



Burbank YMCA Online Program Registration Guide

Hello and welcome to the Burbank Community YMCA! Thank you for your interest in our programs. This guide will assist you with our online registration process.

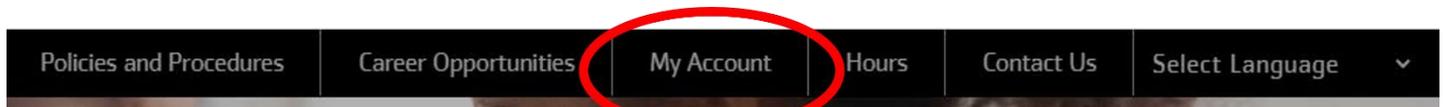
In order to register online, you must already have an email address in our system. This means that you must currently be a Burbank Community YMCA member, or that you have previously had a membership, where your email address is attached to your account.

If you have never been a member of the Burbank Community YMCA, please visit us in person to register for programs.

Members of the Burbank Community YMCA receive priority registration. To see our monthly registration calendar, please visit www.burbankymca.org, click classes & schedules and click "Swim Lesson Registration Calendar".

Step 1: Logging into our website

- Visit our website at www.burbankymca.org, and click "My Account" at the top of the screen.
- Enter the email address and password associated with your Burbank YMCA Membership account. **(We recommend attempting to sign into your account prior to the day of registration to be sure that your email address and password are functioning correctly)**



Step 2: Searching for Programs

- Once you have signed into your account, you will be taken to your account information screen. Here, you will be able to see your member photo, contact information, additional members, payment methods, visit details, and program registrations.
- Click the blue button that says "Register for Programs".
- Select the program category that you would like to register for (Aquatics, Youth Basketball, etc).
- Locate the program that you would like to register for. You can use the side bar to filter by weekdays, time, date range, and age range.

Step 3: Registering for Programs

- Once you locate your desired program, click on the program name, which will be in blue.
- The following page will give you all of the program information, such as how many spots are left, dates/times, pricing for different membership types, instructors, etc. If you would like to register, click the blue "Register" button on the right side of the page.
- Select the individual you are registering for (yourself, or someone else on your account).
- Enter the requested information. This is so that we have your most up-to-date info in the event of an emergency.
- Sign any required waivers (with your mouse or fingertip, depending on the device you are using).
- The system will show you the fees due. Click Next.
- Select or enter your Payment Method and click "Pay".
- You will receive an email confirmation/receipt with all of your registration information.
- If at any point during the process you would like to cancel the registration, simply click the "Cancel" button at the bottom of the screen prior to submitting your payment.

TROUBLESHOOTING

Q: What do I do if I can't remember what email address I have on file?

A: Please contact us at membersupport@burbankymca.org, and we will assist you as soon as possible. You can also ask one of our front desk associates during your next visit.

Q: What do I do if I have forgotten my password?

A: If you cannot remember your password:

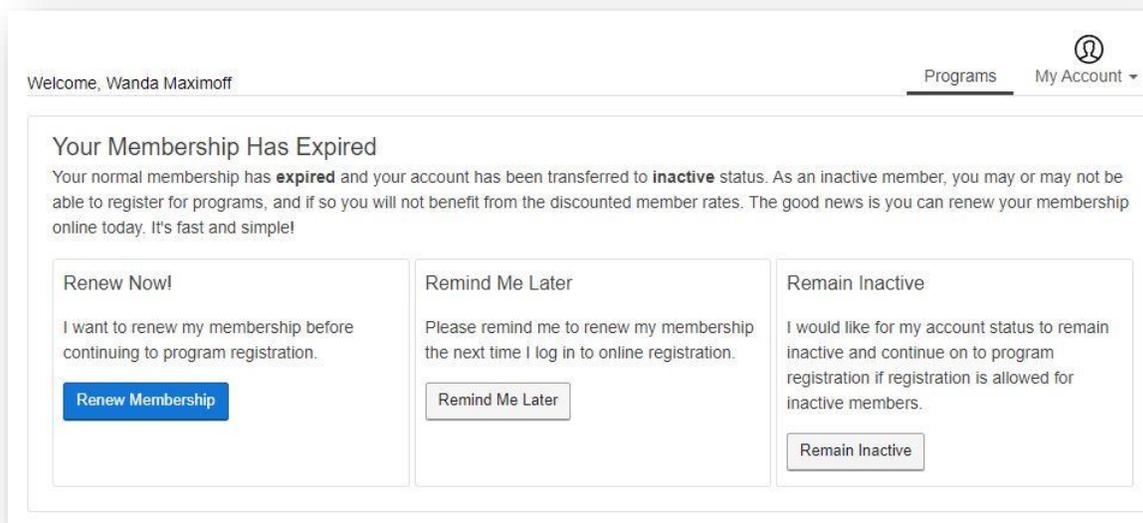
- Select "Forgot Your Password?" at the bottom of the screen
- Click "Email me a reset password link"
- Check your email
- You will receive an email from the Burbank Community YMCA titled "Requested Password Reset". Click the link to take you to the reset password page
- Set your new password
- Click "Login" and login with your new credentials.

Q: I have requested that a "Reset Password Link" be sent to my email, but I have not received it.

A: Please make sure that you check your spam folder. If you still do not see the email, the most common explanation is that your email address is associated with more than one account in our system (for example, if you had an old account, closed it, and created a new one) so the system does not know which account you are trying to log into. If this occurs, please contact us at membersupport@burbankymca.org so that we may look into this for you.

Q: Why does my account tell me that my membership has expired when I log in?

A: If you see this screen (pictured below) when you log in, it means that you are currently not an active member of the Burbank YMCA. You are still able to register for programs as a Non-Member, however the program price will be higher and you will not receive priority registration.



Q: Why can't I see the blue "Register" button when I select my program? It only gives me a future date and time.

A: This means that registration has not opened yet for this class or for your membership type. The registration dates will be visible directly from the search page, or you can visit our monthly registration calendar at **burbankymca.org/schedules** > **"Swim Lesson & Youth Program Registration Calendar"**.

SWIM LESSONS

Level 1 Water Acclimation

Burbank Community YMCA

🕒 Registration opens 7/25/2022 @ 10:00 AM

Aug 02, 2022 - Aug 25, 2022

Tue, Thu @ 4:15 PM-5:00 PM

Q: Why is the class only allowing me to register for a Wait List?

A: This means that all of the available spots have already been filled. You may register for the Wait List, and if anyone cancels, you will be contacted by the Burbank YMCA to inform you that you are able to register and pay for the program. Please note that we do not guarantee that those on the Wait List will be able to participate in the program.

Swim Lessons \$136.00 - \$280.00

Private Swim Lessons - Training Pool: Levels 1,2 and 3 ONLY

See 37 more offerings Register

Full (waiting list available)

Q: Why is the system telling me that my registrant is ineligible?

A: Most of our programs, especially Aquatics, have specific age limits for certain program levels. If you registrant falls outside of that required age range, you will not be able to register them online, and will need to contact the Associate Director of Aquatics directly to see whether they are able to override that age restriction. You can contact our Associate Director of Aquatics, Susan Visokey, at svisokey@burbankymca.org or at 818 845 8551 ext 281

Billy Maximoff cannot register.

Styku Body Scan - 2022

Ineligible age