

Accessing Your YMCA Online Account

River Crossing YMCA <https://ymcarivercrossing.org/>

- From the YMCA website, click **Login** on the top navigation bar.
- Enter the email address* or phone number you may have associated with your account.

**See FAQs for email troubleshooting*

Login or find your account

Not sure if you have an account? Enter your email or phone number to get started!

Email or Phone Number

[Submit](#)

- Enter your password* to login. If you are using a private computer, you now have the option to select "Keep me logged in."

**See FAQs for password issues*

Enter your password

Password

Keep me logged in

[Try another email address or phone](#)

[Login](#)

[Forgot your password?](#)

- Once logged in, click on the **My Account** drop-down menu on the right of the screen to access your account options.
- From the **View Account** option, you will have the opportunity to update multiple pieces of account information, including:
 - Contact information
 - Email settings & password
 - Membership billing method
 - Additional payment methods on file

Programs My Account ▾

- View Account
- Agreements
- My Balance \$0.00
- Payment History
- Appointments
- Branch Capacity Dashboard
- Logout

FREQUENTLY ASKED QUESTIONS

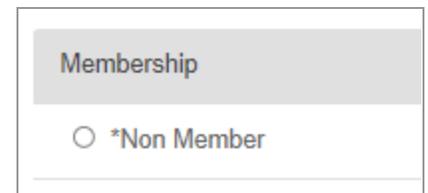
"Why am I being asked to sign up for a new account?"

You have either never had an account with the YMCA or you are trying to login with a different email address or phone number than the one currently listed on your account.

If you believe you already have an account, click **Already a member? Try another email address or phone.**

If you do not have an account with the YMCA, click the **Sign Up** button.

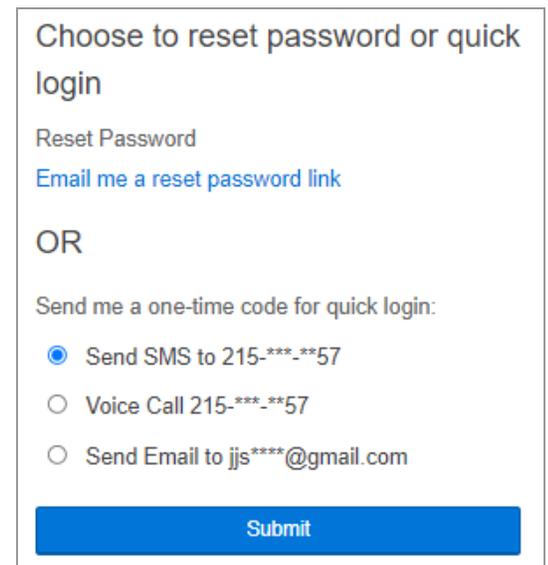
- Choose the YMCA branch that you'd like your online account to be associated with.
- If you wish to join the YMCA as a full member for facility access and other great benefits, choose the membership option that is appropriate for you.
- If you only intend to register for a program at this time, select the **Non-Member** option. Enter the requested information to complete your account setup.



A screenshot of a form with a grey header labeled "Membership". Below the header, there is a radio button next to the text "*Non Member".

"What if I can't remember my password?"

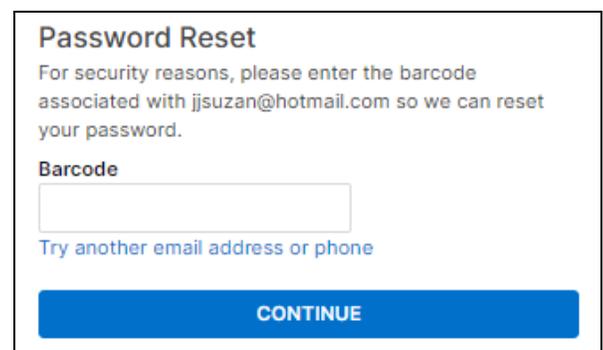
1. From the "Enter your password" screen (step 3, above), click **Forgot your password?**
2. Choose to receive a **reset password link** by email, OR a **one-time code** by text or email.
3. Depending on which option you choose, use the Reset Password link from your email to create a new password, OR enter the one-time code you receive and login.



A screenshot of a screen titled "Choose to reset password or quick login". It offers two main options: "Reset Password" and "Email me a reset password link". Below these, it says "OR" and "Send me a one-time code for quick login:". There are three radio button options: "Send SMS to 215-***-***57" (which is selected), "Voice Call 215-***-***57", and "Send Email to jjs****@gmail.com". A blue "Submit" button is at the bottom.

"When I click forgot password, it asks me to enter a barcode."

The email address you entered is associated with more than one person. You can find your barcode on the scan tag you use to access the Y or in the Y mobile app (barcode icon at top right of app).



A screenshot of a screen titled "Password Reset". It says "For security reasons, please enter the barcode associated with jjsuzan@hotmail.com so we can reset your password." Below this is a "Barcode" label and an empty input field. There is a link "Try another email address or phone" and a blue "CONTINUE" button at the bottom.

"When I enter the barcode, I receive this message."

You will receive this message if you are trying to reset the password for an email address that is listed on a child in your account. Please contact your YMCA branch and speak with a staff member to update the email addresses on your accounts.

Choose to reset password or quick login

You cannot reset your password or use quick login based on the information provided. Please contact your association for further assistance.

"I already have an account, but this is my first time logging in. I've never selected a password for my account."

Click **Forgot your password?** and follow the steps above. By choosing the option to receive a reset password link, you can assign your first password to your account.

"A YMCA staff member said they would reset my password, but then I received an email saying to contact the association."

We received a request to reset the password linked with your email address, but we were unable to perform the reset. Please [contact your association](#) to help with this issue.

If you did not request a password reset, please ignore this email or [contact your association](#) if you have questions.

You will receive this message if you have multiple accounts in the YMCA system that use the same email.

Example: You have multiple children in your home who each have an individual Youth Membership but you use the same email address for all accounts.

To reset passwords online, each account must have a unique email address. Please contact your YMCA branch and speak with a staff member to update the email addresses on your accounts.

Still having problems accessing your YMCA account?

For additional assistance, contact:

River Crossing YMCA

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