

# Group Hold



## Online Registration Guide

This is a quick guide for using a Group Hold for a Ridge Haven Camp! Both youth and leaders must complete the registration process as campers.

### 1. *Receive a Group ID#*

Your child's youth leader should be able to share this unique number with you. You can also reach out to Ridge Haven directly and we would be happy to provide it!

### 2. *Parents Complete Registration for each Camper*

The legal parent/guardian must set up the account and complete the registration for their camper as there are consent signatures required as part of the registration process.

### 3. *Register Online*

To register a camper, go to our website, <http://www.ridgehaven.org/registration>.

Returning campers will login to their account and new campers will set up a new account.

Once logged in, the system will ask if you have a Group ID#. Enter in the Group ID# and complete the remainder of the registration process.

*If you have any problems with registration, there is a red chat button at the top of the screen, and someone will be available to assist during normal business hours or call number listed at the top of each page for technical support.*

### 4. *Payment*

You will not be prompted for a payment. The church is paying Ridge Haven and families are responsible for paying their churches directly for the cost of camp.

You may add money to your camper's store account by clicking "Make Payment". This allows him/her to make purchases at either the camp store or the NEW Ice Cream Shoppe while at camp. Purchases can also be made with cash, debit or credit cards. Note\* about the camp store: If your child has a balance of \$5.00 or less remaining at the end of camp, that remaining balance will be placed in Ridge Haven's General Scholarship Fund. If your camper's camp store balance is greater than \$5.00 at the end of the week, your card will be refunded.

## FAQ

1. **Login issues:** Returning campers must login to the same account as previously set-up. Please do not attempt to create a new account. If you cannot remember your login information, please call our office to have it reset.
2. If you are registering from a phone, the system will not allow you to manually enter the Group ID#, however, you can copy and paste the Group ID# into the correct field.
3. The Emergency Contact for your camper CANNOT be the same person entered as Guardian 1 or Guardian 2.
4. Adult Leaders need to complete the same forms as students. Unfortunately, there is no way to separate the registrations, so just fill in the information appropriately and select "Adult" for your grade.

*Please reach out with any questions or concerns – we are here to help! 828-862-3916*