



## WEST COOK YMCA

# TROUBLESHOOTING STEPS TO GET INTO DAXKO ACCOUNT

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**There are four ways to get into your Daxko Account if you do not know your password.**

## **Table of Contents**

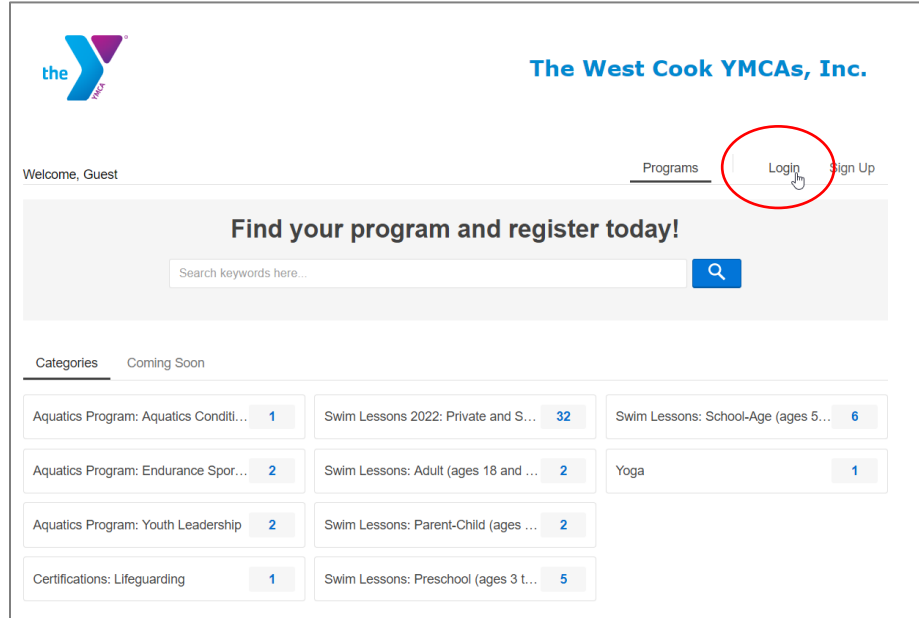
Member asks WCY to reset password.....	2
Member Can Request Access to Account by Resetting Password .....	2
Member can request access to account through One-Time Code: .....	4
Member knows their current password and change the password .....	7

## Member asks WCY to reset password

- Email [memberservices@westcookymca.org](mailto:memberservices@westcookymca.org) or call us at 708.383.5200 and ask for a password reset email.

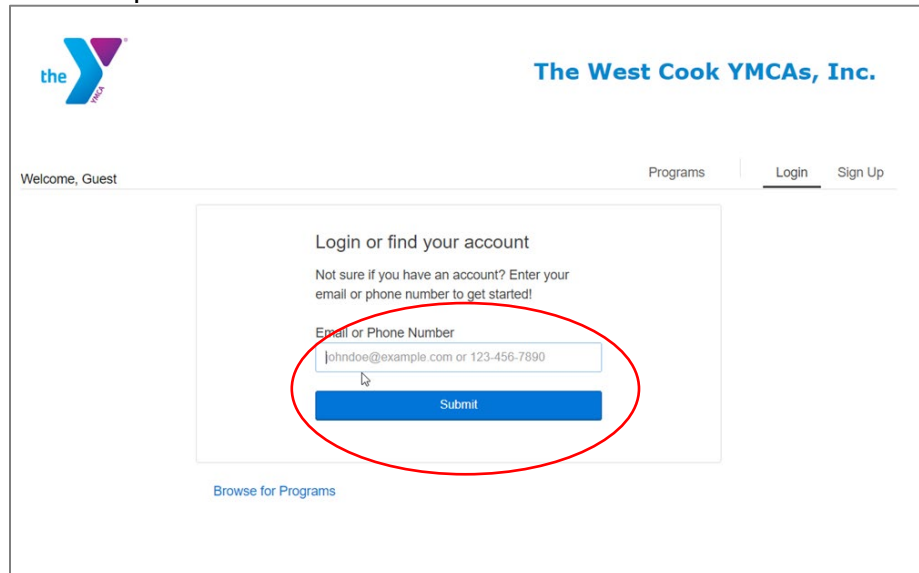
## Member Can Request Access to Account by Resetting Password

1. Click on login tab when on Daxko page



The screenshot shows the homepage of The West Cook YMCAs, Inc. The navigation bar includes 'Programs', 'Login', and 'Sign Up'. The 'Login' tab is circled in red. Below the navigation bar is a search bar with the text 'Find your program and register today!' and a search button. A grid of program categories is displayed below, including Aquatics, Swim Lessons, and Yoga, each with a count of items.

