Camp & Class Manager

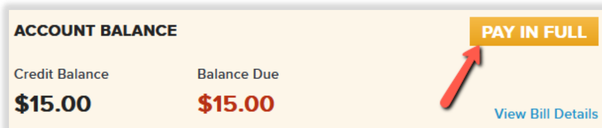
Participant's Online Account FAQ

Frequently Asked Questions

How do I make a payment?

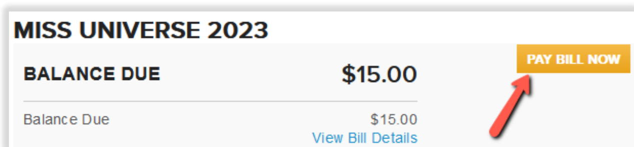
After logging into your online account select one of the two options below. If you don't online account link contact the organization.

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



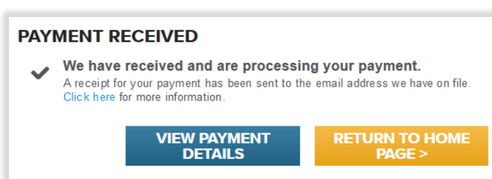
   1) Click **Pay in Full**
   2) Enter credit/debit card information.
   3) Click **Submit**

2. **Pay Bill Now** tab – Make a payment towards an order.



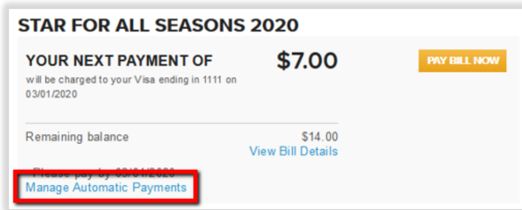
   1) Click **Pay Bill Now** next to order total
   2) Select **Minimum payment**, **Remaining Balance** or **A Custom Amount**.
      A. **Minimum payment** is only applicable to orders created internally by an organization admin and a deposit is required. Or a failed payment on a payment plan.
      B. 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.*

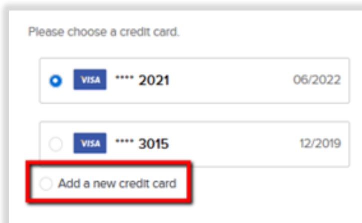


How do I update the card on file for a payment plan?

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



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



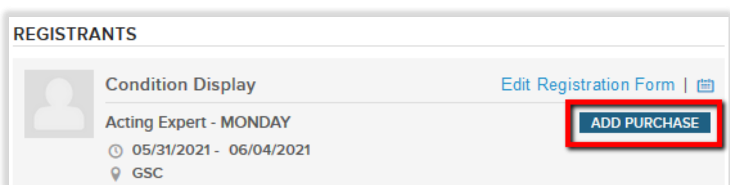
***Note**: Debit cards are accepted as well.*

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

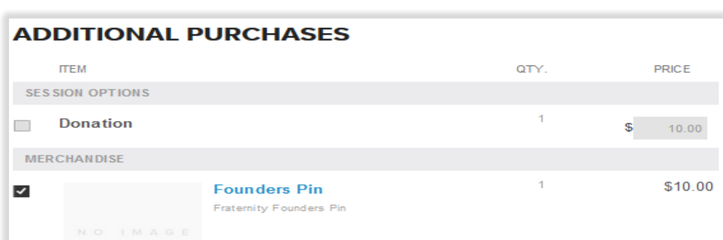
***Note**: The system will automatically take you back to the **Home** screen.*

How do I purchase additional items after registration

1. Click **Add Purchase**



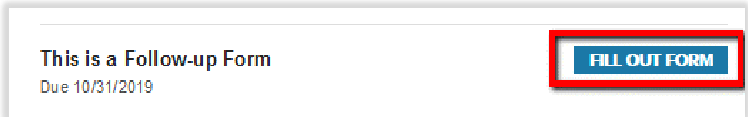
2. Check items you want to purchase



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

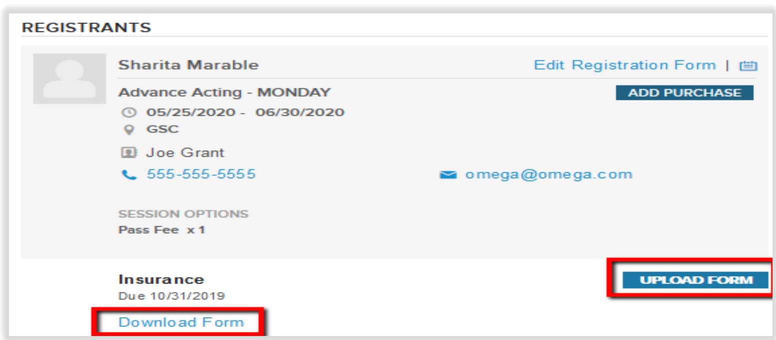
How do I submit a Supplemental/Follow-up form(s)?

