



Loch Leven Camp & Retreat Center  
Christian Church (DOC) Pacific Southwest Region  
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Greetings Parents, Campers, Pastors, Youth Ministers, et al!

Summer Camp registration is now on-line! [app.campdoc.com/register/lochleven](http://app.campdoc.com/register/lochleven)

Beginning this summer, in our efforts to provide the best care to our campers and staff, The PSWR and Loch Leven are partnering with CampDoc.com. CampDoc.com offers online registration and an electronic health record system for camps. Their system will help us consolidate and integrate camper registration and health information into a centralized and secure location.

If you have already registered for camp, you do not need to re-register. **Both electronic and paper registrations are accepted.** If we have received a paper registration from you, we will contact you directly to see if you would like to be entered into the system.

The security, confidentiality and privacy of our camper's personal health information will always be protected. Only designated staff and volunteers will have access to camper health information, and the CampDoc.com site is secure, encrypted and password protected.

Once you sign up for a CampDoc.com account, you will be able to register your camper, select a session and pay online. You will then receive additional information about how to complete your camper's health profile. You will receive periodic notifications from CampDoc.com if you have an outstanding balance or have not completed required health information. For future PSWR camps at Loch Leven, you will only need to update your camper's profile. The days of filling out paperwork new every year are behind us!

We are excited to continually evolve, building safer, more productive and more efficient systems to create the best experience for you and your family! We know we are late getting this information out and expect there will be bumps in the road as we navigate our new system, but trust that the staff at Loch Leven and CampDoc.com are ready to help you through. We have a FAQ and some links for more information on the next page.

To begin registration, follow this link: [app.campdoc.com/register/lochleven](http://app.campdoc.com/register/lochleven)

We can't wait to see you this summer,

*The staff and volunteers of Regional Church Ministries at Loch Leven*

## ***Frequently Asked Questions:***

**Remember, feel free to call (909-794-2507) or email Loch Leven ([office@lochleven.org](mailto:office@lochleven.org)) if you are having any problems and we will walk you through step-by-step. It is our goal to make this transition as simple as possible.**

### **How long will this take?**

- The first time will be a while, but don't worry – your information saves as you type. You can leave and come back when it is convenient. You can also jump around the Required Forms section to complete what you know if you need to look something up later. CampDoc.com will send you reminders until your registration process is complete. Loch Leven will also check in to make sure you're doing ok with the new program.

### **What is the Protection Plan?**

- The Protection Plan is an *optional* additional insurance opportunity through CampDoc.com for your camper or volunteer. The integrated protection plan offers coverage for campers in case of cancellation or interruption and provides *first payer medical coverage with no deductible for emergency medical expenses*. You can visit [www.campdoc.com/protection-plan](http://www.campdoc.com/protection-plan) to review the full plan details found in the Description of Coverage. This is an option to by-pass your insurance, supplement it, or for those of us without insurance, to be covered while at camp. Again, you can skip this altogether!

### **Does my camper need to see the doctor or get a physical before going to camp?**

- Only campers currently under a doctor's care need to see a physician before camp. "Under Care" refers to campers with on-going or recent health issues that may be exacerbated at camp (ex. Severe asthma or a recent broken leg). Physician's should sign the part of the health form indicating it is ok for your camper to attend and what, if any, modifications need to be made for safety and success during the week at Loch Leven.

### **What about the Pastor's recommendation?**

- Once a camper (or counselor) has been registered, Loch Leven staff will follow up with the pastor or youth minister from the church listed. Pastors – we will send you an email list each week with the campers and counselors who have registered and a template for you to fill out.

### **What is Leadership Camp?**

- Leadership Camp is a camp for young adults and youth 15+ who want an in-depth training for working or volunteering at Loch Leven or another camp focused on youth development. Participants who volunteer at Loch Leven for at least 2 weeks in the summer or 4 weekends throughout the year receive a coupon code to make this camp cost only \$25. More info to follow.

