



HOLDING YOUR MEMBERSHIP THROUGH MEMBERSHIP ACCOUNT

Use these steps anytime you would like to put a hold on your membership. You may also use the direct link to the registration on the website: <https://www.clevelandymca.org/membership-resources/>

Login in your membership account:

Visit <https://www.clevelandymca.org/>

- Look at the **blue** bar near the top of the screen.
- Click on Log in



Log in with your email on file or phone number.

Enter your Password.

IF you forgot your password you may reset to email or text a one-time code to your cell phone (if you click on forgot password this will give you the options).

Enter your password

Password

☐ Keep me logged in

[Try another email address or phone](#)

LOGIN

[Forgot your password?](#)

Choose to reset password or quick login

Reset Password

[Email me a reset password link](#)

OR

Send me a one-time code for quick login:

- ☐ Send SMS to 440-***-**92
- ☐ Voice Call 440-***-**92
- ☒ Send Email to ree*****@yahoo.com

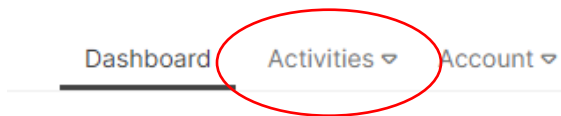
SUBMIT

If you choose a one-time SMS code, we'll send you a text. Your carrier's message/data rates apply.

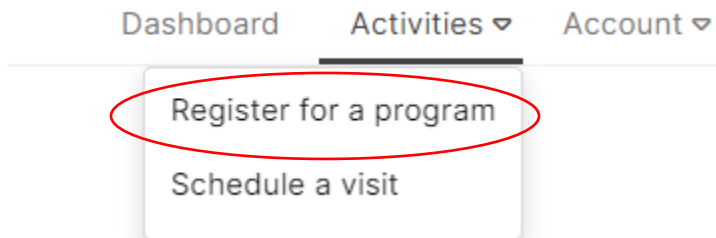
Choose the best option for you to reset the password or use a one-time code to login your account. Once in your account you can reset your password in your account.



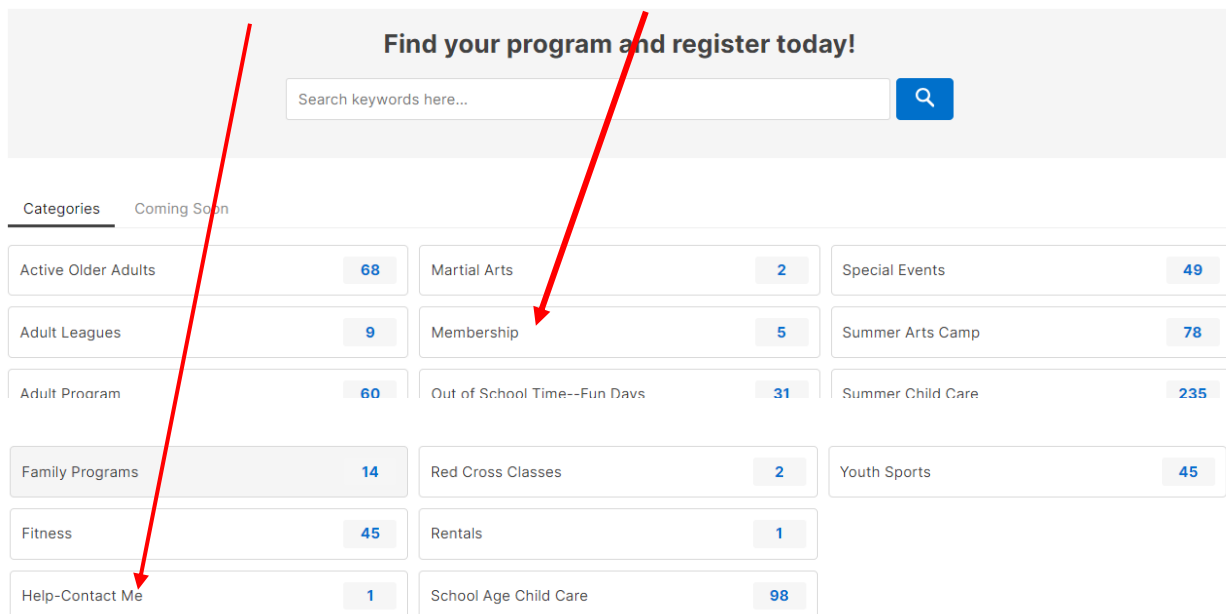
Once in your account you ensure you are clicked on your ACTIVITIES.



Click on the arrow for the drop down and click on Register for a program.



Click on the HELP-CONTACT ME **or** MEMBERSHIP category.



This will take you to a screen with items in a list. You are looking for the **MEMBERSHIP REQUEST HOLD** with the month you are making the change. Click on the name in blue.



Click on the REGISTER button, this is how you will get confirmation of your request to make the changes to your membership account.



Membership Cancellation or Hold
Membership request Cancel or Hold

REGISTER

\$0.00
Open

If there are multiple people on the account, select yourself. If you are the only one on the account, they it will take you to the screen below.

Questions

Membership Change

[Redacted]

Tell us more

In order for your membership team to serve you better, please answer the following questions. Someone from the team will contact you to finalize your request within 2 business days.

What would you like to change on your membership? *

- ☐ Change membership type (adult to family; family to adult etc.)
- ☐ Add family members to my family account
- ☐ I would like some additional information about financial assistance.
- ☐ I need help with other changes to my membership account.

I understand I need a 7 days notice prior to a draft to make changes to my membership. *

- ☐ Yes
- ☐ No

Please provide the best number so our staff can assist you quickly *

Please provide an email address as an alternate way to leave a message. *

If you adding to your membership who would you like added?

First

Last

Date of birth who you are adding.

If you are adding to your membership who else would you like to be added?

First

Last

Date of birth who you are adding.

Any additional information you may wish to provide.

Fill out the information as it pertains to you and click the **NEXT** button at the bottom of the screen.

You will see the following check out screen, this again is documentation for your request which will then be emailed to you.

Hit REGISTER, you should then see



My Cart

[✕ CLEAR CART](#)

Membership Change
Membership Change - 08 August
Association Office

Item	Total Fees	Due Later	Due Today	
08/01/26 - 08/31/26	\$0.00	\$0.00	\$0.00	

 [APPLY](#)

Total Fees	\$0.00
Due Today	\$0.00

[ADD MORE PROGRAMS](#)[CHECKOUT](#)

Awesome!



Thank you for registering!
Your detailed receipt has been emailed to you.

You paid \$0.00 today.

[Print Receipt](#)

[BROWSE MORE PROGRAMS](#)

Check your email for the receipt as proof of your request. The branch will then receive your request and process.

Feel free to reach out to your branch for any additional questions.