

SIGN UP FOR A YMCA ACCOUNT AND REQUEST LINK ACCESS

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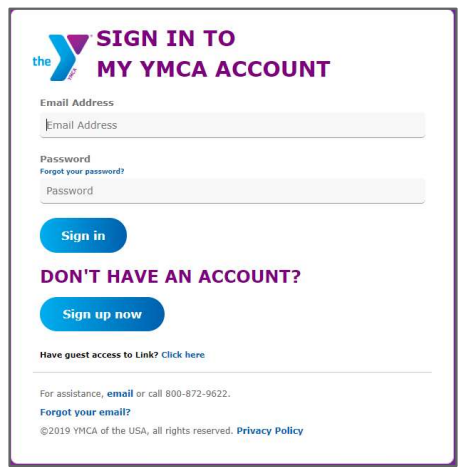
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SIGN UP FOR A YMCA ACCOUNT

Your YMCA account is the first step in gaining access to applications provided by YMCA of the USA (Y-USA), including the Brand Resource Center, Learning & Career Development Center (LCDC), Link, and Manage Our Y Profile, among others. Anyone can create a YMCA account using any email address.

Note: If you have an existing YMCA account or are transferring from one YMCA to another or to Y-USA, please contact Y-USA at 800-872-9622 or fulfillment@ymca.net.

1. Go to the "Sign In to My YMCA Account" page at <https://services.ymca.net> and click **Sign up now**. The "Register A New YMCA Account" page opens.



2. Enter the email address you will use to log in, and then click the **Send verification code** button. A YMCA email address is not required.

the Y REGISTER A NEW YMCA ACCOUNT

Email Address
Email Address

Send verification code

New Password
New Password

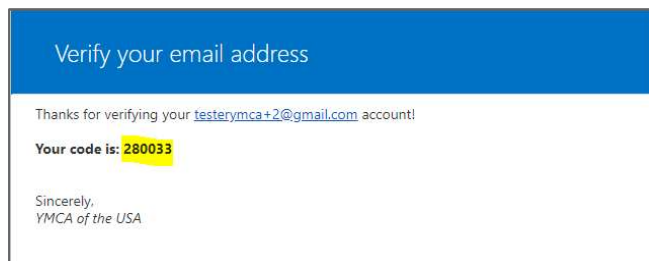
Confirm New Password
Confirm New Password

Create Cancel

For assistance, email or call 800-872-9622.
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Note: For optimal performance, **use an individual email address** rather than a generic or departmental email address. Accounts created with generic email addresses may be denied or closed.

3. You will be sent a verification code to your email inbox.



4. Enter the code in the "Verification code" field and click the **Verify code** button.
Note: The verification code is only good for **five minutes**. If you wait longer than five minutes to enter the code, a new code must be requested using the **Send new code** button.

the Y REGISTER A NEW YMCA ACCOUNT

Email Address
testerymca+2@gmail.com

Verification code
280033

Verify code

Send new code

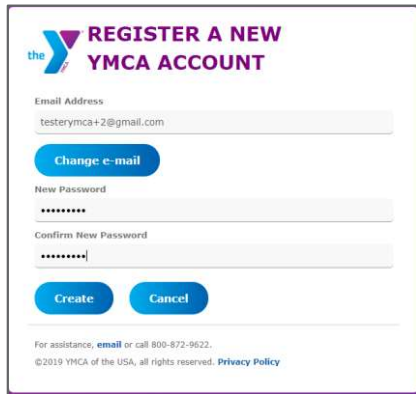
New Password
New Password

Confirm New Password
Confirm New Password

Create Cancel

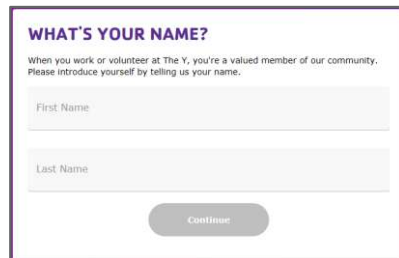
For assistance, email or call 800-872-9622.
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5. After the code is accepted, enter a password and click **Create**. The password must be 8–16 characters and contain at least three of the following:
- Lowercase characters
 - Uppercase characters
 - Digits: 0–9
 - Symbols: @ # \$ % ^ & * - _ + = [] { } | \ : , ? / ` ~ " () ;