## **FINANCES**

### **How much does camp cost?**

- The *Advertised Cost* of camp is the amount we call "full price." The legacy of giving in this Region has allowed Loch Leven camps to advertise a rate much lower than the actual cost of running camp. The true cost of a week at camp is closer to \$630. You are welcome to pay that and support the ministry of camping in our Region. We only *CHARGE* the advertised cost - \$380 as full price (for most camps). You are also welcome to pay that!

### **What if I can't afford the *Advertised Cost*?**

- Generous donors in the Region are working hard to make sure camp is affordable for everyone in our Region who want to attend. Scholarships and discounts are available. Contact the Regional Church Office or Loch

Leven for information on how to apply for a Regional Scholarship or discount. Once approved, you will receive a **coupon code** for a specific amount off the Registration price.

**What about churches who collect money and pay for all campers at once?**

- On the drop-down menu, choose “my church will send check.” The balance due will show as \$0 and you can continue registering. The staff at Loch Leven will follow up with your church from there.

**Can I fill out the forms before I get a coupon code?**

- The required forms do not become available until the payment is addressed. If you were awarded a scholarship, but have not received your coupon code, call Loch Leven or the Regional Church Office. We’ll confirm your scholarship amount and give you the code.

**What does “full, minimum and other” on the payment page mean?**

- You can make payments over time instead of paying all at once. Simply make a partial payment to begin (minimum \$25) and CampDoc.com will help you set up a payment plan. Your balance is due 10 days before the start of your session.

**I’m a counselor and I don’t know my health history, what should I do?**

- Fill out your profile as best as you can and then check with your parents or guardians to understand your health history. This is important information to have somewhere on file as an adult. It is good to be up to date on tetanus before coming to camp. Maybe this is a good time to make a wellness appointment. You can upload any document to the immunization even if it is incomplete. If something were to happen at camp (an outbreak or an injury to you specifically), the more of your health history we have available, the better we can manage your care!

**I’m a counselor and I can’t figure out what I am supposed to upload at the “counselor position description and guidelines” section.**

- Us either, that’s a mistake. Download and read the position description. Upload whatever you want. Whoops, too bad we’re STILL not perfect!

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## **Frequently Asked Questions from CampDoc.com**

We are committed to providing you excellent support!

Our team has put together this support document with a collection of answers to the most common questions families ask about CampDoc.com. This document is intended to provide you with efficient and effective solutions! You may review this document in full, or reference specific sections as needed.

Signing In

Returning Users

Managing Your Account

Completing Your Health Profile

Registering

As always, please do not hesitate to contact us if you have questions not answered in this document or need additional help. You can email our support team at [help@campdoc.com](mailto:help@campdoc.com) or call us anytime at 734.636.1000.

Happy camping,

The CampDoc.com Team [CampDoc.com](http://CampDoc.com)

## SIGNING IN

### **I never received an email to create an account, what do I do?**

- Please check your junk/spam mail folder. You may also want to add the domain [campdoc.com](http://campdoc.com) to your safe sender list or spam-blocker whitelist to ensure that you receive all communications from CampDoc.com. Your CampDoc.com account is created using the email address Loch Leven provides us, so if you have multiple emails, check the one you used to register for camp. If you recently registered for camp, we may not have received the most up-to-date registration from Loch Leven yet, so it may take a few days before you receive an email from us. You can get started by clicking this link: [app.campdoc.com/register/lochleven](http://app.campdoc.com/register/lochleven)

### **I accidentally deleted the email you sent, how do I sign in now?**

- No worries! Just go to [app.campdoc.com](http://app.campdoc.com) and enter the email address you used to register for camp. You will see a prompt that you have an invitation waiting, and can resend the invite notification to your email address.

