

Registration FAQs

How do I start?

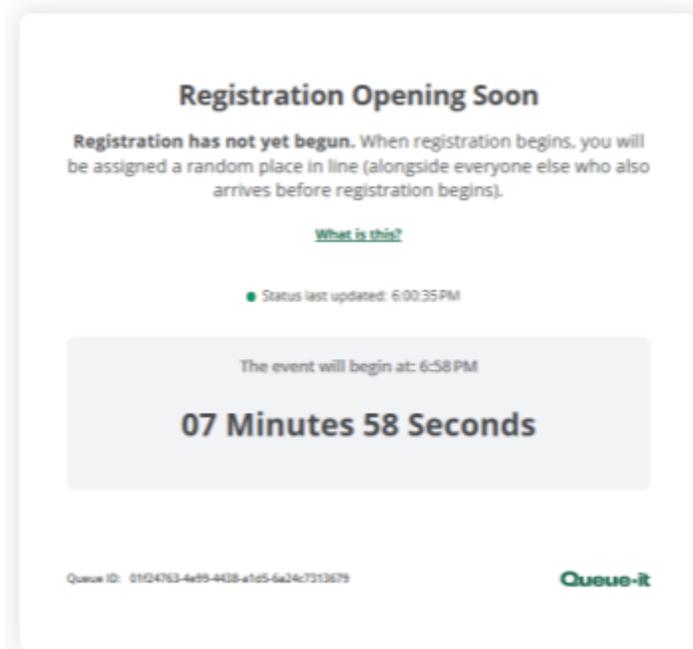
To begin registration, log in or create a Household Account. We encourage you to use a desktop computer, if possible, and to navigate through the portal in order to familiarize yourself with our system before registration.

When should I sign into my Household Account to register?

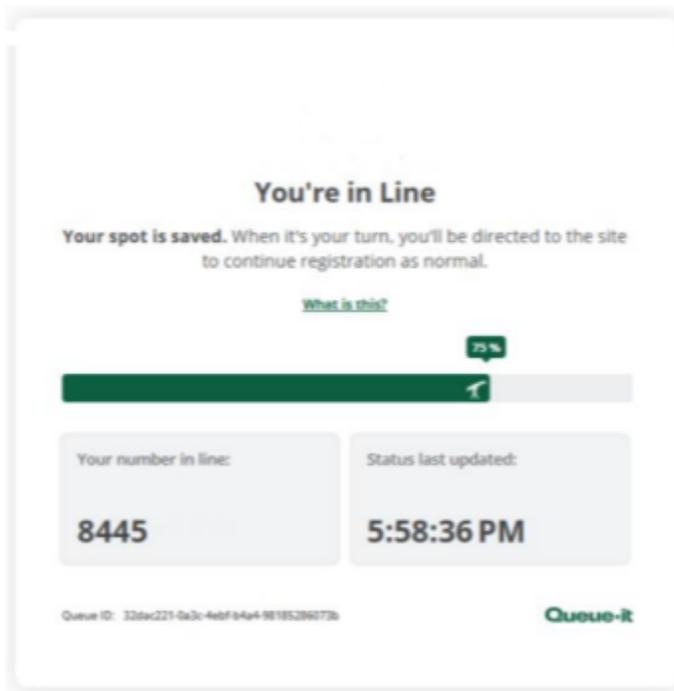
Sign in a few minutes in advance of the time of registration. You may be placed into the pre-queue (if registration hasn't opened yet). If you sign in when registration is open, you may be placed in the virtual waiting room.

What is the virtual waiting room and pre-queue?

The virtual waiting room is a new feature that is used during high-traffic registrations, such as for Summer Camp. The virtual waiting room is to ensure a fair, smooth, and reliable experience for all families. This system helps prevent website slowdowns and ensures that everyone has equal access to registration. If you enter the waiting room, your place in line is saved—please keep your browser tab open, and you'll be automatically redirected when it's your turn to register. Thank you for your patience as we work to make registration clearer and more accessible for our community.



At the time of the registration period launch, families in the pre-queue are randomly assigned a spot in the queue, and the waiting room officially starts. After the pre-queue has occurred, any new families who arrive at the registration site will be placed in the queue in order of arrival. They will be greeted with the following message. The fields to sign into an existing account or create a new one are not available.



Once you reach the front of the queue, you are redirected to the registration site to log in and register.

What happens if I'm registering more than one child? Will I lose my spot?

We understand that registering multiple children can feel stressful, especially when programs fill quickly. When registering through CampBrain, once a program is added to your Cart, that spot is held for you as long as you remain active in your Household Account. If you become inactive on your device for 30 minutes or more, the system will automatically release the spot back into registration for other families.

Helpful tip for families registering more than one child:

You can immediately add the session to your cart for each child by using the tabs with your child's name near the top of the registration page. Once each child's session is secured in your Cart, you can circle back to each child to complete the additional session options (such as t-shirt size or Extended Day Care).

What forms are required at registration?

