



# CLASS RESERVATIONS INSTRUCTIONS

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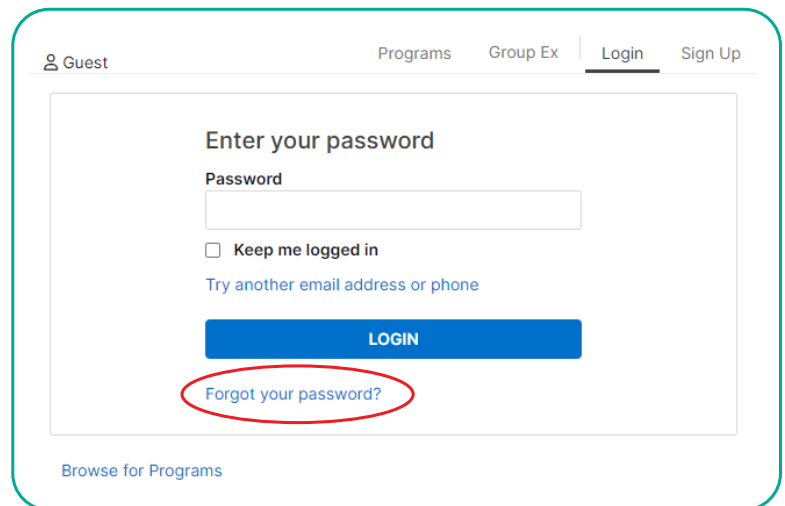
*The best way to register for classes is to learn how to navigate online registration. Calling the Y is the least efficient way to register for classes as Y employees could be busy assisting members in the facility and your call may not be answered.*

## SECTION A: YOUR DAXKO OPERATIONS ACCOUNT

To register for classes, you must be a **Y member** and be able to access your **Daxko Operations Account**. Click the “Your Y Account” button on the top right corner of our website to access your Daxko Operations Account.



This account uses the email you have on file with us and a password. If you do not know your password or have never set one up, please click “Forgot your password?” You will be prompted to have a verification code sent to you via email, phone call or text message. **If you incorrectly guess your password three times, you will be locked out of your account and must wait 15 minutes to try again.**



**Please note:** If you have never set up a password, the verification code you are sent will be the “original password” you need to enter when creating a new password in your profile.

If you have trouble resetting your password, please call the Y at 541.686.9622 or stop by the Welcome Center and ask the Y employees to email you a **reset link**. Reset links are valid for 24 hours.

**Helpful tips:** If you create a new password, make sure to save it somewhere safe. Passwords must be at least 7 characters, including an uppercase letter, lowercase letter and at least one number.

# SECTION B: REGISTERING THROUGH THE EUG YMCA APP

Registration for classes open 3 days and 1 hour prior to class start time.

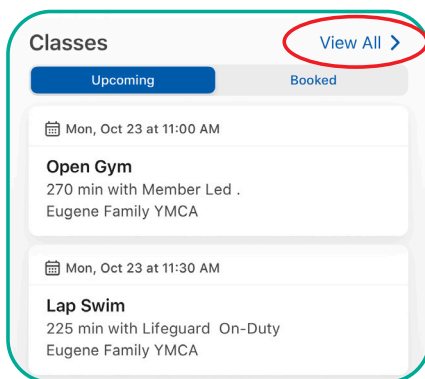
**Step 1:** Download the **EUG YMCA** app.



**Please note:** You must be an active Y member to access all app features, including registering for classes.

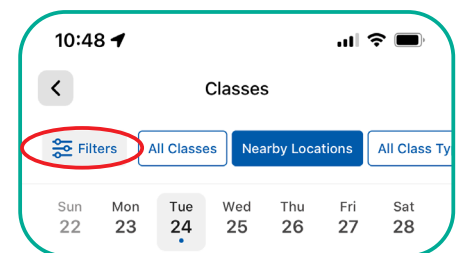
**Step 2:** Log in using your **Daxko Operations** account. If you don't know or remember your Daxko Operations email or password, see Section A.

**Step 3:** Find the "Classes" section on the Home tab..



**Step 4:** Tap "View All" in the top right corner of the classes section to see our full schedule.

**Helpful tip:** You must have a location selected to see classes. Use the filter option to narrow your search to the specific class or instructor you are looking for.



