WEST COOK YMCA

TROUBLESHOOTING STEPS TO GET INTO DAXKO ACCOUNT

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

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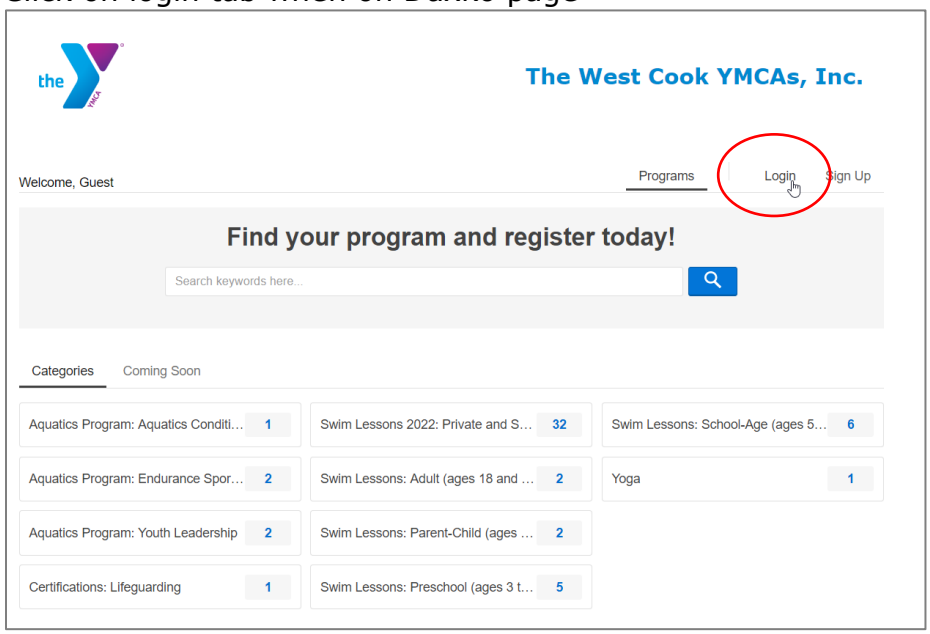
Member asks WCY to reset password

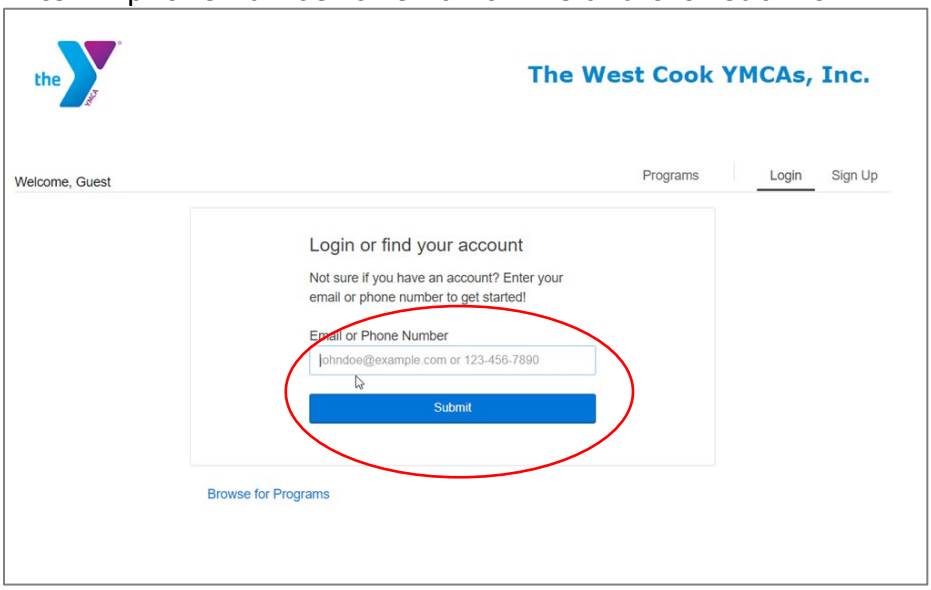
- Email **memberservices@westcookymca.org** or call us at 708.383.5200 and ask for a password reset email.