When registering, you will need to provide the following information and forms in order to submit your application (*Indicates items that are only required for Forest School):

- Child's Information (birthdate, emergency contacts, health card info., etc.)
- Consent Form
- Student Information Form
- Medical Form
- Waiver of Liability (*Now a fillable form during registration*)
- Copy of Immunization Record*
- Extended Care sign-up (optional)

These forms/documents are able to be uploaded after registration is submitted (must be submitted within 48 hours):

- Photo of Child
- Authorized Pick-Up List
- Child's ID*
- Anaphylaxis Emergency Plan (only if necessary)
- Medication Authorization (only if necessary)
- Other Important Documents (only if necessary)

Can I sign in on multiple devices during registration?

No, we recommend that you sign in on only one device for registration. Signing in on multiple devices can sometimes cause errors during registration.

Am I considered an In-House, Alumni, or new family?

If you are currently enrolled in one of our programs or have completed a Family Program within the same school year, you are considered an In-House Family for registration purposes. If you have attended *any* of our programs in the past but are not currently enrolled this school year, you are considered an Alumni Family. If you have never attended any of our programs, you are considered a new family.

All of the spots are full, now what?

We advise you to add your child to any waitlist for any program that suits your family. Someone from our admin team will contact you by phone call if a spot becomes available for your child.

What is the new texting feature that it asks about during registration?

This new feature will allow our staff to send quick updates to families that may not warrant an email, such as road closures or updates on weather conditions. It is optional to opt in and you can opt out at any time.

How do I register for Extended Care?

In the Session Options (which appears after you select a Session), you can add Extended Care to your cart (similar to adding Pizza on Fridays for Camp- optional, or choose the size of your child's included t-shirt). If you register for Extended Care at a later date, our accountant will prorate that amount and issue a refund for any overpayment.

If I need help with registration, who do I contact for support?

If you need support with registration or have any further questions, please contact our administration team at admin@farmandforest.org or call 226-533-9591 x1 or x9. If a staff member does not answer right away, please leave a message and we will return your call as soon as we are available (as we're probably on the phone supporting other families).

I have questions about payment. Who do I contact?

If you have any questions regarding payment, please contact our accountant at accounting@farmandforest.org

More Helpful Tips from our camp management software company, CampBrain:

Best Practices for Parents During Registration

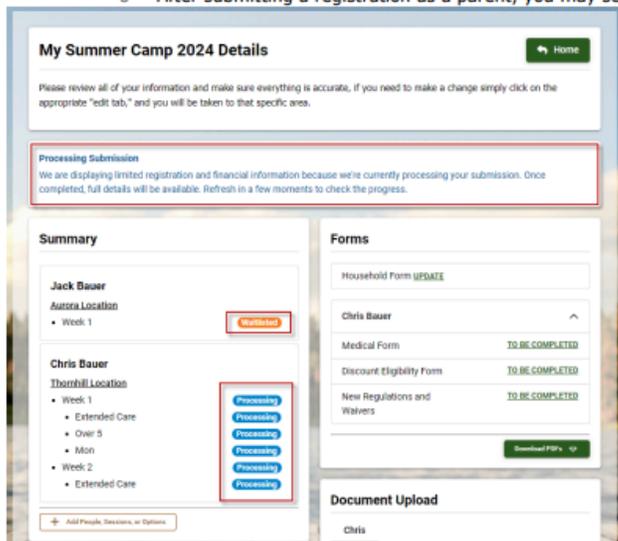
- Only ONE parent can be logged into their household account at a time to register their children
- Only use ONE browser and ONE tab to register
 - It is always recommended to use the most up to date browser version
 - The suggested browser of choice is Chrome, but Edge, Firefox, Safari, etc. are all supported when using the most up-to-date version
- Try to use a Laptop, Desktop, or Tablet when registering
- Only Refresh your screen if you arrive on this message on your screen

Welcome!

A lot of people are registering at the moment. You will be able to proceed with your registration shortly. Please refresh your browser until this message disappears.

Thank you for your patience.

- If you have an existing account, use the Sign-In Section
 - If you forgot your password, you can use the Reset Password function below
- Processing Time
 - After submitting a registration as a parent, you may see the status of "Processing" beside the submitted items



The screenshot shows a user interface for 'My Summer Camp 2024 Details'. It includes a 'Processing Submission' message, a 'Summary' section for two children (Jack Bauer and Chris Bauer) with status indicators like 'Waitlisted' and 'Processing', a 'Forms' section with 'TO BE COMPLETED' items, and a 'Document Upload' section.

- You can be assured that regardless of the length of time you see the "Processing" status, **the Items that appear here as "Processing" are 100% reserved** you don't need to worry about losing them
- **You can in fact leave this screen without worry** and those items that were in the "Processing" status will switch to the "Registered" status at some point
- All items you were "Waitlisting" for will already be identified in this screen
- You won't receive a confirmation email until **ALL** items have changed to "Registered" or "Waitlisted"