2. Enter in phone number or email on file and click submit



The screenshot shows the login page of The West Cook YMCAs, Inc. The 'Login' tab is selected in the navigation bar. The page title is 'Login or find your account'. Below the title is a message: 'Not sure if you have an account? Enter your email or phone number to get started!'. There is an input field labeled 'Email or Phone Number' containing the text 'johndoe@example.com or 123-456-7890'. The 'Submit' button is circled in red. A link 'Browse for Programs' is visible at the bottom of the page.

3. Click forgot password

The screenshot shows the login page for The West Cook YMCAs, Inc. The page header includes the logo and the text "The West Cook YMCAs, Inc.". Below the header, there is a navigation bar with "Welcome, Guest", "Programs", "Login", and "Sign Up". The main content area contains a login form with the following elements:

- Text: "Enter your password"
- Text: "Password" above a text input field.
- Text: "Keep me logged in" with an unchecked checkbox.
- Text: "Try another email address or phone"
- Text: "Login" above a blue button.
- Text: "Forgot your password?" with a mouse cursor pointing to it, circled in red.
- Text: "Browse for Programs" at the bottom left.

4. Click "Email me a reset password link"

The screenshot shows the password reset options page for The West Cook YMCAs, Inc. The page header includes the logo and the text "The West Cook YMCAs, Inc.". Below the header, there is a navigation bar with "Welcome, Guest", "Programs", "Login", and "Sign Up". The main content area contains the following elements:

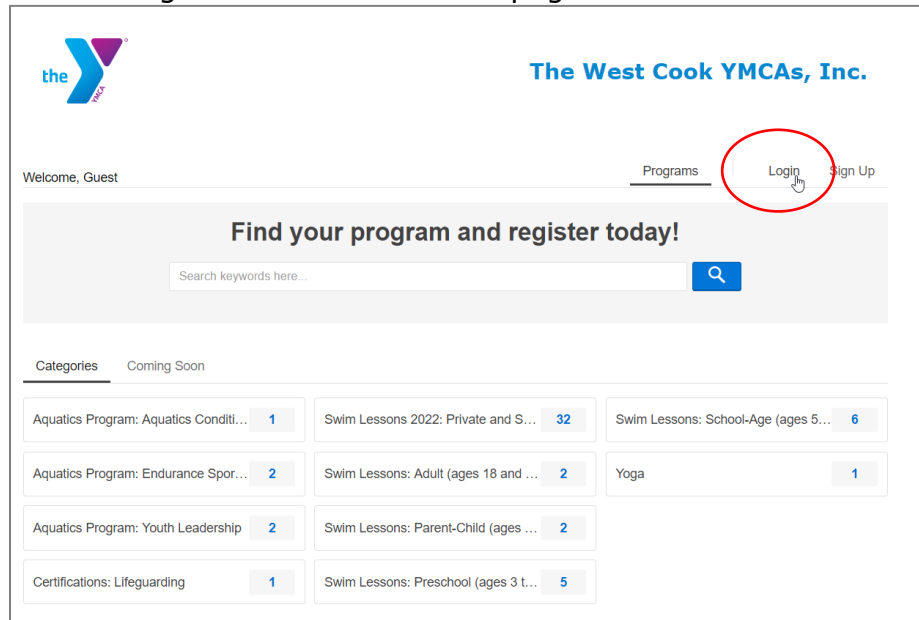
- Text: "Choose to reset password or quick login"
- Text: "Reset Password" above a red circle containing the link "Email me a reset password link", which is also circled in red.
- Text: "OR"
- Text: "Send me a one-time code for quick login:"
- Text: "Send SMS to 630-\*\*\*-\*\*\*18" with an unchecked radio button.
- Text: "Voice Call 630-\*\*\*-\*\*\*18" with an unchecked radio button.
- Text: "Send Email to tml\*\*\*\*\*@gmail.com" with a checked radio button.
- Text: "Submit" above a blue button.
- Text: "If you choose a one-time SMS code, we'll send you a text. Your carrier's message/data rates apply."

