



 *Camp & Class Manager*

Participant's Online Account FAQ

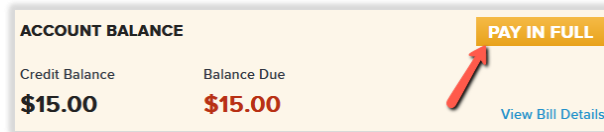


Frequently Asked Questions

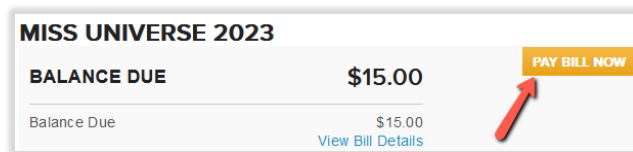
How do I make a payment?

After logging into your online account select one of the two options below. If you don't online account link contact the organization.

1. **Pay in Full** tab – Pay the entire account balance (all unpaid orders).

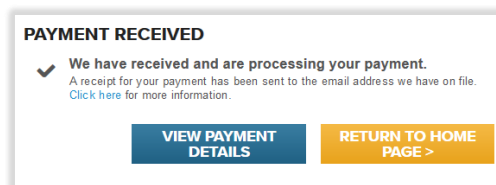


- 1) Click **Pay in Full**
 - 2) Enter credit/debit card information.
 - 3) Click **Submit**
2. **Pay Bill Now** tab – Make a payment towards an order.



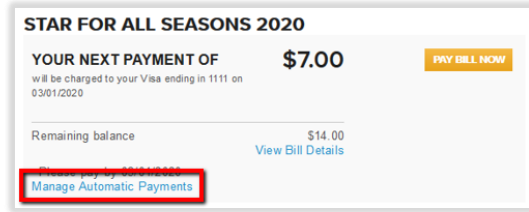
- 1) Click **Pay Bill Now** next to order total
- 2) Select **Minimum payment, Remaining Balance** or **A Custom Amount**.
 - A. **Minimum payment** is only applicable to orders created internally by an organization admin and a deposit is required. Or a failed payment on a payment plan.
 - B. If multiple registrations are on one order, **Custom Amount** will allow you to allocate funds.

Note: The system will give the following message notification to successful payments.

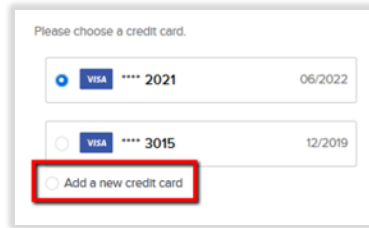


How do I update the card on file for a payment plan?

1. 1.Click **Manage Automatic Payments**



2. Click **Add a new Credit Card**



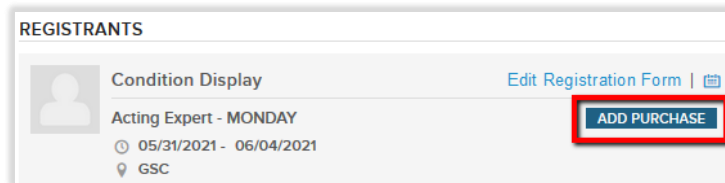
Note: Debit cards are accepted as well.

3. Enter requested information details.
4. Click **Submit**

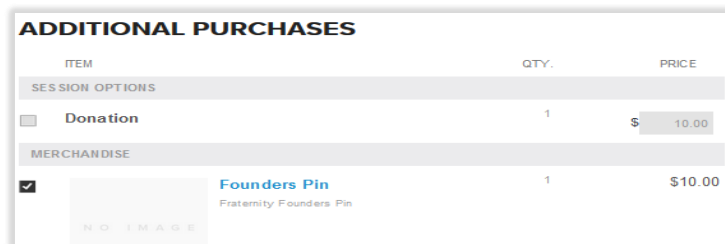
Note: The system will automatically take you back to the **Home** screen.

How do I purchase additional items after registration

1. Click **Add Purchase**



2. Check items you want to purchase



3. Click **Checkout**
4. Enter credit/debit card information
5. Click **Submit**



How do I submit a Supplemental/Follow-up form(s)?

1. Follow-up Form
 - 1) Under session click **Fill out Form**

This is a Follow-up Form
Due 10/31/2019

FILL OUT FORM

- 2) Enter information
 - 3) Click **Save**
2. Supplemental Form
 - 1) Under session click **Download Form**

Note: Some submissions don't require a download first, they will only need to be uploaded (EX: insurance cards). If this is the case complete steps 3-7.

