CAMPBRAIN TIPS
FOR REGISTRANTS

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A. Creating/Accessing Your Account

1. Highly recommended: use a Laptop, Desktop, or Tablet with full keyboard to complete all necessary forms.

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.

   > That email address entered does not match our records.

4. **If you see this message, contact the camp office:**

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

B. Registering on January 9, 12PM

CampBrain Pause & Processing

Because a large volume of people will be registering at the same time, you may experience a pause between 12PM and 12:30PM.

1. **If you see message as such, Do not log out and in again or you will lose your place in the queue. Simply refresh your screen until you are let in.**
2. **Only one person and page can be logged into your household 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 account, the first will be logged out as soon as they move to the next registration step and you will likely lose your selected sessions.
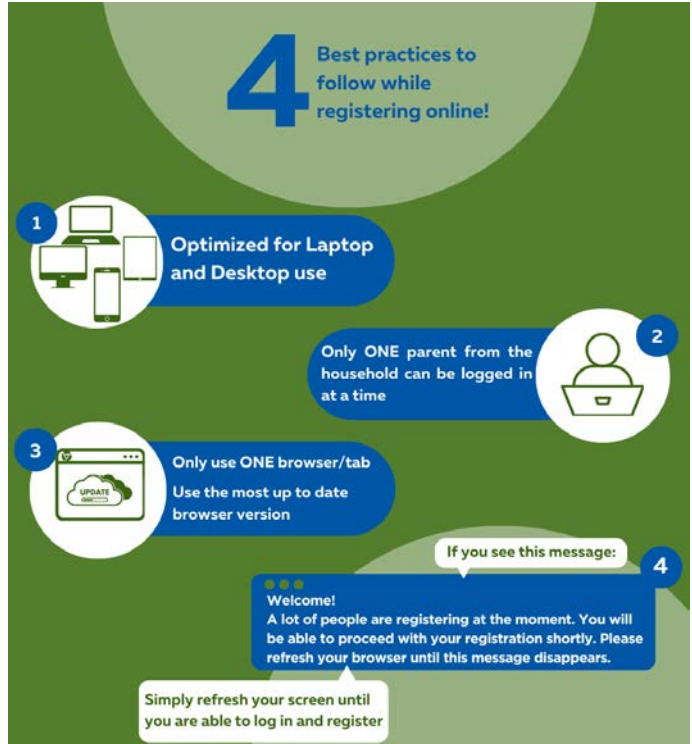
Completing Forms & Processing Time

1. While we know it can be stressful to complete the required forms while you are trying to secure sessions for your campers, know that **selected sessions are held as long you are actively moving through the registration steps and don't spend more than 20 minutes on any one step**.
2. Please take the time to read the forms and thoughtfully complete all of the requested information that helps us support your camper/s.
2. Use a Laptop, Desktop, or Tablet to fill in the necessary forms with a full keyboard available.
3. After submitting registration, you may see "Processing" beside your submitted items and:

> "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 registered for your selected sessions regardless of how long it takes. Your confirmation email will automatically arrive once the registration has been fully processed on the back end.

C. 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 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 respective Camp Office listed on the above page.

D. 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 additional uploads such as a 504 or IEP from school, Epipen care plan, etc.