Member Can Request Access to Account by Resetting Password

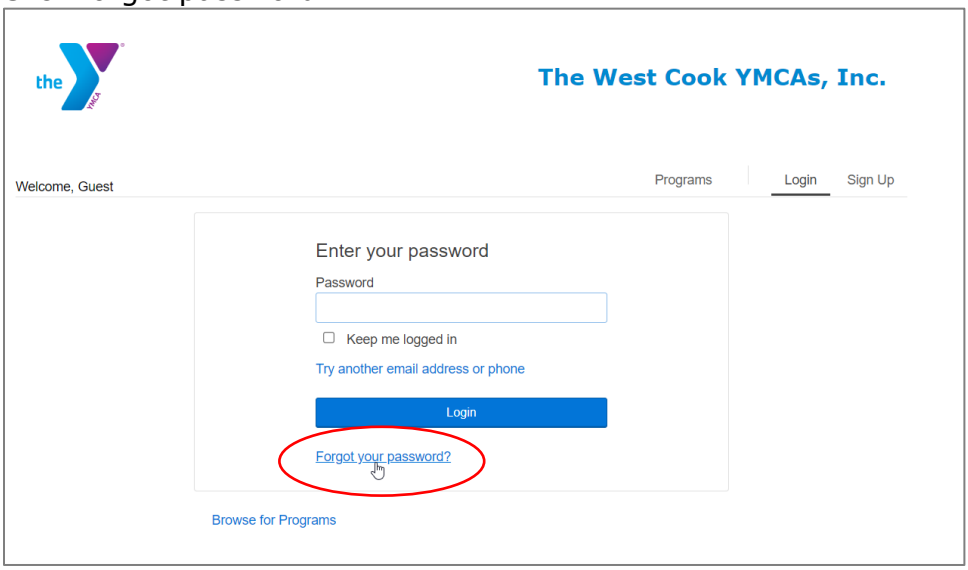
1. Click on login tab when on Daxko page



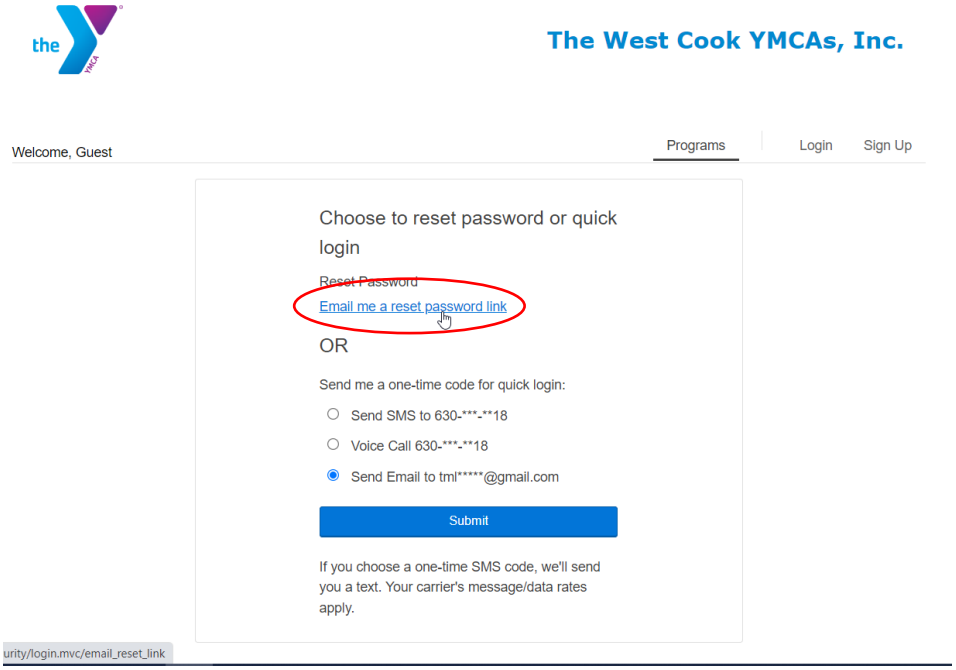
2. Enter in phone number or email on file and click submit



