Your Guide to the New System: Frequently Asked Questions

New online portal & My J app | Launching November 17, 2026

01 About the New System

What is changing?

On November 17, the MNjcc is launching a new system for managing memberships, program registration and payments. You'll be able to use our new online portal to manage your account, register for programs and make payments. The new My J app will let you book group exercise classes and register for drop-in recreation activities. Together, these tools will make it easier to register, pay and manage your activities at The J.

What is the new online portal?

The new online portal is where you can access and manage your MNjcc account. It's available to everyone, whether or not you have an MNjcc membership. Through the portal, you can purchase memberships, register for programs, complete forms, make payments and view your statements and receipts.

What is the My J app?

The My J app makes it easy to browse group exercise schedules, book classes and register for drop-in recreation activities at The J. You'll need an MNjcc account to use the app, but you don't need to be a member. Some activities, including group exercise classes, do require a membership. The app is free to download from the App Store or Google Play.

Do I need to use both?

Not necessarily. Anyone can use the online portal to manage their MNjcc account, register for programs and make purchases, whether or not they have a membership. If you participate in group exercise classes or drop-in recreation activities, you'll also use the My J app to manage your bookings. Both tools use the same MNjcc account, so you won't need separate login information.

When does the new system launch?

The new online portal launches on Tuesday, November 17, 2026. You'll be able to browse upcoming programs right away, with registration for Winter programs opening on Monday, November 30.

02 Getting Started & Logging In

I'm a current member. How do I log in for the first time?

To set up your new account, visit **mnjcc.org** and click the teal **My Account** button in the top right corner of the website. Select **Create Account** and use the same email address we have on file for you. This will connect your new account to your existing membership and account history. You'll receive an email with a link to set your password. This link expires after 24 hours. Once you've logged in, take a moment to review your account details and make sure everything is up to date.

I've logged in, but my information doesn't look right.

If any of your account information is missing or incorrect, please speak with our Front Desk team. We can help you review your details and make sure your account is set up correctly. If you're unsure which email address we have on file for you, we can help with that too.

I'm new to MNjcc. How do I create an account?

Visit mnjcc.org and click the teal My Account button in the top right corner of the website.
Select Create Account and follow the instructions to enter your information.
You'll receive an email with a link to set your password. This link expires after 24 hours.

Do I need an account to look at programs?

No! Anyone can browse our programs without an account.
You'll need to create an MNjcc account to register for programs or purchase a membership, but you don't need to be a member to have an account.

I forgot my password or my password setup link expired. What do I do?

Visit mnjcc.org, click the teal My Account button in the top right corner and select Forgot Password? Follow the instructions to receive a new password reset link by email. If you need assistance, our Front Desk team is happy to help.

Does my old login still work?

No. You'll need to create a new account to access the new online portal.
Visit mnjcc.org and click the teal My Account button in the top right corner. Select Create Account and use the same email address we have on file for you. This will connect your new account to your existing membership and account history.

How do I log in to the My J app?

Before you can use the My J app, you'll need to set up your MNjcc account through our online portal. Once your account is set up, download the free My J app from the App Store or Google Play and sign in using the same email address and password you use for the online portal.

Do I need to download the My J app?

You don’t need the My J app to browse programs, register for programs or manage your account through the online portal.
If you want to book group exercise classes or register for drop-in recreation activities, you’ll use the My J app.

03 Programs & Registration

What can I do in the online portal?

Through the online portal, you can purchase memberships, register for programs, add family members to your household account, complete waivers and forms, add or update your payment information, view upcoming payments and access your statements and receipts.

How do I register for a program?

Log in to your MNjcc account through the online portal and select Register for a Program.
Choose a program category, then use the filters to find the program you're looking for. Add the program to your cart and follow the prompts to answer any questions and complete required waivers.
During checkout, you can also register other members of your household or add family members who aren't yet connected to your account.

Complete your registration by checking out with a saved payment card or adding a new one.

Can I register my kids or other family members?

Yes! You can add children and other family members to your household through the online portal. Once they're added, you can register them for programs directly from your account.

Where do I sign waivers and forms?

Log in to the online portal and select My Forms. Any forms or waivers that require your attention will appear under Outstanding forms to be submitted.
You can complete them online or visit our Front Desk for assistance.

How do I see my confirmed or waitlisted registrations?

Log in to the online portal and go to your My Account Summary page. Here, you'll find an overview of your household's registrations and memberships, along with any upcoming classes in the next seven days.
Scroll down to find Active Enrollments and Waitlisted Enrollments, where you can view your confirmed registrations and waitlist status. If a spot becomes available in a program you're waitlisted for, you'll be contacted with instructions to visit Waitlisted Enrollments, where you can accept or decline the available spot.

How does the waitlist work?

If a program or class is full, you can join the waitlist.
When a spot becomes available, the next person on the waitlist will receive an invitation to register. You'll have 24 hours to accept the spot. If you don't respond within that time, the opportunity will be offered to the next person on the waitlist.

Can I use a coupon or promo code?

Yes! If you have a valid coupon or promo code, you can enter it during checkout in the online portal.

04 Memberships, Payments & Billing

Will my membership carry over?

Yes! Your existing membership and account history will automatically transfer to the new system. When setting up your new MNjcc account, be sure to use the same email address we have on file for you. This will connect your new account to your existing membership and account history.

How do I update my credit card?

Log in to the online portal and go to My Account Summary. Scroll down and select Finance, then choose Add a New Stored Account. From here, you can add a new credit card or replace an existing one.
If you need assistance, our Front Desk team is happy to help.

Where can I see my upcoming charges?

Log in to the online portal and go to My Account Summary. Scroll down and select Finance.
Here, you can view your upcoming payments for the next 120 days, as well as your account statements.
Monthly billing takes place on the 1st of each month.

Where can I find my receipts?

Log in to the online portal and go to My Account Summary. Scroll down and select Finance to view your receipts and account statements. Monthly membership payments do not generate individual receipts, but you can find a record of these payments on your account statements.

How do I apply for financial assistance?

Financial assistance applications are handled separately from the online portal.
To learn more or request an application form, please contact our Front Desk or Membership Office. Our team will be happy to help you through the process.

05 Fitness & the My J App

How do I book a group exercise class?

Open the My J app to browse the group exercise schedule and book your spot.
Group exercise classes are included with your MNjcc membership. Booking opens 8 days in advance at 8am.

How do I book personal training?

First, purchase a personal training package through the online portal or at our Front Desk.
Once your package is active, which can take up to one hour, you'll coordinate with your personal trainer to find a time that works for both of you. Your trainer will then book the session on your behalf.

06 Help & Support

Who can I contact if I need help?

Our Front Desk team is happy to help you set up your account, navigate the new system or answer any questions. You can visit us in person at The J, call 416-924-6211 ext. 0 or email info@mnjcc.org.

Can front desk staff help me set up my account?

Yes! Our Front Desk team is happy to help you set up your account and navigate the new online portal. For more hands-on support, join us at one of our Learning Cafés, where our team will walk you through the new system and answer your questions.

Learning Cafés

Mon | Nov 23 and Tue | Nov 24
9am–11am and 1pm–3pm
Room 318, Miles Nadal JCC

What if I don’t have an email address or access to a smartphone?

Our Front Desk team can help you explore options for accessing your account and registering for activities. Visit us in person, call 416-924-6211 ext. 0 or email info@mnjcc.org.