



## REGPACK REGISTRATION INFORMATION & TIPS

### GENERAL

Registration: <https://www.regpacks.com/campfirenorthshore>

The Regpack Registration and Payment System works best in Chrome. Support for Regpack via Internet Explorer will be phased out in the coming months. While you may use a mobile device, we suggest using a computer or tablet so that you can access all features of the system.

Parents/Guardians will need to set up a Regpack account using a valid email address. Office staff will be using the provided email address to contact you about Camp Fire North Shore registration, reminders, special events, etc., so please be sure to provide an address for an account you check often.

Use the progress bar on the top right-hand side of the each page to track your progress, view or navigate to other forms.

Red circles note mandatory fields.

### MULTIPLE CHILDREN/MULTIPLE PAYEES

If you have multiple children and wish to pay for each with a different payment option or a different payee, then each parent/guardian should set up separate accounts.

*For example, if Parent #1 wishes to pay for Child A and Parent #2 wishes to pay for Child B, then Parent #1 will need to set up an account with his/her own contact information and will add Child A to that account; Parent #2 will need to set up an account with his/her own contact information and will add Child B to that account.*

For families looking to break-up one child's program payments among two payees, then the account owner will need to share his/her log-in information with the other payee. Payment information can be changed at any time. Separate accounts should NOT be set up for the same child.

### FAMILY FEE

Each account will be assessed a Family fee of \$20 OR \$30 max per parent account. The first child's account will incur a \$20 charge, and the second a \$10 charge. Any additional children registered to the same account will not be assessed this fee. There are separate Family fees for *Before & After School Program* and *Summer Camp*.

### PROGRAM SELECTION

The **Before/After Care Selection** page will show you options based upon our child's bio information and the program location selected. From here you will need to select each day of the week that you would like your child(ren) enrolled in the program. Wednesday, Thursday, and Friday are listed first, followed by Monday and Tuesday. Click on each selection once – there is a slight delay so please give the system a moment. Once you select your days from the top of the screen you will see that the system has automatically enrolled your child for every instance of that weekday that occurs during the school year. The next page, **Program Selection**, will show you the days you are registered for as well as the yearly total for each day of the week your child is enrolled. Do not worry – we still operate on a weekly billing plan.

For Summer Camp registrations the **Program Selection** page will show you options based upon your child's bio information – in particular it is looking at the grade your child will be entering in the Fall to determine if your child is

eligible to enroll in the Waluta, Discovery, Adventure or CIT programs. From this page you will need to select the weeks of camp you would like to register for. For each week selected, the Pre & Post Camp options will appear. Pre & Post can be selected at the time of registration, or you can return back to your account to add those throughout the summer. Please note, that you will need to add on Pre & Post Camp by noon on the Friday prior to attending camp.

## **BILLING**

Your Regpack account will be billed each Monday, one week prior to receiving service; the payment method saved to your account will be charged. You may update your payment information at any time.

E-Check transactions will appear on your bank statements as "ONLINE REGISTER".

Credit Card transactions will appear on your bank statements as "BLS\*CampFireNorthShore"

You can view your billing schedule at any time by logging into your account and accessing your Dashboard. Next to each child profile, underneath his/her name is a small drop down menu: Additional Options. Choose "View Orders", and you will see the items in your cart for that particular child. The "Next Step" button at the bottom of the page will bring you to the Checkout page. On the top right-hand corner select "View My Billing Schedule".

Deposit payments and Pay In Full payments are due the same day you add items to your cart and billing plan. If you are on a deposit plan then the payment method saved to your account will be automatically charged for the weekly balance on the due dates listed in your billing schedule. PLEASE NOTE: If you have payment information saved to your account, and unpaid deposit payments OR pay in full payments, then the system will automatically charge your account by the close of the business day. If you are not ready to make deposit payments or pay in full payments, please delete your payment information and/or deselect the payment plan(s) until you are ready to make a payment.

