



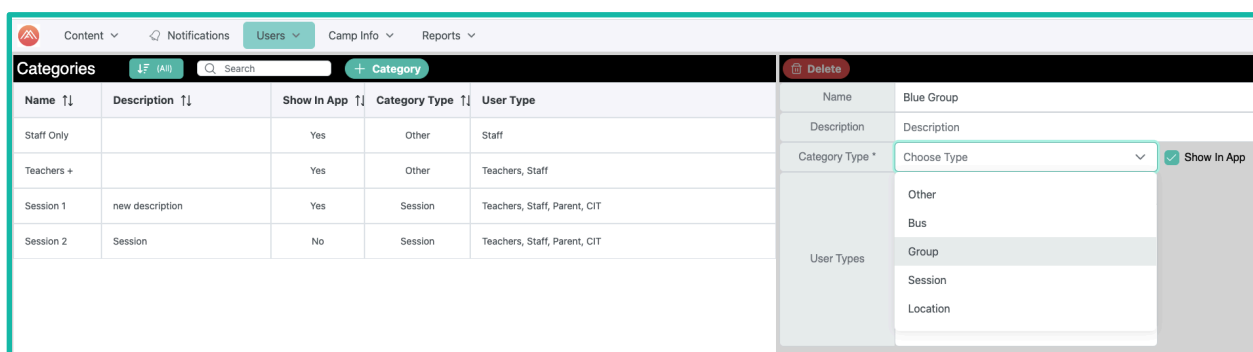
my **CAMP** app[®]

Keep Everyone Informed & Happy!

Admin Portal Training Guide & More

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Intro

Congratulations, you have a mobile app!

Install your app from either the Apple App Store or the Google Play Store.

We provided your organization with a customized 1-page App Install Guide, to request a copy please email mycampapp@1218team.com

Important: To access your mobile app and My Media Center online, you need a separate account from the one you use for the Admin Portal. The email used to login to the Admin Portal is not compatible with your mobile app and My Media Center. Make sure you sign up for the mobile app with a different email address than the one used for the Admin Portal login.

Admin Portal

The URL to access the admin portal is <https://portal.my1218app.com>

All the content in your camp app is managed from the myCAMPapp Admin Portal. You will ALWAYS use your Admin account credentials for logging into the Admin Portal. If you do not know the email address used for your Admin account, please contact mycampapp@1218team.com

ATTENTION: Do not log in to the admin portal in different tabs of the same browser.

- If you want to work on 2 different pages of the admin portal simultaneously (for example News and Events), you cannot open a new tab or browser window - this may cause errors. Rather, you must use another browser - for example if you're logged in using Chrome to edit News, use Safari to log in again and work on Events.

- You cannot work on the same content from 2 browsers simultaneously - for example if you are uploading photos to album "week 1" on your Chrome browser, you cannot also upload photos to the same album at the same time from your Safari browser. Working on the same items from 2 different browsers at the same time will cause errors.

App Sign Up and Login

Only people with credentials can create an account (sign up) and log in into your mobile app. There are 2 options for your app users to get credentials for logging into the app:

- **Option 1** is to use a registration code; this is the best choice if you have a fluid and rolling enrollment through the season as it allows people that are not yet in your list of Users on your Admin Portal to sign up. Note, however, that anyone with the registration code will be able to register and have access to your app. When a person signs up with a registration code, if they are new to the system (the Admin has not previously created them manually or uploaded them as part of a list) they will automatically be assigned to all available "categories" (see the section on User Types & Categories below).
- **Option 2** is to upload your User List of registered camp families (your registration roster) using a CSV file in the Admin portal. This option allows you to pre-assign [category settings](#) for each parent/staff on your list. Also, if you use this method without also providing a registration code, it allows you to limit the users that have access to your app (only people with emails matching the ones on your roster will be able to log in). You are able to upload multiple lists, as many times as you need. You can upload your lists to pre-assign category settings to app users even if you also use Option 1 above with a registration code. This option is required to use the optional Facial Recognition and Attendance modules because it allows you to assign app users to camps as "authorized adults" for specific campers.

My Media Center

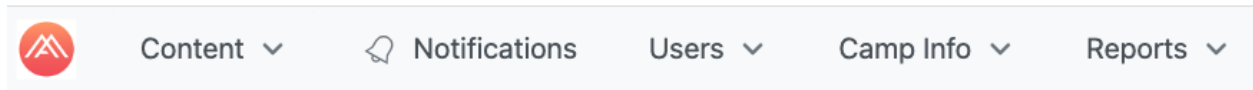
Online Media Center URL: <https://mymediacenter.my1218app.com/>

This website allows users to access the media content (photos/videos shared in Albums, and documents hosted on My Documents) from a computer rather than a mobile device. You can view your documents, photos and videos on a larger screen and download them to your computer.

To access My Media Center, you need to be a registered app user and enter the same credentials as you use in the app. Do not try to log in with your Admin account, as it is not supported by My Media Center. Use your app user account instead.

Admin Portal Overview

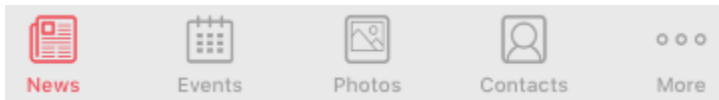
Let's take a quick tour of the **Admin Portal**. You have five top-level menus: **Content**, **Notifications**, **Users**, **Camp Info**, and **Reports**.



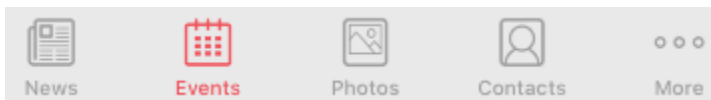
Content

Under the top-level **Content** menu, you create, edit, and publish different types of information that will be displayed in your app:

- **News:** create and edit items that appear in the app in the newsfeed under the News tab:



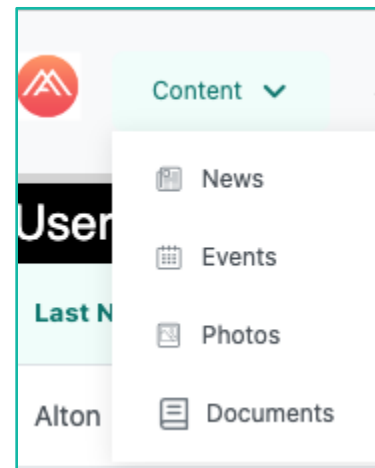
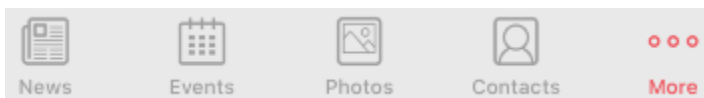
- **Events:** create and edit items that appear in the app in the calendar under the Events tab - there is an option to also display the events in the newsfeed:



- **Photos:** create and edit albums containing photos and videos that appear in the app under the Photos tab:



- **Documents:** create and edit folders containing PDF files that appear in the app under the More tab, "My Documents":



*Photo/Video Albums and Documents are also available online at **My Media Center**. See login instructions for [My Media Center](#) in the **Intro** section at the top of this document.

Notifications

Under the top-level **Notifications** menu item you can create and send **mobile push notifications, emails, and SMS/texts**. Click the [+ Notification](#) teal button and select your Notification Type on the drop down menu. Push notifications and emails can be scheduled to be sent in the future, but texts will be sent immediately. There is an option to create multiple send dates for **mobile push notifications and emails**. You can send unlimited mobile push notifications and emails, however each account has a quota for SMS/texts. Contact myCAMPapp@1218team.com to check your account's allotted quota for SMS.

Only people that have signed up and logged into the app can receive mobile push notifications. Only people who have a valid cell phone number associated with their user profile will get text messages.

Users

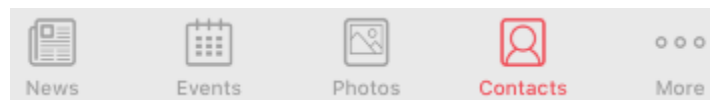
Under the top-level **Users** menu, you manage your list of authorized app users, campers, and user-related settings ([User Types and Categories](#)).

- **View/Manage:** view the list of authorized app users; edit individual user settings.
- **Campers:** view the list of campers; edit their assigned parents and/or authorized adults.
- **User Types:** view/create/edit the list of “user types” in your camp. Examples of common user types are “parent” and “staff.”
- **Categories:** view/create/edit the categories used in your camp to allow [targeting](#) of app content and notifications to specific users
- **Upload List:** upload a roster of registered camp families and staff on this page. You'll have the option to pre-assign app users with their respective user types and categories in the CSV file you create for uploading. Note: any given user will only have one (1) User Type, but can be assigned multiple Categories.
- **Upload Category List:** If you need to create many new “categories” you can upload your list of Categories on this page rather than creating each one individually on the Categories page (as referenced in a previous bullet point). See the [Categories and User Types Explained](#) section below in this document for details on managing your list of Categories.

Camp Info

Under the top-level **Camp Info** menu, you configure the general information about your camp. Ordinarily this information will be set up during Onboarding and probably won't need to be edited again:

- **Info:** enter the general information about your camp including the **email address** the system will use for sending emails on your camp's behalf. During onboarding the email address is submitted and approved by our email partner to avoid emails being flagged as spam by your app users' email systems. [If you change the email address please make sure to let us know so we can update our email partner \(SendGrid\)](#)
- **Display:** manage the branding assets used in your app (this affects only screens after login - it does not edit the app icon or login screen)
- **Contacts:** manage the list of staff and their contact info that will be displayed in your app under the **Contacts** tab:



App users will be able to reach your contacts via email, phone call, and/or text depending on the information you choose to share. It is optional to include your staff photo, phone, email and/or cell phone for texting.

