

## **STAY IN TOUCH WITH ONE-WAY EMAIL!**

As a registered family at Mountain Camp, you have an account on our website – provided by our technology partner, CampMinder. In the future, your account will offer a variety of features that will help us conveniently share and collect information so that we can take the best possible care of your children.

Using your account this summer, you will also be able to stay in touch with your campers by sending one-way e-mails that we print and deliver on a daily basis.

### **GET STARTED NOW – IT’S EASY!**

1. Simply visit our website and click on the “Enroll Online / Login” button on the home page in the upper left hand corner. [www.mountaincamp.com](http://www.mountaincamp.com)
2. Type in your email address and your password and click log in.
3. Follow the “E-mail” link to send an e-mail to your camper (requires purchase of e-mail credits. To purchase credits, follow the on-screen instructions)

### **FREQUENTLY ASKED QUESTIONS**

*Why do I have to pay for this service?*

Each morning, the CampMinder system sorts the messages for us to print out and distribute to campers with the regular mail. This system also protects us from computer viruses and allows us to more easily manage the large volume of e-mails we receive. Your payment to CampMinder helps cover the cost of the system, paper, ink, and labor and frees us to do what we do best – be with your kids! E-mail credits cost \$1 each and can be purchased in various sized packages. The charge to your credit card will read “CampMinder” – Mountain Camp receives no money from this service.

*Can other friends and relatives use these services?*

Yes! Once logged into your account, click on the “My Account” menu. From there, you can create Guest Accounts for family and friends!

*What do I do if I lost my username and password?*

You can get it online by clicking on the "Forgot Your Password?" link on the login page. You will receive an email with your password within a few minutes.

***WHO DO I CALL IF I HAVE QUESTIONS / PROBLEMS?***

If you have trouble logging in, please contact the camp office at 415-351-2267. For all other issues relating to the e-mail system, please click on the HELP link and create a help ticket; your question will be addressed promptly.