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FOR HEALTHY LIVING
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Online Memberships - Frequently Asked Questions

Do I need to setup an online account if I have been a YMCA of Greater Boston member, guest or program participant in the past?

- No. We should be able to save you some time by finding your account. Click “Setup Online Account” and then “Find Me” to search our database. Your last name, date of birth and last known zip code is required. In addition, you will need to enter either your Scan Card ID# or Contact Person ID# to proceed. Call any YMCA of Greater Boston location or email membership@ymcaboston.org for assistance obtaining this information.

How do I request for my online account password be resent?

- Call any YMCA of Greater Boston location or email membership@ymcaboston.org to place this request and include your full name, date of birth and last known email on file with us.

What if I don't see the membership type I'm looking for?

- Certain membership types can only be setup by visiting us in-person. Click [here](#) for a list of locations and hours of operation.

How does the monthly payment work?

- We will charge the credit card you provided every month on this day (or on the last day of the month if applicable) moving forward until we receive written notice of your intent to cancel.

What if I would prefer an annual membership that I could pay in full?

- We can accommodate this request for you. Please visit us in-person at the location you anticipate utilizing most frequently.

What is the joiner fee?

- The YMCA of Greater Boston charges a \$25 joiner fee for each adult. This is a one-time fee and you will not be charged this again unless a lapse of membership 60 days or greater occurs.

Will my membership begin today?

- Yes. Your membership will begin today.

What are the next steps after joining online?

- You will receive a welcome letter to the email address provided. Please follow these instructions to obtain your scan card, register for your complementary Get Started sessions and get linked to the many benefits of a Y membership.



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Is financial assistance available?

- Financial assistance is available to those who qualify but not available online. A completed application and proof of income for adults living in the household is required to verify income prior to making a determination. Click [here](#) for more information about our member financial assistance program.

What changes can I make to my account online?

- You can update your address, phone, email and form of credit card payment online. All other changes must be placed at the Welcome Center desk of the Y you joined or submitted in writing and confirmed by us.

What if I'm purchasing a membership for another person?

- We encourage you to call or visit us to discuss all of your options for gifting a membership. Click [here](#) for a list of locations and hours of operation.

Can I register for programs after joining online?

- Yes. You will be eligible for "Family" level pricing for each individual covered by the membership immediately following joining online. Additionally, you can register for programs online each session in the future.

Who can I contact with questions?

- Call or Visit any YMCA of Greater Boston location or email membership@ymcaboston.org with any questions.