

KEyON Frequently Asked Questions

EarlyON | Waterloo Region

Account Questions

Why does each adult need their own account?

It is important to us in deciding where to offer programs and services in Waterloo Region that we have a good idea of where adults are coming from throughout our Region. If you have 2 adults in your family, and 2 other caregivers who bring your children to the centre, it is helpful for us to know where each of those adults is starting their journey in our Region to get to that location. This helps us to determine future locations for EarlyON programming. For contact tracing and child protection, it is also important for us to know who is attending our locations at all times. Your KEyON account acts as the pre-registration for adults in our locations, and also acts to verify who was in attendance (by name) once you sign in.

I forgot my username.

If you forget your username, please email earlyyearsinfo@ytr.ymca.ca and include your full name, your full address including postal code and your phone number. We will then email you back your username. Please attempt to use the security questions to retrieve your password if needed.

I forgot my password.

Please click “I forgot my password” on the KEyON website and answer the security questions to get a new password. If you are unable to successfully complete your security questions, please email earlyyearsinfo@ytr.ymca.ca and include your full name, your full address including postal code and your phone number. We will then connect with KEyON and email you back a temporary password.

Why would I need to remember my username and password to go back into my account?

Your KEyON account contains all of your updated account information and all of your past attendance information. It is also now used to pre-register for EarlyON online or in-person programs.

If I created a KEyON account previously, do I still use that account now or should I create a new one since it has been so long?

Only one account is needed in KEyON. If you forgot your password to your account, please click “I forgot my password” on the KEyON website and answer the security questions to get a new password. If you created a second account, please log into the new account (or the account that is not connected to your KEyON key tag) and disable the account. If you have two separate KEyON accounts for the same adult, errors can occur during the pre-registration process that could impact your ability to attend EarlyON in-person or online programming. If you need support accessing your username, please email earlyyearsinfo@ytr.ymca.ca and include your full name, your full address including postal code and your phone number.

Why do I need to fill in all this information?

The EarlyON Child and Family Centres are funded by the Ministry of Education. To meet their expectations, we are required to submit reports to the Ministry of Education. These reports include: how many adults and children are new to our system, how many are returning for a visit, and the ages of children attending. The data that you submit helps us to meet these expectations, and your postal code helps us to determine future EarlyON locations in Waterloo Region. Phone number is a mandatory field to support contact tracing if needed. We would also encourage an email address to be added (even though it is not mandatory) as an email address is helpful for online program Zoom links and if you opt-in to KEyON emails, your email can also be used in the KEyON system to send reminders to your inbox of your completed pre-registrations and cancellations.

If you are attempting to create a KEyON account and the system does not accept your username, the username you have chosen is already in use, or the username that you have attempted does not meet the username requirements. If you are looking for a unique username, try entering your last name followed by the last four digits of your phone number. If you already have a KEyON account, and your username is not working, please email us at earlyyearsinfo@ytr.ymca.ca and include your full name, address with postal code and phone number. We can then confirm with you that your username is correct and support you in gaining access to your account.

I added in all my information and my children's information. What now?

You can pre-register on the Calendar page. You can view events by specific locations using the drop down features at the top of the events calendar. You will need a key tag to attend, which has your KEyON 6-digit QR code on the back of it. To receive a key tag, please email earlyyearsinfo@ytr.ymca.ca and include your full name, your full address including postal code and your phone number. We will then create you a new key tag, email you a picture of the key tag and mail the physical key tag to your home. If the previous key tag is found, please dispose of it.

Why is it saying my child is a duplicate?

When a duplicate warning is generated, this means one of a few things:

- Your child has previously been registered in KEyON at another EarlyON location or with another adult.
- Your child is a twin / multiple and has the same postal code and birth date as another child.
- There is another child in the system with similar information to your child.

The next time you attend an online or in-person EarlyON program, inform the EarlyON team member of the duplicate notice and we will help to resolve it.

Who can see my information?

Our staff can see your username, first and last name, your postal code, your child's name and age range, your emergency contact person, your phone number and your email address.

Is this system private and confidential?

KEyON follows the Personal Information Protection and Electronic Documents Act (PIPEDA). View the Act here: <https://www.priv.gc.ca/en/>. Prior to registration, you will be required to agree to a disclaimer that should contact tracing be required you provide EarlyON with permission to share your information with Public Health.

Pre-Registration/ Participation Questions

What if I bring a second adult?

All adults attending online or in-person EarlyON programs or services are required to have their own KEyON account and to complete the pre-registration process before attending. If the adult is attending and is not bringing their own children, they should complete the pre-registration process indicating that they are attending as only one adult. When you receive your pre-registration phone call, please inform the EarlyON team member that the second adult is attending with your family cohort.