At the bottom left of the page, there is a URL: [urity/login.mvc/email\\_reset\\_link](#)

5. Go to email and follow directions to reset password

## Member can request access to account through One-Time Code:

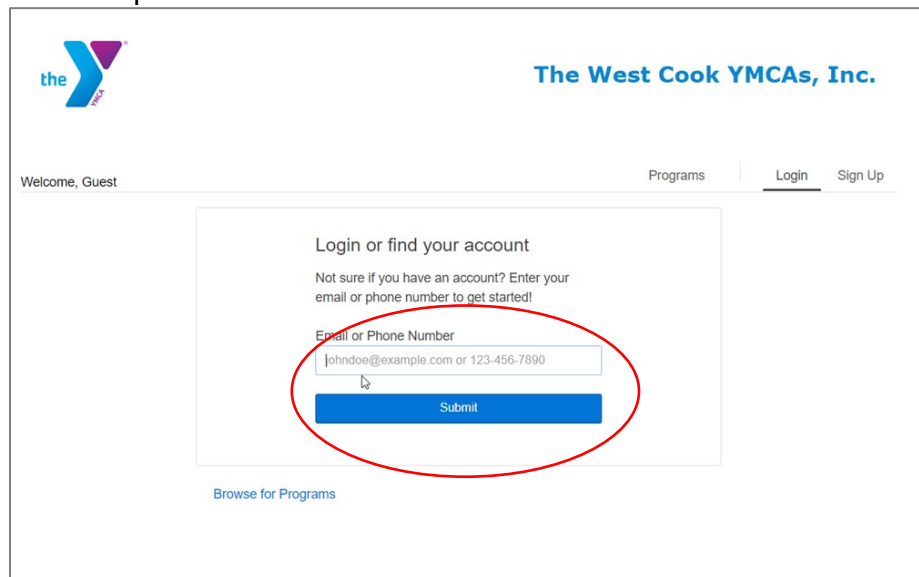
1. Click on login tab when on Daxko page



The screenshot shows the homepage of The West Cook YMCAs, Inc. The navigation bar includes 'Programs', 'Login', and 'Sign Up'. The 'Login' tab is circled in red. Below the navigation bar is a search bar with the text 'Find your program and register today!' and a search button. Underneath is a 'Categories' section with a 'Coming Soon' tab. The categories are displayed in a grid of cards, each with a program name and a count.

Categories	Coming Soon	
Aquatics Program: Aquatics Condi... 1	Swim Lessons 2022: Private and S... 32	Swim Lessons: School-Age (ages 5... 6
Aquatics Program: Endurance Spor... 2	Swim Lessons: Adult (ages 18 and ... 2	Yoga 1
Aquatics Program: Youth Leadership 2	Swim Lessons: Parent-Child (ages ... 2	
Certifications: Lifeguarding 1	Swim Lessons: Preschool (ages 3 t... 5	

2. Enter in phone number or email on file and click submit



The screenshot shows the login page of The West Cook YMCAs, Inc. The 'Login' tab is selected in the navigation bar. The main content area is titled 'Login or find your account' and contains the text 'Not sure if you have an account? Enter your email or phone number to get started!'. Below this is a text input field labeled 'Email or Phone Number' containing the text 'johndoe@example.com or 123-456-7890'. A blue 'Submit' button is located below the input field. The entire login form area is circled in red.

Browse for Programs

3. Click forgot password

The screenshot shows the login page for The West Cook YMCAs, Inc. The page header includes the logo and the text "The West Cook YMCAs, Inc." Below the header, there is a navigation bar with "Welcome, Guest", "Programs", "Login", and "Sign Up". The main content area contains a login form with the following elements:

- Header: "Enter your password"
- Label: "Password"
- Input field: A text box for entering the password.
- Checkbox: "Keep me logged in" (unchecked).
- Text: "Try another email address or phone"
- Button: "Login" (blue)
- Link: "Forgot your password?" (circled in red)
- Text: "Browse for Programs" (blue)

4. Under "OR", you have option to choose 1 of 3 ways to have a one-time code sent for a quick login. Choose how you want to receive your one-time code and then hit submit.

