



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## **My Y Rewards Program Frequently Asked Questions (FAQS)**

### **Do I need to have a membership at the Y to enroll in the My Y Rewards program?**

Yes. Only YMCA Facility Members, ages 16 and up, at the Greater Joliet Area YMCA are eligible to enroll in the My Y Rewards program.

### **Do I need to download an App to participate in the My Y Rewards program?**

No, you do not need to download an App on your phone to participate in the rewards program. The program is web-based and may be accessed [here](#) or by clicking the My Y Rewards tile on the YMCA On the Go App.

### **Can my spouse and I use the same email address to enroll in the My Y Rewards program?**

No, each member must have a unique email address when enrolling in the My Y Rewards program. To earn points, please be sure to use the same email address that is tied to your YMCA membership account when enrolling.

### **I have attempted to enroll in the My Y Rewards program, but I am getting an error message telling me that I don't have a valid Y membership. How can I enroll in the My Y Rewards program?**

Only active YMCA Facility Members, ages 16 and up, at the Greater Joliet Area YMCA are eligible to enroll in the My Y Rewards program. If you are an active member, please be sure that you are using the same email address that is tied to your YMCA membership account. For additional assistance, please be stop by the Membership Desk during your next visit or email [rewards@jolietyymca.org](mailto:rewards@jolietyymca.org).

### **Can I combine points with someone else on my YMCA membership so I can earn My Y Rewards perks more quickly?**

No, points are unique to each individual member and may not be combined with any other members in the My Y Rewards program.

### **Can I gift my unused My Y Rewards points to another YMCA member?**

No, rewards points are unique to individual members and are non-transferable.

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#### **GREATER JOLIET AREA YMCA**

1801 W. Jefferson Street | Shorewood, Illinois 60404  
(815) SAY-YMCA | [www.jolietyymca.org](http://www.jolietyymca.org)



**If I put my Y membership on hold, will I lose the points I have already earned in the My Y Rewards program?**

No, you will not lose your points while your membership is on hold as long as you check-in and visit the Y within 30 days of your membership reactivation date.

**If I cancel my membership, will I lose the points I have already earned in the My Y Rewards program?**

Yes, all rewards points will be voided within 30 days of your membership termination date. When/if you restart your membership, you will need to re-enroll in the My Y Rewards program.

**Will my points expire?**

My Y Rewards points will expire after six months of inactivity. Members will receive an email 30 days before their points expire notifying them of the impending expiration date.

**I attended a group exercise class and I didn't receive any points. When will I receive them?**

My Y Rewards members will only receive points for attending group exercise classes booked through the YMCA On the Go App. Please allow up to 48 hours for points to be credited to your My Y Rewards account.

**Can I earn points for attending multiple group exercise classes in one day?**

Yes, you may earn points for attending up to two group exercise classes each day.

**How do I redeem my points for Y swag?**

To redeem your points, please log in to your My Y Rewards account, navigate to the 'Perks' page, and select your reward. You will then need to stop by the Membership Desk during your next visit to show your voucher and claim your Y swag.

**Can I redeem a My Y Rewards voucher for program credit when registering my child for a YMCA program?**

Yes, you can use your program credit to register your child for a YMCA program, as long as he/she is an active member on your YMCA membership.

**How do I earn points for referring a friend to the YMCA?**

Please use the referral link on your rewards account to input a friend's email address. Your friend will then receive an email with your referral information and a pass to try the Y for free. If/when your friend (ages 16 and up) joins a branch of the Greater Joliet Area YMCA as a Facility Member, you will automatically earn your points. Please note: your referred friend must join the Y using the same email address you sent their referral email to via the My Y Rewards program. For additional assistance, please be stop by the Membership Desk during your next visit or email [rewards@jolietymca.org](mailto:rewards@jolietymca.org).

**Are there any other ways to earn points in the My Y Rewards program?**

Yes! Please watch your earning events page, social media, and your email carefully as we will be adding special limited time offers to earn extra points each month! Happy earning!

**I am getting too many emails from the My Y Rewards program. Can I change the frequency of my notifications?**

Yes. To change the frequency of your notification emails, go to Settings, Click Email, and then select your email preferences under Customer Notifications.

**If you should have questions or any feedback on the My Y Rewards Program, please be sure to stop by the Membership Desk during your next visit or email [rewards@jolietymca.org](mailto:rewards@jolietymca.org).**