

WELCOME

Your New Member Portal

From your portal home page you can now see everything about your membership at a glance — upcoming program registrations, the people in your household, your current memberships, and your payments.

This guide walks through each section so you know exactly where to look and what every button does.



IN THIS GUIDE

- 1 Upcoming Registrations** Programs, courses, lessons, or camps with filters and schedule.
- 2 My Household** Everyone on your account, ages, barcodes and memberships
- 3 Current Memberships** Active memberships, payment methods, status and holds
- 4 My Payments** What's due, outstanding balances and your statement
- 5 My Payment Methods** The payment methods saved to your account.

Sign in to your portal at yeo.my.site.com using the email on your membership account.

1 · Upcoming Registrations

The programs, courses, lessons, and camps everyone in your household is registered for.

Upcoming Registrations

Division

1 Contact

Date

Status

	2 Registrant	Name	Status	Location	Date & Time
	Liam Johnson	Thursday 6:45pm Private Lesson (Lap Pool)	Registered	Brockville - Brockville Lap Pool	Apr 9, 2026 - Jun 11, 2026 Thu @ 6:45 p.m. - 7:15 p.m.
	Noah Johnson	Monday 6:45pm Dolphin	Registered	Kingston - Kingston Lap Pool	Apr 6, 2026 - Jun 8, 2026 Mon @ 6:45 p.m. - 7:15 p.m.
	Olivia Johnson	Tuesday 7:20pm Star 5/6	Registered	Brockville - Brockville Lap Pool	Apr 7, 2026 - Jun 9, 2026 Tue @ 7:20 p.m. - 8:05 p.m.
	Liam Johnson	July 6-10: Y-Athlete - Sports Camp	Registered	Kemptville Day Camps - Kemptville Day Camps	Jul 6, 2026 - Jul 10, 2026 Mon, Tue, Wed, Thu, Fri @ 7:30 a.m. - 5:30 p.m.
	Ethan Johnson	July 6-10: YMCA Leaders in Training	Registered	Kemptville Day Camps - Kemptville Day Camps	Jul 6, 2026 - Jul 10, 2026 Mon, Tue, Wed, Thu, Fri @ 7:30 a.m. - 5:30 p.m.

[My Programs](#)

3 [My Schedule](#)

1 FILTERS
Narrow by Division, Contact, Date or Status. Set Status to Waitlisted to see waitlisted programs.

2 SORT ORDER
Sorted by date & time — your next program is at the top.

3 PROGRAMS / SCHEDULE
My Programs shows your full history. My Schedule shows everything in calendar view.









Reminder: Not everyone listed on your account is part of an active membership.

Tip: To see past programs as well as upcoming ones, click My Programs. To view everything laid out by day, click My Schedule.

2 - My Household

Everyone connected to your account, with their membership and check-in barcode.

My Household

Name	Age	Barcode	Membership
 Sarah Johnson	36		Kingston City Pass
 Ethan Johnson	16		Summer Student Membership
 Olivia Johnson	12		Child (0-14) (Annual)
 Liam Johnson	8		
 Noah Johnson	7		
 Maya Johnson	6		Child (0-14) (Annual) - Financially Assisted
 Matt Johnson			

[My Household](#)

1 WHO'S LISTED

Your primary contact (account holder) is listed first; everyone else follows by age.

2 BARCODE

Each member's barcode is scanned at the front desk to gain access to the facility.



3 MY HOUSEHOLD

Opens your profile, where you can edit contact info and household members.

Tip: Missing a family member? They may need a contact permission added to your account — ask your YMCA to link them so they appear here.

3 - Current Memberships

Every active membership on your account and how each one is billed.

Name	Payment Method	Start Date	End Date	Status	Member Information
Kingston City Pass		Jun 6, 2025	Jun 5, 2026	Active	Sarah Johnson (Barcode: MM10211980)
Child (0-14) (Annual)	 1	Mar 26, 2026	Mar 25, 2027	Active 2	Olivia Johnson
Child (0-14) (Annual) - Financially Assisted		Mar 26, 2026	Mar 25, 2027	Active	Maya Johnson
Summer Student Membership		Apr 20, 2026	Aug 31, 2026	Active	Ethan Johnson
Guest Pass		Jun 5, 2026	Jun 3, 2031	Active (Used 1/3)	Noah Johnson

3 [My Memberships](#)

1 PAYMENT METHOD

For continuous memberships, the card charged each month.

2 STATUS

Shows active or on-hold memberships and other access pass types and usage.

3 MY MEMBERSHIPS

Opens your full history

4 · My Payments

Upcoming charges, outstanding balances and your full account statement.

My Payments

Next 30 Days: \$147.20 1

Total Outstanding Payments: \$0.00

Payments 2

Upcoming ▾

Schedule	Order #	Payment Description	Planned	Amount	Amount
Jun 15, 2026	00363243...	Liam Johnson for: Kemptville Recreational Day Camps (ages 6-9) - July 6-10: Y-At	Visa **4242	\$225.00	\$225.00
Jun 15, 2026	00363243...	Olivia Johnson for: Kemptville Recreational Day Camps (ages 10-12) - July 6	Visa **4242	\$225.00	\$225.00

My Payments 3
My Account Statement

1 AT A GLANCE
Next 30 Days shows what's due; Total Outstanding shows any balance owed.

2 PAYMENTS FILTER
Switch to display between Upcoming and any Outstanding past payments.


3 PAYMENTS / STATEMENT
My Payments pays a balance or early payment; My Account Statement opens your full history.


5 · My Payment Methods

The credit cards or bank accounts saved to your account for payments and monthly memberships.


My Payment Methods

Credit Cards

 Sarah - MASTERCARD - 5454 - updated 04/28/25
5454***5454 · Expires 06/2025 1

 Sarah - NEW CARD FOR TESTING
5454***5454 · Expires 08/2025

Bank Accounts 2

 Sarah - CIBC Account - updated 05/01/26
123456789

[My Payment Methods](#)

1 SAVED CARDS
Each saved credit card and its expiry date.

2 MY PAYMENT METHODS
Add a new card or update an existing one.

Tip: Keep cards current; if a card expires, update it here so monthly memberships and program payments don't fail.