The screenshot shows a registration form titled "REGISTER A NEW YMCA ACCOUNT". It includes an "Email Address" field with the text "testerymca+2@gmail.com" and a "Change e-mail" button. Below that are "New Password" and "Confirm New Password" fields, both containing asterisks. At the bottom are "Create" and "Cancel" buttons. A footer contains the text: "For assistance, email or call 800-872-9622. ©2019 YMCA of the USA, all rights reserved. Privacy Policy".

6. The "What's Your Name?" page opens. Enter your first and last name, then click **Continue**.



The screenshot shows a form titled "WHAT'S YOUR NAME?". It includes a sub-header: "When you work or volunteer at The Y, you're a valued member of our community. Please introduce yourself by telling us your name." Below this are two input fields: "First Name" and "Last Name". At the bottom is a "Continue" button.

7. The "What's Your Date of Birth?" page opens. Enter your date of birth, then click **Continue**.



The screenshot shows a form titled "WHAT'S YOUR DATE OF BIRTH?". It features three input fields for "MM", "DD", and "YYYY", separated by hyphens. At the bottom is a "Continue" button.

Note: If the first name, last name, and date of birth entered matches an already existing account, the following screen appears. Click **OK** to return to the "Sign In to My YMCA Account" page.



8. The "What Gender Do You Identify As?" page opens, select your response, then click **Continue**.

A screenshot of a form titled "WHAT GENDER DO YOU IDENTIFY AS?". Below the title is a short paragraph: "At the Y we value diversity and inclusion. If you'd like to help us monitor how we're doing, please select one of the options below." There are three radio button options: "Male", "Female", and "Prefer not to answer". Each option is followed by a horizontal line. At the bottom of the form is a grey rounded rectangular button with the text "Continue".

9. The "What Ethnicity Do You Identify As?" page opens. Select your response, then click **Continue**.

A screenshot of a form titled "WHAT ETHNICITY DO YOU IDENTIFY AS?". Below the title is a short paragraph: "The Y is for all. If you'd like to help us ensure that our staff reflects the communities that we serve, please select one from the options below." There are ten radio button options: "White", "Black or African-American", "Hispanic/Latino", "Asian", "American Indian or Alaska Native", "Two or more races/ethnicities", "Native Hawaiian or Other Pacific Islander", "Middle Eastern or Northern African", "Other", and "Prefer Not to Answer". Each option is followed by a horizontal line. At the bottom of the form is a grey rounded rectangular button with the text "Continue".

10. The “What Is Your Connection to the Y?” page opens. Select your response, then click **Continue**.

The screenshot shows a form titled "WHAT IS YOUR CONNECTION TO THE Y?". It contains five radio button options, each with a horizontal line below it for text entry: "Staff", "YMCA Retiree", "Program Volunteer", "Policy Volunteer", and "Student (Not Affiliated)". A "Continue" button is located at the bottom center of the form.

11. If Staff, YMCA Retiree, Program Volunteer, or Policy Volunteer is chosen, the “Which Y Facility Are You Affiliated With?” page opens. **Note:** Students are not able to request access to Link.

The screenshot shows a form titled "WHICH Y FACILITY ARE YOU AFFILIATED WITH?". It features a search input field with the placeholder text "Search by zip, or city and state". Below the input field is a link that says "Use my current location". At the bottom of the form is a "Select a location" button.