- **Social Media:** if your camp also has social media accounts, you have the option to link to those accounts (i.e. X (Twitter), Instagram, and/or Facebook) so app users have access to them from the app. When you connect your social media accounts, they appear above the newsfeed on the **News** tab with the respective icons:



- **Locations & Links:** manage the list of your camp locations that are available as venues for your events. The “main location” is used for the map displayed on the app Camp Info screen (Camp Info is located on the **More** tab)

You can also create **custom links** that will display on the **More** tab of the app. A custom link will open the browser to any online resource that you wish to share from the app.

Manage your App from a Mobile Device

You can access your online Admin Portal from your mobile phone or tablet. The mobile version of the Admin Portal allows you to create or edit news, events, and notifications. For accounts with the SMS Chat add-on module, you can view, send and reply to text messages there.

For quick and easy access, we recommend you add a “custom link” on your app that will open the Admin Portal on your mobile browser. You can make this link visible only for app users who have an account to access your Admin Portal. If you need help please contact mycampapp@1218team.com

Manage Users

To manage your list of app users, click on the top-level **Users** menu item then click on **View / Manage**.

Last Name ↑↓	First Name ↑↓	Email ↑↓	Type ↑↓	Categories
Alton	David	alton@test.com	Parent	Center 1, Pioneers, Week 1
Ames	Blake	ames@test.com	Parent	Bus Route 2, Center 1, Explorers, Week 1
Barry	Drew	drew@test.com	Parent	Bus Route 1, Center 1, Pioneers, week 2
Black	Bruce	jb@test.com	Senior Staff	Bus Route 1, Center 1, DC, Explorers, NY Bronx, Only for Staff, Pathfinders,

The list displayed there is the full list of camp family members and staff, including users that may have registered with a [Registration Code](#) on your app and the [User List](#) you uploaded. You can easily see which users have registered via the app and created login credentials because they have a checkmark next to their Last Name like this:

Ackerman

Users without a checkmark are “unregistered” users, meaning they were added as part of your list upload but have not signed-up in the app by creating a password (on the Sign In screen) and logged into your app. Unregistered users can receive your emails and SMS (if you added their cell phone number to their profile) but they will not receive Push notifications.

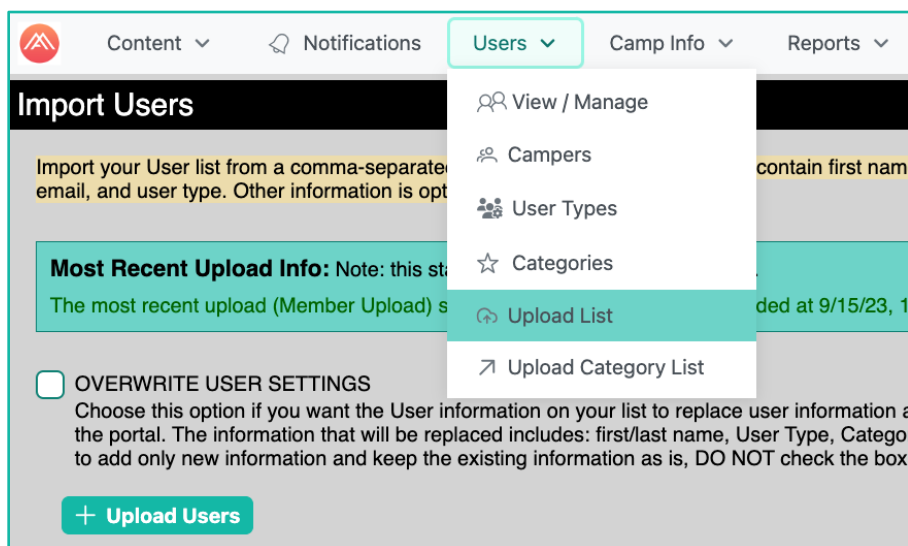
To edit the settings for a user, click on the line for the user in the list. In addition to their basic information, you can set their **User Type** and turn on/off what type of notifications they should

receive. To edit their assigned categories, click on the **Categories** button. Note: the users can also change their communication settings in the app.

CAMPERS: Campers on your user list will show up under the Campers tab under the **Users** menu. Click on a camper to modify the assigned parents/authorized adults. You must have campers uploaded to use Facial Recognition and the Attendance module.

Upload a User List

Import your User list from a comma-separated value (CSV) file using the myCAMPapp template. The CSV template is available for download on the Admin Portal: go to **Users > Upload List**.



The CSV must contain the app user's first name, last name, email, and [User Type](#). Other information is optional. Please note, their email address is the unique identifier.

Many clients upload their roster list to assign Users their app settings with Categories such as a session, group, and other camp registration options. **IMPORTANT:** the names of the Categories in your CSV file must match exactly the [Category](#) names you created (or uploaded) on the admin portal.

- **By default, a new app User is opted-in to all existing categories associated with their User Type, unless the User is assigned to at least one (1) Category.** In other words, if no

Category is assigned – new app users will be automatically opted-in to ALL existing categories available for their assigned User Type.

If a User is associated with more than one camper, they can be listed on multiple rows in the upload file - one for each of their campers. As long as the same email address is used on each row, all the data will merge in the myCAMPapp system under one single profile for the User based on their email address.

If a User has a camper attending multiple sessions, or has campers in different groups, then separate each category with a comma for example "week 1, week 2" or "STEM Camp, Sports Camp". Alternatively you can have different rows for each session or group. The system will then merge the records under one single profile for the User based on their email address.

In the admin portal there is a single Category Type for BUS. However, the CSV template allows you to have 2 columns, one for AM and one for PM - this is designed to match with common reports from CampBrain, CampMinder, and other camp management software.

- **OVERWRITE USER SETTINGS**

You may upload new or updated User lists as often as needed.

You have the option to Overwrite existing user settings. This action will replace user information already saved in the portal. The information that will be replaced includes: first/last name, User Type, Categories. If you want to add only new information and keep the existing information as is, DO NOT check the box.

Delete All Parents

To delete all parents, click on the top-level **Users** menu item then click on **View / Manage** then click on the **Filter Button** next to the “Users” label at the top and select the **Parent** category to filter the list only to Parents. Select the parents you want to delete (or select all of them at once by selecting the checkbox at the top of the left-hand column). Then click the **Batch Button** at the top right, select **Delete** then follow the prompts.

Go to menu Users > View/Manage > click the filter view button next to Users and select User Type Parent > then check the select all box > and click on the Batch button on the upper right > select Delete and follow the prompts.

Add Staff Members Who Also Have Children at Camp

Parents who are also Staff should have one account with the User Type for Staff. Instead of having separate accounts for a Parent user and a Staff user for Staff that are also Parents, we recommend consolidating them into a single account:

- The single account should be assigned the **Staff** user type.
- Assign Categories:
 - To support the combined Staff/Parent users, you should grant the **Staff** user type access to all the categories that are typically available to **Parent** accounts.
 - By doing so, the **Staff** accounts will have comprehensive information, including details about sessions, groups, and bus arrangements for their own campers.

In summary, streamlining the accounts and ensuring appropriate access levels will allow staff members who are also parents to efficiently access information for both roles within the app.

Create and Manage Content

Create a News Item

News items appear on the Newsfeed in your mobile app. To create a news item, click on the top-level **Content** menu item, click on **News**, then click on the “+ **News**” button. News items are required to have a title and description. In your description you can format the text and create hyperlinks to web pages that are mobile friendly.

To make the News item appear in the app, check the **Publish** option and provide a publish date. If you do not set a publish date, the news item will appear in the Admin Portal with a warning: “Published Date Missing”.

Additional options include:

- **News Image:** It is highly recommended that you always attach a photo to your news items. Please avoid using any image with text that is too small (less than 50 points) as it will be hard (or impossible) to read on most mobile devices. To attach a newsletter, use the PDF option. You can choose to link a **video** to your news post instead of a photo.
- **PDF:** attach a PDF file to your news item and the app user can tap on the PDF button from the News details screen in the app to view the PDF file. The app user can pinch and zoom-in to read the small text on your PDF document. If you need the PDF to open on a web browser so that people can download it, [save the PDF in My Documents](#) and share the PDF url link instead.
- **Choose Album:** link to one of your photo albums to allow the app user to access the album directly from the News detail screen in the app.
- **Categories:** assign categories so that only the targeted app users will see the News item.
- **Call to Action Text/Link:** to create a call to action button in the app for the News item, choose the call to action text from the drop down menu (Enroll, GO, Register, or Take the Survey) then provide the website URL (such as a registration page on your camp’s website). Please verify that the link on your mobile app works correctly and opens and displays the corresponding web page properly (some web pages are not formatted for the mobile browser). If you have any problem, please reach out to us for assistance: support@1218team.com. PRO TIP: you can enter an email address (e.g., “mailto:info@yourcamp.com”) rather than a website URL as the Call to Action Link and the call to action button in the app will open the user’s email app with the specified email address.
- **Pin To Top of Newsfeed:** selecting this option will cause the News item to appear at the top of the newsfeed in the app. Choose an Unpin date if you want the pin-to-top setting removed at a given date. When an item is pinned, the publish date will not be displayed. PRO TIP: to keep your newsfeed fresh and engaging, limit the number of pinned items to two or less. Pinned items stay at the top of your newsfeed and may make it look outdated if there are too many of them.

- **Create a Notification for This News item:** select this option if you want to schedule a notification associated with this News item. PRO TIP: note that the PDF file associated with the News item will NOT be sent with the notification.

