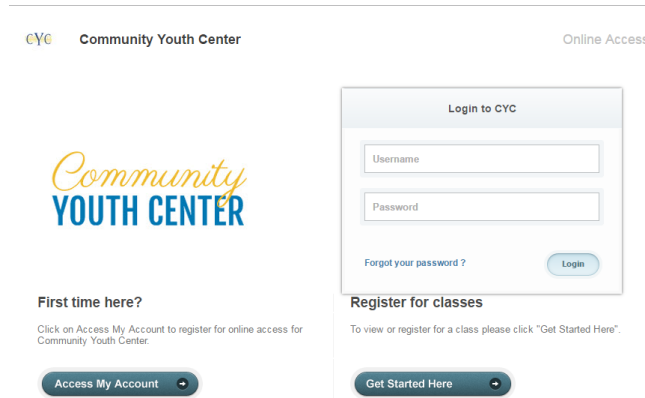


Welcome to the new CYC online portal. Accessing the portal allows you to view and update personal information, edit your credit card on file, view your statement, and pay your bill. The guide below outlines the various features available to allow for effective use of the member portal.

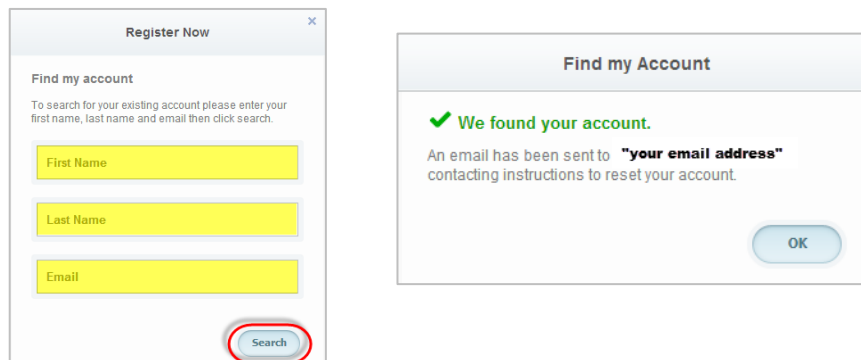
1 HOW TO LOG IN

Initial Login: To access the member portal for the first time, begin by opening <https://cyc.clubautomation.com>. Be sure to not include www. when opening the member portal.

Once on the site, locate the “Access My Account” button listed under “First time here?”.



In the “Register Now” window, enter your first name, last name, and email address. After entering your information, select “Search” in the bottom right corner. Once your account has been identified, you will receive a “We found your account.” prompt. A *verification email will then be sent to your email address with the final login instructions*. Please open your email to access these instructions.



The email you receive includes a verification link that must be opened to complete the setup process. Once the link is selected, you will be directed to an information page where you will enter/verify your personal information.

Note: You will only be directed to this information page during your initial log in. Future logins will not require this additional step.

Finally, complete all required fields on the information page, agree to the standard liability waiver, and select “Save Account”. You will then be directed to the member portal home page. See image below:

CYC Community Youth Center

You have to complete all required fields which are marked with a red * symbol

Online Access

Please verify & complete your information in the form below

Contact Info

First Name *

Last Name *

Address *

City *

State *

Zip Code *

Home Phone *
 - -

Emergency Contact Info

Full Name *

Relationship *

Phone *
 - -

Family Members

There are no family members connected to this account

Gender *
 male female

Birthday *
 / /

Login Details

Email *

Password *

Confirm Password *

Verify that your email address is correct, set up a new password that you will use going forward, and check the box for the liability waiver at the bottom of this form . Then hit Save Account and your account will be created and you will be directed to the online portal website.

* Required Field

Please read the following carefully, and check "I agree" when you are ready to proceed.

Liability Release

In checking the box below I agree that Community Youth Center is in no way responsible for the safekeeping of my personal belongings while I attend class. I understand that classes at Community Youth Center may be physically strenuous and I voluntarily participate in them with full knowledge that there is a risk of personal injury, property loss or death. I agree that neither I, my heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against Community Youth Center or its members for any personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise. I understand that all persons currently under treatment for any health condition and any pregnant women must present written permission from a licensed physician before participating in any exercise class. I understand that any person with any kind of back or knee injuries must consult with a physician before attending exercise class. I agree to disclose upon my first visit to the front desk any history or injury and/or physical limitation or concern.