3. Click forgot password



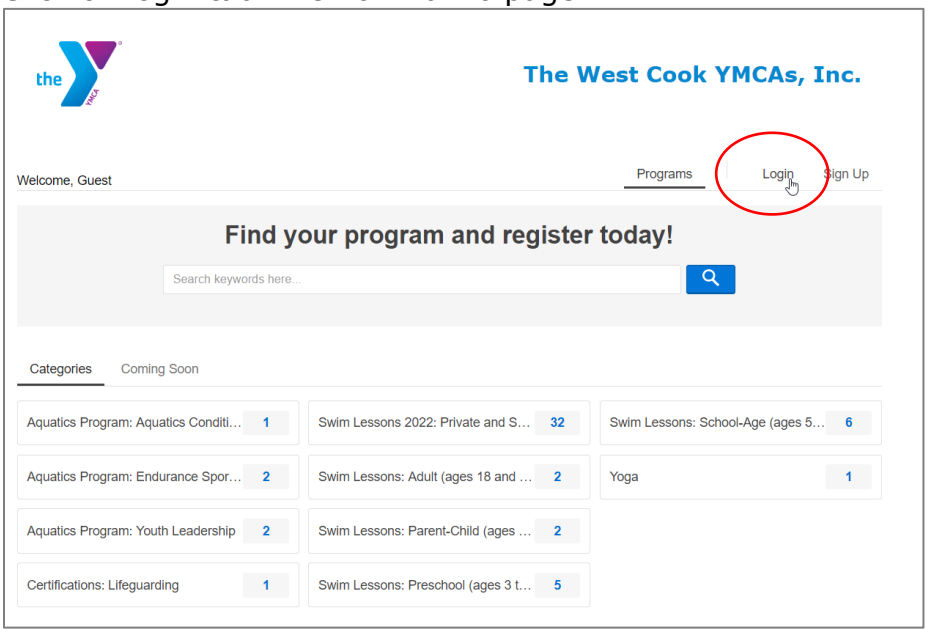
4. Click "Email me a reset password link"



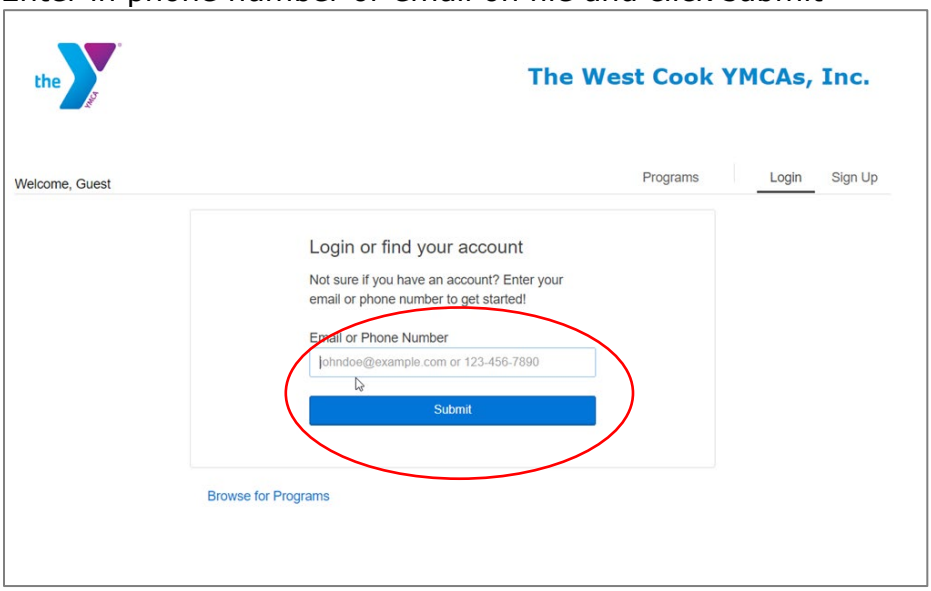
5. Go to email and follow directions to reset password

