

# Digital Counter FAQs

Below are commonly asked questions by Digital Counter users just like you! We hope that these FAQs help answer your questions.

## First Time User Questions

### *How do I use Digital Counter?*

There are two ways you can search for programs on Digital Counter – horizontally or vertically. You can easily open/close the categories and subcategories on the left to browse everything the Y has to offer. If you are no longer interested in a program category or subcategory, make sure to uncheck the box! You will see a circled check mark symbol on the left if you have a category chosen.

There are multiple ways to clear categories and filters when searching for programs:

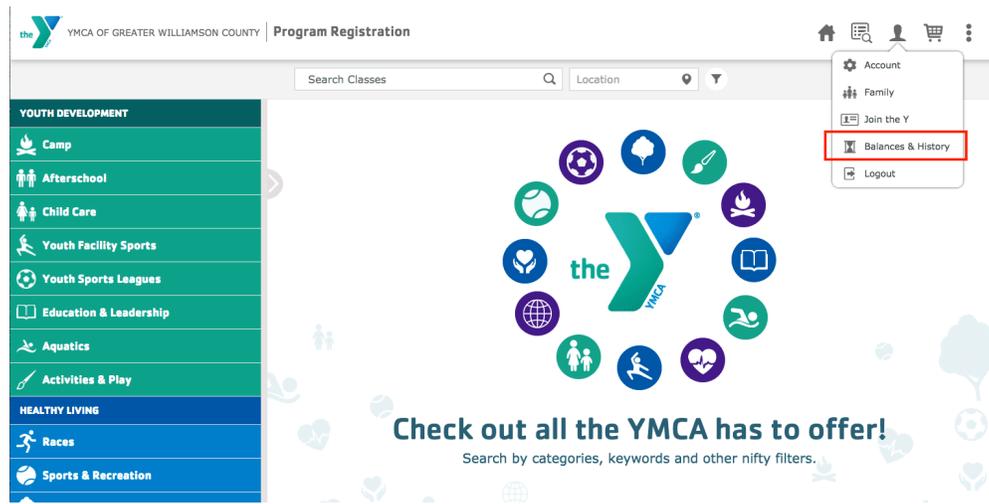
1. You can click the magnifying glass with the refresh arrow at bottom of screen;
2. You can manually “uncheck” the filters under the search box; or
3. You can manually “uncheck” or modify the filters in the advanced filters section.

### *How do I pay my childcare or program balances?*

Once you are logged in, go to the Balances & History tab (under person icon), select the “Pay Balance” box, find the balance you want to pay and input the amount to be applied, then add it to the cart. You can either go directly to you cart to pay or browse additional programs that the YMCA offers before paying.

**Step 1** – Select Balances & History Page

**Step 2** – Select Balance Due Only



**Boy Test**

Test - Registration & Waiver Module

Feb 1, 2015 - Jul 28, 2018 — M T W Th F

7:00 AM - 6:30 PM

Child Care

Details

Total: \$2.00

Due: \$0.00

Balance Due only

**Clare Gersh**

Note On Wait List

Test

Jun 6, 2016 - Feb 20, 2019 — M T Th

7:00 AM - 6:30 PM

Child Care

Details

Total: \$2.00

Due: \$0.00

### *What are my login credentials?*

Please use your email associated with your YMCA account. If you've never been to the YMCA before or you are not sure if you have an email associated with your account, please contact the Y. It is important to know that you will not be able to log in if an email address has not been registered to your account.

If you've forgotten your password, reset your password by clicking "retrieve your password" button at the bottom of the login screen. You'll be sent an email to your YMCA-registered email address to reset your password.

Please Note: If you have questions, it is best to contact your local Y for more information.

### *I can't add my family member to my account.*

Your family member may already be in the YMCA database with a different email/password that is not connected to your account or your current membership isn't eligible for additional family members.

Please contact your Y to add family members or combine family accounts.