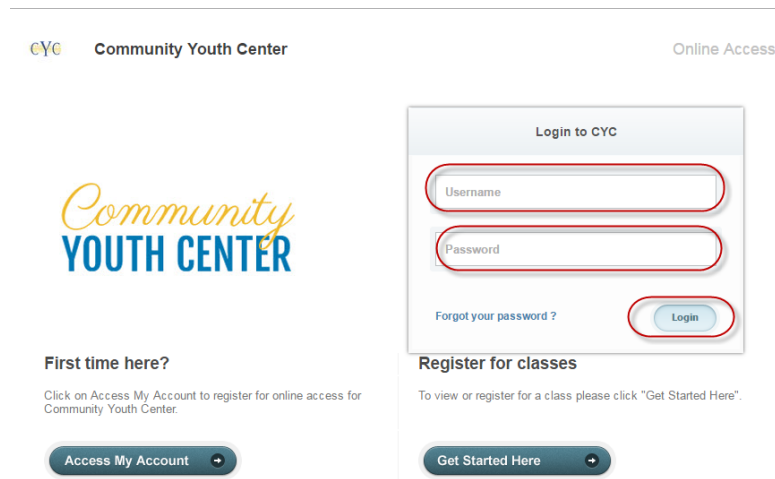
I agree with the above terms

Save Account

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Standard login: After completing the initial log in steps, your account has been created and you no longer need to use “Access My Account” to log in. Going forward, you will enter your “Username” (your email address) and “Password” (the one you created on your first log in) in the “Login to CYC” box.



The screenshot shows the Community Youth Center (CYC) Member Portal. At the top left is the CYC logo and 'Community Youth Center' text. At the top right is 'Online Access'. The main content area is divided into two columns. The left column features the 'Community YOUTH CENTER' logo, a 'First time here?' section with instructions to click 'Access My Account' to register, and a corresponding button. The right column features a 'Login to CYC' form with 'Username' and 'Password' input fields, a 'Forgot your password?' link, and a 'Login' button. Below the form is a 'Register for classes' section with instructions to click 'Get Started Here' and a corresponding button.

Questions: If you have any problems accessing your account, select “Forgot your password?” and a new verification link will be sent to your email. If you need to set up a new account or if the email address you provided isn’t recognized by the system, contact the club at (925) 671-7070, Ext. 202 for further assistance.

2 MEMBER PORTAL OVERVIEW

Home Page: When logging in you will be directed to your “Home” page. The home page lists the following:

- *Current balance*—listed just below your name
- *Club announcements* – be sure to review for announcements from the staff at CYC
- *Note:* As the parent you are the primary account holder, select the dropdown menu to the right of your name (highlighted in yellow below) to navigate to the profiles of your family members.

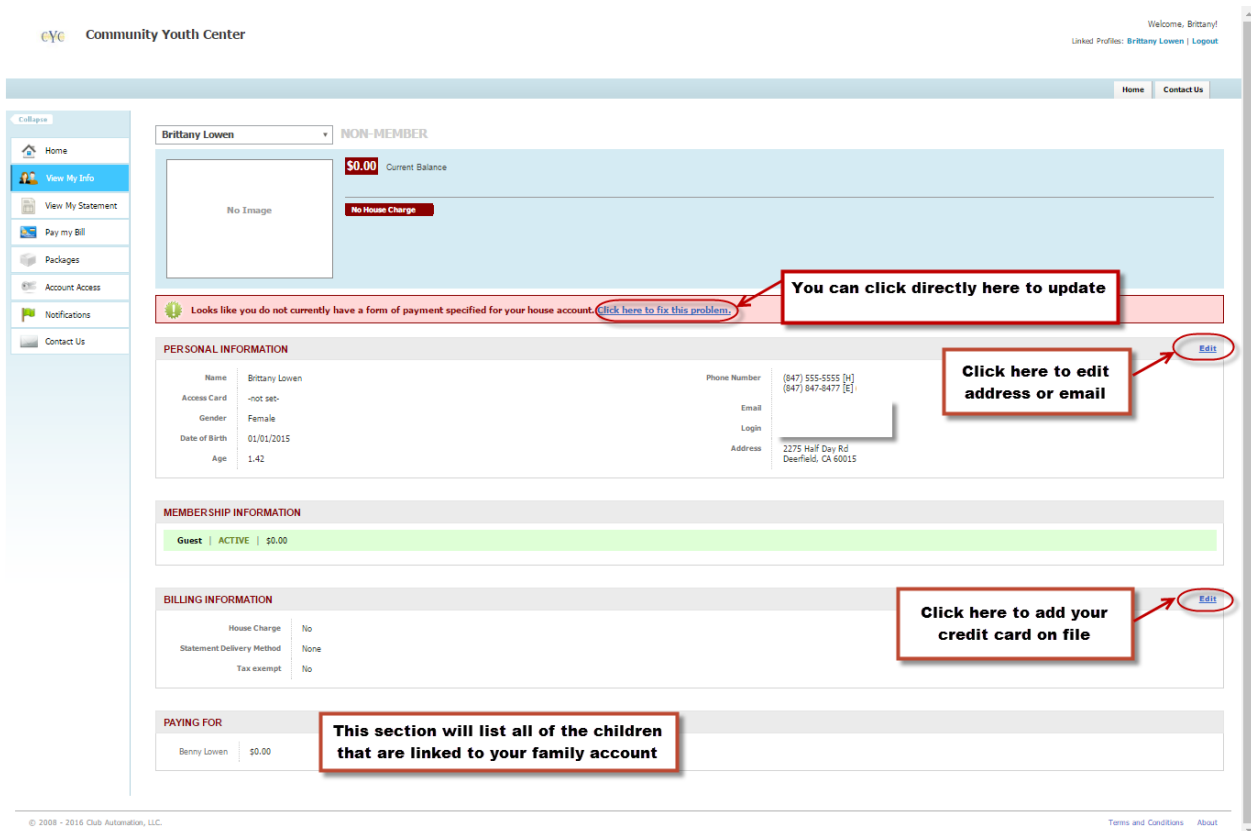
Member Portal Tabs: Located on the left side of the member portal are the various tabs you will use to access your account profile information, view your member statement, and make a payment. Below are the list of tabs you can access through your member portal.

