

Online Programming Guide – Offered through Zoom

Family Process - Overview

- Create/update your KEyON Account
- Pre-register for programs in KEyON
- You will receive an email from KEyON (if they have turned on notifications) within 24 hours to confirm their registration.
- One day before your program, you will receive an email from the earlyyearsinfo@ytr.ymca.ca with your Zoom link for the program.
- **NOTE:** Pre-Registration closes at 9:00am two business days before your online program unless otherwise noted in the KEyON calendar comments (i.e. Explore With Us closes the week before so kits can be created and quarantined prior to delivery). Some programs (i.e. Transitioning to Parenthood; Infant Massage) have additional steps. These will be shared with you via email within one business day of registration.
- Use the link emailed to you to join the Zoom program you pre-registered for.
- On arrival at the Zoom program, our EarlyON Admin team will greet you and support you in “signing in” using your KEyON account.
- If you brought additional adults or children to the Zoom programming, please tell our EarlyON Admin team and they will support you in signing them in.
- **Please note:** All Adults require their own KEyON account created prior to attendance.

Step 1: Create Your KEyON Account

- Go to <https://www.keyon.ca/> and click Become a Member
- Enter Account Information
 - Complete all required fields.
 - If you had previously created a KEyON account, a Phone Number will now be required for contact tracing.
- Enter Adult Information
 - Emergency Contact name and number are required
 - Address is needed to differentiate you from others in Ontario with the same name
 - Please note: All adults attending require their own KEyON account and should pre-register for the program separately.
- Enter Child Information
 - Repeat the last step for additional children in your household or under your care.
 - **NOTE:** If you receive a duplication notice, this could be because you have twins or another adult has the child listed in their account. On your next participation in EarlyON Online Programming, the EarlyON Admin supporting your Zoom program will be able to correct the duplication.

Step 2: Pre-Register for Programs in KEyON

- Login to your account at <https://www.keyon.ca/> and go to Calendar.
- Choose the Regional Municipality of Waterloo from the first drop-down menu. Then chose the EarlyON location of your choice from the second drop-down menu.
 - **NOTE:** For online programming, the location is “Virtual Delivery”
- On the calendar, the legend at the top will tell you which programs are available and which programs are full.
- Click an available program and agree to the disclaimer
- Register the number of children you plan to attend the program with you.
- Ensure the children you are bringing to the online program have been added to your KEyON account.
- Click “Pre-Register”

Step 3: Receive Your Zoom Link via Email

- An EarlyON Team Member, will use the email address assigned to your KEyON account to email you your Zoom link from earlyyearsinfo@ytr.ymca.ca. Please ensure your email is correct. Please watch this [video series](#) for tips on editing your account information.

Viewing and Changing your Pre-Registered Programs

- If you are no longer able to attend your online Zoom program, or you wish to change the children pre-registered to attend with you, please cancel or making changes to your registration in your KEyON account. To do this, login to your account at <https://www.keyon.ca/> and go to Calendar.
 - Choose the Region of Waterloo from the first drop-down menu. Then chose the EarlyON location of your choice from the second drop-down menu. For online programming, the location is “*Virtual Delivery*”
 - Click View Pre-Registered Programs.
 - Click Edit to change the number of children registered for the program. Please ensure that any children you plan on bringing to the EarlyON have been added to your EarlyON account.
 - Click Cancel to cancel your registration for the program. All pre-registrations in your KEyON account for that program will be cancelled including both the adult and the children registered.
 - **NOTE:** If the program has already begun or will begin shortly, you are encouraged to email earlyyearsinfo@ytr.ymca.ca to cancel your pre-registration.

Receiving a KEyON Key Tag Online

- Email earlyyearsinfo@ytr.ymca.ca with your First Name, Last Name, Address and Phone Number.
- You will be contacted with an image of your new key tag.
- The actual key tag will be mailed to you through Canada Post.
- **NOTE:** Key tag assignment could take up to 2 business days to process and the key tag could take up to 2 weeks to arrive to your address. You are able to utilize the KEyON number (photo) that is emailed to you to pre-register and attend EarlyON programs until your physical KEyON key tag is received.

Step 3: Attend your online EarlyON program

- To attend your online EarlyON program, simply click the link you received in your pre-registration email.
- When Zoom opens, and the program begins, a member of our EarlyON Admin team will welcome you to the program and will support you in signing in using your KEyON account.
- Please keep the following in mind when attending our EarlyON online programming:

WELCOME

1. If you are comfortable in doing so, please leave your camera on, and mute and unmute your mic as needed throughout the program.
2. Follow your child's lead. We encourage you to participate where it makes sense for your family.
3. Due to copyright permissions, do not record or share the audio or video of this program in whole or in part.
4. If you have a question, comment, or concern you do not want to share with the group, please connect with your EarlyON team member directly through the chat using a private message.
5. To be inclusive to all, there may be some songs or activities that we have chosen not to include in our programs. If you have questions about these, please connect with your facilitator, or email us at earlyyearsinfo@ytr.ymca.ca for more information.
6. We encourage you to connect with one another outside of the program. To respect your confidentiality, we can not share your contact information with others. We welcome you to share your own contact information with others through the chat feature (public/private).
7. Technology can sometimes be unreliable. If the internet connection stops or drops at any point during the Zoom program, please remain on the channel or attempt to re-enter the program using the Zoom link provided. We will do our best to re-start the program as soon as possible. If we are unable to restart the program within 10 minutes, you will receive an email from us.



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