## **Login Questions**

### *What email should I use to login?*

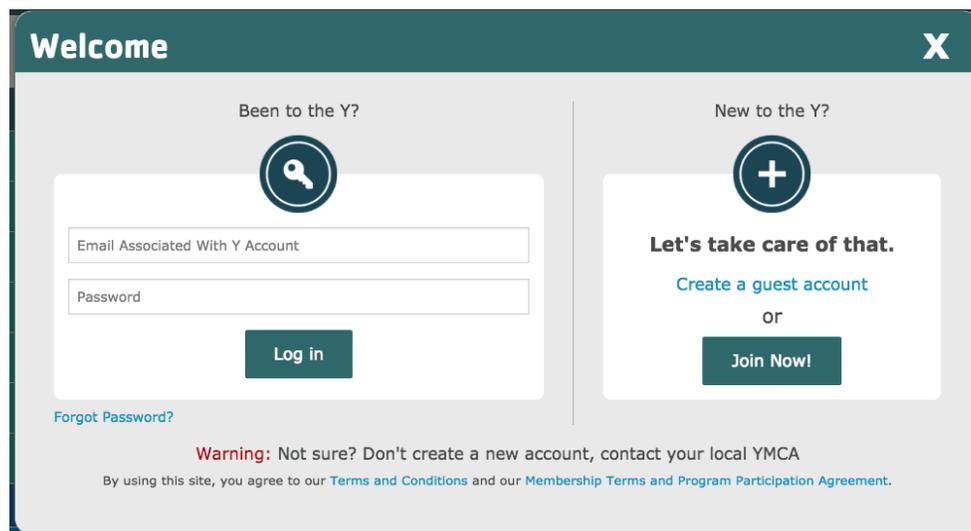
Please use your email associated with your YMCA account. If you've never been to the YMCA before or you are not sure if you have an email associated with your account, please contact the Y. It is important to know that you will not be able to log in if an email address has not been registered to your account.

Please Note: Some programs will be restricted to full members or other member types. A basic account may not allow you to register for particular programs. If you have questions, it is best to contact your local Y for more information.

### *I forgot my password. What should I do?*

If you've forgotten your password, reset your password by clicking "retrieve your password" button at the bottom of the login screen. You'll be sent an email to your YMCA-registered email address to reset your password.

Please Note: If you do not receive an email, you may not have an email address registered with the Y. Please contact the Y.



The screenshot shows a 'Welcome' dialog box with two main sections. The left section, titled 'Been to the Y?', contains a login form with fields for 'Email Associated With Y Account' and 'Password', and a 'Log in' button. Below the form is a 'Forgot Password?' link. The right section, titled 'New to the Y?', features a plus sign icon, the text 'Let's take care of that.', and two options: 'Create a guest account' and 'Join Now!'. At the bottom, there is a 'Warning' message: 'Warning: Not sure? Don't create a new account, contact your local YMCA' and a footer with terms and conditions links.

### *I'm getting an error when I try to login. What should I do?*

**Login Error - Unrecognized username or password:** This means that there is trouble with your email address or your password. Do **NOT** create a duplicate account. Please contact your local YMCA if you are not able to retrieve your password or username.

**Not Able To Create a Site Login:** You are most likely already registered with the Y. You can either attempt to retrieve your password or call your local Y to retrieve your login information.

### *Should I make a duplicate account if I cannot login?*

If you are registered with the Y, please do **NOT** create a duplicate account. The YMCA has a database of member information, if you duplicate your or your family's information, it will be more difficult to find your account. Call your local Y to retrieve your login information.

---

## **Program Search & Search Result Questions**

### How does the navigation work?

You can navigate in two ways - horizontally or vertically. By choosing categories and subcategories, you can browse everything the Y has to offer. If you're being delivered too many results, be sure to "uncheck" the categories previously visited.

