



## 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 your designated **Customer Support Representative** (listed at the bottom of this page), with your request. They 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 2022-23 school year you will pay the onetime \$85 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 Unpaid Tab
4. Click on "All" and select the "Pay Selected" button (leave it set to the default "Later", if it is not defaulted, then click on "Later")
5. 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)
6. Click the blue arrow to continue
7. 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
8. Click blue Continue button
9. 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 your child, Click the "Authorized Pickups" button
5. Click the blue Add button to add the additional pick-ups
6. Lastly, when you are complete, please email your designated **Customer Support Representative** (listed at the bottom of this page) to let them know you have added the additional authorized pick-up and so we can provide the updated forms to your child's afterschool site.

### How To Submit a Cancellation

Use this link to Cancel: [YMCA Cancellation](#)

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. You are responsible for payments up to and including the final week of enrollment.**

### **Childcare Customer Support Representatives**

**Emellie Veloz:** [Eveloz@ymcadallas.org](mailto:Eveloz@ymcadallas.org) or 469-902-9580

(Anna ISD, Frisco ISD, Coppell ISD, Carrollton-Farmers Branch ISD, Royse City ISD)

**Laura Ortiz:** [Lortiz@ymcadallas.org](mailto:Lortiz@ymcadallas.org) or 469-722-7329

(Dallas ISD, Dallas Private, Catholic Schools, Irving ISD, Midlothian ISD, Uplift Education, Waxahachie ISD)

For billing concerns or issues contact:  
[ResourceOperationCenter@ymcadallas.org](mailto:ResourceOperationCenter@ymcadallas.org)