If you need to **update payment information**, including adding or removing a payment method, follow these steps:

- Login to your account and click on your Dashboard (top left of your screen)
- Click on your child's blue progress bar (right hand side) and select "Checkout" from the list (bottom of the list)
- Your saved payment method should be viewable at the bottom of this screen.
- To remove a payment method - place your mouse over the space directly to the right of your payment information, "Delete" appears. Click on that and it will remove the payment data you currently have saved.
- To add a payment method, click the button that reads "ENTER A NEW PAYMENT METHOD". Once entered and saved, the payment information will save to child profiles associated with your account.

All **Before & After School Program** registrants have been entered into an auto-billing plan. The payment option saved to your account will be automatically charged. If there is no saved payment information or your payment information is invalid, then you will be charged a \$10 late fee if your payment is not received by midnight on Wednesday of that week. Please note that your child(ren) may not be able to attend program the following week if we do not receive payment by Friday at noon.

***Before & After School Program billing plans will remain uneven for up to three weeks.*** This is due to the deposit requirement and school starting on a Wednesday.

*For example, If I am registering my child to start program on Wednesday, Sept. 5th for 5 days a week, then the payment schedule should like this:*

- *Deposit payment of \$115 applied to first 5 days of attendance: 9/5, 9/6, 9/7, 9/10, 9/11*
- *Auto-bill Installment #2 Payment of \$69 on 9/3 applied to: 9/12, 9/13, 9/14*
- *Auto-bill Installment #3 Payment of \$115 on 9/10 applied to: 9/17, 9/18, 9/19, 9/20, 9/21*
- *Auto-bill Installment Payments of \$115 thereafter will be applied to the following week's 5 days*

Families who register after the start of the school year, and plan to start program midweek will see a similar payment schedule for the first few weeks of enrollment.

**Summer Camp** registrants may choose to pay in full at the time of registration or may enter into an auto-billing deposit plan. We cannot hold a spot for your child(ren) without a deposit or pay in full payment for the program selections in

Camp Fire North Shore  
2 Cain Road | Salem, MA 01970

Phone: 978-745-7200  
Fax: 978-745-1385

your cart. If you choose the deposit plan, then the payment method saved to your account will be automatically charged. If there is no saved payment information or your payment information is invalid, then you will be charged a \$10 late fee if your payment is not received by midnight on Wednesday of that week. Please note that your child(ren) will not be admitted to Summer Camp, including Pre Camp, if we have not received payment in full by Friday at noon in the week prior to attendance. Any payments made after Friday at noon will need to be communicated to the Main Office staff when the office opens at 9:00 a.m. Any outstanding payments still due at that time can be made using one of our computers.

NOTE: You must select the deposit plan or pay in full plan in order to make a payment on each week of camp. Deposit plans can be selected and removed by accessing the "Edit Billing" button at the bottom of the Payment Options form. If you are adding a week(s) of camp after your initial registration you will need to manually add the week(s) to the deposit plan by accessing the "Edit Billing" button and selecting the deposit plan for the outstanding week(s).

**Pre & Post Camp Fees** are included in your weekly balance amount. Pre & Post camp selections needn't be paid for at the time of registration. Pre & Post Camp fees will be rolled into your remaining balance for each week your child is enrolled, and will be charged to your saved payment method on the Monday one week prior to receiving service.

**Discovery/Adventure T-Shirt Fees** are included in your weekly balance amount. The Adventure/Discovery T-Shirt Fee will be rolled into the remaining balance for the first week that your child(ren) is enrolled, and will be charged to your saved payment method on the Monday one week prior to receiving service.

A sibling discount of 10% will be applied at the checkout page for the second child in a family registered under the same parent/guardian account.

