



**BOYS & GIRLS CLUBS**  
OF THE TENNESSEE VALLEY

## Membership Sign-Up Instructions

**Parent Portal is a** convenient, online tool for parents to register new Club members to attend a Boys & Girls Clubs of the Tennessee Valley. Parents can go online and make changes to member information, check balances and make online payments. In addition, parents can perform yearly renewals after creating a membership. **Parent Portal requires that you update your child's information every three months so remember your password and email.**

### **Steps to Creating a Parent Portal Account:**

1. Go to this address: [parents@bgctnv.org](mailto:parents@bgctnv.org)
2. If new to this site, click on the "register" button
3. Follow the prompts to set up your profile. Make sure to follow the instructions for setting up your password. Store your password in a safe place. You will need your password to re-enter this system. Click "Create New Account"
4. You will receive an e-mail from Parent Portal verifying your email. Sign back into Parent Portal using your email and password.
5. Answering all questions is required in order to move to the next field. If not employed, enter your household address and use your primary phone number.
6. After you answer all questions to set up your profile, you will then add your child's information. From the top ribbon, click the "PROFILE" tab. Select "ADD NEW MEMBER" to add your child. The system will ask for their occupation: Answer STUDENT. The system will ask for child's employer address: enter your household address and your primary phone number and email in these fields.
7. Next, you will be prompted for an emergency contact. This person will need to be someone other than yourself. If they do not live in your household, you will need to add their home address and primary phone number.
8. The next section will request medical information for the child. Answer all questions.
9. CLICK "CONFIRM" to move on
10. Select "ENROLL NOW" after completing your child's profile
11. Select the child to enroll and the club location
12. Select "Annual Membership" for type of services.
13. Select "Continue to step 2"
14. Select "Add to Cart"
15. Select "Proceed to Checkout"
16. Check the tiny box in the lower left-hand corner that states you have read the policy and "agree to continue"
17. Select "Process Enrollment"
18. Select continue shopping if you have multiple children to enroll, return to the "Profile" tab on the top ribbon & select "add new member". Repeat the process for each child. Once you have added all of your children, select the "Enroll" tab from the top ribbon and follow the prompts to enroll each child. After each child, select "Process Enrollment".

**Next Steps:** You will receive an email confirming the registration was successful. Report to the Club site to complete the enrollment process. This step must be completed prior to the child attending the Club. If you experience problems, please call **Ruby Lowe at 865-232-1117** for help.

**ATTENDANCE IS DEPENDENT ON THE CLUBS CAPACITY**