The screenshot shows the password reset/quick login page for The West Cook YMCAs, Inc. The page header includes the logo and the text "The West Cook YMCAs, Inc." Below the header, there is a navigation bar with "Welcome, Guest", "Programs", "Login", and "Sign Up". The main content area contains the following elements:

- Header: "Choose to reset password or quick login"
- Section: "Reset Password"
- Text: "Email me a reset password link" (blue)
- Section: "OR"
- Text: "Send me a one-time code for quick login:"
- Radio buttons:
  - Send SMS to 630-\*\*\*-\*\*\*18
  - Voice Call 630-\*\*\*-\*\*\*18
  - Send Email to tml\*\*\*\*@gmail.com (selected)
- Button: "Submit" (blue, circled in red)
- Text: "If you choose a one-time SMS code, we'll send you a text. Your carrier's message/data rates apply."

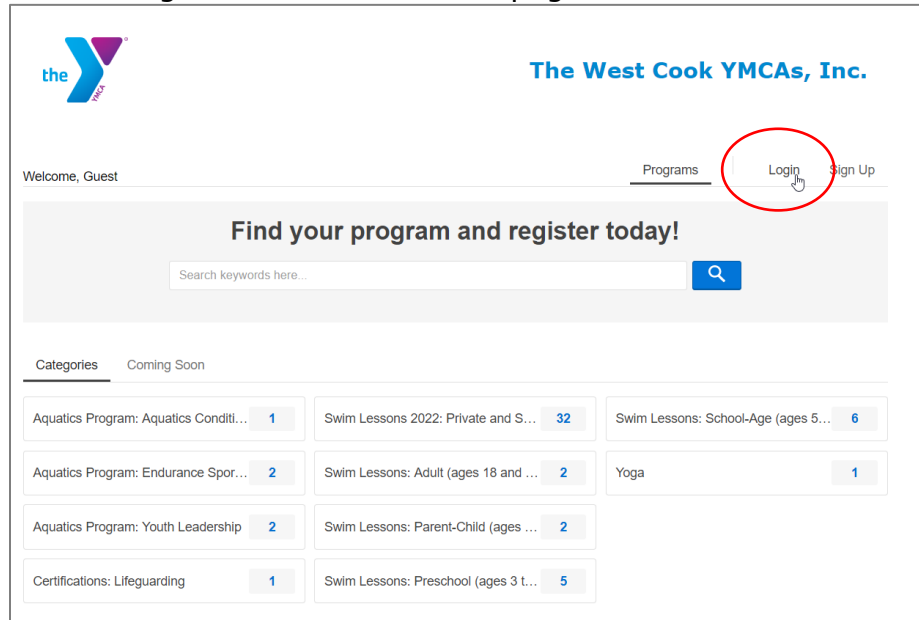
5. Key in one-time code

The screenshot displays the login interface for The West Cook YMCAs, Inc. At the top left is the logo for 'the Y' and at the top right is the text 'The West Cook YMCAs, Inc.'. Below the logo is the text 'Welcome, Guest'. In the top right corner, there are navigation links for 'Programs', 'Login', and 'Sign Up'. The main content area features a white box titled 'Enter Code'. Inside this box, it says 'Enter Code sent to tml\*\*\*\*\*@gmail.com' above a text input field. Below the input field is a blue link labeled 'Resend Code' and a blue button labeled 'Login'. A red oval is drawn around the input field and the 'Resend Code' link. Below the white box is a blue link that says 'Browse for Programs'.

6. This gives you access to your account without resetting password

# Member knows their current password and change the password

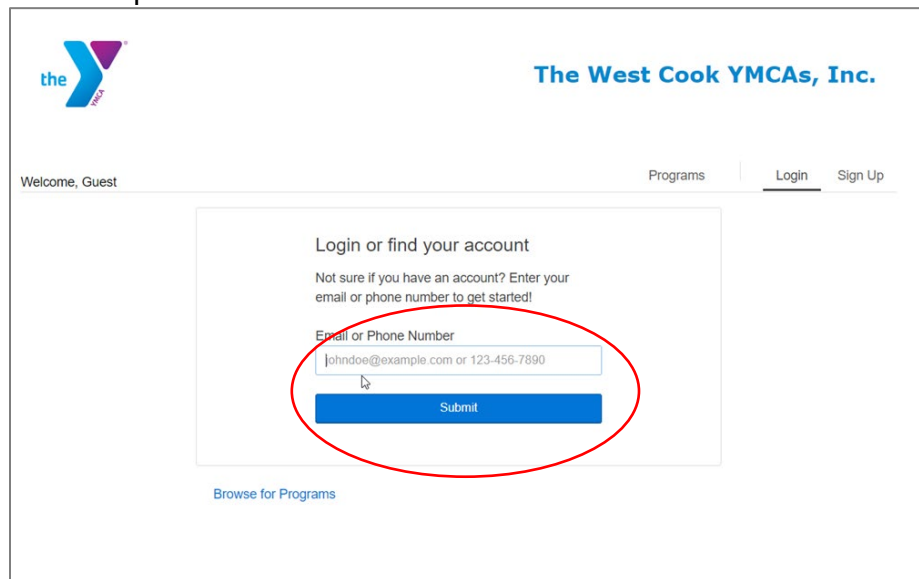
1. Click on login tab when on Daxko page