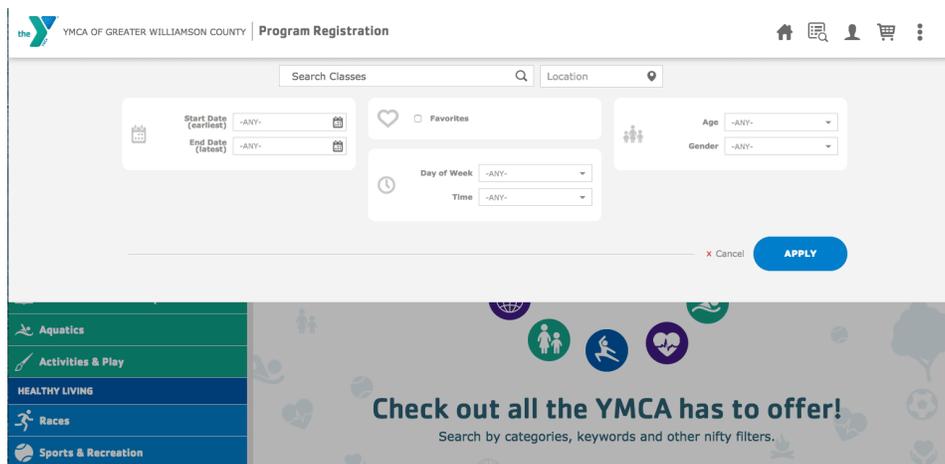
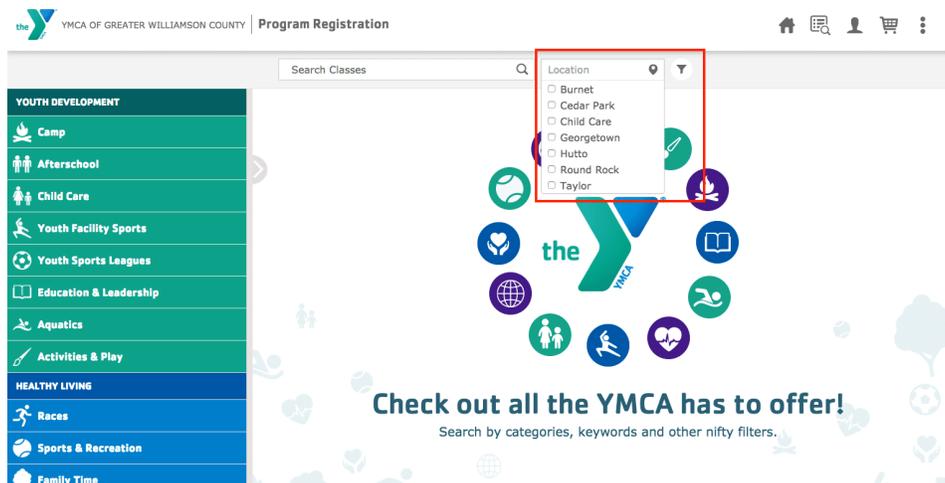
<https://youtu.be/TZDEKERLCRs>

### What does it mean if there are no programs currently available?

Your YMCA may not be offering classes in that category during this session. You may also have filters set on your search that need to be cleared before proceeding to search for additional programs or classes.

### How do I search for programs/classes at a specific branch?

At the top of the screen, by the search box, you have the ability to use the advanced and location filters to narrow down your program and class search. You can select as many filters or locations as you'd like to narrow your search by.



### *How do I remove or add favorites?*

Control your favorites by using the 'heart' at the far-right side of the screen. When the 'heart' is filled in, the program/class will be added to your favorites list.

### *What is the i icon for?*

By clicking on the information icon, you will be delivered a popup that provides information on the class, including the date, time, location, a description, any fees associated with the program, and more!

### *My program says, "Contact the Branch to Register." What should I do?*

This class may have special requirements for registering, therefore, you need to call or visit your local YMCA to register for the program.

### *I don't understand the program pricing.*

The YMCA has the ability to designate pricing as it corresponds to your membership type. Generally, members have the benefit of a lower cost than that of a non-member or a program-only member. This may vary by YMCA and branch.

---

## Filter & Sorting Questions

*There are multiple ways to clear filters when searching for programs:*

1. You can click the magnifying glass with the refresh arrow at bottom of screen;
2. You can manually "uncheck" the filters under the search box; or
3. You can manually "uncheck" or modify the filters in the advanced filters section.

The screenshot shows the 'Program Registration' page for the YMCA of Greater Williamson County. At the top, there is a search bar with 'Search Classes' and a location dropdown set to 'Round Rock'. Below the search bar, a 'Filtering by' section is highlighted with a red box, showing '1 category' and '1 location' filters. The main content area displays a list of classes under the heading 'Kangaroo Kickers' and 'Tiny Tot Soccer'. Each class listing includes a calendar icon, dates, time, location, and pricing for Full and Basic members, along with an 'Add' button.

