

Online Account Experience for Members

Noted: This new experience will still respect the online membership settings and permissions that our organizations have set up. If you have continued issues with logging in, please clear the cookies on your computer.

Online My Account

When you log into your online account, it's important that you can quickly and easily access the most relevant information. If you run into any questions while viewing your dashboard, please contact your Home Branch for assistance.

The screenshot shows the member dashboard for Martha Stevenson at Downtown YMCA. The dashboard includes a profile card with contact information, activity statistics, and a list of registrations and services. Below the main dashboard are sections for Membership, Billing, and Records.

the Downtown YMCA

Martha Stevenson | Dashboard | Group Ex | Activities | Account | My Cart

Hey there, Martha!

[ADD AUTHORIZED PICKUP](#) [PAY MY BALANCE](#) [MAKE A DONATION](#)

Profile: Martha Stevenson | [EDIT PROFILE](#)
Active Adult (F) | Downtown YMCA | 1118 Road Birmingham, AL 35205 US | (123) 456-7890 | address@email.com

Visits: 15/07/23 Last Check-in | 3 This month | 3 Last Month | [VIEW ALL](#)

Branch Capacity: 0% | 0/7 members currently checked in | [VIEW ALL](#)

Activities: For Me

Registrations: [VIEW ALL](#) [NEW](#)
Swim Team | Auburn Valley | Program | 10/21/2022 - 10/28/2022

Visits: [VIEW ALL](#) [NEW](#)
Exercise Room | Auburn Valley | Visit | 11/12/2022 - 10:00AM
Personal Fitness | Auburn Valley | Package | 10/21/2022 - 10/28/2022

Services: [VIEW ALL](#) [NEW](#)
There are no upcoming Services for this member.

Membership: AUTHORIZED PICKUPS
Base Membership + 2 Add-on(s) | Manage
Martha Stevenson | 54 years | Active Adult (F) | 731120804
Jason Stevenson | 57 years | Active Adult (M) | 731120804
[ADD MEMBERS](#)

Billing: DONATIONS | HISTORY
\$65.00 monthly on the 1st
Credit: \$5.00 | Unscheduled: \$0.00 | Balance Due: \$65.00
VISA ending in 1111 | Default | expires 12/2025
AMEX ending in 1111 | Delete | expired 12/2021
[ADD BILLING METHOD](#)

Records: AGREEMENTS | DOCUMENTS
Waiver of Liability | Agreement | Martha Stevenson | 05/22/2022
2022 Tax Statement | Document | Martha Stevenson | 05/22/2022
[ADD DOCUMENT](#)

Member Information

First, let's take a closer look at the top section of the new dashboard. In this section, you will see details about their membership, contact information, as well as a way to edit their profile or communication and password settings.

Because one of the most frequently used actions is **accessing digital barcodes**, we have added a prominent blue barcode icon atop the member photo.

The screenshot shows the member dashboard for Martha Stevenson at Downtown YMCA. The header includes the logo and navigation links: Dashboard, Group Ex, Activities, Account, and My Cart. The main content area is highlighted with a red border and contains:

- Greeting: "Hey there, Martha!"
- Quick actions: ADD AUTHORIZED PICKUP, PAY MY BALANCE, MAKE A DONATION
- Member profile: Martha Stevenson, Active Adult (F), Downtown YMCA, 1118 Road Birmingham, AL 35205 US, (123) 456-7890, address@email.com. Includes EDIT PROFILE and a blue barcode icon.
- Visits: 15/07/23 Last Check-in, 3 This month, 3 Last Month. Includes VIEW ALL.
- Branch Capacity: 0% (0/7 members currently checked in). Includes VIEW ALL.
- Activities section: For Me

In addition, the top section also displays stats about **your visits** and the **branch capacity status** dashboard for organizations who have configured online settings to display that. Finally, members will see quick access buttons for commonly used actions.

Activities

Below the main member information section, you will find a section dedicated to the various upcoming activities you may be involved with, as well as a quick way to register or reserve other activities.

This screenshot highlights the Activities section of the member dashboard, which is outlined in red. It includes:

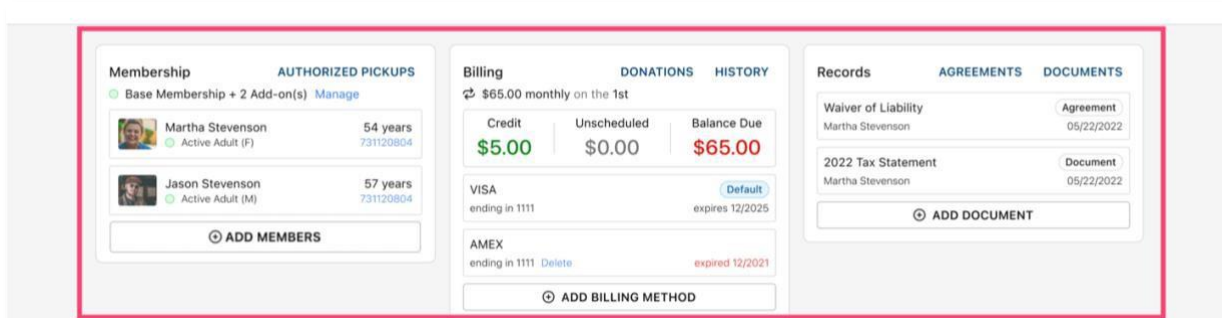
- Member profile and membership details (same as above).
- Visits and Branch Capacity stats (same as above).
- Activities section: For Me
- Registrations: VIEW ALL, NEW. Includes Swim Team (Auburn Valley, 10/21/2022 - 10/28/2022).
- Visits: VIEW ALL, NEW. Includes Exercise Room (Auburn Valley, 11/12/2022 - 10:00AM) and Personal Fitness (Auburn Valley, 10/21/2022 - 10/28/2022).
- Services: VIEW ALL, NEW. Message: "There are no upcoming Services for this member."

The **Registrations** section displays all standard, childcare, and camp program registrations. The section will display **upcoming** registrations on the dashboard, and you can select "View All" to see more details about all future registrations.

The **Visits** section displays appointments such as facility visit reservations made through the schedule a visit feature, program package appointments, or group exercise reservations. *Some of these features may not be available.

Other Account Management

The bottom section of the new member dashboard contains helpful ways for you to manage other aspects of their membership.



The **Membership** section is where you will see information about your membership and other members.

The **Billing** section displays any balances due, unscheduled payments, and credits. You will see credit card information and can add billing methods. From this tile, they can also access their donations and other payment history.

The **Records** section shows any agreements or documents uploaded to your account.