### **CHILD CARE CIRCUIT VOUCHERS**

Families who expect to pay for programming with a voucher are not required to pay any registration fees or make any deposit payments. During the registration process you will answer a question about whether or not you have a voucher. If you plan to pay with a voucher, then please answer "yes", even if you do not have the voucher updated yet. Office staff will reach out to you with further instruction once your daily and/or weekly rates are received from Child Care Circuit and a payment plan has been established. In the meantime, you may find copies of the **Change of Provider** and **Confirmation of Provider** forms on our website.

### **MEDICAL CONSENT DOCUMENTATION**

Child(ren) enrolled in our **Before & After School Program** who have chronic health conditions and/or use an epi-pen or inhaler, need to have a completed Individual Health Care Plan (IHCP) and a Medication Consent Form on file. The completed forms can be uploaded to your child(ren)'s Regpack account.

**Individual Health Care Plan (IHCP)** – Must be completed by the Parent/Guardian and signed by the child's medical practitioner. If medication administration is required during program hours, then the parent (or practitioner) must provide site staff with a brief training on how the medication is administered. The trainer and trainee need to be identified on the form. These trainings will be requested by your site staff the first week of program when your child(ren) is enrolled. [http://www.campfirenorthshore.org/individual\\_health\\_care\\_plan\\_form.pdf](http://www.campfirenorthshore.org/individual_health_care_plan_form.pdf)

**Medication Consent Form** – Must be completed by the Parent/Guardian and signed by the child's medical practitioner IF medication administration is required during program hours. We cannot administer medication to your child(ren) without this form. <http://www.campfirenorthshore.org/Medication-Consent-Form.pdf>

Child(ren) enrolled in our **Summer Camp** who need medication during camp hours must have a **Medication Administration Form** on file. This includes epi-pens and inhalers. We are not able to keep epi-pens and inhalers on the summer camp property unless we have this form on file. The completed form can be uploaded to your child(ren)'s Regpack account. You can access the form here: <http://www.campfirenorthshore.org/important-forms.cfm>.

## **RETURNING USERS - Camp Registrants adding Before or After School Program**

You can register for Before & After School programming using the Regpack account you created for summer camp.

Log into your account and access your Dashboard.

Next to each child profile, underneath his/her name is a small drop down menu - Additional Options.

- Choose “Go To Registration”. If you have any incomplete information from a previous registration, the system will bring you to those pages first, requesting the missing information.
- In order to add before or after school program selections you will need to click on the progress bar on the top right-hand side of the page – the bar is blue or green in color.
- Click on the “Child Information” form – this will bring you to the beginning of the registration process.
- Click on the “Before/After School Program – Fall 18 Spring 19” option directly under “Summer Camp 18”.
- At this point, the system will ask that you confirm the grade you child will enter in the Fall, as well as his/her school. This information is necessary to determine which program(s) will appear on the program selection page further into the registration process.
- **YOU MUST CHOOSE A PROGRAM LOCATION** by accessing the drop-down menu next to ***Before School Program Locations*** and/or ***After School Program Locations***. This choice will also determine which program(s) will appear on the program selection page.
- As you work through the registration pages you will see that we ask for some additional information – this information is required by our Before & After School Program Licensor, EEC.
- Once you arrive at the **Before/After Care Selection** page you will see a selection for each day of the week for the particular location(s) you indicated. From here you will need to select each day of the week that you would like your child enrolled in the program. Wednesday, Thursday, and Friday are listed first, followed by Monday and Tuesday. Click on each selection once – there is a slight delay so please give the system a moment. Scroll all the way down to the bottom of the page and click “Go to Next Step”. As you scroll you will see that the system has automatically enrolled your child for every instance of that weekday that occurs though out the school year. Please do not click on any of these selections.  
All program changes and cancellations must be processed by the main office (978-745-7200).
- At checkout the system will be looking for you to make a deposit payment for each of the days chosen, \$7/weekday for Before School and \$23/weekday for After School, as well as for the family fee. Once this payment has been made your child’s spot will be held for the duration of the school year.

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