



CANCELLING OR HOLDING YOUR MEMBERSHIP THROUGH MEMBERSHIP ACCOUNT

Use these steps anytime you would like to cancel or put a hold on your membership.

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.



Dashboard **Activities** Account

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

Dashboard **Activities** Account

Register for a program
Schedule a visit

Click on the HELP-CONTACT ME or MEMBERSHIP category.

Find your program and register today!

Search keywords here...

Categories **Coming Soon**

Active Older Adults	68	Martial Arts	2	Special Events	49
Adult Leagues	9	Membership	5	Summer Arts Camp	78
Adult Program	60	Out of School Time--Fun Days	31	Summer Child Care	235
Family Programs	14	Red Cross Classes	2	Youth Sports	45
Fitness	45	Rentals	1		
Help-Contact Me	1	School Age Child Care	98		

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

Help-Contact Me, Membership

Membership Cancellation or Hold (1)

1 results found.

MEMBERSHIP CANCELLATION OR HOLD
[Membership request Cancel or Hold](#)
Association Office
Dec 01, 2024 - Dec 31, 2024



Click on the REGISTER button, this is how you will get the 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 of 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 Cancellation Or Hold

[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 do? *

- Cancel my membership
- Place my membership on HOLD (up to 3 months in a calendar year)

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

[Redacted]

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

[Redacted]

Please share with us the reason you are placing a cancel/hold on your membership. *

[Redacted]

I acknowledge 7 days notice for a cancellation of membership; 14 for a holds is required. *

- YES
- NO

Please help us serve you better by providing additional information

[Redacted]

CANCEL

NEXT


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.



Review Registrations

Membership Cancellation Or Hold
Membership request Cancel or Hold
at Association Office

Item	Fee	Due Later	Due Today
 12/01/24 - 12/31/24	\$0.00	\$0.00	\$0.00

Total Fees	\$0.00
Due Today	\$0.00

CANCEL

REGISTER


Hit REGISTER, you should then see

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 your 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.