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

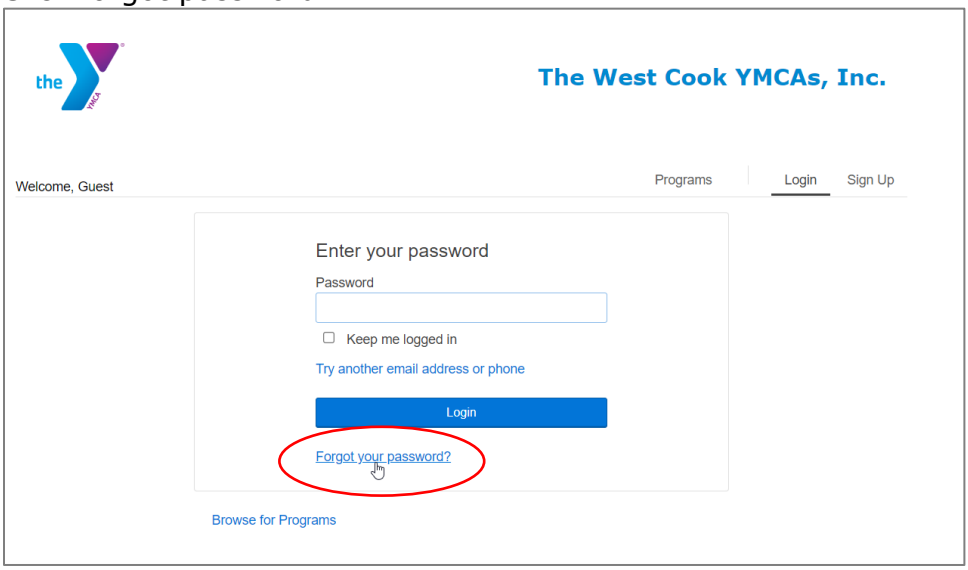
1. Click on login tab when on Daxko page



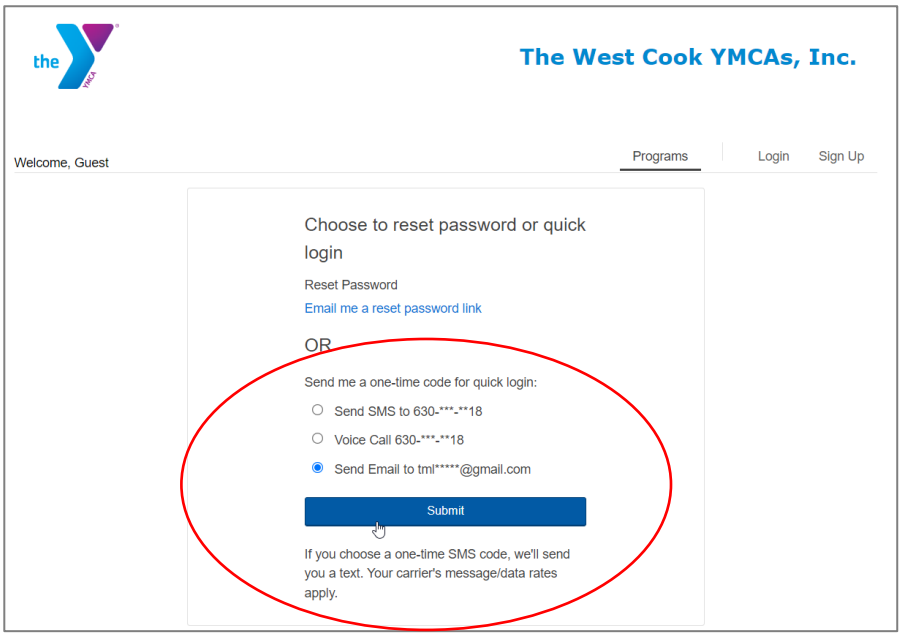
2. Enter in phone number or email on file and click submit



