



# How to set up your online account

## Where do I access the online registration?

Click [here](#) to access our online registration site.

## What is my username?

Your username is the email address that was provided when you joined.

Sign in

\* Email address (required)  
Enter your Email address

\* Password (required)

[Forgot your password?](#)

I'm not a robot

Sign in

[Don't have an account? Join](#)

## What is my password or I can't remember my password?

If this is your first time logging in or you can't remember your password click on "Forgot your password?"

## What do I do if I'm receiving an error message?

If you are receiving an error message when you are logging in, email [myaccount@osgb.ymca.ca](mailto:myaccount@osgb.ymca.ca) or call 519-376-0484 ext. 0 and our staff will take a look at your account. We may have a different email address, or no email address, linked to your account. Don't worry, we can help correct that!

## How do I create an account to register my child in a program or activity?

If you are creating your account for the purpose of registering your child in a program or activity, use your own information, NOT the child's information. Once you have activated your account you will be able to add family members to it.

## Registering for an activity

Once your account has been established, registration for Activities is easy:

1. Click the View Activities button on the registration home page.
2. Select the Activity that you would like to enroll in. Clicking the underlined name will show you a detailed Activity description.
3. Click the Add to My Cart button if you wish to register for the Activity.
4. Next, sign into your online registration account by entering your Email and Password (if you aren't already logged in).
5. Proceed to checkout by clicking the Continue button. From this screen you may remove Activities from your cart or view more Activities and add them to your cart.
6. Confirm your Activity name, date and time, enrollee and price.
7. Click Continue to proceed with payment. You will be prompted that you are entering a secure site. Enter your credit card information on the Payment Information page and agree to any required waiver(s), and confirm the payee meets the age requirement of "13 Years or Older".
8. Click Continue. This system accepts Visa, MasterCard, Discover and American Express. The name and address must match those that are on file with your credit company. If the address shown is not your credit card billing address, click on the My Account button and change your residential address to match your credit card billing address.
9. Once your payment has been approved, your receipt will display. Please print a copy of your receipt for your records. Members receive their first lesson/session for free. A coupon will be automatically applied upon checking out. For any additional swimming lessons, you will have to pay the member rate.

## When can I register for or withdraw from classes?

Registration will begin October 5th at 10:00 AM for all registered programs. For fitness classes, Aquafit, lane swims and other programs that are regularly drop-in, you can start registering now, up to one week in advance. For cancellations, please contact Member Services by calling 519-376-0484 ext 0. **Cancellations less than 24 hours before the scheduled lesson cannot be refunded or rebooked.** If online registration is not available to you, you can register in person or over the phone.

## Frequently Asked Questions

For more account information, visit our FAQs section on ActiveNet [here](#).

Building healthy  
communities

**Have more questions?** Contact Member Services  
Phone: 519-376-0484 ext. 0 / Email: [myaccount@osgb.ymca.ca](mailto:myaccount@osgb.ymca.ca)