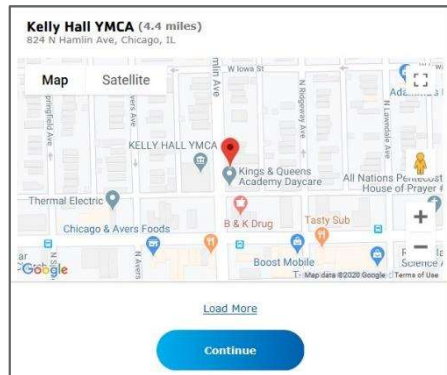
12. Enter the **zip or city and state** of the Y you are affiliated with. Select your Y from the YMCAs that populate in the drop-down menu. If your Y does not appear, click **Load More**.

The screenshot shows the same form as in step 11, but with search results displayed. The search input field contains "Chicago, IL 60606, USA". Below the input field is a link that says "Use my current location". The search results are listed in a table-like format:

YMCA of Metropolitan Chicago (0.9 miles) 1030 W Van Buren St., Chicago, IL
Rauner Family YMCA (3.8 miles) 2700 S. Western Ave, Chicago, IL
North Lawndale YMCA (3.9 miles) 3449 W Arthington St, Chicago, IL
Kelly Hall YMCA (4.4 miles) 824 N Hamlin Ave, Chicago, IL

At the bottom of the form, there is a "Load More" link and a "Select a location" button.

13. Click on the Y that you are affiliated with. A Google Map box will appear. Click the **Continue** button.



14. The "Last Step!" page opens. Review all your information. Click **Edit** next to any field that you need to change or click **Confirm**.

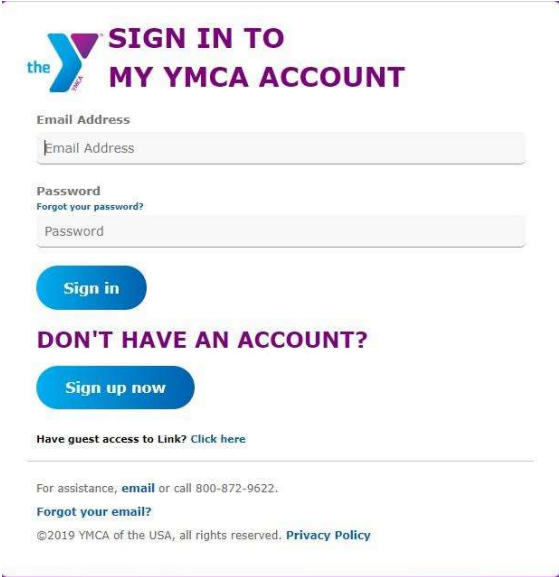
A screenshot of a web form titled "LAST STEP!". Below the title, it says "Take a look at the information below. If everything looks correct, click Confirm and you're done!". The form contains several fields with "EDIT" buttons: Email (Testerymca+12@gmail.com), First name (Tester), Last name (Tester), Date of birth (02-02-1980), Gender (Female), Ethnicity (White), Relationship (Staff), and Location (Kelly Hall YMCA). At the bottom of the form is a blue "Confirm" button.