Create an Event

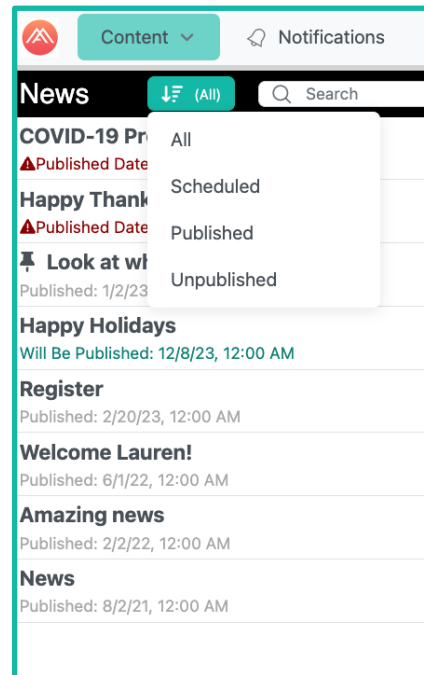
Event items will appear by default on the calendar in your mobile app, they can also be displayed on the newsfeed if you select that option. To make the Event item appear in the app calendar, check the **Publish** option and provide a publish date. If you do not set a publish date, the event will appear on your Admin Portal with a warning: “Published Date Missing”.

Creating and modifying Events is very similar to News items (see above). Events have the following unique options:

- **All-Day:** select this option if the Event is an all-day event
- **Start/End Dates:** if the event is an all-day event, specify the first and last days of the event. If the event is not an all-day event, specify the start date/time and end date/time. Most events will use the same start and end dates (but different times) unless they are all-day events. See the next item (**Repeat**) for events that recur over multiple days.
- **Repeat:** if the event is a recurring event, you can specify when it recurs here. Note: you also must include the date at which the recurrences will end. Each recurrence will appear on the calendar in the app.
- **Location:** select one of the Locations you have created under the **Camp Info** -> **Locations & Links** area (see the [Camp Info](#) section in the **Admin Portal Overview** section of this document above).
- **Display in Newsfeed:** select this option if you want the Event to appear on the **News** tab of the app in addition to appearing in the calendar on the **Events** tab of the app.

PRO TIP: Just like with mobile calendars in iOS and Android, Events appear in the app using the app user’s current timezone on their mobile device. That means, for example, that if your camp is in New York and sets an Event to start at 3:00PM but the app user is currently in Central Time, it will appear to the app user as starting at 2:00PM. Similarly, for all-day events, it will appear to that app user to start at 11:00PM on the previous day because all-day events are considered to start at 12:00AM in the camp’s timezone.

Tip: Content Menu
On the Admin Portal, you have the option to filter the list of News and Event posts by: “All”, “Scheduled”, “Published”, and “Unpublished”.

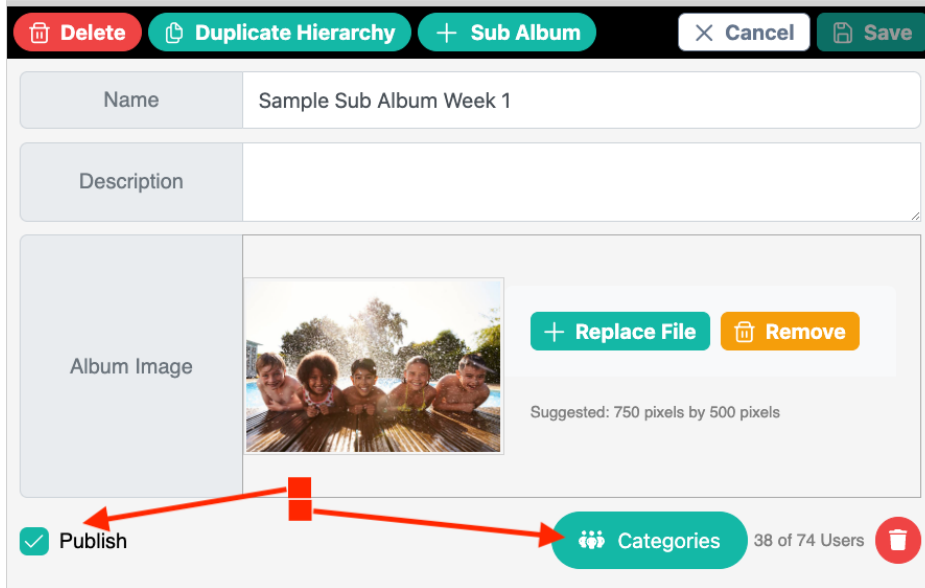


Uploading an Event List

To upload a list of events, go to the Events screen in the portal and click on the **Upload List** button on the top right. Click the **Download the template** link to download the CSV template for the event list to your computer. After editing the CSV file, click the + **Upload Events** button and select the event list CSV file.

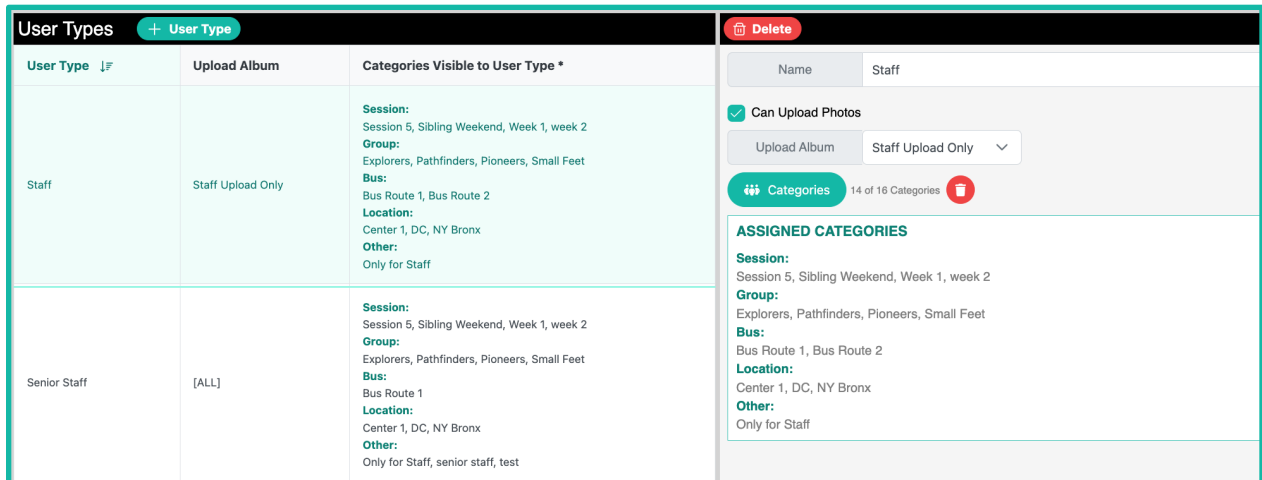
Create Albums and Share Photos or Videos

To upload photos, you must first create an album. You have the option to create as many albums as you wish. You can also create sub-albums to help organize your photos. All albums that are “Published” will be viewable on your app and on My Media Center online. You can use [“category targeting”](#) to limit which app users can see which albums.



Once you have created your Albums, you can allow app users with specified User Types to upload photos directly from their mobile phones to your mobile app (bypass the need to login the Admin Portal). To provide **mobile app [Photo Upload](#) permission** to app users, go to the User Types page (under the Users menu), click on the desired User Type(s), and select the **Can Upload Photos** checkbox, choose which Album you want to assign, then click **Save**. If you don't select an Album, users can upload to all albums.

PRO TIP: we HIGHLY recommend creating an album that is not visible to families in the app for upload that is used for triaging the photos and moving them to the appropriate albums that are available in the app.



Create a new album



To create an album, click on the top-level **Content** menu item, click on **Photos** click the “+ **Album**” button, enter an album name, select an **Album Image** for the album thumbnail, then click **Save**.

To add photos and/or videos to the Album or add sub-albums to the Album, click on the Album to show its details:

- **Publish:** select this option to make the Album visible in the app
- **Categories:** assign categories so that only the targeted app users will see the Album
- **Duplicate Hierarchy:** click this button to duplicate the album structure for the selected Album (the album and all of its sub-albums). Note: this only duplicates the structure and assigned categories; all created duplicates will contain no photos or videos.
- **+ Sub Album:** click this button to create a sub-album under the current album. Note: you cannot create a sub-album if the selected album contains any photos or videos.
- **Video:** copy and paste your “share” URL from Vimeo or YouTube in this field then click



the button to add the video to the album. On Vimeo if you want to keep your video Unlisted, please allow “embedding”.

- **+ Upload Photos:** click this button then select the photos to upload to the album. Photos must be on your local drive. Pro Tip: many clients use the [Google Drive app](#) installed on their desktop to easily upload photos shared to their Google Drive onto the admin portal. Note: photos are ordered in the album in the reverse order they are uploaded to the album (*i.e.*, the last photo uploaded will be the first photo displayed in the album in the app). There is no mechanism to reorder photos once they are uploaded.
- **Deleted Selected:** select the photos/videos you want to remove from the Album then click this link  to delete them from the Album.
- **Move Selected to Album:** select the photos/videos you want to move to a different album, click this link,  then select the Album to which you want to move the selected photos/videos.

Organize your albums - [see video](#):

- You can create sub-albums by selecting an album in the list to view the album details then click the “+ Sub Album” button in the toolbar to add a sub-album to the selected album.

- You can move albums to change the order in which albums are displayed in the app and to create a hierarchy of albums. To move an album, simply drag and drop the desired album into place. Note: only albums that do not have any photos or videos can contain sub-albums, so make sure the higher-level album is empty before trying to move an album into it.

Managing Albums and their Sub-albums

Rules for Albums Hierarchy when Categories are Assigned

For the examples below, assume we have started with the following album hierarchy:

- FishSchoolOne (Parent Album)
 - Angel Fish (Sub-album)
 - Tarpons (Sub-album)
 - Clown Fish (Sub-album)
- FishSchoolTwo (Parent Album)

Note: all categories belong to one of the *Category Types* in the system: Session, Group, Location, Bus, Other.

