

Linking accounts to book activities on behalf of your children at YMCA Plymouth

This guide shows you how to link accounts such as children to your own account so you can book them into activities from one primary account. This is great if you have multiple children and/or you use other YMCA services yourself – enabling you to manage everyone’s bookings from one login. If you need further help please watch our full [walkthrough video](#) taking you through each step in detail.

1. Log in to your primary account

- Sign in to the [customer portal](#) and go to **My account > Account details**.
- Under **Group Members**, select either **Link existing account** if the child already has an account, or **Create group member** if they don't have an account already.

2. Create your linked account or find an existing one

If your child doesn't yet have an account, select '**Create Group Member**' and simply fill in all the child's details to create their account. It will then be linked to yours and you can skip to step 4 below.

If your child already has an account created, search for the account and choose a role

- Enter the child's **Customer ID** (for example OP1234567 – this can be found in the welcome email when they registered).
- Enter their **last name or email address**.
- Choose the **role** they should have in the group
- Select **Send invite**.

3. The request is sent (if linking an existing account)

You will see **Account link requested**. If the details match an account, that account holder receives a request to approve.

The request stays **pending** until they respond. If it is not approved within the invitation period (7 days by default), it expires and you can send a new one.

4. Booking an activity with a linked account

Lastly, once the linking is complete when you go to book an activity in the portal, you will now see the '**Booking for**' drop-down box at the top above the booking calendar. Simply then select the child you want to make the booking for and proceed to book as normal.