15. On the "Welcome to the Y Family!" page that appears, click **Log In**.

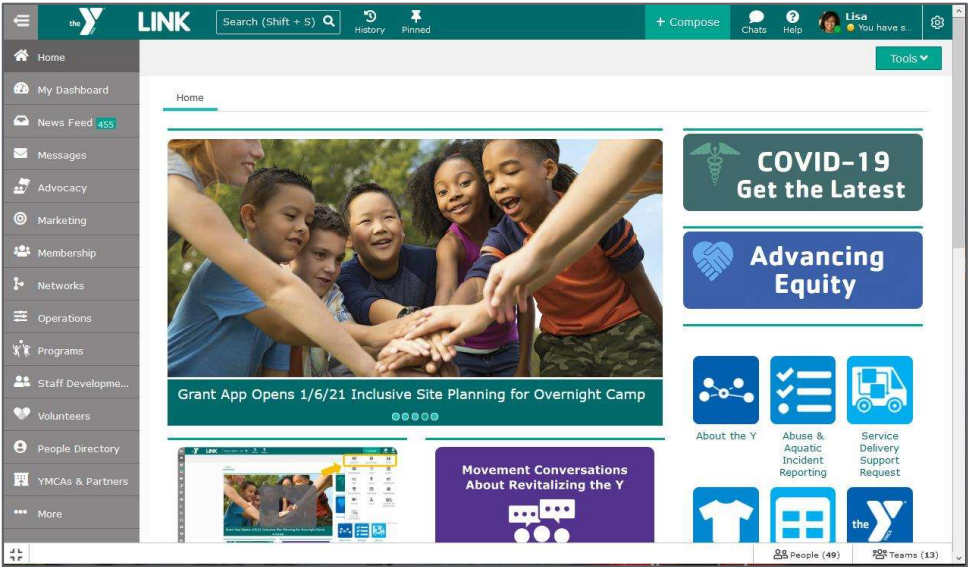


REQUEST LINK ACCESS

1. From the "Sign In to My YMCA Account" page (<https://services.ymca.net>), enter the email address and password you used to create your YMCA account (see previous section), then click the **Sign In** button.



Note: If your account is affiliated with a Y and you've been auto-approved for Link access, the Link home page will open.



- If you are not approved, you will see the "Welcome to Your YMCA Account" page. Click the **Request access to Link** button.

the **Y**

Home Profile

WELCOME EKATERINA TEST99 [Sign Out](#)

WELCOME TO YOUR YMCA ACCOUNT

LINK: GET CONNECTED TO YOUR PEERS

Link is our knowledge-sharing and social-networking platform designed to help staff and volunteers share knowledge and connect with one another in real time. Join the nationwide community by requesting access from your Y.

[Request access to Link](#)

YOUR Y AFFILIATION

YMCA OF THE USA
101 N Wacker Dr

[Change Your YMCA](#)

LEARNING & CAREER DEVELOPMENT

Learning & Career Development Center
Access the YMCA Learning & Career Development Center for documents and training. >

Active Certifications
View or print an active certification or certification wallet card >

New Employee Orientation
Access Y-USA's New Employee Orientation for all staff and volunteers >

YMCA Assessments
Access the individual and 360° YMCA assessments or certification tests >

- On the "Request Access to Link" page, confirm your YMCA and select your role. Add an optional note, e.g., "I am a new hire reporting to <name>." Click **Request access**.

REQUEST ACCESS TO LINK

LINK ACCESS IS FOR YMCA STAFF, VOLUNTEERS, AND RETIREES

YMCA OF THE USA
[Change your YMCA](#)

What is your role with YMCA
Policy Volunteer

Send a note your YMCA's Link Administrator (optional)

[Request access](#)

4. Read the User Access Request Disclaimer, and click **I agree and want access**.

USER ACCESS REQUEST DISCLAIMER

Thank you for your interest in becoming part of the Link community. Link is a site designed for private use by YMCA staff, volunteers and retirees to help advance our cause of strengthening community. Please read these important rules of the road for users of Link and indicate your agreement by checking the box. If you have questions, email link@ymca.net.

By using Link, I agree to the following:


- I am committed to the values of the Y
- I understand that Link is intended to be used by and for YMCAs to strengthen and enhance the YMCA Movement, not to promote any private or for-profit enterprise;
- I will not use Link (including the disclosure, copying, and/or distributing of information, photographs, and videos) for my commercial benefit nor for the commercial benefit of any third party;
- I understand that my access to Link is strictly bound by the terms of this disclaimer; and
- I understand and agree my access may be revoked at any time at the sole discretion of YMCA of the USA.

[I agree and want access](#) [Cancel request](#)

5. On the “Welcome to Your YMCA Account” page, your request will show as pending. The Link Administrator at your YMCA is responsible for reviewing and approving your request.