- **Home:** This will navigate you back to the “Home” page screen outlined above
- **View My Info:** View personal info and update address, email address, and put credit card information on file
- **View My Statement:** Select to review charges and payments posted to your statement

- **Pay My Bill:** You can pay the current balance or the statement balance with a credit or debit card
- **Account Access:** Determine what linked family members are able to access on their unique member portal, i.e. view charges
- **Notifications:** This feature allows you to opt in or out of club email communications
- **Contact Us:** You can email the club directly to ask a question

3 VIEW MY INFO

Select Edit to update personal information or billing information. If you click in the red bar at Fix this problem it will take you directly to the section to put your credit card on file.



Community Youth Center

Welcome, Brittany!
Linked Profiles: [Brittany Lowen](#) | [Logout](#)

Brittany Lowen NON-MEMBER

\$0.00 Current Balance

No Image

No House Charge

Looks like you do not currently have a form of payment specified for your house account. [Click here to fix this problem.](#)

You can click directly here to update

PERSONAL INFORMATION

Name	Brittany Lowen	Phone Number	(847) 555-5555 [H] (847) 847-8477 [E]
Access Card	-not set-	Email	
Gender	Female	Login	
Date of Birth	01/01/2015	Address	2275 Half Day Rd Deerfield, CA 60015
Age	1.42		

MEMBERSHIP INFORMATION

Guest | ACTIVE | \$0.00

BILLING INFORMATION

House Charge	No
Statement Delivery Method	None
Tax exempt	No

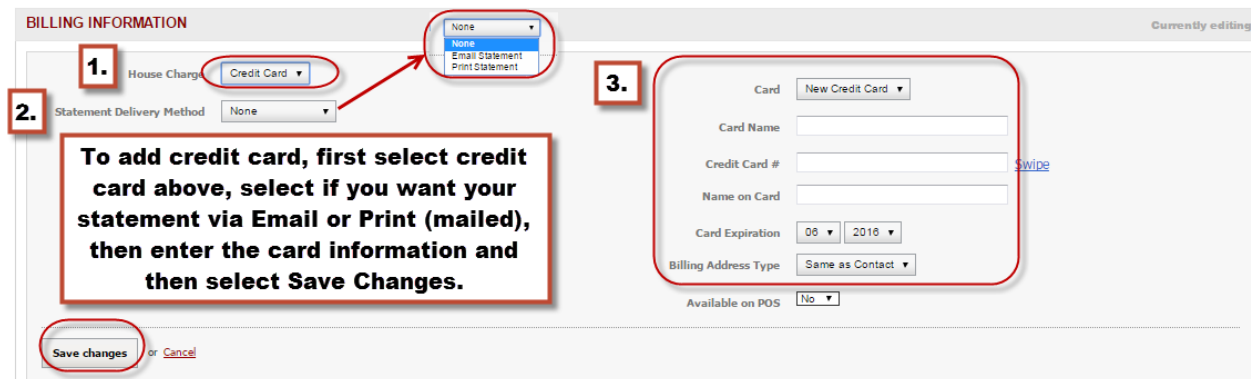
PAYING FOR

Benny Lowen | \$0.00

This section will list all of the children that are linked to your family account

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BILLING INFORMATION Currently editing

1. House Charge: Credit Card

2. Statement Delivery Method: None

3. Card: New Credit Card

Card Name: _____

Credit Card #: _____ [Swipe](#)

Name on Card: _____

Card Expiration: 06 | 2016

Billing Address Type: Same as Contact

Available on POS: No

[Save changes](#) or [Cancel](#)

To add credit card, first select credit card above, select if you want your statement via Email or Print (mailed), then enter the card information and then select Save Changes.