Class Name	Dates	Time	Location	Full Member	Basic Member	Action
Kangaroo Kickers	Sep 17 - Oct 26, 2018	6:30 PM - 7:15 PM	Round Rock	\$40	\$60	Add
Kangaroo Kickers	Nov 5 - Dec 14, 2018	6:30 PM - 7:15 PM	Round Rock	\$40	\$60	Add
Tiny Tot Soccer	Sep 17 - Oct 26, 2018	10:00 AM - 10:45 AM	Round Rock	\$40	\$60	Add
Tiny Tot Soccer	Sep 17 - Oct 26, 2018	10:00 AM - 10:45 AM	Round Rock	\$40	\$60	Add

### *I am not able to filter by family members.*

In order to take advantage of this functionality, you will need to be logged into your account.

### *What types of filters can I use to narrow my results?*

Yes! If your local Y uses advanced filters, you can search by:

- Age
- Gender
- Day of the Week
- Time of Day
- Branch / Location
- Family Member (when logged in)

### *How do I search for programs/classes at a specific branch?*

At the top of the screen, by the search box, you have the ability to use the advanced filters to narrow down your program and class search. From there, you can choose which branches/locations you would like to show during your search session. Be sure to clear these if you want expanded results.

---

## **Account Questions**

### *How do I receive a refund or cancel programs/classes online?*

Unfortunately, you are not able to receive a refund or cancel programs online at this time. The best solution would be to call your local YMCA to learn about their refund or canceling policies.

### *I don't see my family members, or I cannot add new family members to my account.*

Your family member may already be in the YMCA database with a different email/password that is not connected to your account or your current membership isn't eligible for additional family members. Please contact your Y to add family members.

### *How do I edit my family member details?*

Unfortunately, you are not able to edit family member information on Digital Counter. Please contact your local YMCA to change name, birth date, or gender.

### *Should I add a duplicate member if I make an error?*

Please do NOT duplicate any accounts or member accounts. The YMCA has a database of member information, if you duplicate your or your family's information, it will be more difficult to find your account. Call your local Y for your login information.

### *Waitlist Questions*

In most cases, you are still able to register for the class when it is waitlisted unless the class does not allow a wait list. Your YMCA will contact you for next steps.

You will also be able to see your waitlisted programs in your Balance & History.

## Clare Gersh

 **Note** On Wait List

### Test

 Jun 6, 2016 - Feb 20, 2019 — M T Th

 7:00 AM - 6:30 PM

 [Child Care](#)

 [Details](#)

**Total:** \$2.00

**Due:** \$0.00

### Test - Registration & Waiver Module

 Feb 1, 2015 - Jul 28, 2018 — M T W Th F

 7:00 AM - 6:30 PM

 [Child Care](#)

 [Details](#)

**Total:** \$1.00

**Due:** \$0.00

### *Why should I sign up for a waitlisted class?*

When you sign up for a waitlisted class, you will be placed on the wait list roster. If someone drops from the roster, you will then be contacted by your local YMCA to be added to the program or class that you were previously waitlisted for.

### *Do I have to pay for a waitlisted class?*

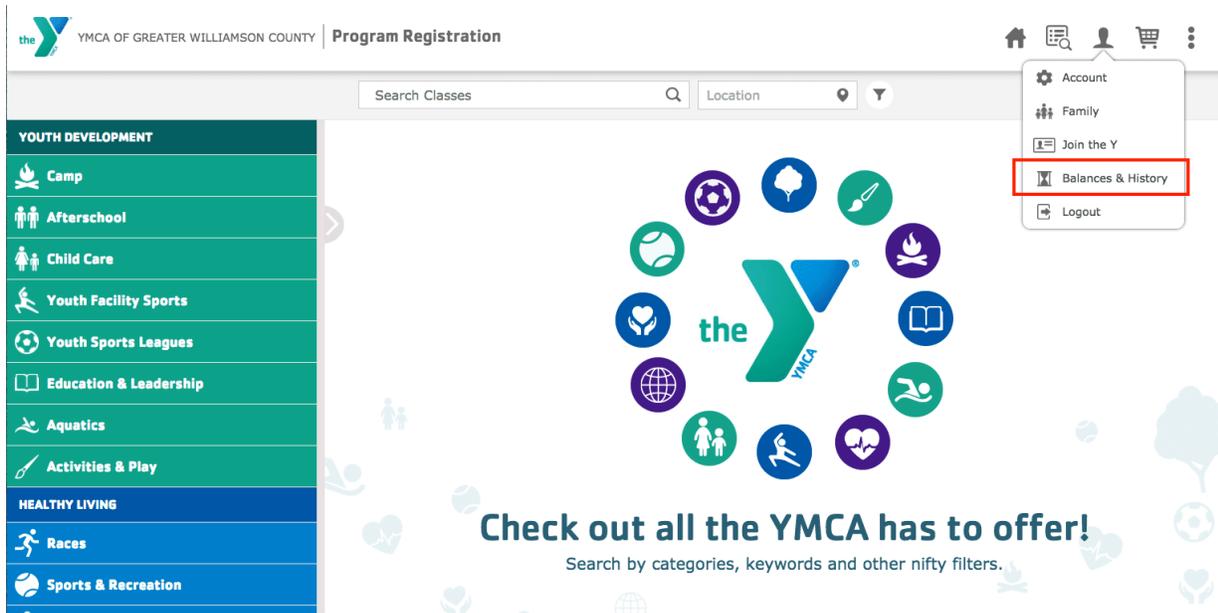
No, you are able to register for a waitlisted class to be added to the wait list. If you are added to the active roster, any applicable program fees will be assessed at that time. The Y will contact you.