Example 1: Assigning categories to a parent album will assign those same categories to the sub-album. We assign the *Fish Pods* category (which is a Group category type) to (Parent Album) *FishSchoolOne*. *Fish Pods* is then automatically assigned to (Sub-albums) *Angel Fish*, *Tarpons*, and *Clown Fish*. We also assign the *Fast Swimmers* category (also a Group category type) to the *FishSchoolTwo* (Parent Album). Next we assign the *BusOne* category (a Bus category type) to *Angel Fish*, *BusTwo* to *Tarpons* and *BusThree* to *Clown Fish*. So the hierarchy now looks like this (categories are in parentheses):

- FishSchoolOne (Group: Fish Pods)
 - Angel Fish (Group: Fish Pods, Bus: BusOne)
 - Tarpons (Group: Fish Pods, Bus: BusTwo)
 - Clown Fish (Group: Fish Pods, Bus: BusThree)
- FishSchoolTwo (Group: Fast Swimmers)

Example 2: Changing/removing a Category for a parent album will reset the categories for all sub-albums - but only for the Category Types that changed for the parent album. For this example, we remove the *Fish Pods* category from *FishSchoolOne*. *Fish Pods* is automatically removed from the sub-albums; however, because the Bus category type was not changed for the parent album, those are left untouched in the sub-albums. Here is the resulting hierarchy:

- FishSchoolOne (*no categories assigned*)
 - Angel Fish (Bus: BusOne)
 - Tarpons (Bus: BusTwo)
 - Clown Fish (Bus: BusThree)
- FishSchoolTwo (Group: Fast Swimmers)

Example 2-B: Changing/removing a Category for a parent album will reset the categories for all sub-albums - but only for the Category Types that changed for the parent album. For this example, we assign *BusOne* to the parent album *FishSchoolOne*. Because the Bus category type has changed, the categories for the Bus category type for all sub-albums adopt the parent's Bus setting:

- FishSchoolOne (Bus: BusOne)
 - Angel Fish (Bus: BusOne)
 - Tarpons (Bus: BusOne)
 - Clown Fish (Bus: BusOne)
- FishSchoolTwo (Group: Fast Swimmers)

Example 3: When moving a sub-album to a different parent album, the same rules regarding parent/sub-album categories and category types are enforced. For example, let's first assign the *Slow Swimmers* category to *Clown Fish* like this:

- FishSchoolOne (Bus: BusOne)
 - Angel Fish (Bus: BusOne)
 - Tarpons (Bus: BusOne)
 - Clown Fish (Group: Slow Swimmers, Bus: BusOne)
- FishSchoolTwo (Group: Fast Swimmers)

Afterward, we move the *Clown Fish* sub-album to the *FishSchoolTwo* album. Because *FishSchoolTwo* has a Group category assigned to it, *Clown Fish* will adopt the *Fast Swimmers* Group category from the new parent. However, because *FishSchoolTwo* does not have a Bus

category assigned to it, *Clown Fish* will retain the *BusOne* category. The albums now look like this:

- FishSchoolOne (Bus: BusOne)
 - Angel Fish (Bus: BusOne)
 - Tarpons (Bus: BusOne)
- FishSchoolTwo (Group: Fast Swimmers)
 - Clown Fish (Group: Fast Swimmers, Bus: BusOne)

Facial Recognition

If your camp has purchased the Facial Recognition feature, parents will need to take (up to) 3 photos of their campers from your mobile app – 3 is recommended for the best facial recognition results. This will activate facial recognition for their campers. The system will match photos you upload to albums against the campers photos taken in the app by their parents. The photo matching process may take a couple hours.

Note: the system will not match photos that were uploaded before parents activated facial recognition for their camper. As campers are recognized in photos, the system automatically generates albums on-the-fly for each camper when a parent goes to the Photos tab in the app.

Please contact mycampapp@1218team.com to get a copy of the 1-page Facial Recognition PDF with instructions to share with your camp families.

Share PDF with “My Documents”

Easily share PDF documents in your app and on **My Media Center** online. You can upload a document or create a folder and upload the document to your folder.

To create a folder, click on the top-level **Content** menu item, click on **Documents**, then click on the “+ Folder” button. Add your folder name, select **Publish** if you want the folder to display in the app (on the **More** tab) and **My Media Center** online, select the Categories to assign to the Folder, then click **Save**. After creating the Folder, select it to upload files to that folder with the “+ Upload Files” button. The PDF files are uploaded and hosted online on the myCAMPapp platform.

Your PDF documents will be available in your app, on the **More tab (tap “My Documents”)** and online in **My Media Center**. The uploaded PDF files can also be associated with News, Events, and Email Notifications.

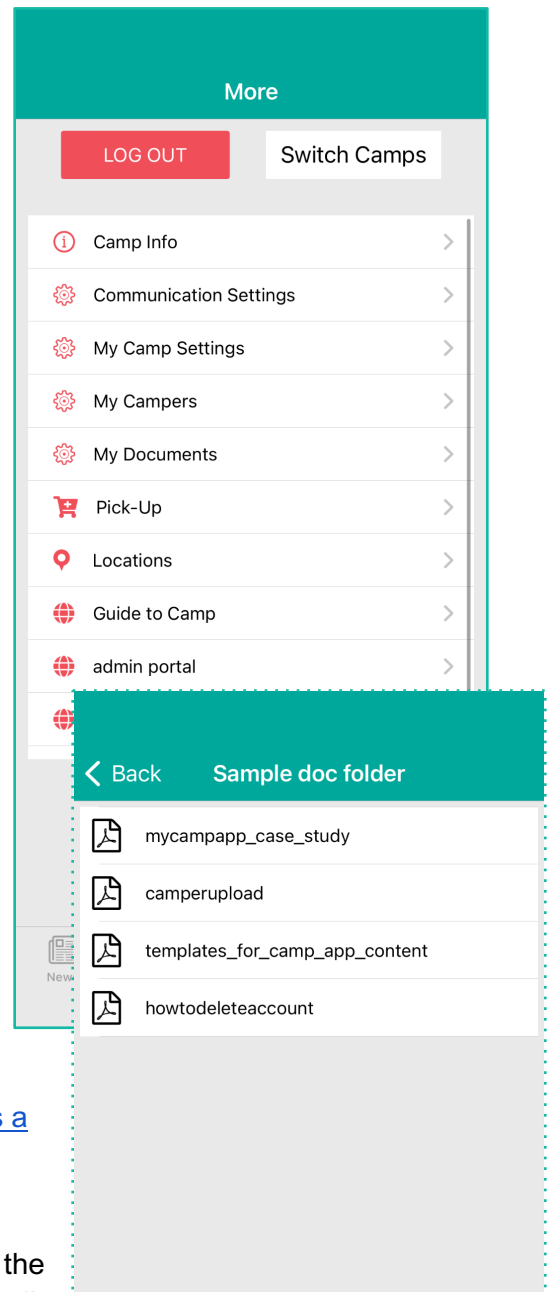
Download a PDF

PDFs shared in My Documents will be opened in a *web browser* and app users will be able to download the PDF to their phone from the app or computer from My Media Center.

PDFs shared in a news item or event will open in the *app browser* and can only be viewed there (not downloaded). To share a PDF that can be downloaded the PDF has to be hosted online. You can host your PDF documents online using My Documents. Simply save your PDF in My Documents, this will assign a url, and [copy/paste the url as a link](#) in your News post or Event.



The app user can also use the “share” feature (tap on the share icon in the news or event screen on the app) and email the information to themselves, the email will include a link to open the PDF in a web browser.



Create and Send/Schedule Notifications

To create a notification, click on the top-level **Notifications** menu item, then click on the “**+ Notification**” button. Select the type of notification you want to send from the **Notification Type** dropdown: mobile push notification, email, or text message (SMS).

Who receives notifications?

If a notification is tagged with categories, only users with matching categories will receive the notifications. Users who have logged into the app will get mobile push notifications (unless they have opted-out). All Users can receive email notifications; in addition to tagging the notification with categories, you can further target email notifications to just registered or unregistered users.

NOTE: Users are not able to reply to Mobile Push Notifications or Text Messages, they can reply to emails and the reply will go to the email address set-up in your [Camp Info](#). SMS Chat is available as an add-on option if you want to enable 2-way SMS. Your account has an SMS quota. Please contact mycampapp@1218team.com for more information.


For mobile push notifications and text messages, you are limited on the number of characters you can send. There are also these options:

- **Send Dates (mobile push and email notifications only):** you can specify one (1) or multiple dates/times to send the notification. Click the “**+ Add Date**” to add an additional date/time.
- **Sound (mobile push notifications only):** select the sound that will be played on the mobile device when the notification is delivered to the app user.
- **PDF (email notifications only):** select a PDF file from your computer using “**+ Select File**” or from your already uploaded PDF files in your camp’s My Documents folder using “**+ Select Document**” to attach a link to the PDF file to the email notification.
- **Categories:** assign categories so that only the targeted app users will receive the Notification
- **Registered? (email notifications only):** select the subset of users to target with the email notification. For example, to target only users that have not yet registered to use the app, select **Unregistered** from the dropdown.
- **Text Message (SMS) notifications:** Your SMS will be sent immediately! A Text Message cannot be scheduled for the future - once you click SAVE it cannot be undone

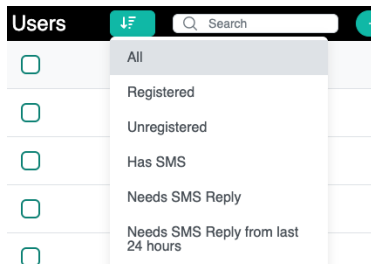
and it will be sent within 1 minute. Text messages are often perceived as more intrusive and we therefore HIGHLY recommend that Text Message notifications only be used for time-sensitive alerts and emergencies rather than casual updates and reminders. Only users that have a valid cellphone number and have opted in for text notifications will receive the SMS.

Two-Way SMS Chat

If your organization has opted to include two-way SMS chat capability, users can send responses to SMS messages you send to them from the portal – either directly or using Text Message notifications. On the Manage Users screen, you will see an additional “SMS” column

which shows you which users can receive SMS messages  and which users have sent you SMS messages that need a reply: . By clicking the text bubble in the SMS column, you can see the thread of SMS messages for that user and send a direct SMS message to that user.