What if I am bringing children that I am not the parent/legal guardian of?

As part of our re-opening guidelines the Region of Waterloo has requested that any child attending an EarlyON location, bring a parent permission form/attestation with them on each visit. This form must be completed on the day of the visit, by the parent/legal guardian. This form also includes the full COVID 19 screen of the child and their family household. A new form must be brought on each visit. If the form is not brought to the visit, the family will not be able to enter the physical EarlyON location. For a copy of the form, please email earlyyearsinfo@ytr.ymca.ca.

What if I pre-register and I am not able to attend. Can I send another adult in my place?

As part of our re-opening guidelines, all participants attending an in-person EarlyON location are required to be pre-registered. Pre-registration closes at midnight 2 business days before the program begins. Unfortunately, at this time we are not able to substitute one adult for another adult. Only the adult who has pre-registered for the program can enter the EarlyON location.

For online programming, you are also not able to substitute one adult for another. If you are not sure which adult will be attending the online program, you are welcome to register multiple adults or cancel your pre-registration before registration closes. For online programming, pre-registration closes at 9:00 am the day before the program begins. Registration for Monday EarlyON programs and services will close at 9:00am on the Friday of the week before. This excludes Baby Connections and the Explore With Us with Kits program as they require a porch kit delivery the day before the program. These programs will close at midnight 2 business days before the program begins.

How do I find the programs and services at the location that I want to attend?

When you go to the Calendar page, you will see a drop-down menu in the top left corner. Please use the drop-down location to select "Regional Municipality of Waterloo". Then use the drop-down on the top right corner to select the location of your choice. If you would like to attend an online program, please select "Virtual Delivery".

What is the pre-registration process?

Please visit our EarlyON Experience page for the processes to pre-register for online and in-person programming.

How do I cancel or change my pre-registration?

After logging into your KEyON account, visit the Calendar page and click View Pre-Registered Programs. To cancel your pre-registration, please choose cancel for the program you wish to cancel and the program will be removed from your pre-registration list. To change the number of children for your pre-registration, please choose edit.

Why is the system telling me that I can not register for a selected program or service?

As a part of our reopening process, pre-registration is required, and the KEyON system may limit you from pre-registering for several reasons.

1. The available capacity for the program or service is below the number of people you are attempting to register. On the top of the KEyON calendar, you will see a colour legend indicating how much space is left in a program or service. If the program or service has a red or yellow marker beside it, this means that the program is full and/or close to capacity. This means that registration is no longer possible for this program or service or that it is very limited.
2. For contact tracing, you are required to have a phone number listed in your KEyON account. If you do not have a phone number listed, the system will not enable you to pre-register. You will be required to confirm the phone number when you attend our in-person locations.
3. In order to align with Public Health expectations, the number of people that can attend our EarlyON locations at one time is drastically reduced. In order to ensure that access to pre-registration is fair and consistent to all, the system will only permit you to register for 5 "Drop In" programs in Waterloo Region regardless of the location(s) chosen. The system will not permit you to register for more than 5.
4. The pre-registration window may be closed. For in-person programming, pre-registration closes at midnight 2 business days before the program begins. For online programming, pre-registration closes at 9:00 am the day before the program begins. Registration for Monday EarlyON programs and services will close at 9:00am on the Friday of the week before. This excludes Baby Connections and the Explore With Us with Kits program as they require a porch kit delivery the day before the program. These programs will close at midnight 2 business days before the program begins.

Key Tag Questions

Can another adult use my key tag?

In order to ensure that we have accurate information on who has attended our centre, we ask that you do not share your key tag or QR code with another adult. Our YMCA Child Protection policy indicates that we need the first and last name of all adults who enter our building.

I forgot/lost my key tag.

We recognize that key tags can sometimes get lost or broken. If you have the ability, take a picture of your key tag and keep the picture in your phone / wallet so you have the QR code on hand when you visit. If you require a new key tag to be assigned to your account, please email earlyyearsinfo@ytr.ymca.ca and include your full name, your full address including postal code and your phone number. We will then create you a new key tag, email you a picture of the key tag and mail the physical key tag to your home. If the previous key tag is found, please dispose of it.

Do I need to swipe my key tag again if I come back the same day?

Yes, you can return on the same day if you have pre-registered to attend a second time on that day. If you are pre-registered for another program on the same day, you will need to complete the COVID 19 screening and sign in process again. Our system time stamps each visit with the number of children and adults attending.