



# GBC's NEW ONLINE REGISTRATION SYSTEM - FAQs

## Why is GBC switching registration systems?

- This new system is an updated cloud version of our current system which will provide more functionality for both parents and the GBC office. Since it is web-based, you will be able to view registrations and account statements, pay balances and complete forms, and update contact information in real-time anywhere you have internet access, across all devices (computer, tablet or phone).

## Does it matter what browser I use?

- Campbrain Web works best on Google Chrome or Firefox.
- It may work using other browsers - if you are having issues using Campbrain Web from another browser, we suggest using/downloading Google Chrome.

## How do I start using the system?

- If you are a **returning GBC family**, you must first "claim your account" which will allow you to access your existing GBC account with all your information already on file. To begin this process, click on the link in the email sent to you about "claiming your account" (if you can't find that email, go to [gbcamp.campbrainregistration.com](http://gbcamp.campbrainregistration.com) and follow the instructions for returning GBC families).
- If you are a **new GBC family**, go to [gbcamp.campbrainregistration.com](http://gbcamp.campbrainregistration.com) and create an account under the "New User Sign Up" section.

## How do I register my camper for summer 2018?

- Once you have accessed or created your account (see the "how do I start using the system" info above), you can use the following step-by-step instructions to complete a registration for your camper for summer 2018.

**STEP 1:** Click on the "Start Application" Button

**STEP 2:** Read the "Welcome Instructions" which will give you details about deposits, cancellations etc., then press "Continue".

**STEP 3: Returning Campers:** Select the people you wish to register for 2018 (information on file has been uploaded).

**New Families:** Create a profile for your camper (click on the "add a child" link under "Select people you want to register". Complete the biographical info for your camper(s).

**All:** Press the "Continue" button at the bottom of the page.

**STEP 4:** Select the session(s) for which you would like to register your camper(s). Click on the Session name and then click the "add to cart" button. Select the Riding checkbox if you wish this option. Press the "Continue" button at the bottom of the page.

**STEP 5:** Complete the "Household Form" by clicking on the "Household Form" link in blue. For **returning families**, the information we have on file for you has been uploaded to the new system. Please verify that the info is correct or make any changes needed. Make sure all Mandatory Info (indicated by a \*) is complete. Press the "Complete this Form" button at the bottom of the page.

**STEP 6:** Complete the "Additional Info & Terms & Conditions" Form by clicking on the "Additional Info..." link in blue. Make sure all Mandatory Info (indicated by a \*) is complete. Press the "Complete this Form" button. After both the "Household Form and "Additional Info" forms are complete, press the "Continue" button.

**STEP 7:** Select your preferred method of payment for the deposit and balance of the fees. Press the "Continue" button.

**STEP 8:** Confirm that the payment details are correct for the choice you selected. Enter credit card information as required. Press "Submit Application" to complete your registration. You will receive a confirmation by email.

If you have any questions or issues, please contact us by phone 416-225-4166 or email [info@gbcamp.com](mailto:info@gbcamp.com).

## How do I navigate the system after registering?

- The best place to start each visit is the "Parent Dashboard". Click on the "View Registration Details" button in the "Parent Dashboard" section to access the dashboard.
- From the dashboard screen you will be able to update your contact information, view your current registrations and completed forms, download account statements, add family members or new registrations, make a payment and complete Camper Information Forms (in the spring of 2018).
- If you need to update a credit card on file without making a payment, please call the camp office.
- If you are unable to find what you are looking for on the "Parent Dashboard", please give us a call or send us an email.