



ARMED SERVICES YMCA OF HAMPTON ROADS

Strengthening Our Military Family[®]

WELCOME to the 2021-2022 school year at the FIVE STAR KIDS ACADEMY!

We are delighted to have your family join our Armed Services YMCA (ASYMCA) family this year. You will find the **Parent/Guardian Handbook** posted on our website extremely useful and may easily reference specific content by clicking on the topics listed in the Table of Contents.

At the ASYMCA, all participants in any of our programs or events, must be registered in our WebTrac system. Below are directions to help you to navigate this registration process. Initially, you will want to login to the system to **create an account** for your family on our Hampton Roads website. This website is mobile-responsive so there is no need to download an additional app to your phone, simply visit the page and SAVE the link as a favorite in your browser. Once logged in, you will be able to:

- Update household information
- Manage billing information on file
- Reference transaction history
- Browse and register for specific programs and events
- Pay weekly tuition (due the Friday before care is provided)

How to set up your account (membership):

1. Go to <https://www.asymca.org/hampton-roads-home>
2. Click on "My ASYMCA" on the ribbon.
3. Click "Login".
4. Select the third option: "If you are a brand new patron with us, please click here to register for a new account."
5. When setting up your account, be sure to fill out all of the responses even if they may or may not show as required to ensure the system charges correctly.
6. Enter the active-duty service member as the primary account (if applicable) and spouse as the secondary account. All children's information must also be entered on this family account as you will select participants for the academy program (School-Age Care or Summer Camp) each week to pay tuition. Please be sure that the primary email is kept up-to-date as receipts will automatically be sent to this email address as payments are processed.
7. Opt-in to receive text messages is suggested. Communication to parents will be via text and email for School-Age Care and Summer Camp.
8. Click **SAVE** before closing out of your account. Congratulations! You now have a free membership with the ASYMCA.

Please login to WebTrac each week:

1. Click "My ASYMCA".
2. Scroll down to "School-Age Care".
3. Click "Five Star Kids Academy".
4. Select your service:
 - Before and After School-Age Care
 - Before School Care
 - After School Care
5. Click "Add to Cart".
6. Click "Payment".
7. Click "Pay Code" and select "03-Credit Card" to select method of payment.
8. Click "Linked Credit Cards" to select the card on file to process.
9. Click "Process".

An **Activity Sales Receipt** will automatically deliver to your email for this transaction.

To avoid a \$20.00 late fee, tuition is due by the close of business the Friday before the upcoming week. Any delinquent accounts must be brought up to date by Monday for your child(ren) to attend the academy program. If it is easier for you to have tuition automatically processed each Friday, please inform the staff.

We hope this document is helpful, and we look forward to getting to know your child(ren) and family this year.

If you have any questions or concerns with creating your account, please contact our office.

Armed Services YMCA of Hampton Roads
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757-363-1884 or email hamptonroads@asymca.org for support