

YOUR WSYMCA ALL IN A NEW APP

- ✓ **Easy Mobile Check-In**
- ✓ **See Live Branch Capacity Levels**
- ✓ **View Schedules**
- ✓ **Important Facility Updates**
- ✓ **Join Wellness Challenges**
- ✓ **Sign up for Y Programs**
- ✓ **Class Notifications**
- ✓ **Reserve Your Spot in Class**
Group Ex Reservations Begin Dec 1

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phone?**
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Need assistance?
Visit the Welcome Center
and our staff will be
happy to help.



West Suburban YMCA App

Welcome to the WSYMCA app guide. This document will provide guidance for installing and using our mobile app. Through the app members can manage their profile and reserve a spot in group exercise class. Everyone can use the app to register for YMCA programs, learn about events and happenings at the Y, and stay updated about schedule changes and closures.

Download the app directly on your device through this link or scan the QR code <https://onelink.to/westsuburbanymca>.

Scan with
your phone
to download



Login to Your New App

1. Enter the phone number associated with your Y account.
2. Enter the password associated with your Y account.

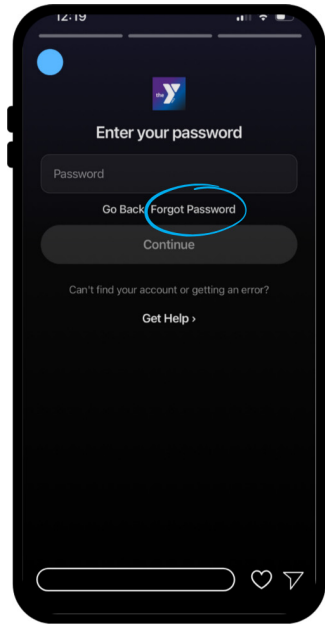
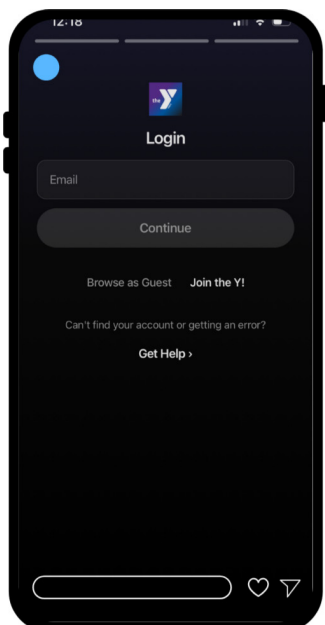
Email Lookup: Not sure which email is associated with your membership or online account? Contact the Welcome Center or click <https://ymcawestsuburban.sgasoftware.com/Sales/Login/>

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ALL IN A NEW APP**

- ✓ Easy Mobile Check-In
- ✓ Find A Class & Reserve Your Spot
- ✓ See Live Branch Capacity Levels
- ✓ Class Notifications
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- ✓ Join Wellness Challenges
- ✓ Sign up for Y programs
- ✓ Wellness Content
- ✓ Branch Events

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Password Recovery: If you forgot your password, submit your email and then select the "forgot password" option. Retrieve your reset password link from your email and reset your password in your online account.

Select Preferred Branches: After logging in, select your preferred branches to view branch-specific group exercise, pool, and gym schedules, check live branch capacity levels, and receive branch notifications.

Explore the App

Location Information Page: Located in the top left corner, this page provides branch information, including operating hours, contact details, amenities, and more.

Barcode: Tap the barcode icon to access your membership barcode. For family memberships, barcodes for all linked members will be available. Add your barcode to Apple Wallet for quick access when you arrive at the Y.

Profile: Manage your membership details through the Manage Membership section. Family members linked to your household membership will appear on your profile screen. To update your communication preferences, tap the three-dot menu in the top left corner.

Inbox: Located in the bottom right corner, your Inbox contains notifications such as facility updates, class updates, and goal reminders. Select the Discover tab to subscribe to channels that interest you. Be sure to enable notifications in your profile settings so you don't miss important updates.

Playbooks

Content: Explore each playbook to access videos and content that help you learn more about all the Y has to offer.

Schedule: The Schedules screen includes fitness classes, area schedules, appointments, and programs. Examples include group exercise classes, open swim, open gym, pickleball, youth sports, and personal training.

Programs are paid activities such as swim lessons, sports, camps, and more. Use the Register Programs page to search for activities with open registration and register directly in the app.