You can sort the users screen by the users’ SMS status by clicking on the SMS column header or you can filter the Users list by clicking the filter button and selecting “Has SMS”, “Needs SMS Reply”, or “Needs SMS Reply from last 24 hours”.



Face Recognition

If your organization has opted to include Face Recognition capability, there are a couple of steps that need to be taken for parents to automatically receive recognized photos of their children:

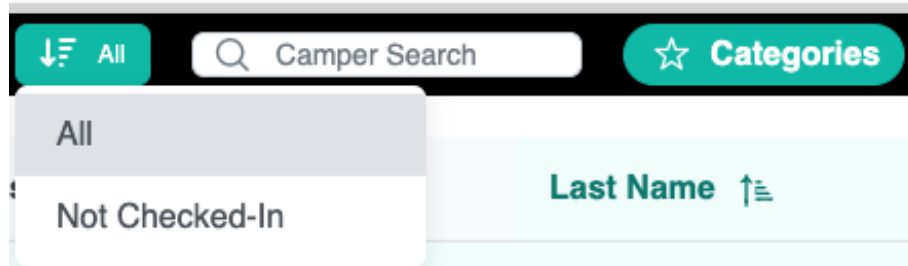
1. The children must appear in the system and must be associated with a parent or guardian. This is done with the User List upload operation described elsewhere.
2. Each parent must upload sample photos of their children that are used by the system to recognize photos containing their children. Parents do this in the mobile app by going to the More screen, selecting a Camper, verifying they are opting in to facial recognition for their Camper, and uploading 3 sample images. It is important that the images be “headshots” and sized appropriately – there is guidance in the app on how to do that.

Note: only photos uploaded by the camp after the parent uploads the sample images will have face recognition done on them. The system does not go back and perform face recognition on images that were added by the camp prior to the camper sample images being uploaded by the parent.

Check-in and Check-Out

If your organization has opted to include Check-in / Check-out capability for your camp, an additional *Check In / Out* menu item will appear in the admin portal.

Here are some productivity hints for many of the check-in / check-out screens that can streamline the often-chaotic nature of check-in and check-out activities:



- The filter button at the top-left is used to reduce the number of campers you are processing. For example, to view only campers that have not been checked-in yet, select “Not Checked-In” from the filter dropdown.
- *Camper Search* can help you quickly search the list for a single camper (or several campers, with say, the same last name).
- The *Categories* button is used to limit the list of campers based on categories. For example, if a camp counselor only handles the “boys aged 8-10” groups, that counselor can select the appropriate categories to see only the campers they are handling. When selecting categories using that button, the system will remember the selected categories on the computer where the selections are made and will automatically apply those selections to subsequent check-in / check-out screens.
- Of course, like virtually every screen on the admin portal, the column headers for the list can be used to sort the list for your efficiency.

Overview: the overview screen for check-in and check-out contains a simple snapshot of the activity for the day including the number of check-ins, check-outs, whether there are campers awaiting pickup in the check-out queue, ongoing bus activity, and any pending specially scheduled check-outs remaining for the day. In addition, there are convenient links to the check-in, check-out, and reports screens.

Check-In: the check-in screen is used to process check-ins (typically morning drop-off activity) for the camp. From this screen, select a camper then select the guardian checking-in the

camper and optionally select other campers to check in that have the same guardian and optionally enter notes for the check-in then click Save to check the camper(s) in.

Check-Out: the check-out screen is used to process check-outs (typically end-of-day activity as a camper to transitioned to a guardian). Select a camper then select the following:

- The activity to record: Ready for Check-Out (if a guardian has arrived at camp to pick up the camper) or Released (if the camp is releasing the camper to the guardian)
- The guardian checking-out the camper(s)
- The camper(s) that are being checked-out
- Optionally enter notes associated with the check-out.

Scheduled Check-Outs: when a camper needs to be released to a guardian outside of normal camp check-out time, the Scheduled Check-Outs screen in the portal is used. Note: guardians can also schedule check-outs using the mobile app. To schedule a check-out, click the + *Scheduled Check-Out* button, select the campers to schedule, select the date and time for the check-out, then click the *Schedule Check-Out* button to create the scheduled check-out. This screen can also be used to delete any scheduled check-outs that are no longer needed.

Inbound Bus: the Inbound Bus (aka Bus Check-In) screen is a specially designed screen to make the process of transporting campers to camp using a bus easier to coordinate and record. Typically, this screen is used by the bus drivers to record when they load a camper onto the bus and when they release a camper off the bus at camp. The first step is to select which “mode” the screen is in: loading campers onto the bus (labelled *From Guardian to Bus*) or releasing campers off the bus at camp (labelled *From Bus to Camp*).

To make it as efficient as possible, rather than selecting a camper, the button in the leftmost column is used to specify the status of the camper:

- In *From Guardian to Bus* mode, the button toggles between *Not On Bus* and *On Inbound Bus*.
- In *From Bus to Camp* mode, the button toggles between *On Inbound Bus* and *At Camp*.

Outbound Bus: the Outbound Bus (aka Bus Check-Out) screen is a specially designed screen to make the process of transporting campers from camp using a bus easier to coordinate and record. Typically, this screen is used by the bus drivers to record when they load a camper onto the bus from camp and when they release a camper off the bus to a guardian. The first step is to select which “mode” the screen is in: loading campers onto the bus (labelled *From Camp to Bus*) or releasing campers off the bus to a guardian (labelled *From Bus to Guardian*).

To make it as efficient as possible, rather than selecting a camper, the button in the leftmost column is used to specify the status of the camper:

- In *From Camp to Bus* mode, the button toggles between *Not On Bus* and *On Outbound Bus*.
- In *From Bus to Guardian* mode, the button toggles between *On Outbound Bus* and *Released*.

User Types & Categories Explained

Overview

There are two levels of targeting available in myCAMPapp: User Types and Categories.

User Types targeting allows you to do 2 things:

1. Grant “Photo Upload” permission: this allows all users assigned to the specified User Type (for example Senior Staff) to upload photos from their personal mobile device directly into your camp app’s photo albums. You can choose whether to enable photo upload for all albums or only one album.
2. Assign a Category available exclusively to the users with the specified User Type. This is used mostly for “staff only” communication and app content.

Generally speaking, User Types are the highest level and should be created first in the system.

Typical “User Types” include “Parent” and “Staff” but many camps create additional types such as “Senior Staff”, “Leadership”, “Cabin Leader”, etc. Note: because they are so common, the “Parent” and “Staff” User Types are created automatically for you.

User Types + User Type		
User Type ↓	Upload Album	Categories Visible to User Type *
Staff	Staff Upload Only	Session: Session 5, Sibling Weekend, Week 1, week 2 Group: Explorers, Pathfinders, Pioneers, Small Feet Bus: Bus Route 1, Bus Route 2 Location: Center 1, DC, NY Bronx Other: Only for Staff
Senior Staff	[ALL]	Session: Session 5, Sibling Weekend, Week 1, week 2 Group: Explorers, Pathfinders, Pioneers, Small Feet Bus: Bus Route 1 Location: Center 1, DC, NY Bronx Other: Only for Staff, senior staff, test
Parent	[NOT ENABLED]	Session: Session 5, Sibling Weekend, Week 1, week 2 Group: Explorers, Pathfinders, Pioneers, Small Feet Bus: Bus Route 1, Bus Route 2 Location: Center 1, DC, NY Bronx

Categories are the second level of targeting and often include things like “Week 1”, “Week 2”, “Junior Camp”, “Senior Camp”, “Cabin 1”, “Cabin 2”, “Bus 1”, “Allergy”, and many others. These are HIGHLY camp-specific to how your camp is organized, so providing a comprehensive list of possibilities here is impossible.

User Types and Categories work together in myCAMPapp. Every User Type has a set of Categories that are applicable for it, and Categories OFTEN are applicable to multiple User Types. For example, parents (“Parent” User Type) of campers that are in “Cabin 1” and “Staff” (“Staff” User Type) that are responsible for “Cabin 1” are both going to be assigned the “Cabin 1” Category. So, both the “Parent” and “Staff” User Types are associated with the “Cabin 1” Category.

For accounts utilizing a Registration Code: By default a user that registers in the app with a Registration Code will be assigned the user type Parent. To assign a different user type please contact mycampapp@1218team.com.

User Types

User Types are managed by clicking on the **Users** top-level menu item then clicking on the **User Types** item.

To set whether a User Type is allowed to upload photos via the app, select the User Type from the **User Types** screen in the Admin portal and select the **Can Upload Photos** checkbox then click **Save**.

The User Type details screen can also be used to assign Categories that are associated with the User Type.

IMPORTANT: myCAMPapp allows each User in the system to be assigned to one and only one User Type.

PRO TIP: For camp staff app users who have campers, we recommend assigning the Staff User Type to the User because, generally speaking, there are more Categories associated with the Staff User Type than the Parent User Type; therefore, there is more flexibility when using Category targeting as explained below.

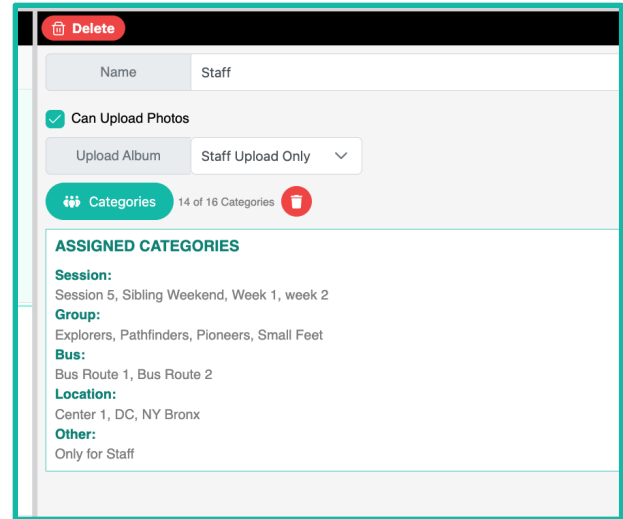
Categories

The first thing to know is that each Category in the system belongs to one and only one Category Type and **there are five Category Types** in myCAMPapp: Session, Group, Location, Bus, and Other.

