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FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## **Frequently Asked Questions about Online Registration**

### **Q. The website says I can't find my account?**

*A. Some of your account information may not be up-to-date in our system. Please contact a welcome desk associate to verify your Last Name, date of birth, and zip-code. They will update your information and you should be able to find your account. If that does not work the Welcome Desk Associate will give you your member ID to search for your account.*

### **Q. I tried to sign-up for a new account but it says there is already an account on record, what should I do?**

*A. That means you probably already have an account with us from a past membership or program you participated in. Please use the Find Account function on the website to find your old account.*

### **Q. How do I apply my Financial Scholarship, L-S Resident, or Corporate Membership discount with online registration?**

*A. Currently these discounts are only able to be applied at the welcome desk or over the phone and are not available with online registration.*

### **Q. I forgot my password what should I do?**

*A. Please visit our website and go to the log-in page which can be found under Membership → My Account. Then click the forgot your password links which will prompt you to reset your password.*

### **Q. It will not let me register my daughter for a program because I have balance.**

*A. All balances must be paid before registering for a program. The balance may be on your account in error, please contact a welcome desk associate.*

### **Q. It will not let me register my child for a program that is listed.**

**A.**

- *It may be because your child is too young or old for the program. Please check the age restrictions.*
- *It may be because you are a non-member and registration for non-members does not start until the 20<sup>th</sup>*



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- *The program actually has not started registration yet. Registration starts on the 10<sup>th</sup>*
- *Did you make sure to select your child as the registrant and not yourself?*
- *Is your son or daughter added to your online account? Please contact the welcome desk to add your child to the account.*

**Q. Can I purchase a facility membership online?**

**A.** *Currently we do not offer memberships online. You may only sign-up for programs.*