



# Booking your private training sessions online

## How to book your private training sessions online

### Book a session in 3 easy steps!

In this guide, you will learn how to:

1. buy a private training package;
2. book a private training session;
3. modify and cancel a private training session.

### Step 1: Buy a private training package

#### Find the package

- ▶ 1. In your web browser, go to:  
[https://anc.ca.apm.activecommunities.com/ymcaquebec/activity/search?onlineSiteId=0&locale=en-US&activity\\_select\\_param=2&activity\\_category\\_ids=30&viewMode=list](https://anc.ca.apm.activecommunities.com/ymcaquebec/activity/search?onlineSiteId=0&locale=en-US&activity_select_param=2&activity_category_ids=30&viewMode=list).
- ▶ 2. Find the right package in the list, i.e.: *Cartierville Private Training – 12 Lessons*.

**Cartierville Private Training - 12 Lessons**  
#27181 / Age 18 and up  
Cartierville YMCA  
2 January 2022 to 31 December 2023

[View fee details](#)  
**Enroll Now**

- ▶ 3. Click on **Enroll Now**.

#### Sign in!

Do you already have a customer account?

*If you've recently bought other products on this platform, you have an account and you probably know your password.*

- ▶ 1. Enter your email address as your username.
- ▶ 2. Enter your password.
- ▶ 3. Click on **Sign in**.

**Sign in**

Email address (Required)  
Enter your Email address

Password (Required)  
[Redacted]

[Forgot your password ?](#)

**Sign in**

Don't have an account? [Join](#)



If you have an active membership with the YMCA, you have an account, but probably have not chosen a password.

- ▶ 1. Click on **Forgot your password?**

**Sign in**

Email address *(Required)*

Password *(Required)*

**Forgot your password ?**

**Sign in**

Don't have an account? [Join](#)

- ▶ 2. Enter your email address.
- ▶ 3. Click on **Request reset password.**

**Forgot password**

Enter the email address associated with your account. We will send you an email with a link to reset your password.

Email address *(Required)*

**Request reset password**



- ▶ 4. Enter your first name, last name and date of birth (*this step may or may not appear*).

**Forgot password**

For verification purposes, please enter your name as registered for this account.

First name *(Required)*

Last name *(Required)*

Date of birth

Submit

**PRO TIP:** Click on the year at the top of the calendar to find your birth year faster.

- ▶ 5. Click on **Submit**.

**Forgot password**

For verification purposes, please enter your name as registered for this account.

First name *(Required)*

Last name *(Required)*

Date of birth

Cancel Submit



- ▶ 6. Open your email inbox.
- ▶ 7. Find the email that was sent by the YMCAs of Quebec.
- ▶ 8. Follow the steps outlined in the email to set up a password.

*If you're not a YMCA member, you probably don't have a customer account. You will need to create one.*

- ▶ 1. Click on **Join**.

The image shows a 'Sign in' form. It has a title 'Sign in' in bold. Below the title are two input fields: 'Email address (Required)' and 'Password (Required)'. Below the password field is a link 'Forgot your password?'. At the bottom of the form is a yellow button labeled 'Sign in'. Below the button is the text 'Don't have an account?' followed by a blue link 'Join'. A red box highlights the 'Join' link, and a red arrow points to it from the right.

- ▶ 2. Enter your email address.

The image shows a form titled 'Enter your email address'. It has a single input field labeled '\* Email address (Required)'. Below the input field is a red button labeled 'Next'. A red arrow points to the 'Next' button from the left. At the bottom of the form is the text 'Already have an account?' followed by a blue link 'Sign In'.

- ▶ 3. Click on **Next**.



- ▶ 4. On the sign-up page, enter your personal information. Fields with an asterisk(\*) must be filled out.

The screenshot shows a 'Sign up' form with the following fields:

- Email address: A text input field with a 'Change' link next to it.
- \* First name (Required): A text input field.
- \* Last name (Required): A text input field.
- \* Date of birth (Required): Three dropdown menus for month (February), day (11), and year (2021).
- \* Country (Required): A dropdown menu with 'Canada' selected.
- \* Password (Required): A text input field.

- ▶ 5. Enter a password.

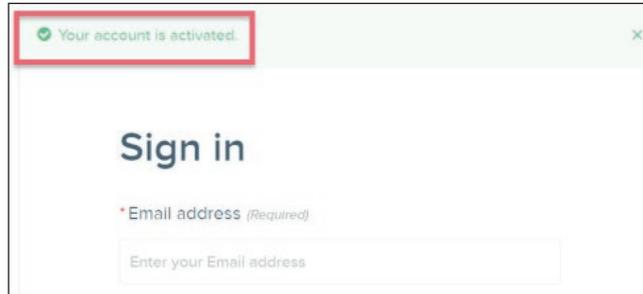
**PRO TIP:** Your password must contain at least eight characters, with three lowercase, uppercase, numeric or special characters.