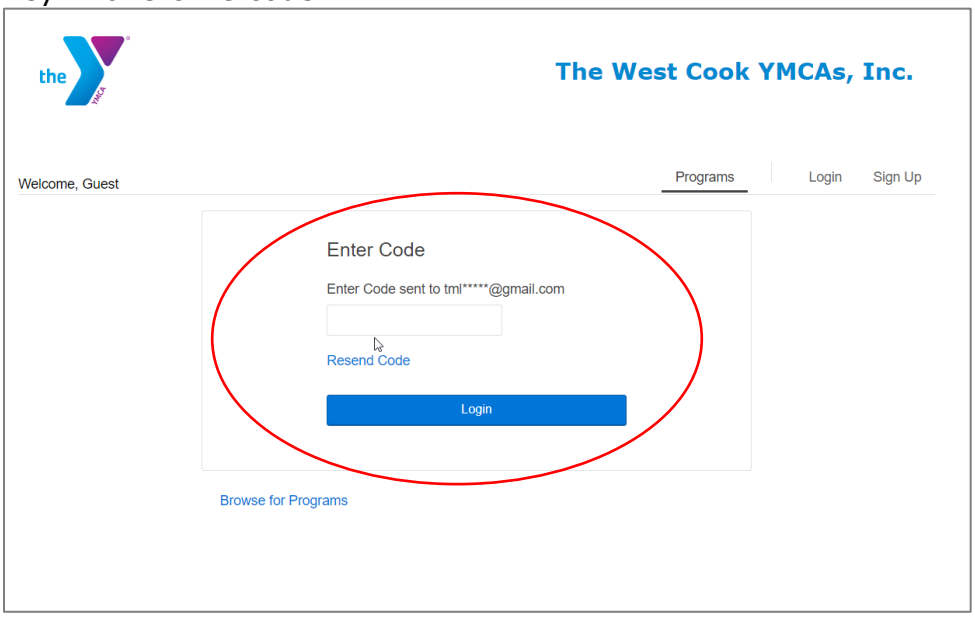
3. Click forgot password



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.



