

GETTING STARTED: ONLINE MEMBERSHIP & REGISTRATION

It's easier than ever to be a part of the Y community! Our online membership and registration experience is now built on Traction Rec, an industry-leading platform that serves as a one-stop shop for many of our offerings.



What does our new platform offer? Users will now be able to do all of the following — and more — in one place: purchase YMCA fitness memberships, purchase Community Hub guest day passes, and register for programs.

SIGN IN PAGE

the Y
YMCA
Login
Username
Password
Login
Forgot Password?
Create Account

ACTIVATE YOUR COMMUNITY ACCOUNT

STEP 1: Visit the [Sign In webpage](#) on the YMCA of Metro Chicago website, and choose "CREATE AN ACCOUNT." The link will direct you to the Traction Rec portal.

STEP 2: Select "Create Account." On the Create Account page, fill in the empty fields with your information, then click "Submit." Note: Users are strongly encouraged to provide the same email previously linked to their YMCA profiles and/or fitness memberships.

STEP 3: You will receive an email to verify your account. Click the link included in the email, which will take you to a page to set your own password. Please note, the verification link will expire within 24 hours.

STEP 4: Once a password is successfully entered, select "Change Password." You will be directed to the Login screen

STEP 5: Enter your username and password. Your username is the email used to verify your account.

STEP 6: Browse Y programs and fitness memberships to your heart's desire!

CREATE AN ACCOUNT

the Y
YMCA
Create Account
First name
Last name
Email
Birthdate
Mobile Phone
Current Address
City
State/Province
Zip/Postal Code
Submit

HOMEPAGE OF COMMUNITY

the Y
Home
Home
My Memberships
Register Now
Wallet
My Financials
My Forms
Cares
My Household
My Profile
Registrations
Payment Account Information
My Wallet
Resistor Online
Browse Memberships
Browse Registrations
Household Checked In
Timeframe
No upcoming classes
Show
Hide
Visible
Show
Hide



IMPORTANT NOTES

- A Community account is not required to browse available programs; however, it is required to register for a program or purchase a Y fitness membership.
- Individuals included in a Family membership will only require one account, created by the membership primary, i.e., the "account holder." The primary will be able to set up profiles for each person on the membership.
- Individuals under the age of 18 will NOT be able to create their own accounts and must have a primary account holder, age 18 or up, associated with their account. This includes Teen membership holders.

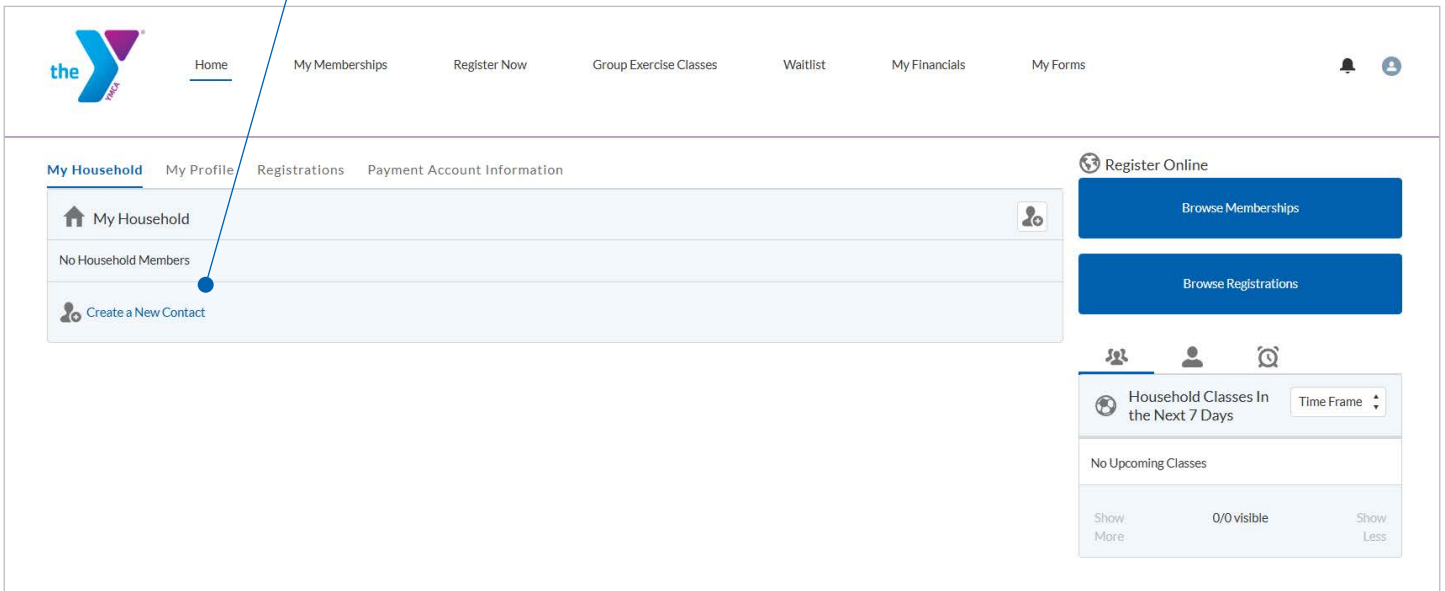
FOR MORE INFORMATION OR HELP ACTIVATING YOUR ACCOUNT:

- Stop by or contact your Community Hub Concierge Desk
- Contact the Customer Care team at 773-905-5115 on Monday through Friday, from 8 a.m. to 7 p.m.

ADDING CONTACTS TO YOUR HOUSEHOLD

AFTER YOU'VE SUCCESSFULLY CREATED AN ACCOUNT AND ARE ABLE TO LOGIN TO COMMUNITY, ADDING ADDITIONAL CONTACTS TO YOUR HOUSEHOLD IS EASY.

Simply select "Create a New Contact" on the home page of your account.



A pop-up box will display. Fill in the empty fields with your information, then click "Save."

