



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

CHANGE IS GOOD

ACTIVE NET IS HERE

We continually strive to offer the best resources, systems and facilities for youth development and healthy living. This is an investment in you, our families, who choose the Greater Bergen YMCA, a branch of the Metropolitan YMCA of the Oranges, to achieve your goals. With you in mind, we would like to introduce you to our new online account management and registration system, ACTIVE Net, which offers many great benefits to you.

EXCITING BENEFITS

ONLINE ACCOUNT MANAGEMENT

As a family enrolled in Child Care at the **Greater Bergen YMCA** a branch of Metropolitan YMCA of the Oranges, you already have an online account. The system designated payer's email address we have on file is your login. If you are unsure of who the designated payer for your family is, call or visit the Welcome Center or contact Online Support at 973-758-YMCA (9622) or onlinesupport@metroymcas.org. Our Welcome Center team is available during regular business hours and our Online Support team is available Monday through Friday from 10am to 5pm.

For enhanced account management, view your weekly installments and annual tuition online. Changes made to your child's enrollment during the school year are reflected once processed.

Beginning with your September 2019 payment, you can print tax and Flexible Spending Account receipts directly from your account.

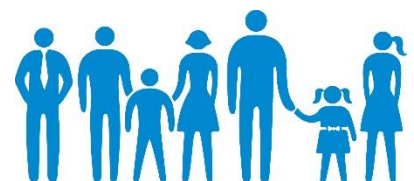
PAYMENT OPTIONS

AUTOMATIC PAYMENTS – Convenient automatic weekly payments from your credit card, debit card or checking account will be available starting with our 2019-2020 school year.

MONTHLY PAYMENTS – If you would like to pay for a month's worth of installments for the 2019-2020 school year, you are welcome to do so. You will be set up for the weekly automatic payment plan when you register, but manual payments can be made both online and in-person in advance of your scheduled weekly charges. To pay online, simply log in to your system designated payer's account and make your payment with just a few clicks. Your automatic payment method will only be charged if a scheduled installment has not already been paid in full.

REGISTER FOR YOUR FAVORITE PROGRAMS

Online registration will be available for field trips, Enrichment class, and more, and it is going to be better than ever. Our new Wish List feature and saved payment methods will make checkout from your computer or tablet fast and simple. More details coming in this summer!





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FREQUENTLY ASKED QUESTIONS

HOW DO I ACCESS MY ACCOUNT?

The system designated payer's email address we have on file is your login. If you are unsure of who the designated payer for your family is, call or visit your branch's Welcome Center or contact Online Support at 973-758-YMCA (9622) or onlinesupport@metroymcas.org. Our Welcome Center team is available during regular business hours and our Online Support team is available Monday through Friday from 10am to 5pm.

If you have not yet activated your account, click the **Sign In** button and then the **Forgot your password?** link for instructions on how to update your password and access your account. If you receive a message that the email address you entered was not found, do not create a new account. Please contact us so we can update your email address on file for you.

HOW DO I SET UP MY AUTOMATIC PAYMENTS?

You are set up for automatic payments at the time of registration. The financial information you use for your first payment will be the information used to process payments for your weekly installments.

I NEED TO UPDATE MY PAYMENT INFORMATION. HOW DO I DO THAT?

Through your online account, you can update payment information for your automatic weekly installments through the **Change Auto-Charge Payments** link under the **Payment Details** section of your account. Click the Receipt Number next to the payment plan to view what the Payment Plan is for.

HOW DO I MAKE A PAYMENT IN ADVANCE?

Through your online account, you can make manual payments towards your Child Care tuition through the **Pay on Account** link under the **Payment Details** section of your account.

HOW DO I PRINT MY TAX RECEIPT?

Starting with your September 2019 payments, you will be able to print tax receipts online by selecting the **Tax and FSA Receipts** link under the **Account Activity** section of your account. With just a few clicks you will be able to select the Tax Year, designated payer, and run your report.

HOW DO I PRINT A RECEIPT OR STATEMENT FOR MY FLEXIBLE SPENDING ACCOUNT (FSA)?

Starting with your September 2019 payments, you will be able to print receipts online by selecting the **Tax and FSA Receipts** link under the **Account Activity** section of your account. With just a few clicks you will be able to select the Tax Year, designated payer, and run your report to submit as proof of payment for your FSA.