### **Why am I being told my web browser is out-of-date?**

- Unfortunately, our system is not compatible with older web browsers. We support the current and previous major releases of Chrome, Firefox, Internet Explorer, and Safari. Our team makes use of new capabilities available in modern, up-to-date browsers, and that's why we support only modern browsers, which also provide improved security and performance for health information.
- Users with unsupported browsers may find that some features do not function, or the application doesn't load correctly. All browsers must also have cookies and JavaScript enabled. For more information, please review our policy on supported web browsers: [www.campdoc.com/supported-browsers](http://www.campdoc.com/supported-browsers)

### **What are the password requirements?**

- Picking a strong password is important for security of your account. Passwords must:
  1. Be at least 8 characters long
  2. Have both upper and lower case letters
  3. Have at least one number or symbol

We cannot make exceptions to these requirements.

### **What if I forgot my password?**

- To reset your password, please click on the *Forgot your password?* link. When you enter your email address, an email will be sent to you with a link and instructions on how to reset your password. For security reasons, the link can only be clicked one time.

### **How do I change my email address or password?**

- After you've signed in, click the button in the top-right corner of the screen. To change your email address, go to the *About You* page. To change your password, go to the *Security* page.

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## RETURNING USERS

### How can I access my account from last year?

- If your participant is registered for an upcoming session, you will be able to access their health profile using the email and password you created previously. If you forgot your password, you can reset it!

### What if I have a new email address?

- Your CampDoc.com account is created using the email address Loch Leven provides us, so you'll need to sign in with the one you used to register for camp. Once you sign in, you can change your email. Just click the button in the top-right corner of the screen. Enter your new email address and click save.

### My information did not save from last year, what happened?

- If your account does not display data from last year it may be due to a duplicate account, and you'll want to contact Loch Leven for assistance. This may happen if your participant's name or date of birth is different from last year (e.g. Jon instead of Jonathan).
- If your account has partial data missing, it may be the case that Loch Leven has updated their forms. Some organizations decide to "clear" certain sections of the health profile to get the most accurate and up-to-date information from you, and sometimes they even add new questions or steps for you to complete.

## MANAGING YOUR ACCOUNT

### Can I copy health information between siblings or between organizations?

- To ensure privacy and security, we keep each organization and participant's health information separate, and unfortunately there is no way to copy the information over between siblings or between organizations. We have found that this is the best method to protect private health information and keep it secure. By keeping each account separate we ensure that each child's health information is kept private and only viewed by those who "need to know". Some web-browsers have an "auto-complete" feature that may speed up the process. The good news is the information you enter this year will remain in the system for future years, and you won't have to type it again if your children attend the same organization in the future!

### My child's name or date of birth is incorrect/misspelled, how do I fix it?

- If your account has an incorrect/misspelled name or date of birth, you may submit a request to change your demographic information. These changes must be approved by Loch Leven. To submit a demographic change request, please sign in to your account and click on the *EDIT* button located to the right of your child's name and date of birth. Please note that the change will not be reflected in the account until Loch Leven approves it.

### How can I upload a profile picture?

- To upload a profile picture, please sign in to your account and click on the *EDIT* button located to the right of your child's name and date of birth. CampDoc.com

### I know my health profile is incomplete, can you stop sending me reminder emails?

- Reminder emails are sent if your health profile has incomplete steps or questions, and will automatically stop once your health profile is complete. They are designed to make sure Loch Leven has everything they need to keep your child healthy and safe. If you are not able to complete a specific section of your health profile, please contact Loch Leven for further instructions.

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## COMPLETING YOUR HEALTH PROFILE

### How can I tell which steps or questions are incomplete?

- All incomplete steps will have a red dot listed next to them, and completed steps will have a green dot. All incomplete questions within a step will be outlined in red.

### What if an allergy or medication is not listed in the drop-down menu?

- The list of allergies and medications in the dropdown box are just the most common, and there to help guide you. If your participant has an allergy or medication that is not listed, you can still type free-text to add your specific allergy or medication.

### I need to upload a document to my health profile, but I don't have a scanner. What can I do?

- If you do not have a scanner at home, you may consider going to your child's school, local library, neighbor's house or local office supply store to use their scanner. You may also consider using a digital camera or smartphone to save a picture of these documents. If none of the above are available options, please contact Loch Leven to return the documents by mail or fax, so they may scan/upload the documents into your account on your behalf.

