



Greater Philadelphia YMCA

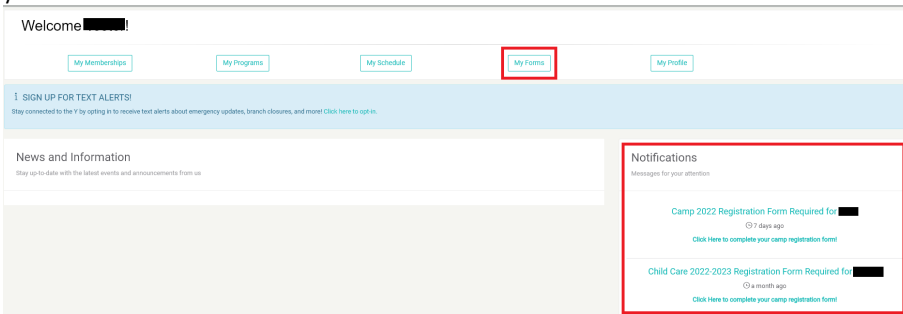
Parent Help Guide for Camp/Child Care Registration Forms

After completing your child(ren)'s Day Camp, Early Learning or Before/After School registration and paying applicable deposits & fees, you will receive a confirmation email with a link to complete additional registration forms. These forms are required for all participants and must be complete before your child's first day.

- The email will be sent to the email address on record for the primary contact on your account.
 - If you are unsure who is the primary on your account or need to switch the primary contact, please contact your YMCA or email membership@philaymca.org, or call 215-220-9199
- The email with the link for the additional registration forms will be sent from membership@philaymca.org, with the subject: *Greater Philadelphia YMCA: Complete your Child's Camp or Child Care Registration Forms!*
- If you registered more than one child, you will receive an email for **each child**.

Accessing & completing your child(ren)'s required forms

- Follow the instructions in the email to be directed to your online account or visit philaymca.org and **click My Account**.
 - If you are **not** logged in to your online account, you will be prompted to enter your email and password for your Y online account.
 - If you do not know your password, click FORGOT PASSWORD for an email to be sent to you with a temporary password. Once you login, make sure to update your password.
- Once logged in, click on **My Forms**, or the link in the **Notifications** section on the right side of the screen with a link to complete your forms.



- Click **Start Form** or **Continue Form** to complete each required registration form.

Record Page URL	Registrant	Status	Session	Record ID
Form-Complete	[Redacted]	Completed	Camp 2022	x38L0000000eap2AE
CampForm-Complete	[Redacted]	Completed	Camp 2022	x38L0000000P86QAU
Continue-Camp-Form	[Redacted]	In Progress	Camp 2022	x38L0000000P84QAU
CampForm-Complete	[Redacted]	Completed	Camp 2022	x38L0000000P8WQ2A
Start Child Care Form	[Redacted]	Not Started	Child Care 2022-2023	x38L0000000T17Q2A
Start Camp Form	[Redacted]	Not Started	Camp 2022	x38L0000000U7QAM

- Complete each section of the form. As each section is completed, you will see a green check mark on that section. Upload your additional documents under **Additional Required Uploads**.

- You can return to your **My Registrations Forms** page at any time by clicking on any of the notifications regarding required forms or the **My Forms** button. Each form will be listed with the current status of each form.

Notes on completing your child(ren)'s required forms

- While the forms can be completed on a mobile device, we suggest you complete them on a desktop or laptop computer where possible for the best performance.
- Complete each page of the form, clicking Save and Continue each time you complete a section.
- Be sure to save each page before moving to another page of the form. Do not close your browser window before saving the form or you will have to start that section over.
- If you must stop and come back to the form later you may, just click SAVE and revisit your My Forms page and continue filling it out.
- Required fields are marked by a red asterisk (*)
- A completed Fee Agreement, Child Health report and any other applicable forms must be uploaded on the Shared Files section.
 - Files larger than 3MB will not be uploaded. If you're unable to upload your files, please email them to membership@philaymca.org and we'll upload them for you.
- Information required on the form that you may want to gather before starting include:
 - Health insurance information
 - Medical History and Primary Care Physician details
 - Emergency or pick-up list contact information

Frequently Asked Questions

I don't see the forms on my portal (I have no notifications for forms in my portal either)

If you don't see any notifications regarding forms, and you click on the My Forms link but there are no forms listed, you most likely have a duplicate account. Contact the Camp or Child Care Leader at your child's site, email us at membership@philaymca.org or give us call at 215-220-9199. We can merge the duplicates and ensure you have access to your forms.

I see notifications for my child's form, but I don't see the forms when I click the links

Currently, only the primary contact for the account can access the forms. If your partner or another adult on your account is the primary, they can log in to their portal and complete the forms. If you would like to change the primary contact and form owner for your account, contact the Camp or Child Care Leader at your child's site, email us at membership@philaymca.org or give us call at 215-220-9199.

I'm trying to upload a required file under Additional Required Uploads but the status wheel is just spinning

The file you are trying to upload is too large to upload through our portal. Please email the file(s) to the Camp or Child Care Leader at your child's site or membership@philaymca.org and we'll upload them for you.

I am trying to enter Legal Guardians, Emergency Contacts or Authorized Pickups but the status wheel is just spinning and there's an error: "Create Contact - Duplicate Detected"

There is a duplicate already in our system for one or more of the contacts you're entering. We must merge the duplicates first for you to be able to submit your form. Please contact the Camp or Child Care Leader at your child's site, email us at membership@philaymca.org or give us call at 215-220-9199. We can merge the duplicates so you can submit the form.

I need to update my form or remove an emergency contact/authorized pickup but my changes are not saving.

In order to help ensure we are aware of the changes, please contact the Camp or Child Care Leader at your child's site, email us at membership@philaymca.org or give us call at 215-220-9199. We can help make the updates to your form and ensure we have the most up-to-date information in our files.

Need Assistance? Contact the Camp or Child Care Leader at your YMCA branch, email us at membership@philaymca.org or give us a call at 215-220-9199. We're happy to help!