



# CAMPBRAIN TIPS FOR REGISTRANTS 2026

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## 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.

## Accessing CampBrain Before Registration Opens

1. To add or edit campers in your Household, you may log into your CampBrain account prior to January 8 and use this button; you may also select “Household Details” to add/update addresses emergency contacts, and Membership Information.

 **Manage People and Household Information**

## Registering on January 8, 12PM

### CampBrain Queue & Processing

A high volume of registrants on January 8 may create delays in entering CampBrain 12-1PM. *Wait patiently in line until you are told that there is an opening for you to continue with registration.*

Important things to remember when registering on January 8:

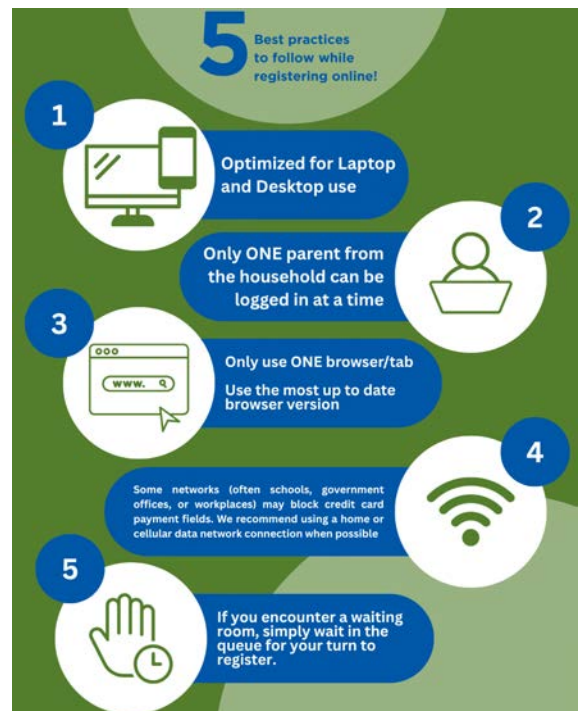
1. **Your place is always being held while you are in the CampBrain Line/Queue as long as you keep your tab and browser open.**
2. **Refrain from trying to register through multiple tabs, browsers, or family accounts, as this will bump you to the end of the queue.**
3. The Queue-it dialogue box will keep you continually posted on your number in line and how close you are to being able to register.
4. You may use other tabs while waiting; but check back frequently so you don't miss your opening which will be held for several minutes.
5. After submitting your registration, you may see this message:

"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 be sent automatically once the registration has been fully processed on the back end. Once you receive confirmation of your registration and payment completion on your screen and in your email (check spam), review to be certain that your registration and payment for all campers went through.

6. **If you receive a declined or pending payment message, please contact the camp office immediately.**



## Completing Forms & Processing Time

- While we know it can be stressful to complete the required forms while you are trying to secure sessions for your campers, know that **your 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.**
- Please take the time to read the forms and thoughtfully complete all of the requested information, this helps us support your camper/s!
- Use a Laptop, Desktop, or Tablet with a full keyboard to easily fill in the necessary forms.

## Payments

- Full tuition payment is due upon registration.
- CampBrain accepts Visa, Mastercard, American Express, and Discover.
- If you would like to use another form of payment, please reach out to [education@thetrustees.org](mailto:education@thetrustees.org)
- **If CampBrain is not accepting your credit card information**, enter it manually rather than using Autofill.
- **Some schools, government offices, and workplaces have internet blocks that can prevent payments being processed**, try using a home or data network instead.

## Payment Plans

- Payment plans over 3-4 months are available to ease the expense of camp tuition, payment of which is otherwise required in full upon registration.
- Please do not complete a Financial Assistance application if requesting a payment plan.
- **Before you register**: contact your respective camp office to arrange for a payment plan.

