



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:

1. Visit: 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
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 Unpaid Tab
4. 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)
5. Click the "Pay Selected" button (leave it set to the default "Later", if it is not defaulted, then click on "Later")
6. Leave "Select the Schedule Type" as the defaulted "On the Due Date" (if "Select the Schedule Type" is not defaulted as "On the Due Date", select this option from the drop down)
7. Click the blue arrow
8. Payment Method select Credit Card and manually add your new card number, make sure the "Save this card for future use" check box is marked
9. Click blue Continue button
10. Click the blue Submit button

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, 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 to let us know you have added the additional authorized pick-up so we can provide the updated forms to your

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.

A two weeks' notice to cancel is required. Any accounts paid and a two weeks' notice is not received you will then

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]

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