- ▶ 6. Confirm your password.
- ▶ 7. Click on **Next** at the bottom of the page.
- ▶ 8. On the next page, continue entering your personal and contact information.
- ▶ 9. Once you have filled out all required fields, check the **I'm not a robot** box.
- ▶ 10. Click on **Submit**.
- ▶ 11. Your account has been created! A confirmation email to activate your account has been sent.
- ▶ 12. Open the email from the YMCAs of Québec.
- ▶ 13. Click on **Activate now**.

The screenshot shows a 'Submit' button and a reCAPTCHA box. The reCAPTCHA box contains the text 'I'm not a robot' and a checkbox. A red arrow points from the checkbox to the 'Submit' button. The reCAPTCHA logo and 'Privacy - Terms' link are also visible.



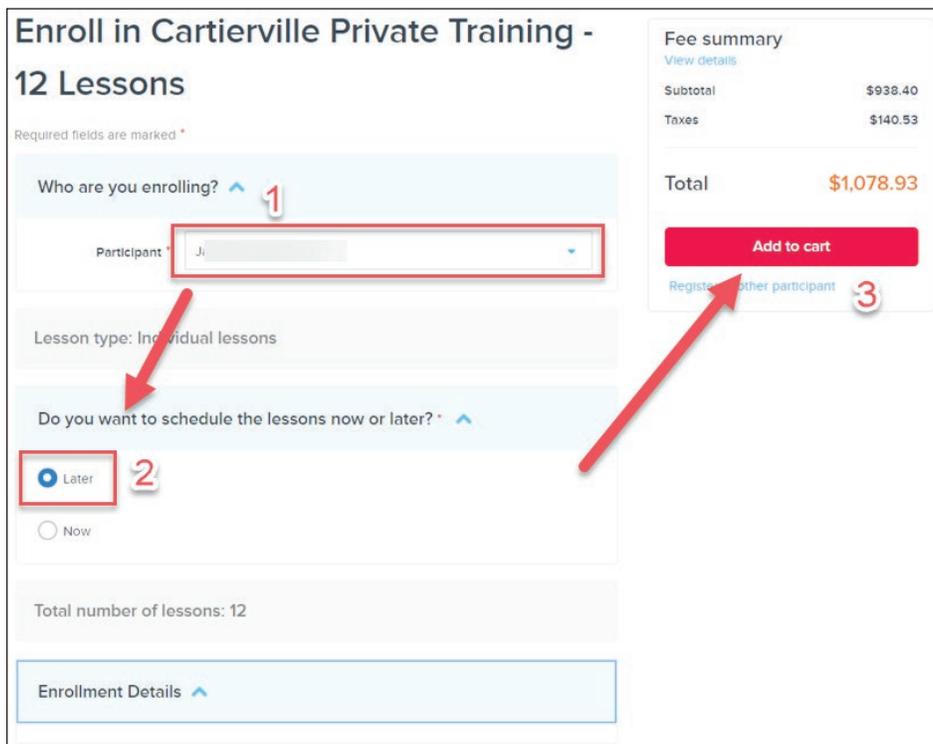
- ▶ 14. You will be redirected to your account sign-in page. A message will appear confirming your account has been activated!



- ▶ 15. Enter your email address and password to continue your registration.

### Pay for the package

- ▶ 1. Select your name (or the name of the person in your family account you are purchasing a package for) in the **Participant** scroll-down menu.



- ▶ 2. Choose the **Later** option in the **Do you want to schedule the lessons now or later?** section.
- ▶ 3. Click on **Add to cart**.



## Shopping Cart

Jasmine Manseau Khan **JM** 1 item, \$1,078.93 in total.

**Cartierville Private Training - 12 Lessons - 27181** \$1,078.93

ACTIVITY  
Number of lessons booked: 0

Use Payment Plan Private Training - Pay...

By selecting this plan, you agree to make payments as scheduled below.

Due date	Amount due
11 JAN 2023	\$539.46
<b>Total \$539.46</b>	

### Order Summary

Subtotal \$938.40  
Taxes \$140.53  
Deferred to Payment Plan -\$539.46

**Due Now \$539.47**

Enter coupon code

**PRO TIP:** For 12- or 24-lesson private training packages, the *Use Payment Plan* box is automatically selected. Uncheck the box if you wish to pay the total amount today.

### Waiver

Required fields are marked \*

Please read the following waivers and agreements carefully. They include releases of liability and waiver of legal rights, and deprive you of the ability to sue certain parties. By agreeing electronically, you acknowledge that you have both read and understood all text presented to you as part of the checkout process.