## Financial Assistance Applications

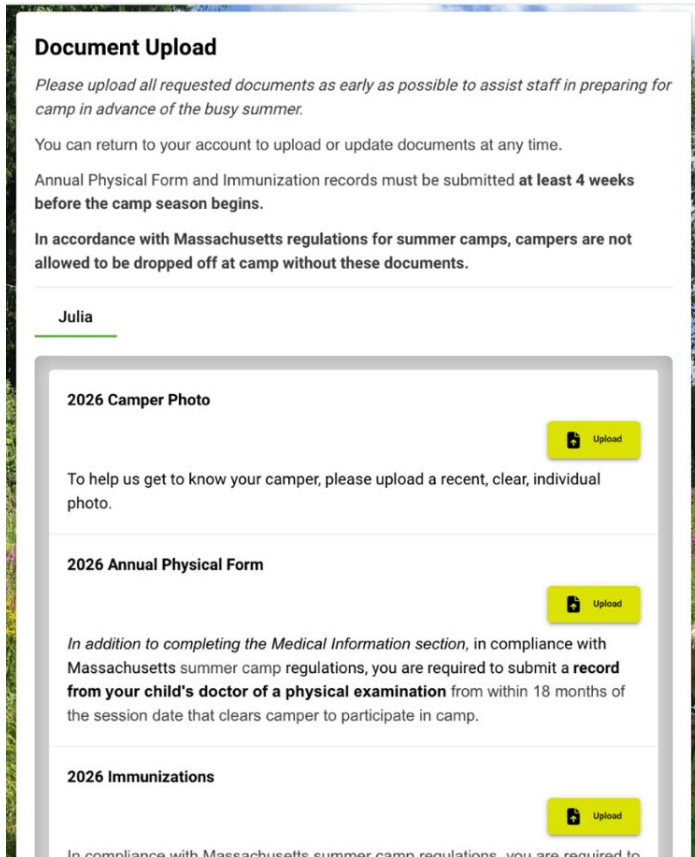
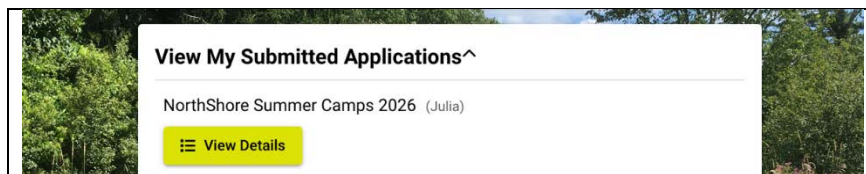
1. If you are having any issues completing an application, visit this page for step-by-step instructions: <https://thetrustees.org/program/trustees-camps-financial-assistance/>
2. Be sure to "Submit" your application after completing the Application Form.
3. A successful submission will result in a Confirmation Page to pop and Confirmation Email to be sent.
4. If you have questions or are unable to complete and successfully submit the form, please contact your respective Camp Office.

## Trustees Memberships

1. **IMPORTANT: Memberships are no longer available for purchase through CampBrain.**
2. Your Membership must be **current at the time of registration** to select the Member tuition rate.
3. You may **look up your existing Member number and expiration date** [HERE](#)
4. Purchase or renew your Membership [HERE](#) **before registration.**
5. **If you recently purchased or renewed your Membership, and the Membership Lookup is not showing your expiration date,** you can use the approximate date of your purchase/renewal.
6. **Only one Membership is required** for discounted tuition for all campers in a household.

## 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. When signed into your CampBrain account, click on **"View Details"**

A screenshot of a "Document Upload" page. It contains instructions: "Please upload all requested documents as early as possible to assist staff in preparing for camp in advance of the busy summer." and "You can return to your account to upload or update documents at any time." It also states: "Annual Physical Form and Immunization records must be submitted at least 4 weeks before the camp season begins." and "In accordance with Massachusetts regulations for summer camps, campers are not allowed to be dropped off at camp without these documents." Below this, the name "Julia" is listed. There are three document upload sections: "2026 Camper Photo" with an "Upload" button and instructions "To help us get to know your camper, please upload a recent, clear, individual photo."; "2026 Annual Physical Form" with an "Upload" button and instructions "In addition to completing the Medical Information section, in compliance with Massachusetts summer camp regulations, you are required to submit a record from your child's doctor of a physical examination from within 18 months of the session date that clears camper to participate in camp."; and "2026 Immunizations" with an "Upload" button and instructions "In compliance with Massachusetts summer camp regulations, you are required to".

Scroll down to **"Upload Documents,"** to submit record of Physical (required), Immunization History (required), camper photo, and additional documents such as a IEPs, behavior plans, allergy care plans, etc.