

USER GUIDE



CAMPAPP

PARENTS

TAKE YOUR CAMP TO THE NEXT LEVEL!

WWW.THESUMMERCAMPSOURCE.COM

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1. Welcome to the Camp App

Welcome to the Camp App! Your camp is taking their camp to the next level by using our App to improve communication and engage with parents who can directly connect to their camp in the App. You can connect to as many camps with as many of your kids as you need to with those camps that are using the Camp App.

Make sure to review this User Guide in full before getting started and use all the App features to enhance your camp experience!

2. Joining Your Camp

New Camp App users will receive an automated email from our system when your camp uploads your account information into our system. The email will include your login credentials and a link to the App in the Apple Store for iPhones or Google Play store for Android devices.

Your default login is the email you provided your camp along with password 123456. When you login for the first time you can change your password. Once you login a My Camps screen will appear with all the camps you are enrolled in. Click it to view the camp information and join the camp. If you do not see your camp here, please contact your camp to get enrolled on the App.

Each email address will allow two logins on separate devices so both parents or another family member can have access to the App.

***All system emails including those with login credentials come from noreply@thesummerncampsource.com. If you do not see these emails search your system for them. Make sure to add this email to your address book so it does not get caught in spam.*

3. Payment

To activate your account a ONE TIME nominal account activation fee is required. You will be prompted to make payment in the App after your first login. *A portion of your activation fee goes back to support youth camps by providing free camp resources for them.* Once your account is activated you can connect to your camp or any other camp using the App anytime moving forward without ever paying again. You can have as many kids in your account as you need. All account activations are per email address not per child.

Camps can also subscribe to the App to make it free for parents to where you would not have to pay your account activation fee. The camp should have made you aware of whether you pay the fee or not prior to you joining the Camp App. If they covered the fee you will not be prompted to pay and can still connect to any camp you want moving forward at no additional cost.

4. App Menu Items

Once you have joined your camp, you will be on the Newsfeed in the App for the camp you are enrolled in. The Camp App menu is located at the three small lines in the top right of the App. When you click those lines the menu will pop out to show you the Menu items: My Profile, Calendar, My Camps, Donate, and Contact Us. These five menu items will be reviewed in the next sections.

5. My Profile: Updating Your Account Information

Access your profile information in the Camp App Menu. Click on My Profile in the menu to see or change your account details, your child's details, add a picture of your child, and see which camp you are currently viewing in the App. You cannot update your email since it is attached to your login credentials. If you change emails, please notify your camp to create a new account for you.

6. View My Camps

Access My Camps information in the Camp App Menu. Click on My Camps in the menu to see all the camps you have enrolled in, including past camps. You can toggle between all the active camps your child is enrolled in. Once a camp has completed it will stay in My Camps for you to look back on if you would like. Camps can also send information after camp ends to alert you of upcoming registrations or events.

7. Donating to Your Camp

A nice feature in the Camp App is that it allows parents to further support their camps with the click of a button. You will see a blue Donate button on the top right of your Camp Newsfeed. Camps may use the Camp App to set fundraising goals for the upcoming program. We strongly encourage you to support your camp! Many don't realize that most camps have a razor thin budget and the registration fees will barely cover operational costs, or not cover them in full. A lot of camps rely on fundraising for supplies, equipment, facility improvements, etc. See your camps fundraising page in the app to see details on if or what they are fundraising for. Anything you can give is greatly appreciated and will ensure your child has a camp they will never forget! This is an optional feature and may not be used by all camps.

8. Contacting Camp

The final menu item in the Camp App menu is Contact Us. This is the function you can use if you would like to contact your camp directly through the App. When you send a message your Camp Director will be notified and will be able to respond in a timely manner right inside the App. This is an optional feature for camps. If you do not see a Contact Us menu item it means the camp has elected to turn it off and prefers you contact them another way.

9. Give Family Members Access

The Camp App will allow TWO users be logged in the App using the same login credentials on different devices. This will allow for a maximum of two parent/guardians to use the app at one time. If you want different family members to view the app someone can log out to get someone else logged in using your email and password. If paying the one time activation fee to unlock your account, you will only be prompted once on the first login.

10. Tracking Notifications

One of the greatest features of the Camp App is that it will notify you anytime something is posted, uploaded or shared on the App so you never miss a thing while your child attends Camp. If you have multiple kids attending multiple sessions of camp, this could still be a lot to keep track of.

In the top right of the App you will notice a Bell icon which is your Notification Tracker. Anytime a notification is sent from any camps you are enrolled in, it will be listed in the tracker. You can click on any notification listed in the tracker and it will take you directly to the screen in the App where it was posted, even if it came from another camp you are enrolled in. All your notifications for all kids in all camps are listed in order in the tracker.

11. App Features

The Camp App has many features to enhance your camp experience! When you are in the app you will always start on your Camp Newsfeed. All of the camp features are listed in the bottom of the app to include: News, Documents, Trips and Events, Gallery, and Messages. There is also a Calendar icon on the top right next to the menu.

You will receive a notification anytime something new is posted in the App so you are always in the loop on camp updates, reminders, and activities. If you are enrolled in multiple camps at the same time you may have to toggle between camps to see which camp the notification came from. You can do this in the Notification Tracker or by going to your My Camps list in the menu. By doing this, you will be able to see where the new information is posted.

Here is an overview on what each feature provides

- a. Camp Newsfeed: View any updates and reminders from your camp. Camps may also post fun and engaging content to let you see some of the things they are doing throughout the day!
- b. Pictures and Videos: Both these features are listed in the Gallery menu item and separated by a tab on that screen. Camps can upload picture galleries with all the great pictures they took at camp or on a trip. Pictures can be viewed and downloaded directly to your mobile device. Camps can also share a YouTube video link that will be viewable via a video player within the App.

- c. Camp Calendar: Located in the top right of the App, click the Calendar to see all your child's trips, events, and activities. Check with your camp first to make sure they are using the Calendar in the App. If you do not see your schedules here, your camp may have put them in the Document Center.
- d. Camp Documents: Camps can upload all their schedules, manuals, handouts, supplemental material, and other important information they want to get to you in this section. You can view or download them directly to your mobile device.
- e. Trips and Events: Camps will post detailed information about your camp field trips or camp events. You can toggle between both camp trips and camp events when you view this section and see times, descriptions, and what campers need to bring.
- f. Messages: The messages option here is for messages that have been sent to you from the camp, similar to a text or short email. This area is to view the message only. Camps have the ability to message the entire camp, a specific camp group, or individual users.

12. After Camp Ends

When your camp is complete your camp administrator will inactivate your camp. By doing this, the Contact Us and Fundraising functions will be disabled and you will not be able to contact your camp through the app. However, everything else will remain on the App for you to go back and view to see past camp memories. Camps will only be removed from the App if your Camp Administrator needs to delete camps from their system to clean things up.

Camps will also have the ability to continue to post on your past camps to alert you when upcoming programs and registrations take place. Stay engaged with your camps on the App and you will never be out of the loop again on current and future programs!

When your new camp starts, you will receive an email notification that it is set up and ready in the App. You will then see the new camp listed in your My Camps list in the App menu.

Thank you again for joining the Camp App family! We hope you enjoy the Camp App and it enhances your camp experience! If you have any questions on the App please contact your Camp directly or visit our Support page on our website.