\* I have read and agree to Membership Yearly Waiver [Activity Enrollment: Saint-Roch Private Training - 12 Lessons - 27189].

Please enter your initials below

- ▶ 4. Check the box to agree to the waiver.
- ▶ 5. Enter your initials below the checkbox.
- ▶ 6. Click on *Payment*.



- ▶ 7. Select your payment method: *Credit Card* or *Electronic Cheque*.
- ▶ 8. Enter your payment method information.

**Check Out**

**Payment Information**

Payment Method

Required fields are marked \*

Credit Card      Electronic Cheque

ACT\* YMCAQuebec or Active Network will show up on your credit card statement for this payment.

**Order Summary**

Subtotal	\$938.40
Taxes	\$140.53
Deferred to Payment Plan	-\$539.46

**Due Now**      **\$539.47**

Gift Card      Apply

**Pay**

**PRO TIP:** If you wish to pay with a gift card, it should already be in your file and appear in the scroll-down menu above the *Pay* button. Select it and click on *Apply*.

- ▶ 9. Click on *Pay*.

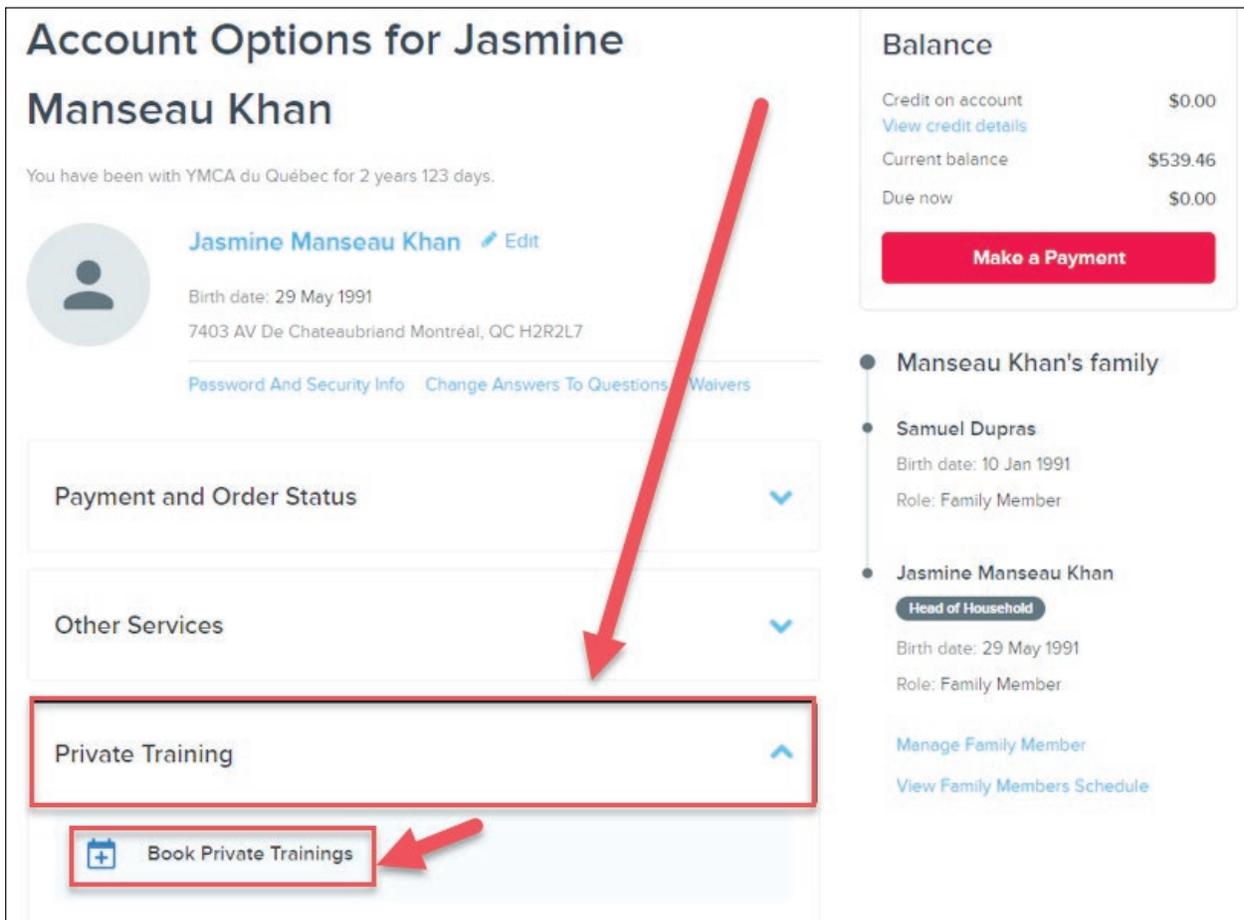


## Step 2: Book a private training session

- ▶ 1. Go to the *My Account* page.



