

## AIMY PLUS FREQUENTLY ASKED QUESTIONS

### What is Aimy Plus?

YMCA Auckland has recently purchase new software designed specifically for childcare and holiday programmes. This software is call Aimy Plus and provides the following benefits:

- Online bookings: Takes bookings online and gives parents and caregivers flexibility to make bookings in your own time. Bookings can also be paid for online.
- Automated invoices: Invoicing happens effortlessly and payments are processed quickly and easily.
- Roll call: Attendance features are seamless and provide extensive safety and visibility.
- Bookings: You can now book and pay for your child's Childcare online making it quicker and easier to interact with YMCA. You'll also be able to view your bookings online.

### Why is Aimy Plus being introduced?

Aimy Plus will provide YMCA Auckland, Hamilton and Tauranga sites with additional benefits to enable us to provide better customer service. It will speed up the administrative tasks for staff, enabling us to focus more on doing what we do best – caring for your children.

### What you need to do

Firstly, [click here](#) and set up an account for your family. If you already have an Aimy Plus account you can use the same login details – just using the [YMCA Outdoors](#) portal.

We have new terms, conditions and risk disclosure that you will need to agree to. There are changes to these so we strongly recommend you read over them thoroughly.

Once that's done, you can make your booking online for our upcoming School Holiday Programmes

When setting up your account, please try to include as much information about yourself and your family which will assist us to provide the best care for them.

### If I have booked my child on a YMCA Outdoors Camp previously, do I still need to create an account?

Yes. As it is a new system, you will need to register yourself and your family with Aimy Plus. You will only need to register once. After that's done, it's easy to book onto our Holiday Camps.

Once you have created an Aimy Plus account you can use this with any other provider using Aimy Plus.

### How do I pay?

You book with Aimy Plus, then the host camp will send you an invoice for payment either by credit card or bank transfer.

Full payment of the camp fees are required to secure your child's place.

**What if I am a Work and Income customer. What do I need to know?**

Holiday Camps can only be booked online and full payment is required to secure a place. As a WINZ customer, you'll need to let the host Camp know you wish to apply for a subsidy – this is asked as part of the booking process. The host Camp will then send you the relevant forms you require from them to apply to WINZ. Any money WINZ grant will be reimbursed or held as a credit for future camps.

**A third party pays for my child's camp**

We require the primary care giver to complete the registration and booking process. If a third party is paying for the camp then provide their details in the comments box on the booking form and we will contact them and arrange payment.

**What if I need help with Aimy Plus or have questions?**

While we are confident Aimy Plus is easy to use, we are more than happy to help you if you are having any problems signing up to Aimy Plus or you have any questions. Please call your host camp:

YMCA Camp Adair – (09) 292 4886

YMCA Shakespear Lodge – (09) 424 7111