



# **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](mailto:childcaresupport@ymcadallas.org) with your request. Our Customer Support team will send you a confirmation email within 4 business days.

### **To Re-enroll:**

1. Visit: [www.ymcadallas.org/afterschool](http://www.ymcadallas.org/afterschool)
2. Click the Register for Afterschool Button
  - a. Select the District your child(ren)'s school is in
  - b. Click the View button
  - c. Click the check box next to the word "Date(s)" so all weeks are selected
  - d. Click the blue "Register Selected" button
  - e. Follow the prompted instructions once on the next page.

NOTE: If your child has not attended the 2021-22 school year you will pay the onetime \$70 Registration Fee at check out. You will also be prompted to pay your first week's dues if it is due based on the weekly draft schedule.

## **How to Update Your Card Online**

1. Visit: [www.ymcadallas.org/afterschool](http://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, Click the Payment Methods Tab
4. Click the blue "Add New Method" button to add your new card
5. Click the Unpaid Tab
6. Click the check box in the blue section heading that has your child's district listed (recommended to click on the arrow on the far right of the blue heading to minimize your orders)
7. Click the "Pay Selected" button (leave it set to the default "Later")
8. Leave "Select the Schedule Type" as the defaulted "On the Due Date"
9. Click the blue arrow
10. Payment Method choose the new card you added
11. Click blue Continue button
12. Click the blue Submit button

## **How to Add Additional Pick-up/Emergency Contacts**

1. Visit: [www.ymcadallas.org/childcare](http://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, Click the Account Tab
4. Under Members you will see your family members you have access to
5. Under your child, Click the "Authorized Pickups" button
6. Click the blue Add button to add the additional pick-ups
7. Lastly, when you are complete, please email us at [childcaresupport@ymcadallas.org](mailto:childcaresupport@ymcadallas.org) to let us know you have added the additional authorized pick-up so we can provide the updated forms to your child's afterschool site.

## **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](http://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.

A two weeks' notice to cancel is required. Any accounts paid and a two weeks' notice is not received you will then be issued a system credit for later use.

### **Childcare Customer Support Team**

**Sharon Perez 469-276-8425** [Anna ISD, Catholic Schools, Irving ISD, Midlothian ISD, Uplift Education, Waxahachie ISD]

**Tehmina Nasir 469-276-8407** [Coppell ISD, Dallas ISD, Frisco ISD]

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

**Chrissy Kidd 469-276-8396**