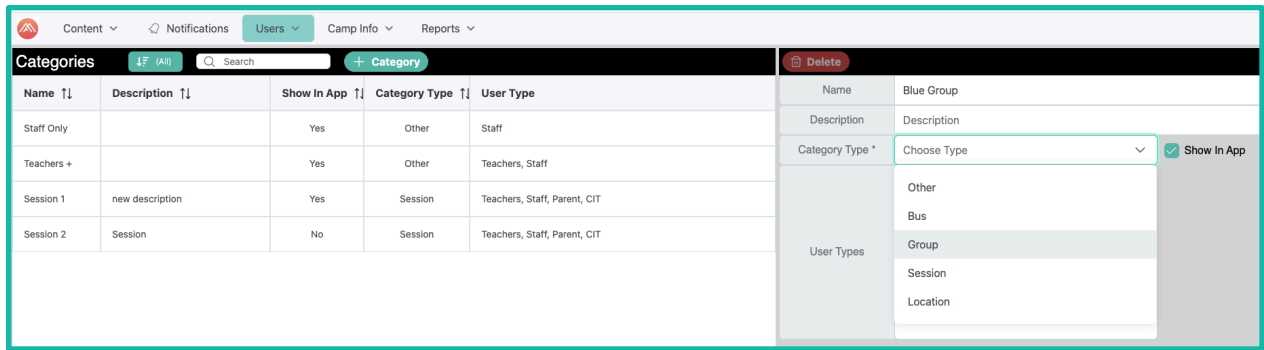
Category Types

Although every camp has a unique setup for its Categories, we provide some general guidance on how to assign Categories to Category Types

based on how the majority of camps operate. Here are the Category Types and how they are generally used:

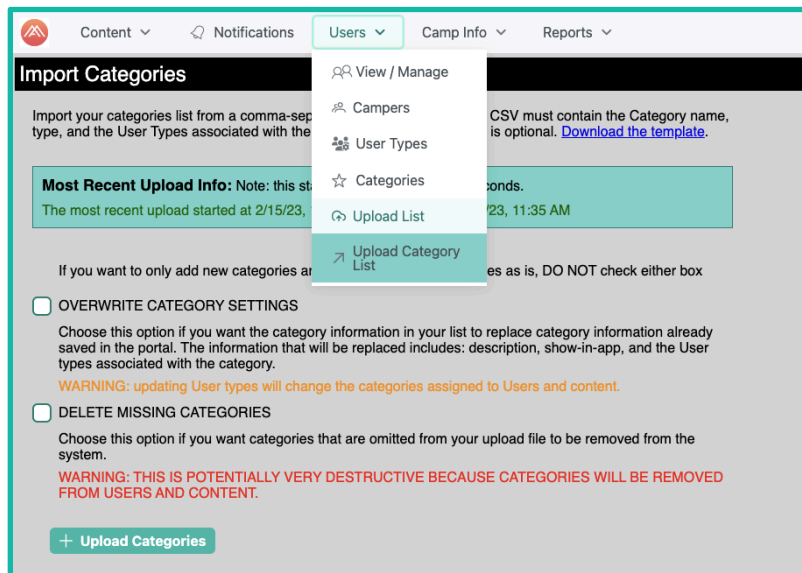


- **Session:** this Category Type is generally used for a block of time that camp is in session. For example, “Week 1”, “Week 2”, “Session 1”, “Session 2”, “Trip 1”, “Trip 2” are typical Categories that are assigned to the Session Category Type.
- **Group:** this Category Type is generally used for a subset of the campers that are attending camp during a Session. For example, “Boys 10-12”, “Girls 8-9”, “Eagles”, “Sparrows”, “Junior Campers”, “Senior Campers” are typical types of Categories that are assigned to the Group Category Type.
- **Location:** this Category Type is used to specify the location of the camper during camp. For example, “Main Campus” and “Ranch House” are typical Categories that are assigned to the Location Category Type.
- **Bus:** this Category Type is used for targeting transportation-related information and typical Categories include things like “Bus 1”, “Route 1”, “AM Bus 2”, “PM Bus 3”
- **Other:** as its name suggests, this Category Type is used for more camp-specific Categories that don’t fit neatly into the other Category Types. Examples include: “Allergy”, “After-School”, “Swim Lessons”, “Bus Driver” (when it doesn’t warrant a full User Type of its own), “Nanny”, and many, many other possibilities.



Categories can be created in the system one-at-a-time by clicking on the “+ **Category**” button on the Categories screen OR by uploading a CSV file that contains the details for many Categories.

You may be able to export a list of Categories from your camp registration software system to serve as the basis for the CSV file. To upload a Categories CSV, click on the **Users** top-level menu item then click on the **Upload Category List** item. To see the format for the CSV file, click the “**Download the template**” links at the top of that screen. Note: the category **Name**, **Category Type**, and **User Types** columns must contain data for the CSV upload.



Connecting Categories and User Types

The association between Categories and User Types can be made in two places in the Admin portal: on the User Types screen and on the Categories screen. Every Category must be assigned to one or more User Types to be useful in myCAMPapp.

Access the User Types screen by clicking on the **Users** top-level menu item then clicking on the **User Types** item. From there, click on any User Type to edit the details for the User Type including selecting the Categories that are assigned to that User Type.

Access the Categories screen by clicking on the **Users** top-level menu item then clicking on the **Categories** item. From there, click on any Category to edit the details for the Category including selecting the User Types to which the Category is assigned.

Unless a Category is specifically for a given User Type, we recommend assigning each Category to all User Types. For example, a “Staff Only” Category would likely be assigned only to the “Staff” User Type.

Category Management

When a new Category is created after Users have been added in the portal (via the app or via CSV), the existing users will not be assigned to the new Category.

There are several options for assigning existing users to a new Category:

- Users can opt-in to the new category their app (in More screen tap [My Camp Settings](#))

or

- You can edit individual users' settings in the admin portal (go to the **Users** menu, click on **View/Manage** and select the individual user – this will open their detail info where you can make the edits)

or

- You can upload a [User List](#) and assign them the new Category (go to the **Users** menu, click on **Upload List**). You will have a choice to select “**Overwrite User Settings**”, check that option if you want to replace existing settings with the ones on your list. To add-on without replacing, do not check the overwrite option.

“My Camp Settings” on your mobile app

To view the Categories in your app follow these steps:

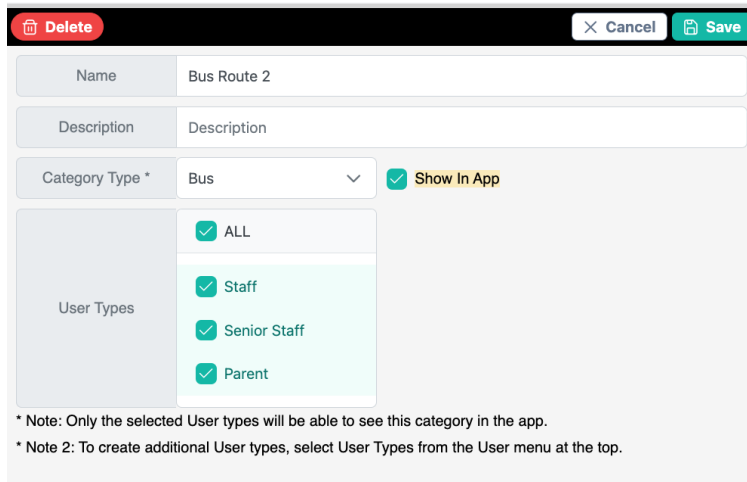
1) go to the **More** tab, 2) tap **My Camp Settings**, 3) choose which category you want to view and edit.

NOTE: App Users can edit their category settings anytime.

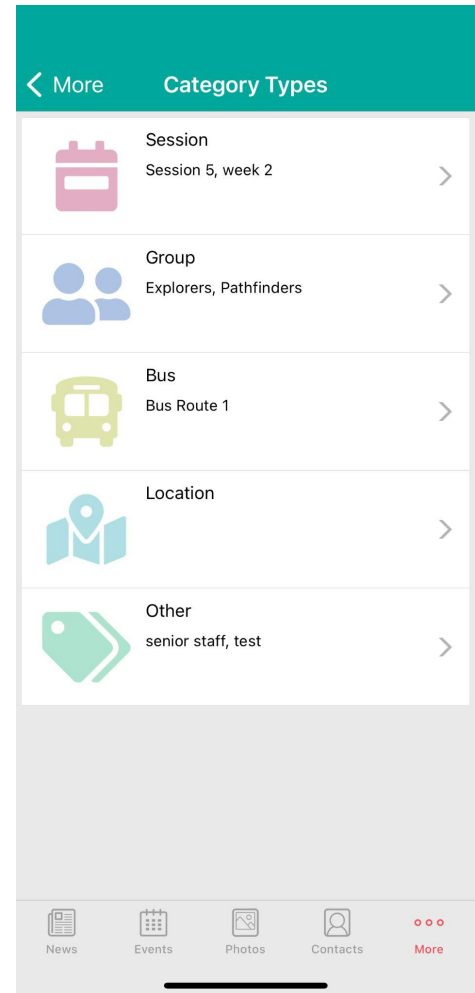
If you do not want app users to be able to edit their settings for a Category, you can hide that Category from app users..

To hide a Category from showing in your app you need to edit the category’s settings on your admin portal.

Go to **Users > Categories**, click on the Category you want to edit, uncheck the **Show in App** box.



