

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 a dropdown menu currently showing '10 Branches' and '5 Sites', each with a 'view' link. A 'Program Tags' section lists various categories with counts and expandable plus signs: '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)'. A red circle highlights the 'Select Branches/Sites' dropdown, and another red circle highlights the 'Program Tags' section with an arrow pointing to the 'Aquatics (1)' tag.

- Select your Branch (If you know it). For optimal view, only one branch should be chosen at a time.
- Click a Program Tag (ex: “Aquatics”)
- Click the + sign to expand the program category of your choice
- Find your class and check the box beside it
- Click the Register button

Helpful Information

***ONLINE REGISTRATION IS A PRIVILEGE OF MEMBERSHIP. ONLY YMCA OF SOUTH HAMPTON ROADS MEMBERS MAY USE ONLINE REGISTRATION.**

***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 your local branch to verify your personal information. Once this has been updated, you will be able to log in and register for programs online.

Step 2: Access Your Online Account

The screenshot shows the 'Option 1: Sign In and Register' form. 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 the 'Option 2: Reset Your Password' form. It has one input field: 'E-mail:'. Below the input 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 the 'Option 3: Create Your Online Account' form. It has three input fields: '1. Last Name:', '2. Birth Date:', and '3. ZIP Code:'. There is also a 'Find Me' button. The 'Birth Date' field has a note: '(use MM/DD/YYYY format)'. There is also a field for 'or Member ID:'.

Option 3: Never Registered Online?

If you have never registered for an online program at the YMCA of South Hampton Roads, the 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

Only credit card payments are accepted for online registration. We currently accept VISA, MasterCard, American Express and Discover.

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?

Yes.

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Questions?

If you need additional assistance, please visit our FAQ webpage or contact your local YMCA branch.