Camp App Frequently Asked Questions

Q: How do I create a Camp App account?

A: Your Camp App Account is created by clicking the Sign Up button on the website and filling out the required fields. Once the Sign Up Form is submitted we will receive a notification and set up your account based on the information you have given us. Within 3 business days of your sign up you will receive an email with your account credentials and link to your Admin Panel.

Once your account is created you can sign in through the website to have access to the Camp App and all of our downloadable resources to include our Camp Activity Guides, our Camp Administration 101 educational handouts, forms, templates, and more. You can sign in from the website on a computer or any mobile device.

**NOTE: If you have a camp with multiple sites, it is recommended that the person that regularly communicates with the parents is the one who creates an account for that site. An organization can have as many accounts as you want to fit your needs without changing any pricing or app functionality.

Q: I have not received my login information after signing up. How do I get it?

A: Sometimes system generated emails will get lost in spam filters. You also receive a follow up directly from us when your account is created. If you are not getting any of our emails, check your system for @thesummercampsource.com email addresses and add them to your address book and safe sender list. If you still don't see the initial email with your login credentials use the "Forgot Password" function at the login screen on the website. If you are still not able to login contact us right away so we can get you logged in!

Make sure to also give your parents the noreply@thesummercampsource.com email so they look out for it for their login credentials as well when you start using the App.

Q: Does it cost us anything to use the Camp App?

A: The Camp App is always 100% FREE for camps, if you choose it to be. With the Free for Camps plan parents will pay a one time nominal activation fee to unlock their account. Once it is unlocked parents never pay again regardless of how many camps they join or how many kids they have. If camps would prefer to subscribe, rather than have parents pay the activation fee, we have annual subscriptions based on the size of your camp.

Q: Do we need to contact you to get started?

A: Once your account is created you can do everything on your own! We provide all the guides and tutorials needed for you to get up and running. The Camp App is simple to use and very user friendly for you do it 100% on your own, if you choose to. If you review all the Camp App Guides we provide you and your camp parents, and still would like assistance, we are happy to help and you are welcome to contact us anytime!

Q: Are there any contracts or long term commitments?

A: Nope! If you create a free Camp App account you can come and go and use the App whenever you need to. Regardless if you are an App user or not, you will always have access to our free downloadable resource library for Camp Management.

Q: Can we coordinate a fundraising campaign with our camp parents within the App?

A: Yes, fundraising is another great feature of the Camp App! You will have a custom fundraising page within the app that will allow parents to donate with a click of a button. You will receive 96% of the funds you raise. The 4% goes to cover our transaction and processing fees we incur to provide that service. Once your camp is concluded your fundraising will be included on your Camp App statement that is sent to you electronically.

Q: How do we receive our Camp App payment from fundraising in the App

A: If you use the fundraising feature of the app you will receive 96% of funds raised (4% to transaction fees). Here is how that process works:

1. We will pay out camps fundraising three times a year towards the end of every August, January, and May. Once your camps are completed within those time periods, we will contact you via email with your statement to verify before we send your payment.

2. The email statement will go to the account holder's email. If your organization has multiple accounts we will reach out prior to the end of camp to figure out who should get the statements and how many you need for multi-site camps, such as sending to each site or putting it all on one.

3. Review your statement and reply to us to confirm it is correct and we will send you payment.

Q: How many camps can I set up and manage in my Camp App account?

A: Unlimited! We recommend the person that is directly involved in the day to day operation of the camp be the account holder managing the camp in the App. Your organization can have as many accounts and as many camps per account as you need. View our complete User Guide to see how to get set up and start using the App today.

Q: Can my camp parents connect to multiple camps with multiple kids?

A: Yes! Once a parents account has been activated they can connect to as many camps with as many of their kids as they need to. They will never have to pay for the service again after their account is activated!

Q: How many camp administrators can log into my Camp Admin Account?

A: As many as you need. You can share login information with your staff who are managing your camps and everyone can be logged in at once. Just make sure you are not working on top of each other in the same camps at the same time. If you are using the free for camp pricing plan, we would recommend everyone just create their own account.

Q: How many parents or family members can be on the mobile App to see their child's camp in the Camp App?

A: The Camp App allows two parents, guardians, or other family members be logged in at the same time viewing the camp on separate devices. They will both login using the same login credentials. If the family would like to include more, someone would have to log out to let another person login or contact the camp to create them another account.

Q: How do I onboard my parents to the App?

A: Parents can be onboarded individually or in bulk with an Excel .CSV sheet. You can simply export your participants from your registration system, format the sheet to match what is required, and import it into the App. There is a sample roster sheet for you to use within the App. When your parents are imported to the app, it will automatically send them an email to connect to your camp. This process is outlined in depth in our User Guide.

Q: Can I post to the app from my mobile device while I am in the field at camp?

A: Absolutely! Login to your camp admin account on the website through your phone's browser. Your dashboard is mobile friendly to make it easy to post and communicate to parents anytime. Just make sure you have a good internet connection. It is not recommended to upload large picture albums on site from your mobile device as it is generally a slower connection and may take longer or time out.

Q: What if I am having trouble logging in and the app is lagging?

A: You need a good internet connection to manage the camp side of the app through the website. Same with the parent's side on the mobile App. If yourself or parents are experiencing long wait times to login or the app is slow when uploading or viewing, it is most likely a slow internet connection. Reset your internet connection and check your device settings to ensure optimal use of the app.

Q: What do I do if one of my Camp Parents cannot login?

A: If they cannot get in with the default login credentials, try the following:

- There may be a typo in their email on your end.
- Have them use the Forgot Password function at the login screen.
- Reset or change your parents passwords to assist with this and make sure they get on. This is located on the buttons next to their name on the App Login (Parent) menu item.
- Try to login with their credentials on your phone just to check.
    - If they have a bad internet connection or an issue on their device it may prevent them from getting on. If you are able to login with their credentials, chances are this is their issue.

Q: I am not getting notifications when something is added to the App.

A: You cannot turn these off in the App. The only way someone may not be getting them is if they are turned off in the phone settings either for our app or all apps. There may also be a bad internet connection. If others are getting them but you are not getting them then you know that it is an issue on the device, not the system.

Q: Where do I go to download the mobile App?

A: The mobile App is the parent side of the App and can be downloading in the Google Play or Apple Store. Camp Administrators manage their camps on their Camp Admin Dashboard through the website. When a new parent is added to the App, the new parent welcome email has their login credentials and links to the app store. This email is sent out automatically when a parent is added. If this landed in spam or they didn't see it, just search "The Camp App" in the app store, download it, and login with the default login credentials.

Q: I am in the App and connected to my camp but don't see anything posted

A: When there is a section of the App that does not have a post yet, there is a message that says "Your camp has not posted yet, stay tuned!" We always recommend Camp Administrators have things in the app before parents arrive to welcome parents to the App and circumvent this question.