The screenshot shows the 'Category Settings' form for 'Bus Route 2'. At the top, there are three buttons: 'Delete' (red), 'Cancel' (grey), and 'Save' (green). The form has several fields: 'Name' (Bus Route 2), 'Description' (Description), 'Category Type *' (Bus), and 'Show In App' (checked). Below these is a 'User Types' section with a list of checkboxes: ALL, Staff, Senior Staff, and Parent, all of which are checked. At the bottom, there are two notes: '* Note: Only the selected User types will be able to see this category in the app.' and '* Note 2: To create additional User types, select User Types from the User menu at the top.'



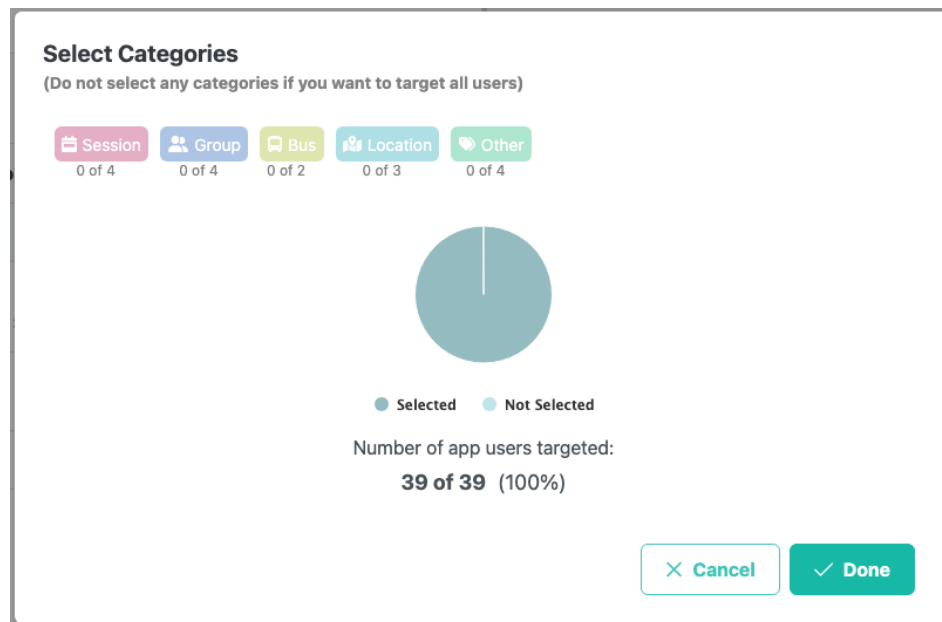
Targeting Notifications and Content

Targeting is used to ensure that the right information is available to the right set of users of your app. The following information can be targeted in myCAMPapp: News items, Events, Photo Albums, Document folders, Notifications, and Custom Links. Targeting is done in the same way for each of these, and this section describes targeting in detail.

To target information, click on the Categories button when viewing the editing screen for the information to post or send:



You will see a screen like the following:



At the top of that screen you will see the list of Category Types (Session, Group, Bus, Location, and Other). To select the Categories you want to target, click on the appropriate Category Type, then select the Categories you wish to target. Continue clicking additional Category Types and selecting the Categories you additionally want to target. You will see the total number of app users that will be targeted based on your selections. IT IS IMPORTANT to confirm the number of Users you are targeting matches your expectations to ensure you are making your selections properly.

IMPORTANT TO KNOW:

Targeting Overview

- Targeted Categories in the same Category Type will result in an “OR” function, for example: targeting an item with (Session) "Week 1" and "Week 2" targets users that are in either "Week 1" or "Week 2".
- Targeted categories in different Category Types will result in an “AND” function, targeting an item with (Session) "Week 1" and (Group) " Junior Campers" targets only users that are in both "Week 1" and "Junior Campers".
- To target all app users, do not tag any categories.

Targeting Deep Dive

If you select Categories under multiple Category Types, the way myCAMPapp targets Users based on your selections may take a little time to fully understand at first. However, if you read the following rules carefully, you will quickly get the hang of it. These rules are necessary to provide the most flexibility in the targeting system, and we will provide examples of what to do when the rules don't quite do what you want them to do.

- Rule 1: selecting multiple Categories in a Category Type results in an OR operation. That is, Users that are assigned ANY of the Categories you select in a Category Type are included in the group of targeted Users.
- Rule 2: selecting Categories in multiple Category Types results in an AND operation. That is, after applying the OR operations from Rule 1, only Users that are assigned the selected Categories in ALL of the Category Types you have chosen are included in the group of targeted Users.

Examples:

Here are some examples to help you understand how the rules work. For these examples, we assume there are four Categories assigned to the Session Category Type: Week 1, Week 2, Week 3, and Week 4 like this:

Select Categories
 (Do not select any categories if you want to target all users)

Session 0 of 4
 Group 0 of 4
 Bus 0 of 2
 Location 0 of 3
 Other 0 of 4

Week 1
 Week 2
 Week 3
 Week 4

Selected
 Not Selected

Number of app users targeted:
39 of 39 (100%)

Similarly, we assume there are four Categories assigned to the Group Category Type: Explorers, Pathfinders, Pioneers, and Small Feet like this:

Select Categories
 (Do not select any categories if you want to target all users)

Session 0 of 4
 Group 0 of 4
 Bus 0 of 2
 Location 0 of 3
 Other 0 of 4

Explorers
 Pathfinders
 Pioneers
 Small Feet

Selected
 Not Selected

Number of app users targeted:
39 of 39 (100%)

Let's say we wanted to target information to all Users (parents and staff) in Week 1 or Week 2. That is, if a parent has a camper in Week 1 OR a camper in Week 2 (or, of course, both), we would make the following selections on the Select Categories screen:

Select Categories

(Do not select any categories if you want to target all users)

📅 Session
2 of 4

👥 Group
0 of 4


🚌 Bus
0 of 2

📍 Location
0 of 3

👤 Other
0 of 4

Week 1
 Week 3

Week 2
 Week 4



● Selected
● Not Selected

Number of app users targeted:
37 of 39 (94%)

✕ Cancel
✓ Done

You can see that Rule 1 from above is applied and 37 of our 39 Users will be targeted with this information.

Now, let's say we want to do something a little more complicated. Let's say we want to target information for parents that have campers in Week 1 in either the Explorers or Pioneers Groups. Here are the selections we make (and then we will explain how the Rules are used to get us what we want):

Select Categories

(Do not select any categories if you want to target all users)

📅 Session
1 of 4

👥 Group
0 of 4


🚌 Bus
0 of 2

📍 Location
0 of 3

👤 Other
0 of 4

Week 1
 Week 3

Week 2
 Week 4



● Selected
● Not Selected

Number of app users targeted:
36 of 39 (92%)

✕ Cancel
✓ Done

Select Categories

(Do not select any categories if you want to target all users)

📅 Session
1 of 4

👥 Group
2 of 4


🚌 Bus
0 of 2

📍 Location
0 of 3

👤 Other
0 of 4

Explorers
 Pioneers

Pathfinders
 Small Feet



● Selected
● Not Selected

Number of app users targeted:
35 of 39 (89%)

✕ Cancel
✓ Done

First, Rule 1 is applied to each Category Type that has Categories selected for it - in this example the Session and Group Category Types. So, there are two sets of Users that are created by applying Rule 1 to each of the Session and Group Category Types:

- When Rule 1 is applied to the Session category type, we create a set of all Users that have the Week 1 Category assigned to them (Set 1).
- When Rule 1 is applied to the Group Category Type, we create a set of all Users that have either, or both, the Explorers Category OR the Pioneers Category assigned to them (Set 2).
- Finally, Rule 2 is applied to each of the sets of Users from applying Rule 1. The information is targeted to Users that are in Set 1 AND in Set 2. That is, all Users that are assigned the Week 1 Category AND are assigned either the Explorers OR Pioneers Category. In the example system, 35 or our 39 Users will be targeted.

Given the rules, you might notice there is no way to target information for Users that have BOTH Week 1 and Week 2 Categories (let's call that the "first half of summer" set of Users). Although that is a rare case in our experience, you may have a need to support that kind of behavior with your targeting. The way to handle that situation is to create an additional Category called "First Half of Summer" under either the Session Category Type or the Other Category Type. Then you can assign the "First Half of Summer" Category to the appropriate Users and target them using the new Category.

Troubleshooting Tips

Email support@1218team.com for help. Remember to include the name of your app and the name of your organization in the email.

App Login

New app users

You must Sign Up before you Sign In. On the Sign Up screen, enter your email address and create a password. On some apps you will also need to enter the registration code provided by your camp.

Returning app users

You can simply Sign In using your previously set password. If you can't remember your password, use Forgot Password to get a link to reset your password. If you do not receive the reset password email (because it went to spam), please contact us to set a new password. Include the name of your app and the name of your organization in the email.

*If your camp updated their registration code since the last time you used the app, you will need to Sign Up with the new registration code first.

Password Reset

Important Note: The password reset link gets disabled if the email is in your spam folder. First move the new email to your inbox if it is in your spam folder, then click the link. Look for it in your online gmail spam folder if you do not get it in your inbox.

Email Address Not Recognized

Possible error messages on the mobile app:

That email address is not recognized as a user in the system. Don't know which email to use? Contact your organization for login info.

or

Please contact your camp to renew your access to this app.

In both of these cases, the app user's email address is not on the camp's list of approved app Users (the list of Users pre-loaded on the Admin Portal).

Possible cause:

- Maybe you are using a different email address to Sign Up in the app than the one on the camp's app User List.
- Maybe there is a typo on the email address that was entered.

How to fix this (Camp Staff):

- Verify the email address you have for the user on your admin portal.
- Ask the user to use the same email address you have on your list.

Or

- Edit the email address for the user on the admin portal. If you are not able to edit the email, then simply delete the user and create a new user with the correct email address.