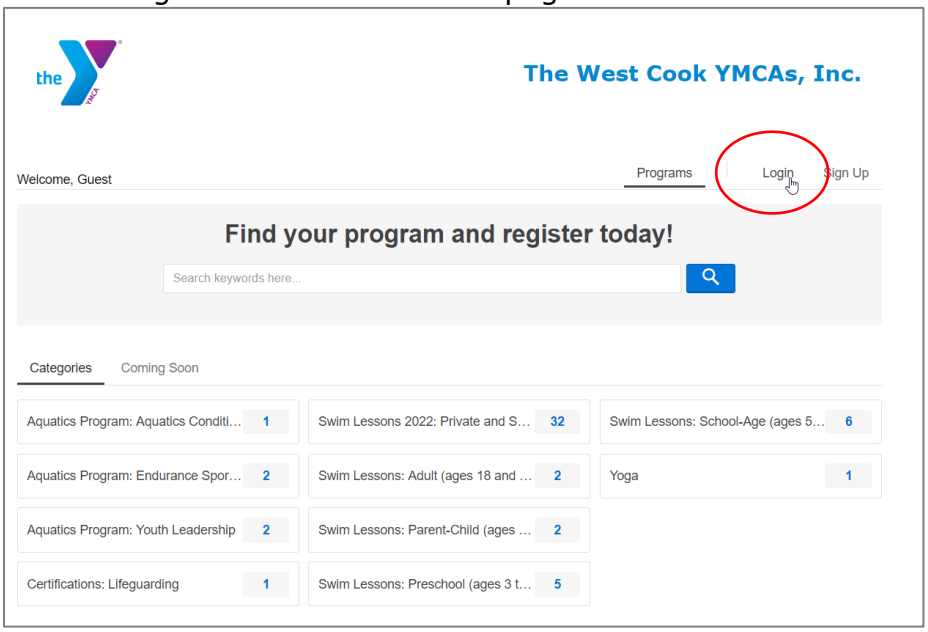
5. Key in one-time code



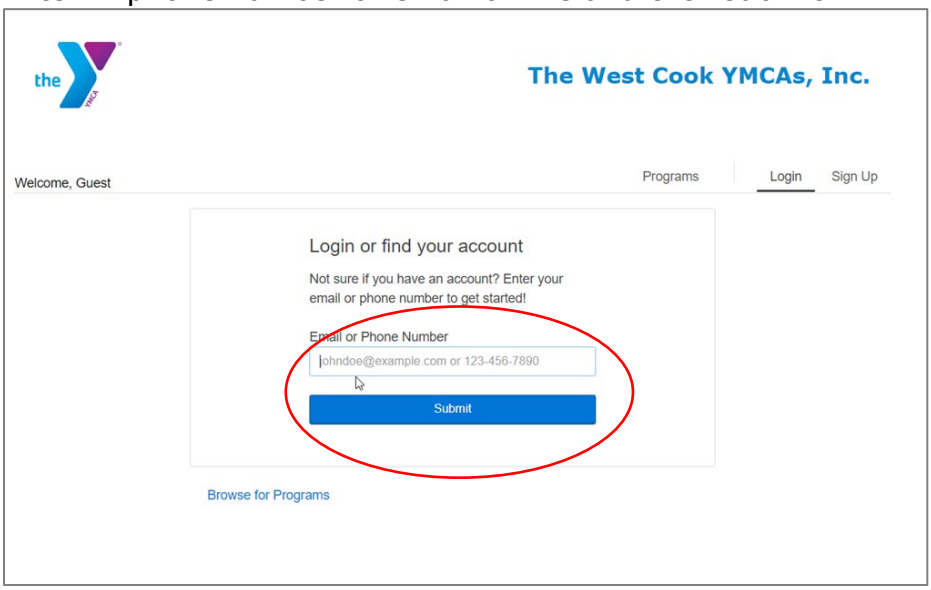
6. This gives you access to your account without resetting password

Member knows their current password and change the password

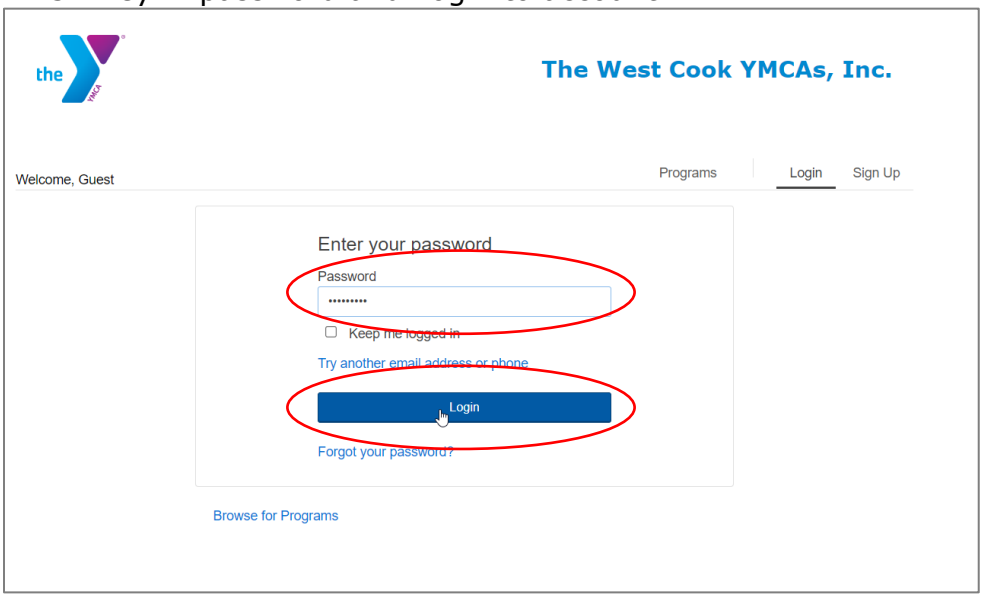
1. Click on login tab when on Daxko page