4 VIEW MY STATEMENT

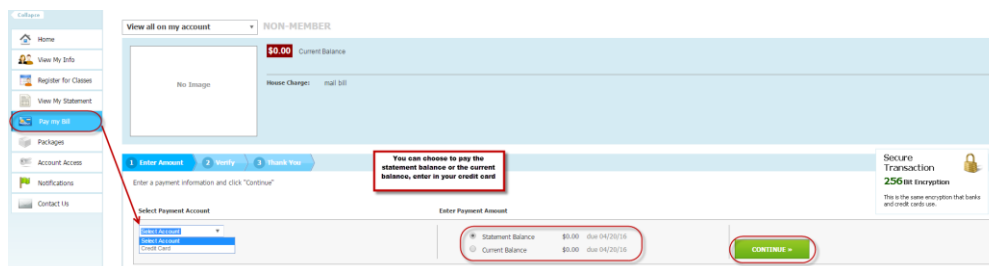
On the “View My Statement” tab, you can review all charges and payments on your family statement.

- When logged in as the primary account holder, the default setting is to view the Combined Family Statement, but you can navigate between the statements of linked members by selecting the dropdown to the right of your name – highlighted in yellow in the picture below.
- Statements are organized by month and will show all charges and payments generated in the month selected. To navigate between months, select the month dropdown menu found on the right side of the statement screen – boxed in red below.



5 PAY MY BILL

On the “Pay My Bill” tab, you can pay the statement balance or current balance by entering a credit card or debit card number, selecting the amount and then choosing Continue.

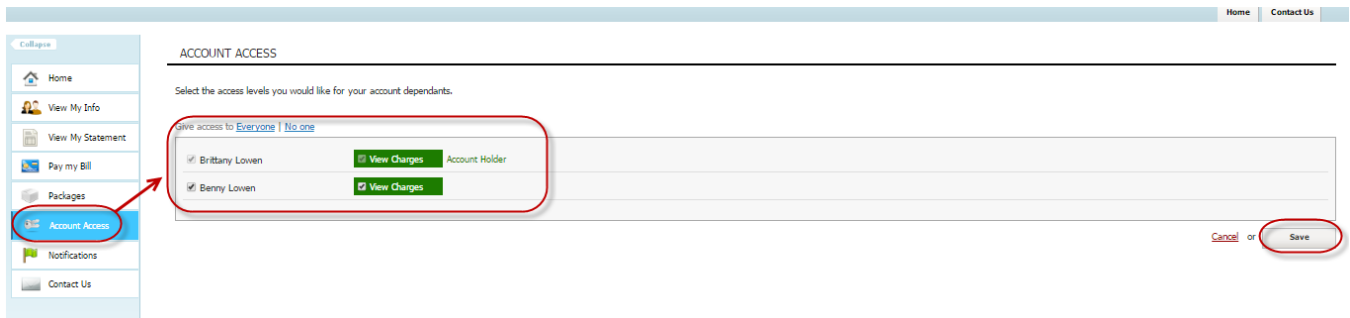


6 PACKAGES

This is not enabled at this time. CYC does not sell packages.

7 ACCOUNT ACCESS

This tab allows primary account holders to determine what linked members can access on their member portals. For example, if a mother is the primary account holder and her children are linked to her account, she has the ability to allow or deny access to specific member portal features on her children’s accounts. The three features the primary account holder can allow/deny access to per user are listed below. Select the feature to allow access and uncheck to deny. Select “Save” in the bottom right to confirm changes. NOTE: It is not necessary to have each family member log in to the portal. Typically the primary will log in, but the children would not be logging in to the system.



8 NOTIFICATIONS

Through the notifications tab you have the ability to turn on and off various forms of club email communication. To edit your notification settings, select “Edit” in the top right corner of the Notifications box.

Note: Only email notifications are currently available. SMS are text message notifications which are currently not available with Club Automation so do not change any settings under that column.

- *To turn notifications on:* ensure the “E-mail” box is checked to the right of the notification type
- *To turn notifications off:* uncheck the “E-mail” box to the right of the notification type

Once the desired notifications have been selected, click “Save changes” in the bottom left corner to confirm notification preferences.

Notification Type	E-mail	
Private Lesson Reminder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Court Time Reminder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Group Event Reminder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
New Private Lesson Created Notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
New Court Time Booked Notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
New Group Event Registration Notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
General Club Communications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Package Expiration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Package Renewal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Statement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Receipts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>