

FREQUENTLY ASKED QUESTIONS FOR ONLINE GET AWAY APPLICATION

WILL YOU BE MAILING APPLICATIONS THIS YEAR? No, all applications are available online. Please visit our website at www.specialtouch.org and click on the link.



WHAT WILL I NEED TO REGISTER? You will need access to the internet, email address, and all personal information for the applicant, including payment information. \$100 deposit is required to register. **UPLOAD INSURANCE CARDS, IMMUNIZATION, MED FORMS, ADDITIONAL INFORMATION, AND PICTURE TO COMPUTER AHEAD OF TIME TO MAKE COMPLETING APPLICATION EASIER.**

I CLICKED ON THE LINK AND IT TAKES ME TO A PAGE THAT DOESN'T LOAD. Make sure your computer and browser are up to date and have cookies and JavaScript enabled. Internet Explorer is not compatible with the online application because Microsoft does not support it anymore. Please use, Chrome, Safari, Firefox, or Edge. If it still does not load and you have other technical issues, please contact the Help Center at 734-619-8300.

I ENTERED EVERYTHING ON THE SCREEN AND IT STILL SHOWS A RED CIRCLE THAT I AM INCOMPLETE. Scroll down, there may be more information that needs to be filled out. If fields are red, they must be filled out in order to be complete.

I ANSWERED ALL OF THE QUESTIONS I SEE, BUT IT IS NOT ADVANCING. Scroll to the bottom of the page and click Next.

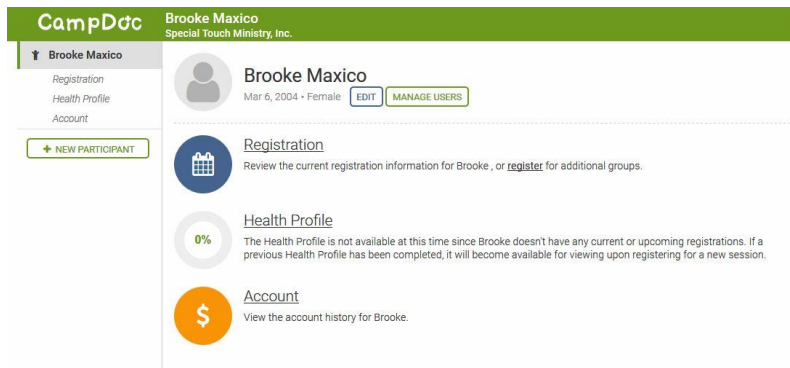
WHAT DO I DO AFTER I REGISTER AND PAY MY DEPOSIT? After you register, you will be directed to fill out a health profile. This is the same information that you would fill out on our paper application. Majority of the fields are required. Each section will turn from a red circle to a green checkmark in the column on the right side of your screen once all the required fields are completed.

CAN I USE ONE ACCOUNT FOR MY FAMILY OR GROUP HOME? Yes, multiple applications can be completed under one login/email address.

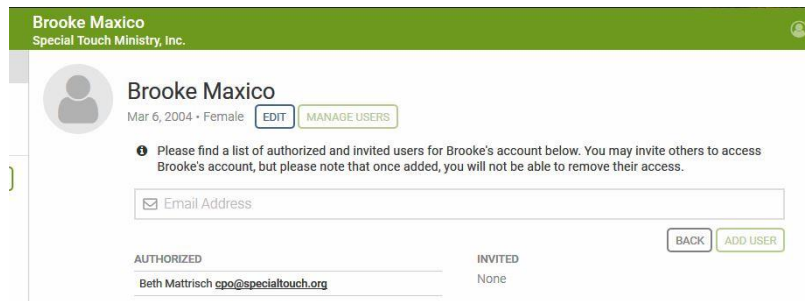
WHAT TYPES OF PAYMENTS DO YOU ACCEPT? We accept bank transfers (all you need is the numbers located at the bottom of your check), Visa, Mastercard, Discover, and American Express. If applicant does not have a credit/debit card, prepaid credit cards can be purchased from retail stores.

HOW DOES MY GUARDIAN SIGN THE AUTHORIZATION? If the guardian is not the person filling the application, they will need to be invited and allowed access to your account. Follow the instructions below to send an invite and allow access.

1. Click on your name on the left side.
2. Click on Manage Users



3. Enter the Guardian's email address in space provided



4. Click Add User, Guardian's email will be listed under invited and they will receive an email. Have them check spam account as well if they did not receive it.

5. In the email, their will be a link for the Guardian to click. This will bring them to a page for them to accept your invite and then create their log in.

6. Guardian then clicks on health profile under your name in the column on the left

7. Guardian then clicks on Authorization in the column on the right

8. Guardian must read the authorization and scroll down to the bottom and type their name in the space provided. This is electronic signature.

9. After this is completed, a green check mark will appear next to Authorization in the right column. Guardian may then log out as Authorization is complete. Guardian will also receive emails stating the status of the application, etc.

HOW WILL I KNOW THE STATUS OF MY APPLICATION? You will receive reminder emails for incomplete applications, as well as money due. You will also receive an email when your health profile is complete. 2 weeks before Get Away you will receive an acceptance email which will give you all of the information you will need. Up until the time of Get Away you will receive emails about insurance through CampDoc. Do not feel obligated to purchase, that is solely up to you. You may unsubscribe from these emails at the bottom of the email. Special Touch Ministry is not affiliated with the insurance offer.

WHAT DOES LOCKOUT DATE MEAN? Lockout date is the absolute last day to access your application and get all your information entered and/or uploaded as well as have all balances paid in full. If information is missing and balances are not paid, your registration will be cancelled by the National Office.

WHY DO I HAVE TO CREATE A LOG IN? Creating a log in makes it unique to each person when dealing with guardian and medical waivers. It also can be used year after year so your information will be saved, and you won't need to reenter information again.

I DON'T HAVE ACCESS TO A COMPUTER, WHAT DO I DO? Visit a library, ask a friend who may have a computer, or you can use a tablet or smart phone.

WHAT DO I DO AFTER I COMPLETE MY HEALTH PROFILE? Once you complete your health profile, a green box will pop up saying your health profile is complete. Once that box pops up, you can log out. Just because your application is complete, it does not mean you are accepted at this point. The Coordinator must make sure housing and proper care is provided for you. The next step is to check your email. The Coordinator and National Office will be in communication with you through email. Acceptance letters will be emailed this year approximately 2 weeks before the Get Away date.

I ENTERED WRONG INFORMATION AND DON'T KNOW HOW TO FIX IT. Depending on what information that needs to be changed, you just need to highlight and retype it. As for your information entered for log in and registration, you need to request a change and Central Processing will change it for you. You may also email Central Processing and they will help you with the change. centralprocessing@specialtouch.org

WHY ARE YOU GOING PAPERLESS? Today, everything is becoming automated, electronic and paperless. I am sure you have already experienced this through mobile phones, debit cards, PayPal, etc. Paperless is quicker, more efficient, and more cost effective. With camp price increases, we do our best to cut costs to bring the best tuition price to our guests while making sure we have all the amenities of a fun Summer Get Away.

WHO DO I CONTACT FOR HELP? Any questions concerning the Get Aways in general, contact the National Office at centralprocessing@specialtouch.org. If you have technical questions about the website used for the application, please contact the Help Center at 734-619-8300.