WELCOME TO YOUR YMCA ACCOUNT

LINK: GET CONNECTED TO YOUR PEERS

 **Your access request to Link is pending.**
Please check back later.

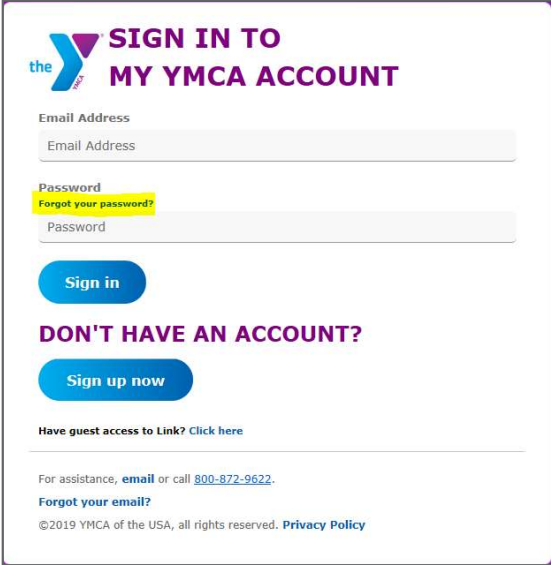
YOUR Y AFFILIATION

YMCA OF THE USA
101 N Wacker Dr

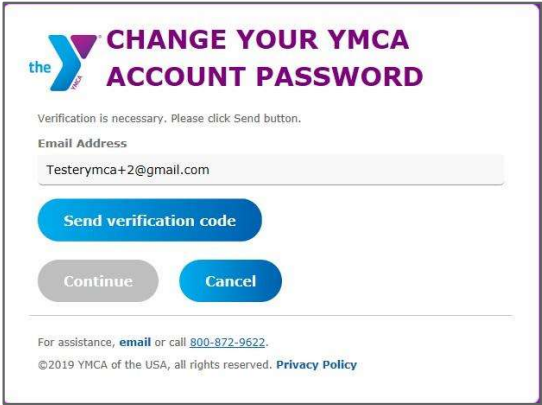
[Change Your YMCA](#)

FORGOT YOUR PASSWORD

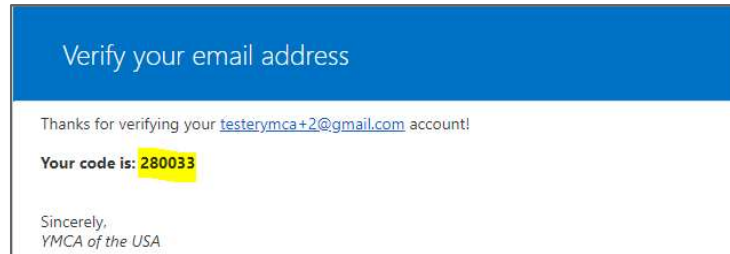
- 1. Go to the "Sign In to My YMCA Account" page at <https://services.ymca.net>. Click the **Forgot your password?** link.



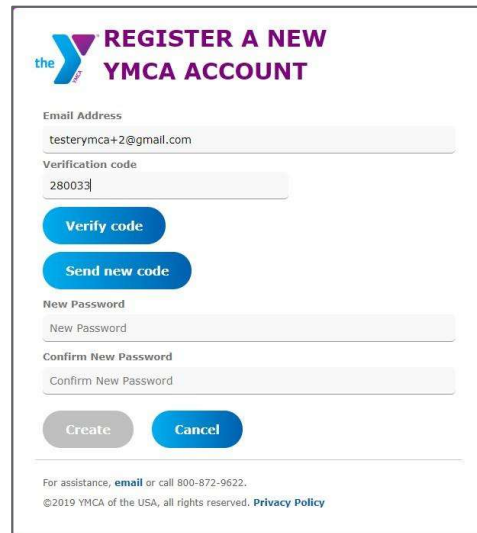
- 2. The "Change your YMCA Account Password" page opens. Enter the email address associated with your account, and click the **Send verification code** button.



