



# Information Y-Way FAQ

The new Information Y-Way can be found at: [Information Y-way Home](https://ymcaofgreatertoronto.sharepoint.com/sites/InformationYway/Pages/default.aspx)  
(<https://ymcaofgreatertoronto.sharepoint.com/sites/InformationYway/Pages/default.aspx>)

## How Can I Access the new Information Y-Way

Navigate to <https://ymcaofgreatertoronto.sharepoint.com/sites/InformationYway/Pages/default.aspx>. This address can be used from any device if it is connected to the internet. We have re-directed the [www.informationyway.org](http://www.informationyway.org) and informationyway to now direct you to the new page, but please update your bookmarks.

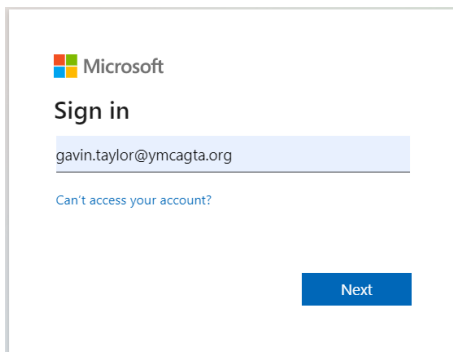
## Do I have to use a different URL if I am using Global Protect / In the Office?

No. You can use the same address regardless of how you are connecting to the site.

## Do I Have to Login?

Yes. The page will need authentication and will use Microsoft Single Sign-On. If you are asked to login, enter your YMCA email address and password:

1.





Welcome to YMCA Web Access

Type your user name and password.

User name:  Example: Domain login

Password:

2.

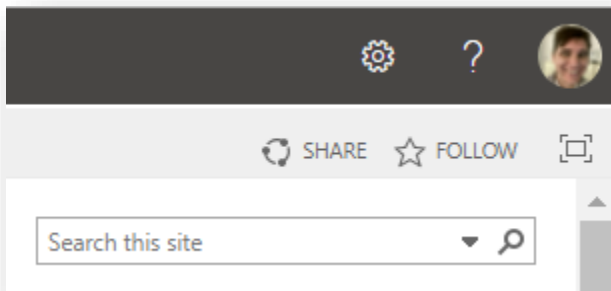
## What if I don't know my YMCA Email Address and/or Password?

**If you have forgotten your email address:** Your email address is typically [firstname.lastname@ymcagta.org](mailto:firstname.lastname@ymcagta.org). If you are unsure, you can ask your manager/supervisor for guidance, or have them contact ITSupport for help.

**If you have forgotten your password:** You can visit [ITSupport Password Central](#) to reset your password or unlock your account.

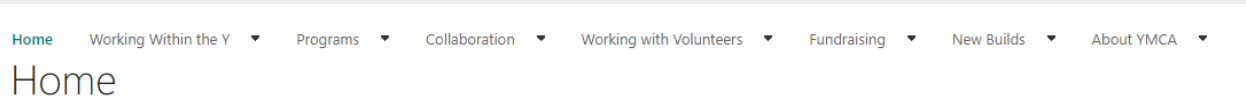
## How do I know if I am Logged In?

You will see your initials (or picture) in the top-right corner of the page



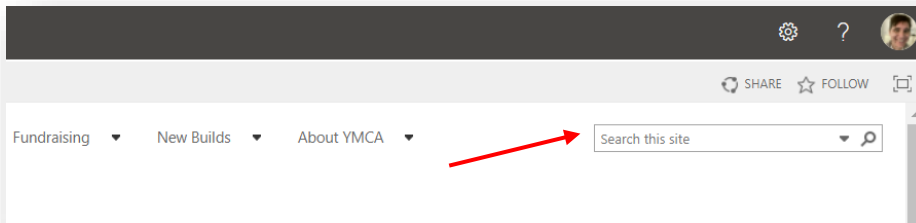
## How Do I Navigate the New Information Y-Way?

The content is identical to the old **Information Y-Way**. You can use the same navigation bar at the top of the page, these will take you to the pages you are familiar with.



## How Can I Search?

The Search bar is on the far right of the top menu bar



## It is a Different Colour

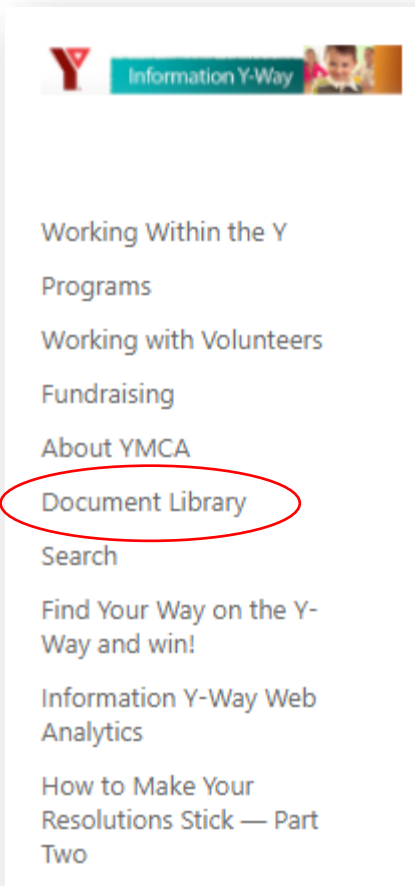
Yes. Currently the colour scheme does not match the old site.

## It Feels Like the Site is Slow

Yes, currently the site still requires some optimization. As the support teams continue to work on the site, the performance and user experience will improve.

## Where is the Document Library?

From the Home Page you can select 'Document Library' in the vertical navigation menu on the left side of the site.