The screenshot shows the homepage of The West Cook YMCAs, Inc. The logo is in the top left, and the name is in the top right. Below the logo is the text "Welcome, Guest". In the top right corner, there are three tabs: "Programs", "Login", and "Sign Up". The "Login" tab is circled in red. Below the tabs is a search bar with the text "Find your program and register today!" and a search button. Below the search bar is a grid of program categories with counts.

Categories	Coming Soon	
Aquatics Program: Aquatics Condi... 1	Swim Lessons 2022: Private and S... 32	Swim Lessons: School-Age (ages 5... 6
Aquatics Program: Endurance Spor... 2	Swim Lessons: Adult (ages 18 and ... 2	Yoga 1
Aquatics Program: Youth Leadership 2	Swim Lessons: Parent-Child (ages ... 2	
Certifications: Lifeguarding 1	Swim Lessons: Preschool (ages 3 t... 5	

2. Enter in phone number or email on file and click submit



The screenshot shows the login page of The West Cook YMCAs, Inc. The logo is in the top left, and the name is in the top right. Below the logo is the text "Welcome, Guest". In the top right corner, there are three tabs: "Programs", "Login", and "Sign Up". The "Login" tab is selected. Below the tabs is a form titled "Login or find your account". The form contains the text "Not sure if you have an account? Enter your email or phone number to get started!". Below this text is a label "Email or Phone Number" and a text input field containing "johndoe@example.com or 123-456-7890". Below the input field is a blue "Submit" button. The entire form area is circled in red. Below the form is a link "Browse for Programs".

### 3. Key in password and Login to account

the **Y** YMCA

The West Cook YMCAs, Inc.

Welcome, Guest [Programs](#) [Login](#) [Sign Up](#)

Enter your password

Password

\*\*\*\*\*

Keep me logged in

[Try another email address or phone](#)

[Login](#)

[Forgot your password?](#)

[Browse for Programs](#)

### 4. Under my account, click view account.

the **Y** YMCA

The West Cook YMCAs, Inc.

Welcome, Tara Lenardi [Programs](#) [My Account](#)

**Find your program and register today!**

Search keywords here...

Categories [Coming Soon](#)

Aquatics Program: Aquatics Condi... <b>1</b>	Swim Lessons 2022: Private and S... <b>32</b>	Swim Lessons: ...
Aquatics Program: Endurance Spor... <b>2</b>	Swim Lessons: Adult (ages 18 and ... <b>2</b>	Yoga <b>1</b>
Aquatics Program: Youth Leadership <b>2</b>	Swim Lessons: Parent-Child (ages ... <b>2</b>	
Certifications: Lifeguarding <b>1</b>	Swim Lessons: Preschool (ages 3 t... <b>5</b>	

- [View Account](#)
- [Agreements](#)
- [My Balance \\$0.00](#)
- [Payment History](#)
- [Registrations](#)
- [Appointments](#)
- [Branch Capacity Dashboard](#)
- [Logout](#)



5. Under your image, there is a blue button that says manage. There is an option to change password here. You do need to know your current password.

6.

The West Cook YMCAs, Inc.

Welcome, Tara!

Programs My Account

Manage

Edit Profile

Change Password

Never 0 Visits this month 0 Visits last month

View All Visit Details

Membership Billing Info

Billing Cycle Monthly

Next Draft 04/01/2022

This draft will be charged to the payment method listed below.

Billing Method Invoice

Payment Methods

Add Payment Method

Appointments

You currently don't have any upcoming appointments.

Program Registrations

You are currently not registered for any Programs.

Register for Programs

Membership

Type FULL TIME STAFF FAMILY Membership - Active

016258701 View

Manage Membership

## Change Password

Old Password

New Password

Confirm New Password

Nevermind Change Password