

Freedom Valley YMCA Online Registration Troubleshooting Hints

Problem: www.fvymca.org is very slow loading, or the online registration pages are slow loading.

Solution: This is due to a high volume of people using the site at once. We are working to prevent this from slowing things down, but in the meantime, if you find the site is slow, close your internet browser and then re-open it and try again.

Problem: When I try to access the log in page I get an error telling me that I need to log in to see the page and am directed back to the home page.

Solution: At the top of your Internet Explorer web browser, click on Tools. Scroll down and select "Internet Options." Under the "General" tab, choose Delete Browsing History. You will be given the option to delete temporary internet files, cookies and forms. Choose delete for each of these and close. When you go to www.fvymca.org again and click on Online Registration it should take you to the log in page.

Problem: When I try to log in I get an error message saying, "Invalid Password and/or Login Information. Please try again!"

Solution: Make sure you correctly entered you Last Name first, and then your First Name and that your password followed the correct format. John Fitness, born 11/10/1981 would have a password of jf111081.