



CAMPBRAIN TIPS FOR REGISTRANTS

Creating/Accessing Your Account

1. It is recommended that you use a Laptop, Desktop, or Tablet to fill in the necessary forms with full keyboard available.
2. **Create a new account only if you have not ever created a Campbrain account with The Trustees.** If an e-mail address already exists, you will see this message.

We already have your email address on file. We will send a message to this address so that you can establish a password, log in to your account, and update your information.

If you don't know your password, follow the instructions.

Please reset your password rather than create an account with another email, so you will not have to reenter your household and camper information, and a duplicate account will not be created.

3. **If you know you have an account** and an e-mail address you enter prompts the following, try another email associated with your household before creating a new account.

We already have your email address on file. We will send a message to this address so that you can establish a password, log in to your account, and update your information.

4. **If you see this message, contact us:**

The email address entered is in our system multiple times. Please contact our office for assistance.

Registering on January 11, 12PM

Because a large volume of people will be registering at the same time, the CampBrain “throttle” will likely go into action between 12-12:30PM. If this happens, you will see:

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.

1. **If you see this message, refresh your screen until you are let in.**
You are in a queue during this time and will be let in when it's your turn.
2. **Only one person can be logged into your account at a time.**
 - a) **DO NOT TRY TO LOG IN FROM MULTIPLE** computers, browsers, or tabs at the same time, as this will only kick you out of one and send you to the back of the queue.
 - b) **ONLY ONE PERSON LOG IN.** If a second person logs into your household account, the first will be logged out as soon as they move to the next portion of the registration page.

Completing Forms & Processing Time

1. While we know it can be stressful to complete the required forms while you are trying to secure spots for your campers, please know that **your selected sessions are being held during this time as long you are actively registering.** Please take the time to read the forms and thoughtfully complete all of the requested information.
2. It is recommended that you use a Laptop, Desktop, or Tablet to fill in the necessary forms with a full keyboard available.
3. After submitting a registration, you may see "Processing" beside your submitted items and a banner:

"Processing Submission: We are displaying limited registration and financial information because we're currently processing your submission. Once completed, full details will be available. Refresh in a few moments to check the progress."

While the system is "Processing," which can take a few minutes or much longer, please know that you are 100% registered for your selected sessions regardless of how long it takes. Your confirmation email will automatically arrive once the registration has been processed on the back end.

Financial Assistance Applications

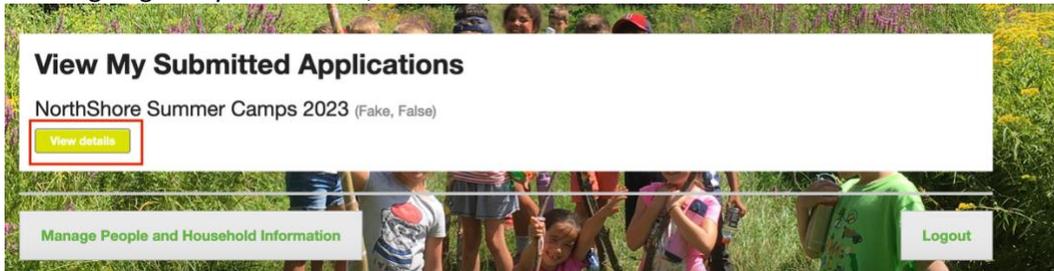
1. If you are having any issues completing a Financial Assistance Application, please visit this page for step-by-step instructions: <https://thetrustees.org/program/trustees-camps-financial-assistance/>
2. Be sure to "Submit" your application registration after completing the Financial Assistance Application Form.
3. If you have questions or are unable to complete the forms and successfully submit the registration for Financial Assistance, please contact the Camp Director:

- summerquest@thetrustees.org
- appletonfarmcamp@thetrustees.org
- deCordovaCamps@thetrustees.org
- farmerforesterchef@thetrustees.org
- southshorecamps@thetrustees.org (World's End & Weir River Farm)
- tficamp@thetrustees.org

Uploading Camper Documents

Once you have successfully registered campers, we encourage you to immediately upload documents required by state camp regulations for attending camp and other documents as applicable.

1. After signing into your account, click on “View Details”



2. Scroll down to “Upload Documents,” which will take you to the screen where you can upload record of Physical (required), Immunization History (required), camper photo, and any additional uploads such as a 504 or IEP from school.