SSL Error

Possible error messages on the mobile app:

"An SSL error has occurred and a secure connection to the server cannot be made"

Possible cause:

- This is an issue with the Wi-Fi security that is not allowing the connection, possibly a firewall.

How to fix this:

- Try without Wi-Fi or use a different Wi-Fi

Not Getting Push Notifications

If a user is not getting push notifications you can check a few settings, but always ask them to logout and sign in again with their email and password.

First, check if they have "allowed" push notifications from the app. Please ask the user to follow the steps below:

1. Go to the Settings app on your device

2. Scroll down until you find your app
3. Tap on it to view and edit your permission

Second, check that you have the proper “categories” assigned to the user’s profile.

1. For the app user: On your app go to **More** and tap on **My Camp Settings**. Check that the box next to each of the categories you want is checked.
2. For the camp admin: On your admin portal go to **Users** and **View/Manage**. Find the user by searching for their email address, click on the user to open their profile and click on Categories to edit their settings.

PDF Viewing on Android Devices

On some Android phones the link to a PDF file may not work. The issue is not related to your app. Not all Android smartphones come with a pre-installed PDF file app. If you do not have a PDF reader app installed on your phone, you will need to have one installed.

Install a PDF reader app on your phone. Adobe Acrobat Reader or Google Docs should work well.

PDF Download

When a PDF is shared in a News post or an Event, the PDF opens on the mobile browser and cannot be downloaded. To share a PDF that can be downloaded, the PDF has to be hosted online. We offer a solution to host your PDF documents online using My Documents. Simply save your PDF in My Documents, this will assign a url, and [copy/paste the url as a link](#) in your News post or Event.

Facial Recognition

If your camp has purchased the Facial Recognition feature, parents will need to take (up to) 3 photos of their campers from your mobile app – 3 is recommended for the best facial recognition results. This will activate facial recognition for their campers. The system will match photos you upload to albums against the campers photos taken in the app by their parents. The photo matching process may take a couple hours. Note: the system will not match photos that were uploaded before parents activated facial recognition for their camper. The system automatically generates albums on-the-fly for each camper when a parent goes to the Photos tab in the app.

Targeting with Categories

See the [Targeting Overview](#) above for details.

Upload Photos from your Mobile Phone to the App

App Users who are given permission to upload photos from their mobile device to an Album in your camp app, MUST select "Allow Access to All Photos" when prompted by iOS. If they use an Android device, they should pick "Allow".

If nothing happens when the app users tap "Upload" it means that they need to grant your app access to their photos. To do so they must go to their phone Settings and tap on Photos, find your app and edit the permissions there.

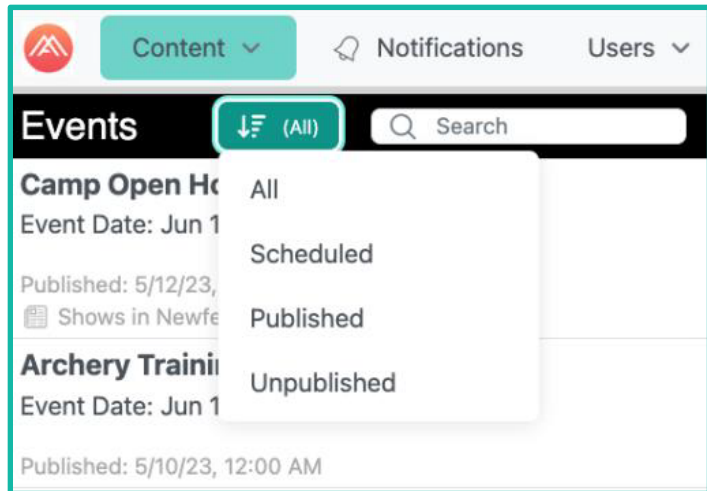
Creating A "News" or "Event"

News items are posted in the app Newsfeed screen. They are displayed chronologically in the app, unless you select the "pin to top" option.

By default, events (scheduled activities) are displayed on the Events screen in the app. When you create an event you have the option to have that event also "Display in Newsfeed".

On the admin portal, the list of News and the list of Events will show if they are: Published (visible in the app), Scheduled (will be visible in the app at a future date), or Unpublished (not visible in the app).

You can filter the view of your news or event lists by: Scheduled, Published and Unpublished (draft).

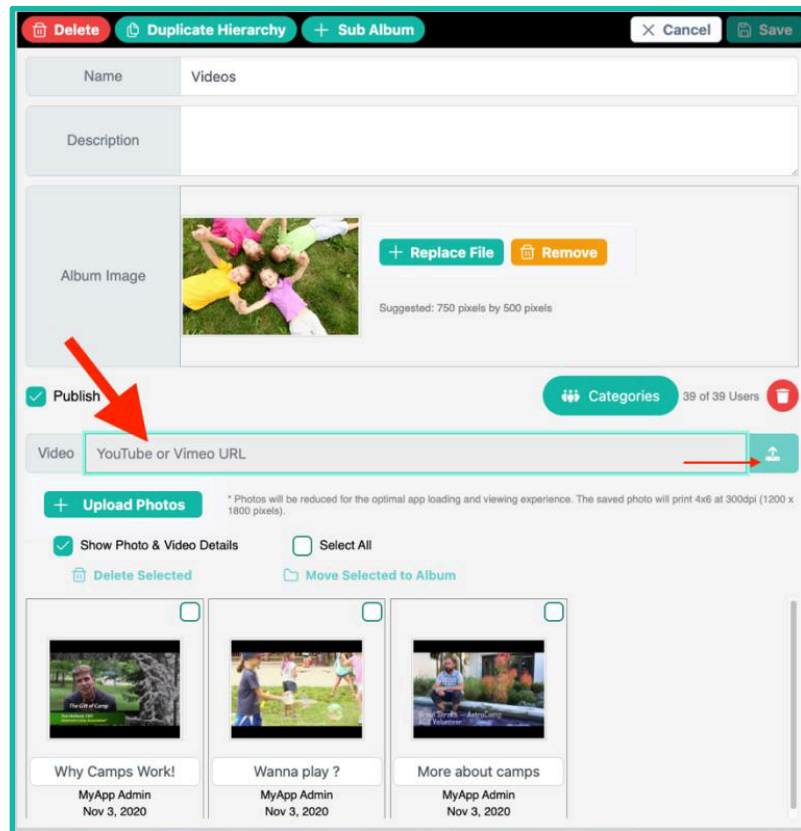


Videos

To share a video in the mobile app, the video must be hosted on either YouTube or Vimeo. Copy/paste the video URL into the video field in your album on the Admin Portal.

The video will not play on the Admin Portal.

The video will play in the mobile app and on the online My Media Center.



Marketing

Templates to Invite Camp Families to your Camp App

Note: every client has been provided a “App Install Guide” PDF with custom login instructions. If you do not have one kindly contact us at myCAMPapp@1218team.com.

Sample for App Install Instructions

We’re so excited to introduce our mobile app for **YOUR CAMP NAME!**

Login to check out important camp news, photos, announcements, contact info and more. Everything you need is easily and readily accessible in one single place, right at your fingertips.

For Apps with a Registration Code:

5 SIMPLE STEPS

- 1- Download our app from the App Store or Google Play. Search for “**NAME OF YOUR APP**”
- 2- Tap “Sign Up” (before “Sign In”), enter your Registration Code, fill-in your name, email address (use the same email you used to register for camp), cell phone & set your password.
- 3- Go back and login with your email address and password.
- 4- Go to “My Camp Settings” on the “More” tab to edit and customize your app content and notifications. **If you have Facial Recognition add:** Select “My Camper” to upload photos of your camper and activate facial recognition.
- 5- Enjoy!

For Apps without Registration Code:

5 SIMPLE STEPS

- 1- Download our app from the App Store or Google Play. Search for “**NAME OF YOUR APP**”
- 2- Tap “Sign Up” (before “Sign In”), fill-in your email address (use the same email you used to register for camp) & set your password.

- 3- Go back and login with your email address and password.
- 4- Go to “My Camp Settings” on the “More” tab to edit and customize your app content and notifications. **If you have Facial Recognition add:** Select “My Camper” to upload photos of your camper and activate facial recognition.
- 5- Enjoy!

Samples for Email Invitations

Hello **{Camp Name}** Families,

We are excited to welcome you again for summer **20XX**! We have tons of fun planned for all our campers.

This summer our mobile app will be used as the primary method of communication.

Make sure to get the **{App Name}** app to get important news, keep up to date on events and schedules, and see photos posted daily!

The **{App Name}** app allows you to securely access and view camp photos, and videos too. It's free! We'll be sharing all things camp through our app this summer. Don't miss reminders, schedules, photos, exclusive offers, and more – get the app today.

To download the app please visit the Apple App Store or Google Play and search **{App Name}**. See the attached App Install Guide for step by step instructions.

Sample 2

Hey, parents!

We are so excited to introduce our mobile app for camp!

Login to view important camp news, photos, announcements, contact info and more.

Everything you need is easily and readily accessible in one single place, right at your fingertips.

You don't want to miss out on the fun stuff your kid is doing at camp, right?

We'll keep you updated on everything that's happening at camp this summer. Get the app now and stay in the loop.

To download the app please visit the Apple App Store or Google Play and search **{App Name}**. See the attached App Install Guide for step by step instructions.

Sample 3

We can't wait to see you again in summer **20XX**! You're going to have a blast with all the activities we have prepared for you.

This summer, we're using our mobile app to keep in touch with you. You'll need to download the **{App Name}** app to get the important updates, check out the events and schedules, and view photos!

The **{App Name}** app lets you safely browse camp photos and videos. It's totally free! We'll be posting everything about camp on our app this summer. You won't want to miss any reminders, schedules, photos, special offers, and more – so get the app now.

To get the app, just go to the Apple App Store or Google Play and look for **{App Name}**. The app install guide is attached for easy instructions.