### How do I upload a document?

- There are two ways to upload files to your health profile:
  1. Drag and Drop. If you're using the latest versions of Chrome or Firefox, you can simply drag-and-drop files directly from your computer into the upload area. To upload additional files/pages, just drag-and-drop the additional files into the upload area.
  2. Click and Browse. Click the upload area, and select the file you'd like to upload. To upload additional files/pages, just click the upload area again, and select the additional files.

### Do you accept religious, philosophical, conscientious or personal belief exemption immunization waivers?

- If your child is not vaccinated or not up-to-date on vaccinations you will need to contact Loch Leven directly on their vaccination policy.

### How do I submit the forms when I'm finished?

- Believe it or not, there is no *submit* button, and the information you enter saves as you type it! Once your account is 100% complete and all steps are highlighted in green, you are all done! Please note, Loch Leven may contact you if they have any questions about the health information you provided.

### Is there anything for me to sign?

- We use electronic signatures, so there is nothing for you to physically sign. Just enter your name and relationship, and click *AUTHORIZE*. This will electronically sign and timestamp the authorization for you!

### What if I cannot complete the health profile before the due date?

- Sometimes a participant may have a doctor's appointment scheduled after the due date, or there may be other circumstances that prevent you from completing the health profile on time. Typically this is not a problem; however, if you are not able to complete the health profile before the due date please notify Loch Leven right away. Every organization has different policies and requirements for completing health information and when they require health information to be completed. Our system is designed to send reminder emails until everything is complete, and you will have access to your health profile even after the due date has passed.

### My account is locked, but I need to make changes to my health profile. What do I do?

- Most organizations lock health profiles a few days before your participant arrives. If your account is locked but you need to make changes, you may submit an unlock request by clicking the *REQUEST AN EXTENSION*

button. Loch Leven will be notified that you'd like your account unlocked to make changes. You will receive an email notification once Loch Leven approves your request and your account is unlocked.

## REGISTRATION

### How do I sign up and register my child?

- You will need to use this link: [app.campdoc.com/register/lochleven](http://app.campdoc.com/register/lochleven) Once you access this special link you'll be able to create a new account or sign in with an existing account. After you're signed in you can add a *NEW PARTICIPANT* and *REGISTER FOR A NEW SESSION*.

### How do I register additional participants?

- To add additional participants, just click the *NEW PARTICIPANT* button on the left of the screen.

### How do I register for additional sessions?

- To add additional sessions, click on the *REGISTRATION* section on the left of the screen, and then the *REGISTER FOR A NEW SESSION* button.

### How do I cancel a registration?

- To cancel your registration or deactivate your account please contact Loch Leven directly. They will be able to remove the registration from your account and process any refunds.

### How do I add or a remove a credit card or bank account from my account?

- After you've signed in, click the button in the top-right corner of the screen. To add a payment method, go to the *Billing* page and click the *ADD A PAYMENT METHOD* button. To remove a payment method, click the button. CampDoc.com

### How do I view my previous payments and account balance?

- After you've signed in, go to the *Account* page to view a list of your previous transactions or your account balance. If you have questions or concerns about your registrations, account balance or cancellations, please contact Loch Leven directly.

### How do I make additional payments?

- After you've signed in, go to the *Account* page and click the *MAKE A PAYMENT* button. You can then choose to pay your full balance or pay a specific amount.

### How do I setup a payment plan?

- After you've signed in, go to the *Account* page and click on the *SETUP A PAYMENT PLAN* button. From here you can use a credit card or bank account on file, or you can add a new one. You will be able to select an amount, length of time, and day of the month for the payment plan.

### How do I change my current payment plan?

- After you've signed in, go to the *Account* page and click on the *SETUP A PAYMENT PLAN* button. You will need to cancel your current payment plan and then setup a new one.

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