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

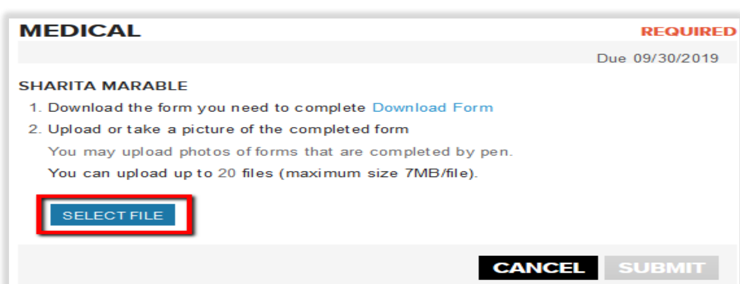


    2) Enter information
    3) Click **Save**
2. Supplemental Form
    1) Under session click **Download Form**

***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.*



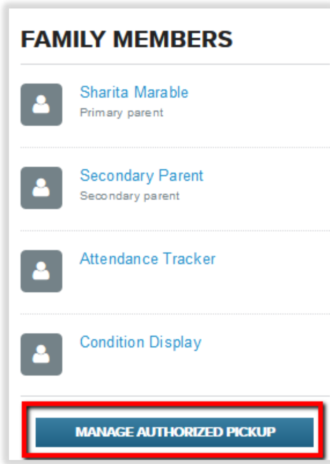
    2) Print form after it's downloaded.
    3) Scan or take a picture of completed form
    4) Save form/picture to your device
    5) Click **Upload Form**
    6) Click **Select File**



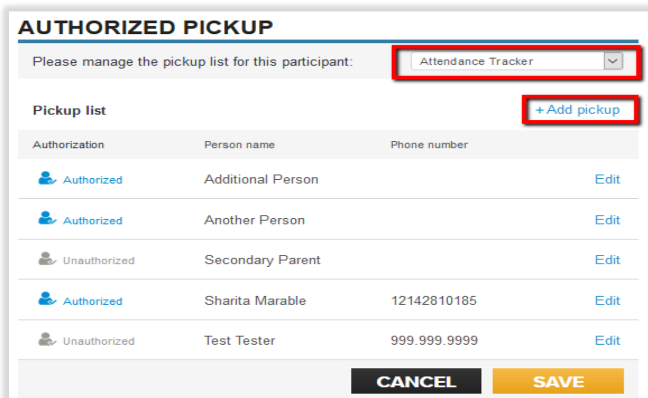
    7) Click **Submit**

I need to add additional Authorized Pickup's

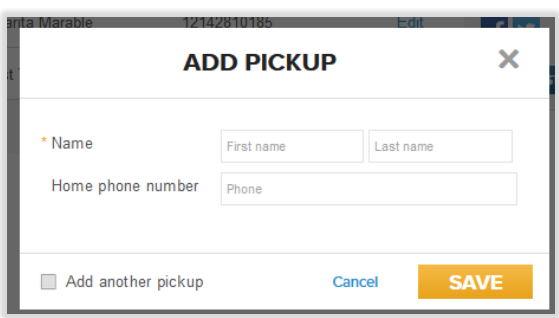
1. Under **Family Members** click **Manage Authorized Pickup**



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**

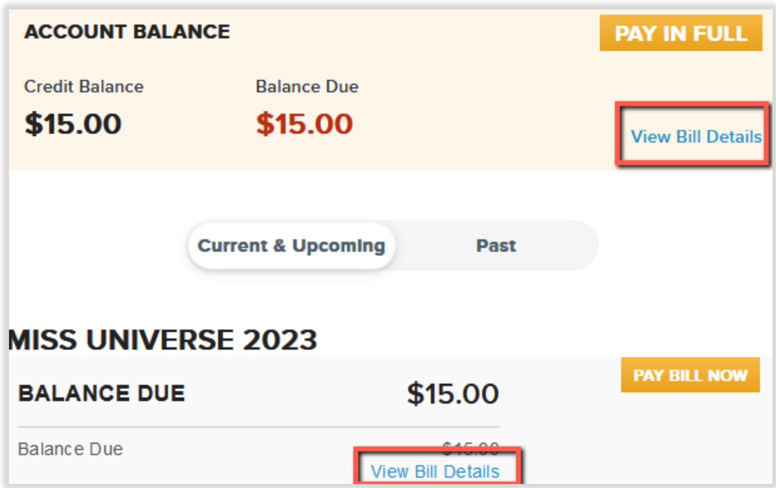


    3) Click **Save**

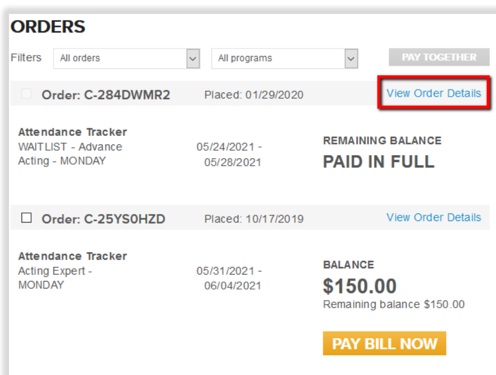
How can I get a financial statement?

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**.



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



    3) Then, click **Print**