

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 login is the email you provided your camp. 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.

***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 using that email. 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 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 for 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, My Camps, Donate, and Contact Us. These four 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, and see which camp you are currently viewing in the App. You cannot update your email since it 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.

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 also 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!

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!

9. Give Family Members Access

The Camp App will allow TWO users be logged in the App using the same login credentials. 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.

10. 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, Schedule, Trips and Events, Gallery, and Messages.

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. 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. Schedules: Camps can upload all their schedules, manuals, handouts, or supplemental material in this section in PDF format. You can view or download them directly to your mobile device.
- c. 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.
- d. Pictures: 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.
- e. Messages: The messages option here is for messages that have been sent to you from the camp, similar to a more detailed email. This area is to view the message only. Camps have the ability to message the entire camp or individual users.

If you need to reply to a message or have a question and need to reach out to your camp you can do so in the Contact Us function located in the Camp App Menu mentioned above.

11. After Camp Ends

When your camp is complete your camp administrator will deactivate your camp. By doing this, the Contact Us function 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. Only if your Camp Administrator needs to delete camps from their system will it also be removed from your camps on the App as well.

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!

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.



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