---

## Pay Balances & Purchase History Questions

### *How do I find & pay a balance?*

In the Balances & History tab (under person icon), select the "Pay Balance" box, find the balance you want to pay and input the amount to be applied, then add it to the cart. You can either go directly to you cart to pay or browse additional programs that the YMCA offers before paying.



### *How do I know if I owe a program balance?*

First, you are able to filter by balances owed by checking the box in the top right. Second, you are also able to scroll through all previous purchases to see balances due by family member.

You'll be presented with a blue button that says "Pay Now" under each balance that requires a payment. You can click the button and make a payment (see how to pay a balance).

---

## **Cart & Payment Questions**

### *Why are there additional fees added to my cart?*

Some programs or classes have additional fees for participation or other options such as a shirt, packed lunch, etc.. These fees could also be associated to an add-on or a late fee that's being assessed for late registration. If you have specific questions, please contact your local Y.

### *It said my payment was received, but there was an error. Who should I contact?*

Your payment was received, but please contact your local YMCA to make sure you were registered for the program/class in the system.

### *Why was I able to register for a class for free even though I know there is a fee?*

The program or class you selected may be on a wait list. In this case, you will not be charged until you are added to the active roster. This class may also allow you to

register for free, but a fee will be assessed at a later date. Pricing varies by association. Please contact your local Y if you have questions.

**Please Note:** See Waitlist Questions.

*I received an error while checking out in the cart. What should I do?*

Cart Error - Membership expires prior to Program-Start-Date: Your membership status is not eligible to register for this class/program. Please contact your local YMCA for more information.

*I thought I received a free Y membership with a program purchase.*

If your local YMCA is offering a special on programs or membership, please contact them for more information.

*I can't sign myself or family members up for a specific program or class.*

There may be multiple reasons for this:

1. Your membership may not allow registration for that particular class;
2. This class may be closed for registration;
3. There may be a hold on your account;
4. There may be age restrictions on the class.

If you need more information on the error message received in the cart, please contact your local YMCA.

*My kid(s) are not showing up in the cart to add to a program/class.*

You need to go into your family or account information (person icon) and add your kid(s) to your online account.

Please Note: Cannot add family members? See Account Questions.

*Is this a secure way to pay for programs at the Y?*

Absolutely! In fact, this is one of the safest ways to pay online! This payment system is PCI-compliant and uses a payment tokenization and never stores your credit card information.

*When signing up for a membership, why does it ask me for my credit card information twice?*

When signing up for a monthly draft membership at the YMCA, there is a one-time fee (joiner's fee or first month's membership fee) and there is an ongoing monthly draft. These transactions must be completed separately. This also allows you to pay one fee with one credit card and use a separate card for the ongoing payment.

*My coupon code, voucher or gift certificate is not working correctly. What do I do?*

If you have the option to add one of the above items and it's not working properly for you, please contact your local YMCA to troubleshoot the error.

---

## **Mobile Navigation Questions**

Click the tab on the left side of the screen to open the categories your YMCA has to offer. You can open/close the categories by simply clicking on the categories or subcategories of interest.

When you select a category the button at the top will be blinking. Click that tab to see the programs available under the selected category.

You may also **SWIPE** back and forth between the screens.

**Please Note:** Remember to 'unselect' categories or subcategories when you are no longer interested in those programs.