

# Online Program Registration “How To” Guide

## Step 1: Find Your Program

The screenshot shows the top of the registration page with links for 'New to online registration?' (START HERE) and 'SIGN IN'. Below is a 'Select Branches/Sites' section with 'Currently Showing: 10 Branches 5 Sites' and two 'view' links. Underneath is a 'Program Tags' section with a grid of tags: 2007-2008 School Year (27), Classes & Community Programs (4), Preschool (1), 3-5 year olds (1), Dance (22), Swim Lessons (1), Adult Programs (4), Groups & Clubs (1), Youth & Teen Programs (23), and Aquatics (1).

- Select Your Branch (If you know it)
- Click a Program Tag (ex: “Aquatics”)
- Find your program and check the box beside it
- Click the Register button

### Helpful Information

*\*HELP: If you receive an error after clicking “Find Me”, and you are currently a Member or have registered for programs before we probably have inaccurate information on your membership account. Contact the facility you joined to verify your personal information. Once this has been updated, you will be able to login and register for programs online.*

## Step 2: Access Your Online Account

The screenshot shows a form titled 'Option 1: Sign In and Register'. It has two input fields: 'E-mail:' and 'Password:'. Below the password field is a 'Sign In' button.

### Option 1: Sign In

Sign in with your email address and password. Then click, “Sign In”

The screenshot shows a form titled 'Option 2: Reset Your Password'. It has one input field: 'E-mail:'. Below the field is a 'Reset' button.

### Option 2: Forgot Your Password?

If you know you’ve registered online before but can’t remember your password, choose the reset option.

The screenshot shows a form titled 'Option 3: Create Your Online Account'. It has three numbered steps: 1. Last Name: [input] or Member ID: [input]; 2. Birth Date: [input] (use MM/DD/YYYY format); 3. ZIP Code: [input]. Below the fields is a 'Find Me' button.

### Option 3: Never Registered Online?

If you have never registered for an online program at the Frankfort YMCA, our software system will search to see if you are in our records. If not, you will be given the option to create an account.

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## Payment Options

We accept Visa, MasterCard, American Express and Discover for online payments. Members who have their membership dues automatically drafted each month will also be able to use that Electronic Funds Transfer account.

## Registration Confirmation

You will receive a registration confirmation via email. If you do not receive an email confirmation, contact your local YMCA branch to verify that your email address in our system is correct.

## Is Joining Required?

You do not have to be a Frankfort YMCA member to participate in our programs. You just have to create a user account to register for programs online.

## Questions?

If you have any questions or problems with online registration, please contact Zack Hall at [zack@frankfortymca.org](mailto:zack@frankfortymca.org).

Follow this link to [Register Online!](#)