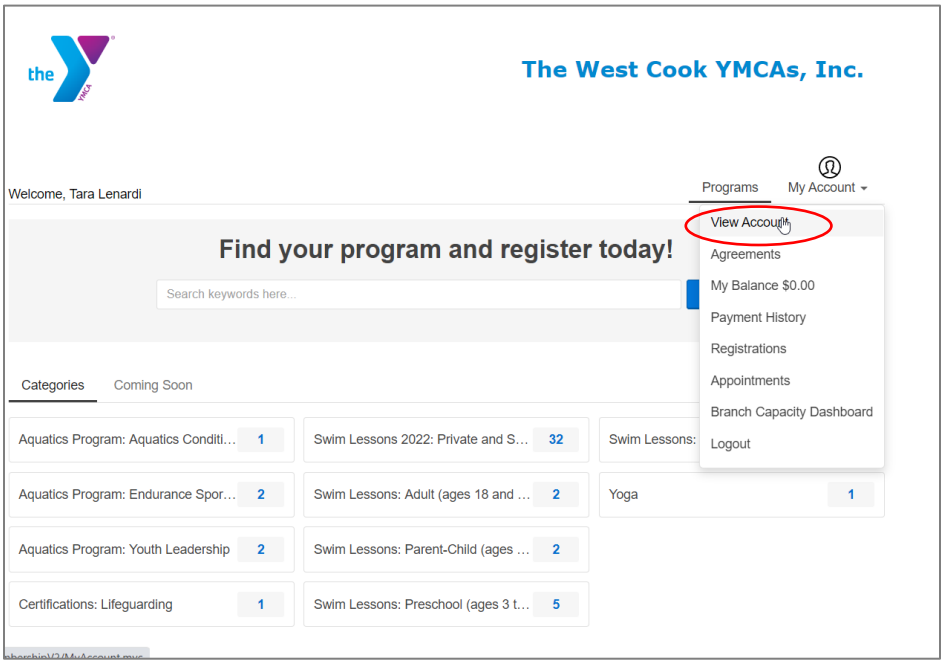
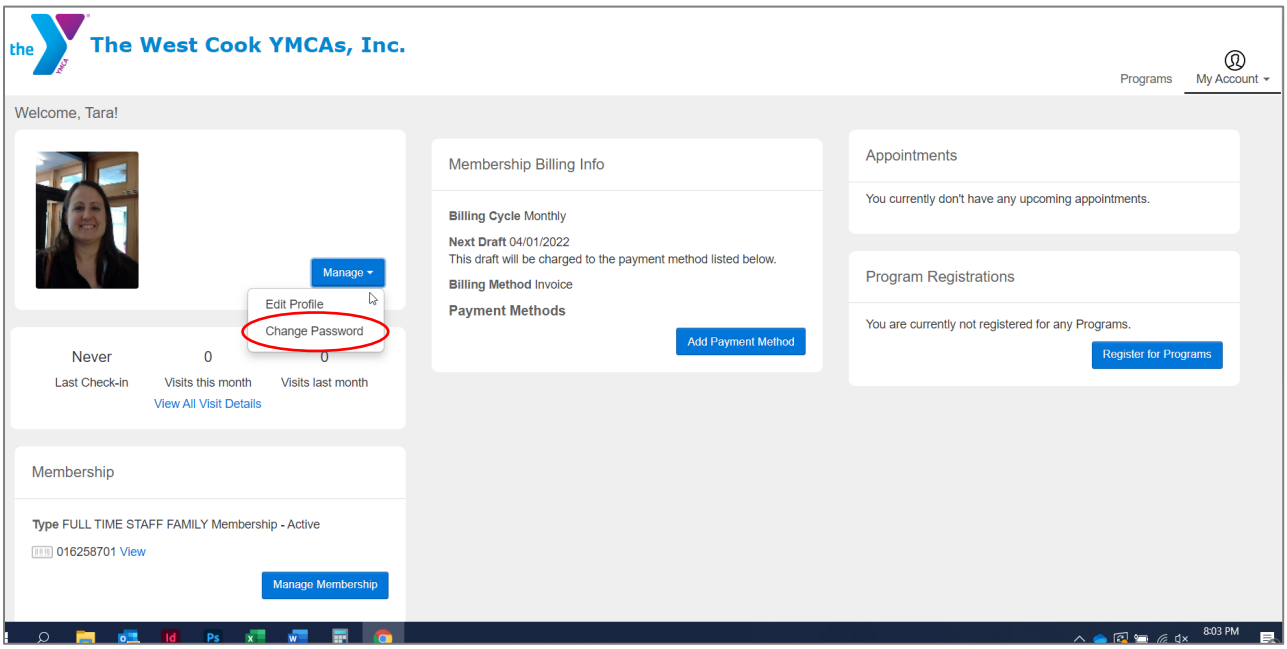
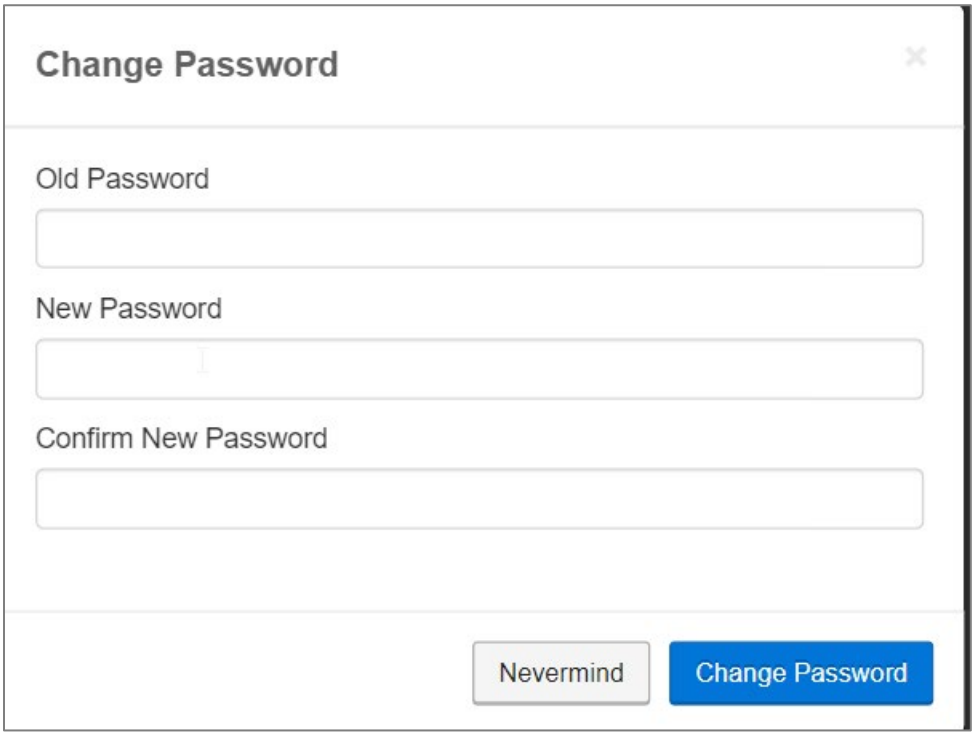
2. Enter in phone number or email on file and click submit



3. Key in password and Login to account



4. Under my account, click view account.



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.