You can also navigate directly to the Document Library by clicking [here](https://ymcaofgreatertoronto.sharepoint.com/sites/InformationYway/docs) (<https://ymcaofgreatertoronto.sharepoint.com/sites/InformationYway/docs>)

## Why are we performing this Change?

The Hardware and Software which was used for the old **Information Y-Way** has crashed and is not repairable. Both were considered 'End-of-life' for some time (not supported by their manufacturers/vendors). The IT Support Team knew this and had been working on a solution for some time. Luckily we have been able to implement this solution once we realized the old **Information Y-Way** was unrecoverable.

## Will I Have to Update all my Links?

If you had a link *outside* of **Information Y-Way** that pointed to something *inside* **Information Y-Way** (in your signature for example), you will have to update that link to point to the same item in the new Information Y-Way.

For example:

Old = <https://www.informationyway.org/working/life/Pages/Statutory-and-Civic-Holidays.aspx>

New =

<https://ymcaofgreatertoronto.sharepoint.com/sites/InformationYway/working/life/Pages/Statutory-and-Civic-Holidays.aspx>

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*note: you can replace <https://www.informationyway.org/> with <https://ymcaofgreatertoronto.sharepoint.com/sites/InformationYway/> to update your links.*

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Any links *inside* Information Y-Way will already be updated and will point to the correct content.

## Do I have Access to the Same Content?

Yes. The Content and Access of the New **Information Y-Way** is Identical to the old one. If you had access to a document or page on the old **Information Y-Way**, then you will have the same access.

## Why do we Have to Make this change?

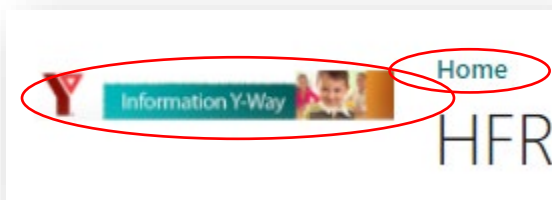
The old **Information Y-Way** was using Hardware and Software which is now no longer viable.

## There is content in this New Site which is very old

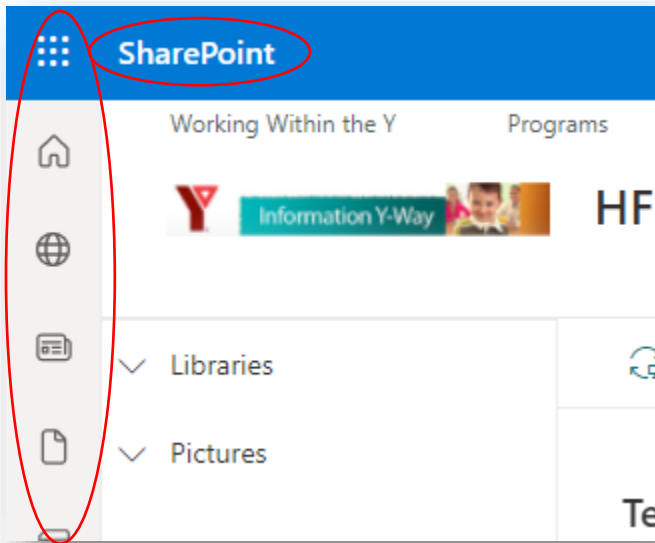
Yes. The New Site is an exact replication of the old site, all content is available, which includes content which was old on the old site.

## Help, I am Lost

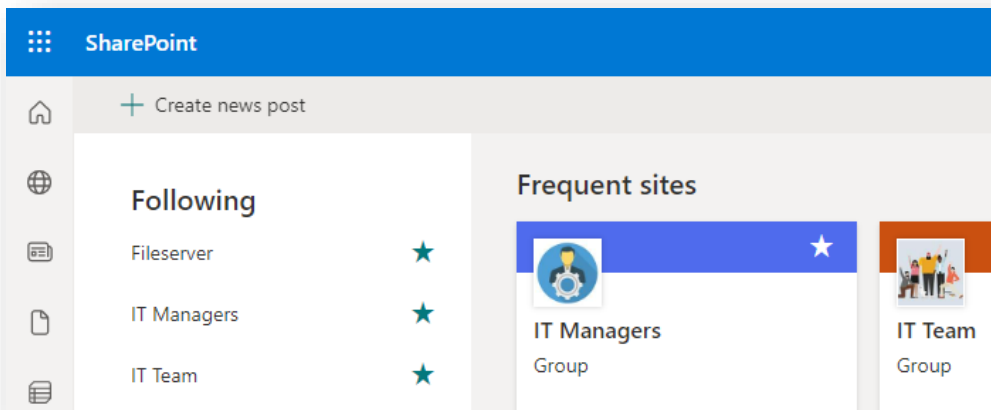
Click the **Information Y-Way** Logo, or *Home* to navigate back to the home page.



I clicked one of these buttons now I am Really Lost



That's OK. You are never truly lost. It is possible you have navigated to the SharePoint Home Page. This is the Start of All SharePoint Sites at YMCA GTA. It will list all the SharePoint Sites available to you, (and ones you visit frequently). For example:



To get back to Information Y-Way click here: [Information Y-way Home](#)

My Team only uses Information Y-Way for documents or has a specific use-case for Information Y. Is there another service we could use?

Likely yes. Your team has access to use Sharepoint for their own site, or a Microsoft Teams Site. If you are interested to learn more about the services available to your team, please contact ITSupport.

## Something is wrong

If some content doesn't exist or is in the wrong place, please let IT Support know by emailing [ITSupport@ymcagta.org](mailto:ITSupport@ymcagta.org)