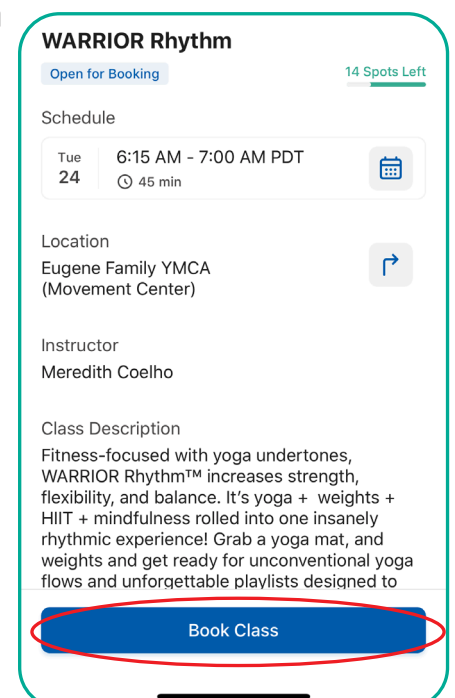
**Step 5:** Tap on the class you wish to join. On the right side of the class, it will show the **number of spots open** or if it is **full**. If no information appears to the right, then no registration is required. (Except for Tennis Court Reservations. To reserve a tennis court, please go to the Tennis Court Reservation button on the Home tab.)

**Please note:** Even if the class says full, you may still be able to join the waitlist.

**Step 6:** Tap the "Book Class" or "Join Waitlist" button. If there is no option to join the waitlist, that means that the waitlist is full.

**Helpful tip:** Stay on the class list until registration opens. If you are in the class description, it will not auto-refresh to show the "Book Class" button when registration opens.

**Please note:** You can only register yourself for classes through your app, not other active members on your account.



# SECTION C: REGISTERING THROUGH THE WEBSITE

Registration for classes open 3 days and 1 hour prior to class start time.

Website reservations can be made in the Group Ex tab of Daxko Operations. There are two options to access this page.

ONLINE SCHEDULES & RESERVATIONS

## Option 1:

**Step 1:** Click the SCHEDULES tab on the website menu.

**Step 2:** Click the ONLINE SCHEDULE & RESERVATIONS button.

YOUR Y ACCOUNT

## Option 2:

**Step 1:** Click the Your Y Account button on the top right corner of the website.

**Step 2:** Click the Group Ex tab on the top right menu.

Once you are in the Group Ex tab of Daxko Operations, follow these steps to register for a class.

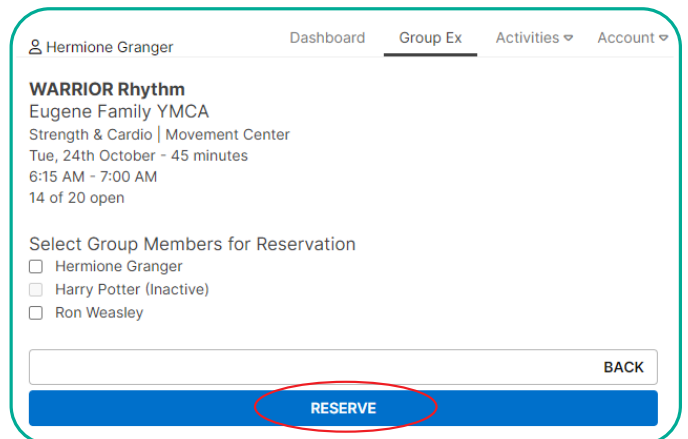
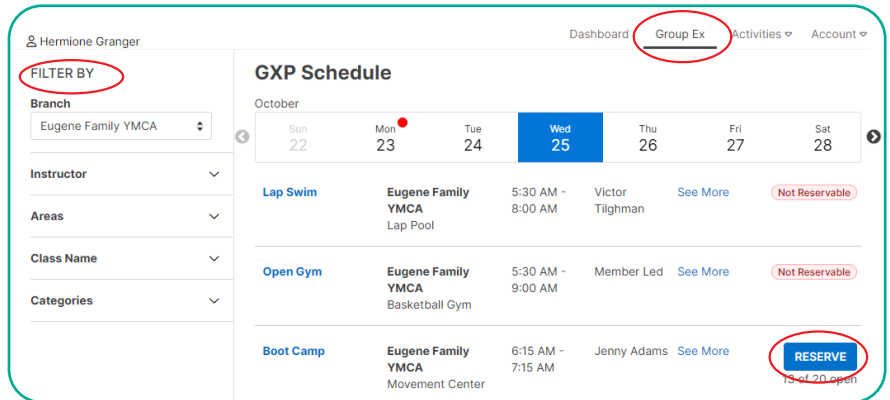
**Helpful tip:** Filter by areas (i.e. studios), class name, instructor or class category to narrow your search.

**Step 1:** Find the class you wish to book and click **RESERVE** or **WAITLIST**. If you are not logged

into your Daxko Operations account, you will be prompted to do so. If you don't know or remember your Daxko Operations email or password, see Section A.

