



MEMO

Date: March 23, 2022

To: YQCA State and Organization Contacts, YQCA Instructors, Parents and Youth

From: Jennifer Hawkins, YQCA Program Manager on behalf of the YQCA Executive Board of Directors

RE: YQCA Platform is Live

Greetings from the YQCA Executive Board of Directors. We're happy to share – yqcaprogram.org is LIVE!

Please bookmark this site as it will be your go-to site to learn about YQCA, access help documents, purchase coupons, and earn your YQCA certification!

On the More Info/Parents & Youth page, you'll find help documents detailing the steps to getting your YQCA ILT certification, web-based training certification, and test-out certification. You'll notice a major change to the account structure – the opportunity to create a parent account and add children, essentially creating one family account for all your YQCA needs.

Parents/youth, if you have a current and valid YQCA certification, please follow [these steps](#) to get yourself set up on the new site. **Instructors**, if you have a current and valid YQCA certification, please use [this help document](#) to get yourself set up on the new system. Like we mentioned on last week's webinar, YQCA will be manually verifying all of these current and valid certifications, so please have patience! We have a full team of support staff ready to go and we will get your certification verified as quickly as possible. We will be working on instructor certifications first so they can start getting trainings set up on the new system.

If you have current and valid YQCA coupons, [here](#) are the steps to getting those exchanged. If you'd like to purchase coupons for the new site, use the "[Buy Coupons](#)" button in the top banner.

Remember, customer support will be provided M-F 10 AM – 6 PM CST. There is a chat feature and help button available. When using the help button, select a support request category that best suits your support requests and then hit "Compose". A window in your email program or browser will then open with the "To" address prepopulated as help@yqcaprogram.org and the subject as the selected support request category. You'll need to allow pop-ups in order for this window to open. If the pop-up doesn't work on your machine, use your email program to reach out directly to help@yqcaprogram.org and make the subject line a title from the support request category dropdown list.

Thank you again for your continued support and commitment to the YQCA program! This is an exciting new chapter for YQCA and its customers!