



YMCA CHILDCARE **AFTERSCHOOL HOW TO GUIDE**

Program Change or Re-Enrollment

Program Change (switch from PT to FT or Punchcard to FT or FT to Punchcard): email Customer Support: childcaresupport@ymcadallas.org with your request. Our Customer Support team will send you a confirmation email within 4 business days.

To Re-enroll: [YMCA Afterschool Re-Enrollment Request](#)

1. Click on the "+" symbol next to YMCA Forms & Resources
 - a. Click Afterschool Re-Enrollment Request
 - b. Complete the required fields
 - c. Click the blue "Submit" button

Once we process your request, we will send you a confirmation email. Please remember your child must have previously been enrolled into the current school year for this option.

How to Add Additional Pick-up/Emergency Contacts

1. Visit: www.ymcadallas.org/childcare
2. Click the "Sign In" link in the header of the webpage, then sign into, activate, or create your account
3. Once Logged In, look under the "Account Services" header in the left menu options. Click on the "Manage My Family"
4. Under "Select Family Member to Manage" click on the box for your child
5. From the "Select and Action" drop down choose: "View/Edit Emergency Contact"; you will then be taken to the page where you can add the information for your additional Emergency Contact. Please make sure you have the driver's license number and mark "YES" for "Can Pick Up"
6. Lastly, when you are complete, please email us at childcaresupport@ymcadallas.org to let us know you have added the additional Emergency Contact so we can provide the details to the camp.

How to Update Your Card Online

1. Visit: www.ymcadallas.org/afterschool
2. Click the "Sign In" link in the header of the webpage, then sign into, activate, or create your account
3. Once Logged In, look under the "Purchases & Payments" header in the left menu options. Click on "Manage Payment Accounts"
4. Lastly, email childcaresupport@ymcadallas.org with the last 4 digits of your card, so we can verify the correct card is attached

How to Submit a Cancellation OR Hold Request

To Cancel: [YMCA Cancellation](#)

To Submit a Hold Request: [YMCA Hold Request](#)

1. Visit: www.ymcadallas.org/afterschool
2. Click Parent Forms & Resources in the header [From a Mobile Device click the 3 bars in the upper left corner]
 - a. Afterschool Forms & Resources
 - b. Click Cancellation
 - c. Complete the required fields
 - d. Click the blue "Submit" button

Once we process your cancellation, we will send you a confirmation email.

Childcare Customer Support Team

Chrissy Kidd 469-276-8396

Becky Perez 469-348-9622 [Customer Support Main Line, Financial Assistance]