitness centre \*

Victoria Point

Please select your type of membership \*

Direct Debit  
 Upfront Payment

Suspension start date \*

30-10-2023

Suspension end date \*

30-01-2024

Reasons for Suspension \*

Enter details here

- Read **Terms and Conditions** and click **I agree**
- Click **Next**

### Terms & Conditions

- All memberships will incur a \$0.50/day fee during the suspension period. For Direct Debits, this will be instead of the normally fortnightly membership fee. Upfront memberships will be required to pay this at the centre or via the portal.
- Suspensions cannot be backdated, so exact dates should be provided prior to your absence. Memberships will restart automatically at the end of the suspension period.
- Suspensions occurring during a DD contract minimum period will extend the minimum contract period by the amount of suspension time taken.
- Memberships cannot be cancelled during a suspension period.
- Confirmation of suspension will be provided within two business days. If confirmation has not been received at this timeframe, your suspension request may not have been received and please contact the centre to confirm the request.

I understand and agree with the terms and conditions above: \*

I agree

Back

Next

8. **Sign** using Account Holder name

9. Select **Submission Date** and then select **Submit**

Signature \*

YMCA Member Queensland

Account holder's name

Submission Date \*

30-10-2023



Back

Submit

10. Your submission will now be delivered to the centre.



# Thank You!

Your submission has been received.