3. You will be sent a verification code to your email inbox.



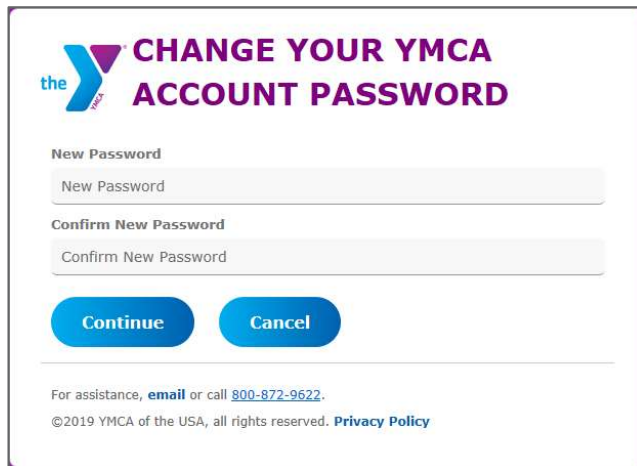
4. Enter the code in the Verification code field and click the **Verify code** button.
Note: The verification code is only good for five minutes. If you wait longer than five minutes to enter the code, a new code must be requested using the **Send new code** button.



5. The "Change Your YMCA Account Password" page opens. Click **Continue** to change your password. Ignore the **Change e-mail** button.



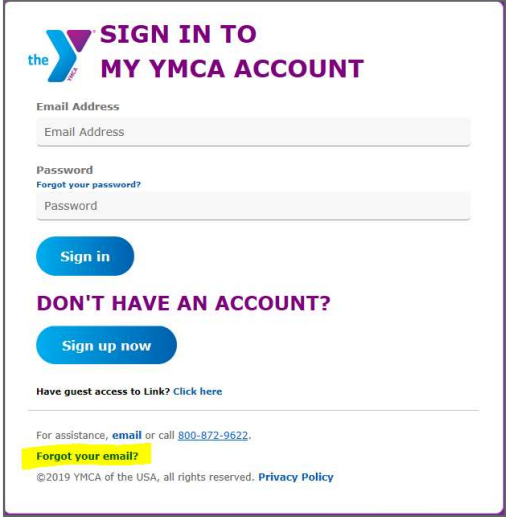
6. Enter a new password in the password fields and click the **Continue** button. The password must be 8–16 characters and contain at least three of the following:
- Lowercase characters
 - Uppercase characters
 - Digits: 0–9
 - Symbols: @ # \$ % ^ & * - _ + = [] { } | \ : , ? / ` ~ " () ;



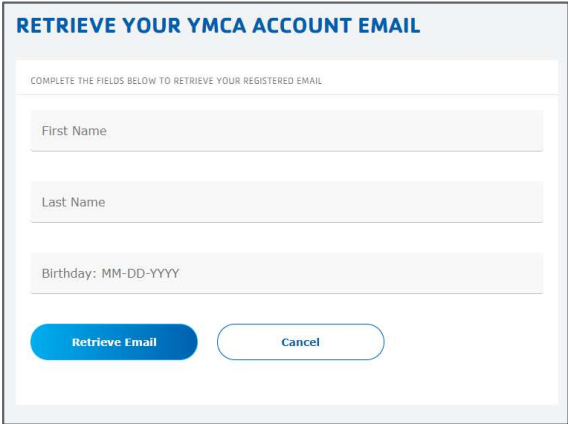
The screenshot shows a web form titled "CHANGE YOUR YMCA ACCOUNT PASSWORD" with the YMCA logo. It contains two input fields: "New Password" and "Confirm New Password". Below the fields are two buttons: "Continue" and "Cancel". At the bottom, there is a line of text: "For assistance, [email](#) or call [800-872-9622](#). ©2019 YMCA of the USA, all rights reserved. [Privacy Policy](#)".

FORGOT YOUR REGISTERED EMAIL

- 1. Go to the "Sign In to My YMCA" page at <https://services.ymca.net>, and click the **Forgot your email?** hyperlink.



- 2. The "Retrieve Your YMCA Account Email" page opens. Enter the personal information associated with your account and click the **Retrieve Email** button.



- 3. If the system finds a match, your YMCA account email will display. Click the **Click here to sign in now** hyperlink to return to the "Sign In to My YMCA Account" page and log in.