- ▶ 2. Click to open the *Private Training* section.



- ▶ 3. Click on *Book Private Trainings*.





- ▶ 4. Click on **Book lessons**.
- ▶ 5. Filter your search for lessons using the following buttons:

Book lessons for Saint-Roch Private Training - 3 Lessons

Participant Jasmine Manseau Khan Lesson type Individual Schedule preference Buy and schedule now by preferred dates and times

Lesson dates Lesson time All centers All instructors

Select your preferred dates to check availability.

a. **Lesson dates:** Select a start and end date for your search and click on **Apply**.

Date range (Required)

From 01/18/2023 to 02/28/2023

Next 3 months

Days of the week

Sun Mon Tue Wed Thu Fri Sat

Apply

**PRO TIP:** Click on the date (ex: 12/31/2022) and not the calendar icon to change dates. You can even select or unselect days of the week according to your availabilities.

b. **All instructors:** Select the private trainer of your choice and click on **Apply**.

Marquez instructeurs comme indisponibles si les installations ne sont pas disponibles.

Adam Sallans  Etienne Faucher-Simard

Jeremy-Loup Huot  Marc-Andre Chevarie

Marie-Eve Piche-Furlong  Nicolas Massereau

Thomas Lebel

Annuler Appliquer



- ▶ 6. Click on the boxes with the dates and times of your choice (*you can book several lessons at once*).

7:00 8:00 9:00 10:00 11:00 12:00

Thu, Jan 19 Etienne Faucher-Simard

Sat, Jan 21 11:00 - 12:00

Sun, Jan 22 9:00 - 10:00

Scheduled number of lessons 2 / 3 Cancel Save

- ▶ 7. Click on **Save**.

And there you go! Your lessons are booked. You can always consult your list of lessons by returning to the **Private Training** section of your account.

### Step 3: Modify or cancel a private training session

It is **not possible to book, modify or change** a private training session reserved **for the following 24 hours** on our website. For a last-minute reservation, contact your YMCA centre.

For all additions, modifications or cancellations **over 24 hours in advance**:

- ▶ 1. Go to the **My Account** page.
- ▶ 2. Click on the **Private Training** section.
- ▶ 3. Click on **View details**.

Open

Saint-Roch Private Training - 3 Lessons Individual

Book lessons

#27191 Receipt#: 3061342.001

Start date: 2 Jan 2022 End date: 31 Dec 2023

Booked 2/3

View details ^

DATE AND TIME	INSTRUCTOR	DURATION	FACILITIES	
Sun, 22 Jan 2023 9:00 - 10:00	Etienne Faucher-Simard	1 hr	SR - Conditioning Room	
Sat, 21 Jan 2023 11:00 - 12:00	Etienne Faucher-Simard	1 hr	SR - Conditioning Room	



### Cancelling sessions

- ▶ 1. Click on the **trash** icon to the right of the lesson you wish to cancel.
- ▶ 2. Click on **Yes** to confirm the cancellation.

### Modifying bookings

- ▶ 1. Click on the **pencil** icon to the right of the lesson to reschedule.
- ▶ 2. Click on the new time desired.

The screenshot shows a booking calendar for Etienne Faucher-Simard. At the top, there are filters: "20 - 21 Jan 2023, every day" (highlighted with a yellow box), "Lesson time", "All centers", and "1 instructor selected". The calendar grid shows two rows: "Fri, Jan 20" and "Sat, Jan 21". The time slots are 9:00, 10:00, 11:00, 12:00, and 13:00. A yellow callout bubble points to the date filter with the text "click here to show other dates than the original booking date". A red callout bubble points to a blue box in the 12:00-13:00 slot on Friday with the text "click on the new booking date or time". At the bottom, it shows "Current selection: Sun, 22 Jan 2023, 09:00:00 - 10:00:00, Etienne Faucher-Simard" and "Proposed: Fri, 20 Jan 2023, 12:00 - 13:00, Etienne Faucher-Simard". There are "Cancel" and "Save" buttons at the bottom right.

**Note** ✕

Are you sure you want to cancel this lesson booking (you can reschedule it later)?

**PRO TIP:** You will be redirected to the booking calendar page, but at first, you will only see the day of the booking to reschedule. You can modify the time of your booking by clicking the appropriate box. Otherwise, click on the date button (top left) to see other days.

- ▶ 3. Click on **Save**.