**Step 2:** Select the **ACTIVE** members on your account you wish to register for class and click **RESERVE**. You're all set!

**Please note:** If you receive an overdue balance alert (shown below), you may still register for free classes, but not fee-based programs. Please pay your balance online or visit the Welcome Center if you have questions.



⊗ **Uh-oh!** Looks like you have an overdue balance on your account preventing you from registering for programs.

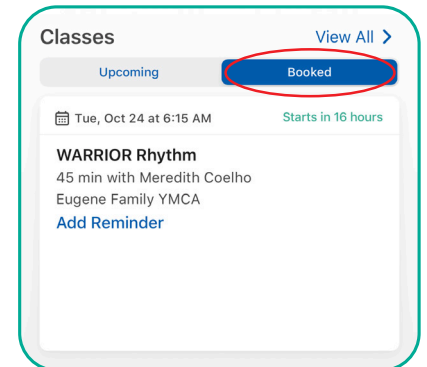
# SECTION D: VIEWING OR CANCELING YOUR REGISTRATIONS

There are several ways to view or cancel your registrations. The easiest way to view and cancel your registrations is through the EUG YMCA App. It may take time for classes that you registered for online to show up in your app and vice versa.

**Please note:** You cannot cancel a class reservation less than 1 hour before class start time.

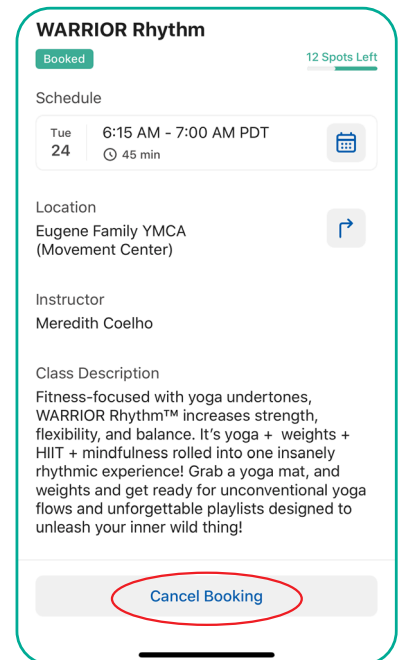
## EUG YMCA App:

Toggle to the Booked tab on the classes section at the top of the wellness tab to see all of the classes you are registered for. Select the class you wish to cancel and tap the “Cancel Booking” button at the bottom of the screen.



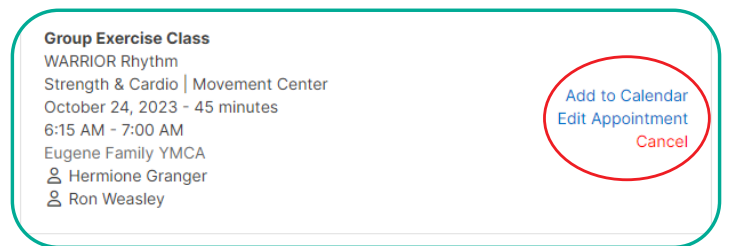
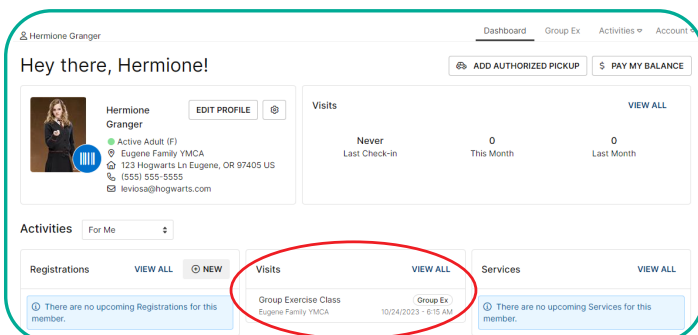
## Email:

When you register for a class, you will receive a confirmation email. Edit or cancel your registration through the link provided.



## Daxko Operations Account Via The Y's Website:

In the Visits section of your dashboard, click “View All” to see the classes you are registered for. Click “Cancel” to cancel for all active members on your account who are registered for the class. Click “Edit Appointment” to add or remove other active members on your account from the class.



## SECTION E: REGISTERING WITHOUT AN ACTIVE MEMBERSHIP OR WHILE ON HOLD

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There is no way for you to register for classes on your own if you do not have an Active Membership.

You will need to call the Y or stop by the Welcome Desk to register.

We want to caution you that phone registrations are not always timely as Y staff are frequently busy assisting members in the facility. **Please do not call before class registrations open. We cannot assist you if registration is not yet open.**

**Please note:** The best way to avoid a delay in registering over the phone is to become an active member and learn how to navigate the online registration system.