

Frequently Asked Questions for Tall Timbers online Registration

-What is the Group Hold ID?

The Group Hold ID (abbreviated GHRID on the software) is the code you or your campers and parents use to register and claim their spot at that week of camp. For example, First Baptist Church of Houston reserved 35 holds for Kids Camp 1. For each of the 35 people that are wanting to come to camp, they will use the Group Hold ID at a certain point in the registration and it ties them in to that week of camp for FBC Houston.

-Do I as the church leader need to input every person in my group?

You can but you don't have to. We've had church leaders do it both ways. Some church leaders prefer to do it all themselves. We can provide you with a paper form to collect information from the parents (basic info, health, and emergency contacts), then you will have the information for each person that you can plug in under your account. This works well for churches where parents may not be involved with your church or maybe do not have internet access at home. Some churches prefer to pass this part to parents to fill out for their campers. We've even known some churches who had parents meet at church and they walk through it all together.

-How do I know if my parents have completed all that they need to fill out online?

Either from the email we sent you originally from Tall Timbers with links, or on the specific camp page on www.talltimbersbcc.org (the orange button link), there is a portal just for the church contact that lets you [view only](#) what people have registered on their own with the Group Hold ID and you can see whether each campers' form has been completed (it will show red or green).

-I'm having problems getting the software link to load. What should I do?

We've been told that the best internet browser to use is Google Chrome. Internet Explorer will work, but it has to be the most updated version. If you're still having problems, call the Tall Timbers office. We may know that the CampWise program is experiencing technical issues.

-My camper parents input their own information last year, but I'd like compile everyone's information on my own this year. How do I do that?

You'll need to call our office to have us switch the permissions for you. A student's past information will only show up again under the account that put them in last

year. We'll need to switch the student(s) from the parent to your account, or vice versa (from you to the parent).

-What about payment?

The system is not tied in to a payment system. It may show parents that they owe, but there is no requirement for them to pay online. We only receive payment from the host church, not from individual parents. Collect money from campers and parents like you normally would, and you'll pay Tall Timbers on the first day of camp. We may have the option for the contact person of a church to pay online at a later time.

-Who do I call for help?

During weekdays you may call the Tall Timbers office, but there is also a way to contact the CampWise software directly under the "Contact Us" button on your dashboard.