



How to Update Your Card Online

Log into your account here: [YMCA Account](#)

1. Once Logged In, Click the Unpaid Tab
2. Click on "All" and select the "Pay / Schedule" button (leave it set to the default "Later", if it is not defaulted, then click on "Later")
3. Leave "Select the Schedule Type" as the defaulted "On the Due Date" (if "Select the Schedule Type" is not defaulted as "On the Due Date", select this option from the drop-down)
4. Click the blue arrow to continue
5. For the Payment Method, select Credit Card and manually add your new card number, make sure the "Save this card for future use" check box is marked
6. Click the blue Continue button
7. Click the blue Submit button
 - Please be aware that this **does not** charge the card, but changes and saves the payment method for future drafts.
 - If you want Payment Methods removed from your account that were previously saved, please reach out to your **Customer Support Representative** listed below.

How to Add Additional Pick-up/Emergency Contacts

1. Once logged into your YMCA account, click the "Account" Tab
2. Under your child, Click the "Authorized Pickups" button.
3. Click the blue Add button to add the additional pick-ups. This will require the person's full name, birthday, and phone number.
4. Lastly, when you are finished, please email your designated **Customer Support Representative** (listed at the bottom of this page) to let them know you have added the additional authorized pick-up so we can provide the updated forms to your child's Afterschool Program site.
5. Please note that anyone between the ages of 13-18 will need an authorized affidavit form (provided by the Program Director) before they can pick up. They will also need a form of picture ID to verify they are on the authorized pick-up list.

Alaris Check In/Out Info

Download the Alaris App to receive push notifications including emergency alerts, reminders, and real time communication with pictures of program activities! Click [here](#) for the step-by-step guide to download the app now. Along with the communication features, you will utilize the app to check your child(ren) out of our program using the QR code linked to your phone by the app.

If you, or an authorized pick-up person, do not want the app, that is okay. Every authorized pick-up person is assigned a PIN and can utilize that instead of the QR code. This unique PIN can be given at camp by the staff at drop-off/pick-up.


How to Pull an Invoice/Tax Statement

1. Once logged into your YMCA account, click the "Invoice" Tab
2. Next to the payment made per week, click the blue printer button followed by "Email Invoice" or "Print" which also allows the document to be saved as a PDF.
3. If you need multiple weeks at once (such as a full season/year), scroll to the bottom of the Invoice page and set the date range to what you need. The current default date range is the 2023 calendar year. Click the "Print" button and either click "Print" to print your statement or save as a PDF. Click "Email" to have it emailed to yourself.
4. The tax ID number will be at the bottom of the document that is pulled using these instructions – 75-0800696.

How to Submit a Cancellation

To Cancel, you must submit a [YMCA Cancellation](#) or visit our website: www.ymcadallas.org/afterschool and follow the steps below:

From a Cell Phone:

1. In the upper left corner, click on the  symbol
2. Click "Parent Forms & Resources"
3. Under "Afterschool Forms & Resources" then click "Cancellation"

From a Computer:

- a. In the blue header at the top of the page, click "Parent Forms & Resources"
- b. Under "Afterschool Camp Forms & Resources" click "Cancellation"
2. Complete the required fields
3. Click the blue "Submit" button

Once we process your cancellation, we will send you a confirmation email that the changes have been made within the account. **A two weeks' notice is required. You are responsible for payments up to and including the final week of enrollment.**

This removes your child from the program after the indicated date/two week notice is fulfilled. We do not cancel one-off weeks.

Contact Info

Childcare Customer Support Representatives

Emellie Veloz: Eveloz@ymcadallas.org or 469-902-9580 (Anna ISD, Carrollton Farmers Branch ISD, Coppell ISD, Frisco ISD, Roysce City ISD)

Laura Ortiz: Lortiz@ymcadallas.org or 469-722-7329 (Dallas ISD, Dallas Private, Catholic Schools, Irving ISD, Midlothian ISD, Uplift Education, Waxahachie ISD)

Business Services Director: Tirzah Anderson – Tirzah.anderson@ymcadallas.org

For billing concerns or issues contact:
ResourceOperationCenter@ymcadallas.org

**Please note if you are cancelled for non-payment by our billing department, you must go into your account and re-enroll for the program, if space is available, by the Sunday midnight registration deadline.*