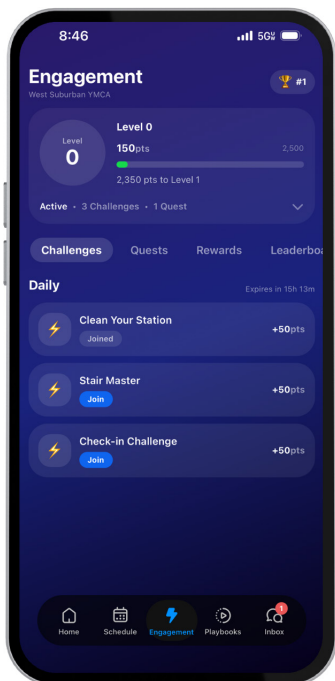
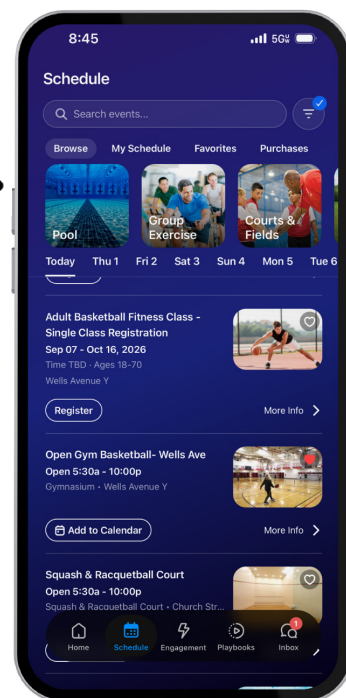
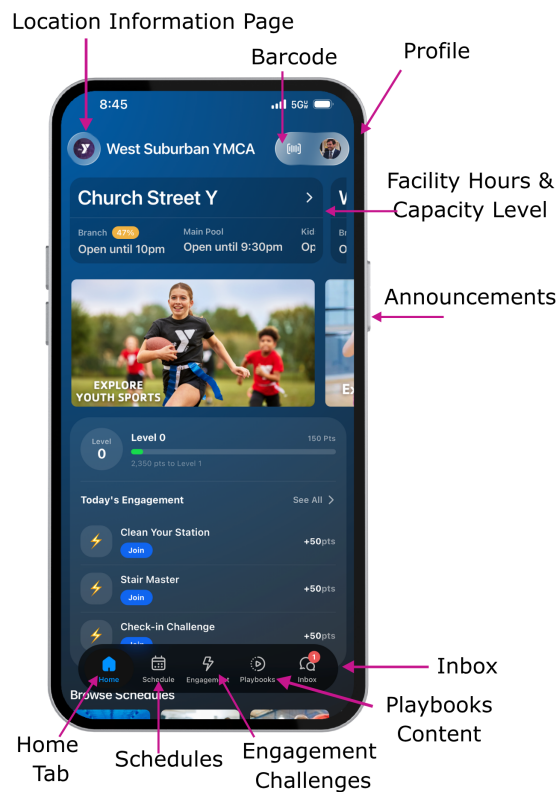
Use the **Appointments** page to schedule services such as personal training and other appointments. Browse trainers, select a time that works for you, and book directly in the app.

Filters: Tap the funnel icon in the top right corner to filter your search results.



Engagement Challenges:

Access the Engagement screen from the bottom navigation bar on the Home screen to view daily challenges. These challenges are designed to help you stay active, engage with your Y membership, and try something new. Complete challenges to earn points and advance through levels. Rewards may change each year. Visit the Welcome Center for reward information.





West Suburban YMCA App FAQs

Using the App

Can I use the app if I am not a member?

Absolutely. Non-members can access select app features, including registering for YMCA programs, staying informed about events and activities, and receiving updates on schedule changes, closures, and important Y news.

Can I still use the old WSYMCA app?

The old WSYMCA app will be discontinued starting December 1, 2026.

Do all family members need their own login?

Anyone using the app independently needs their own email address and login linked to their membership account. See notes for separate email addresses, below.

I missed an important message. Can I change my communication preferences? To update your email and push notifications, select your profile picture at the top right corner of the homescreen. Then tap the three-dot menu in the top left corner.

Group Exercise Class Reservations

When will group exercise class reservations be required?

Beginning December 1, reservations will be required for group exercise classes. This change is designed to help reduce overcrowding and give participants confidence that a spot will be available for them. Until December 1, members are encouraged to begin using the app to become familiar with the process, but reservations are not yet required.

I don't have a smartphone. Can I still register for classes?

You can access class reservation on a computer or tablet. The same login credentials apply.

When do class reservations open?

Class reservations are open 47 hours before the class start time. For example, if a class begins at 9:15 AM on a Monday, registration opens at 10:15 AM on Saturday.

What if I can no longer attend a class?

Please cancel your reservation as soon as possible so another member can take your spot. Waitlists and available walk-in spaces operate on a first-come, first-served basis.

Separate Email Addresses for Family Members

Does my spouse or child need a separate email address?

Family members who use the app on their own device need a unique email address linked to their Y account.

How do I update my family member's email address?

Tap your profile photo located top right on the Home Screen. Select Manage Membership. Select Family from the top right drop down menu. Update the email address and save.

Does my child need a separate email if they don't use the app?

No. A separate email is only needed for children using the app independently.

Need Help? Contact Member Services or visit the Welcome Center for help with login, account, or app questions.