REGISTRANTS

Sharita Marable [Edit Registration Form](#) |

Advance Acting - MONDAY **ADD PURCHASE**

05/25/2020 - 06/30/2020
GSC
Joe Grant
555-555-5555 omega@omega.com

SESSION OPTIONS
Pass Fee x 1

Insurance
Due 10/31/2019 **UPLOAD FORM**

Download Form

- 2) Print form after it's downloaded.
 - 3) Scan or take a picture of completed form
 - 4) Save form/picture to your device
 - 5) Click **Upload Form**
 - 6) Click **Select File**

MEDICAL **REQUIRED**
Due 09/30/2019

SHARITA MARABLE

1. Download the form you need to complete [Download Form](#)
2. Upload or take a picture of the completed form

You may upload photos of forms that are completed by pen.
You can upload up to 20 files (maximum size 7MB/file).

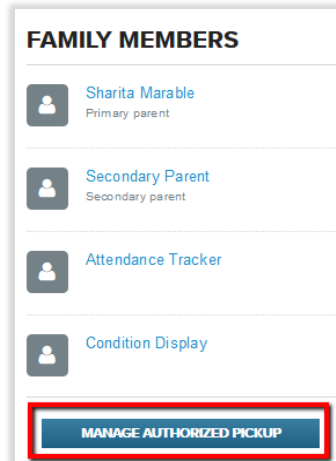
SELECT FILE

CANCEL **SUBMIT**

- 7) Click **Submit**

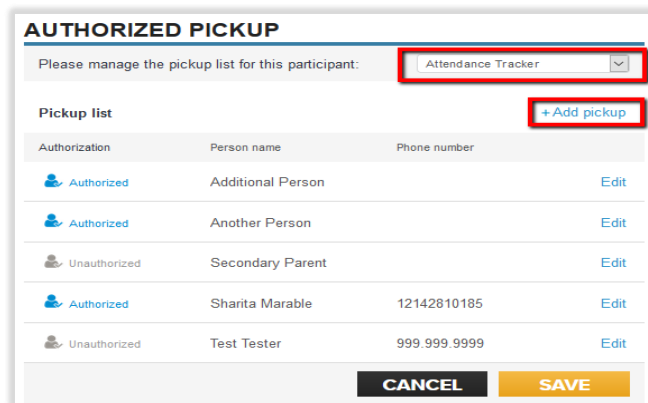
I need to add additional Authorized Pickup's

1. Under **Family Members** click **Manage Authorized Pickup**

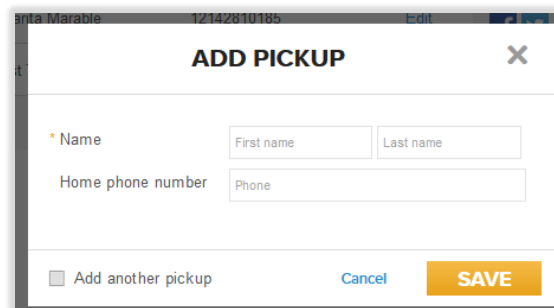


2. Click **+Add Pickup**

- 1) Select applicable participant from the **Please manage the pickup list for this participant** dropdown then click **+Add Pickup**.



2) Enter **Name** and **Phone Number**



3) Click **Save**

How can I get a financial statement?

1. You will need to contact the organization and request them to email your financial statement.



2. Another option is to print order details from your online account that includes payment, discount and balance information. You will have to print details per order. Below are steps.
 - 1) From **Home** page click **View Bill Details** under **Account Balance** or **Season Balance**.

The screenshot shows the 'ACCOUNT BALANCE' section. It features a 'PAY IN FULL' button in the top right. Below, it displays 'Credit Balance \$15.00' and 'Balance Due \$15.00'. A 'View Bill Details' link is highlighted with a red box. Below this is a toggle for 'Current & Upcoming' and 'Past'. The 'MISS UNIVERSE 2023' section shows 'BALANCE DUE \$15.00' with a 'PAY BILL NOW' button. A second 'View Bill Details' link is also highlighted with a red box.

- 2) Next, click **View Order Details** under desired order number.

The screenshot shows the 'ORDERS' page with filters for 'All orders' and 'All programs'. It lists two orders. The first order, 'C-284DWMR2', is marked 'PAID IN FULL' and has a 'View Order Details' link highlighted with a red box. The second order, 'C-25YS0HZD', has a 'BALANCE \$150.00' and a 'PAY BILL NOW' button.

- 3) Then, click **Print**

The screenshot shows the 'Order #C-25YS0HZD' details. It displays 'BALANCE \$150.00' and 'Remaining balance \$150.00' with a 'PAY BILL NOW' button. The 'ORDER DETAILS' section includes the order ID and date, and a 'Print' button highlighted with a red box. Below is a table of sessions with a 'TOTAL' of \$150.00.

SESSIONS	TOTAL
Acting Expert - MONDAY 05/31/2021 - 06/04/2021 M - F 9:00 AM - Noon	\$150.00