

# Volunteer-Led Day/Twilight Camp Registration FAQs

## **How do I register my child for camp?**

When you click on any session of Day/Twilight camp on the GSNETX website, you'll be directed to login to CampDoc or sign up for a new login. After you enter the Day/Twilight volunteer or camper information, you will be shown a list of available camps. Select the right camp for you, click and continue the registration process. Repeat the process for everyone in your family planning to attend that camp.

## **How do I register additional participants?**

To add additional participants, just click the NEW PARTICIPANT button on the left of the screen.


## **How do I register for additional sessions?**

To add additional sessions, click on the REGISTRATION section on the left of the screen, and then the REGISTER FOR A NEW SESSION button.

## **How do I view my previous payments and account balance?**

After you've signed in, go to the Account page to view a list of your previous transactions or your account balance. If you have questions or concerns about your registrations, account balance or cancellations, please contact GSNETX by emailing [customercare@gsnetx.org](mailto:customercare@gsnetx.org).

## **How do I change my email address or password?**

After you've signed in, click the  button in the top-right corner of the screen. To change your email address, go to the About You page. To change your password, go to the Security page.

## **Can I copy health information between siblings or between organizations?**

To ensure privacy and security, CampDoc keeps each organization and participant's health information separate, and unfortunately there is no way to copy the information over between siblings or between organizations. CampDoc has found that this is the best method to protect private health information and keep it secure. By keeping each account separate CampDoc ensures that each individual's health information is kept private and only viewed by those who "need to know".

**My child's name or date of birth is incorrect/misspelled, how do I fix it?**

If your account has an incorrect/misspelled name or date of birth, you may submit a request to change your demographic information. These changes must be approved by GSNETX. To submit a demographic change request, please sign in to your account and click on the EDIT button located to the right of your child's name and date of birth. Please note that the change will not be reflected in the account until GSNETX approves it.

**How can I upload a profile picture?**

To upload a profile picture, please sign in to your account and click on the EDIT button located to the right of your child's name and date of birth.

**I know my health profile is incomplete, can CampDoc stop sending me reminder emails?** Reminder emails are sent if your health profile has incomplete steps or questions, and will automatically stop once your health profile is complete. They are designed to make sure your organization has everything they need to keep your child healthy and safe.

**How can I tell which steps or questions are incomplete?**

All incomplete steps will have a red circle listed next to them and completed steps will have a green check. All incomplete questions within a step will be outlined in red.

**What if an allergy or medication is not listed in the drop down menu?**

The list of allergies and medications in the drop down box are just the most common, and there to help guide you. If your participant has an allergy or medication that is not listed, you can still type in the text box to add your specific allergy or medication.

**I need to upload a document to my health profile, but I don't have a scanner.**

**What can I do?**

You may use a digital camera or smartphone to save a picture of these documents. If none of the above are available options, please contact GSNETX to see if you may return the documents to them by mail or fax, so they may scan/upload the documents into your account on your behalf.

**How do I upload a document?**

There are two ways to upload files to your health profile:

1. Drag and Drop. If you're using the latest versions of Chrome or Firefox, you can simply drag-and drop files directly from your computer into the upload area. To upload additional files/pages, just drag-and-drop the additional files into the upload area.
2. Click and Browse. Click the upload area, and select the file you'd like to upload. To upload additional files/pages, just click the upload area again, and select the additional files.

### **How do I submit the forms when I'm finished?**

Believe it or not, there is no submit button, and the information you enter saves as you type it! Once your account is 100% complete and all steps are highlighted in green, you are all done! Please note, GSNETX may contact you if they have any questions about the health information you provided.

### **Is there anything for me to sign?**

We use electronic signatures, so there is nothing for you to physically sign. Just enter your name and relationship, and click AUTHORIZE. This will electronically sign and timestamp the authorization for you!

### **My account is locked, but I need to make changes to my health profile. What do I do?**

If your account is locked but you need to make changes, you may submit an unlock request by clicking the REQUEST AN EXTENSION button. GSNETX will be notified that you'd like your account unlocked to make changes. You will receive an email notification once we approve your request and your account is unlocked.

### **How do I cancel a registration?**

To cancel your registration or deactivate your account please contact Girl Scouts of Northeast Texas (GSNETX) by emailing [customercare@gsnetx.org](mailto:customercare@gsnetx.org). We will be able to remove the registration from your account.

Registrations canceled in writing before the registration close date will receive a full refund. Refunds will not be issued for cancellations that occur after the registration deadline date.