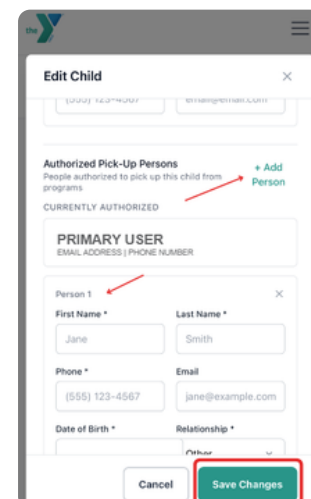
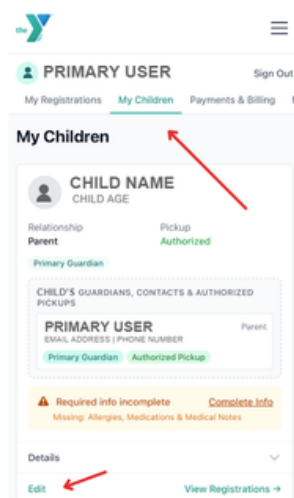


STANDARD OPERATING PROCEDURE

ADD A NEW AUTHORIZED PICK-UP

1. Log in to your YMCA account: <https://www.ymemphis.org/my-camps/account>
 - a. Existing users will enter their email address, which will prompt an authorization code to be delivered via email.
2. On the dashboard of the YMCA Account, locate the tab labeled **"My Children"**, then select the child that you would like to add or updated authorized information for.
3. Click **"Edit"**, then scroll down to the **"Authorized-Pick-Ups"** section. You will see a list of currently authorized users, then an option to **"Add Person"**.
4. To add an additional authorized pick-up, click **"Add Person"**, then complete the required fields. Upon completion, click **"Save Changes"**. Repeat this process until all authorized contacts have been added.
5. Be sure to repeat this process for any additional children.



ADD OR CHANGE A PIN

(REQUIRED FOR CHECK-IN/CHECK-OUT)

1. Log in to your YMCA account: <https://www.ymemphis.org/my-camps/account>
 - a. Existing users will enter their email address, which will prompt an authorization code to be delivered via email.
2. Once logged in, navigate to the **"My Account"** tab on your account dashboard.
3. Locate the **"Childcare Pickup PIN"** section and click **"Edit."**
4. In the **"New PIN"** field, enter your preferred 3–6 digit PIN (choose something easy for you to remember!).

This PIN will be used for all authorized pick-ups, so please make sure to share it with anyone listed as an authorized pick-up contact who may be picking up your child. The primary account holder can update this code at any time through the online portal.

Forgot your PIN? No problem! After verifying authorized pick-up status in our system and completing an on-site ID check, YMCA staff can temporarily override the PIN requirement until you are able to update your account.

