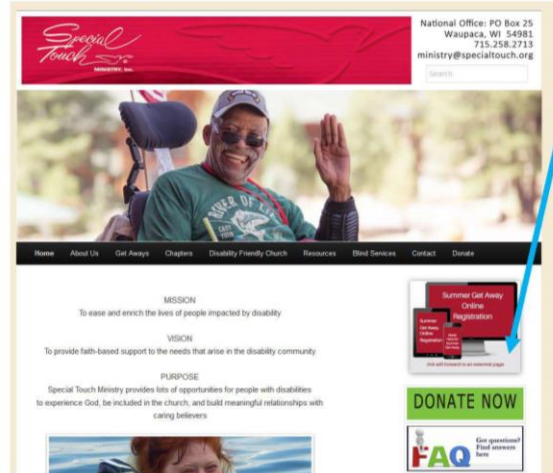


FREQUENTLY ASKED QUESTIONS FOR ONLINE GET AWAY APPLICATION

WILL SPECIAL TOUCH BE MAILING APPLICATIONS?

No. All applications are only available online. Please visit our website at www.specialtouch.org and click on the registration image.



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 such as Credit or Debit card information, or Bank routing number and checking account numbers for the \$100 deposit required to register, payment in full.

I CLICKED ON THE LINK AND IT TAKES ME TO A PAGE THAT DOESN'T LOAD.

- Please use, Chrome, Safari, Firefox, or Edge. Internet Explorer is not compatible with the online application because Microsoft does not support it anymore.
- Make sure your computer and browser are up to date and have cookies and JavaScript enabled.
- If it still does not load, you have a technical issue. Contact the Campdoc 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 through the questions, there is 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. 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 bank account and routing number), Visa, Mastercard, Discover, and American Express. If applicant does not have a credit/debit card, prepaid credit cards can be purchased from retail stores.



WHAT IS YOUR CANCELLATION POLICY? *NO TUITION REFUNDS FOR CANCELLATIONS LESS THAN 2 WEEKS PRIOR TO THE GET AWAY REGISTERED FOR.*

Refunds prior to the 2 weeks before the Get Away or overpayments will be returned to applicant minus a \$10.00 handling fee and a 4% transaction fee.

A full refund is given if Special Touch is unable to accept an applicant.



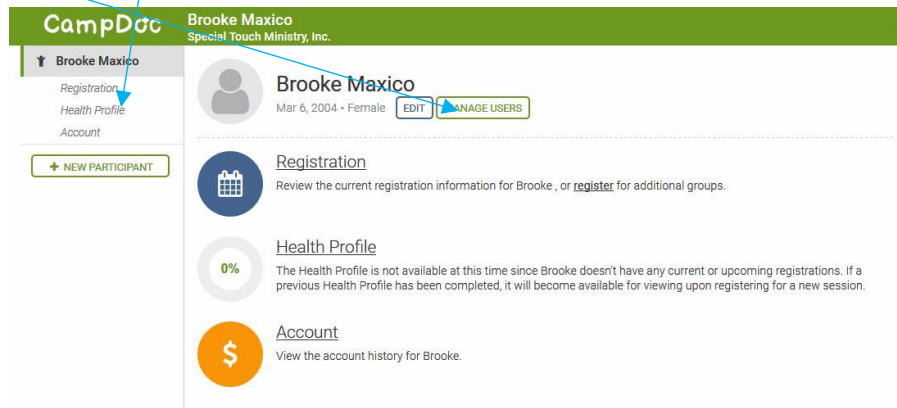
DOES SPECIAL TOUCH BILL SERVICE AGENCIES?

Billing to Service Agencies is the sole responsibility of the applicant/guardian. Reimbursements for deposits will not be assessed a processing fee. Tuition is not tax deductible.

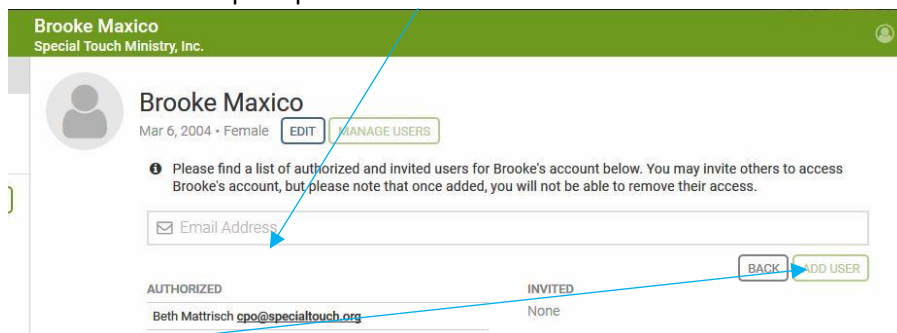
HOW DOES MY GUARDIAN SIGN THE AUTHORIZATION?

If the guardian is not the person completing 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 if they did not receive it.
5. In the email, there 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 an 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. Two 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, Inc. is not affiliated with the insurance offer and does not receive income from the 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 CANCELED by midnight of the lockout date. All funds will be returned minus fees – See cancellation policy.

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 IS THE BENEFIT OF CREATING A LOGIN?

Creating a login makes it unique and secure 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.

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 you can log out. Note: Just because you have completed this portion of your application, it does not mean you are accepted. 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 and postal mail. Acceptance letters will be sent through the mail from the local Coordinator approximately two 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

WHO DO I CONTACT FOR HELP?

Questions concerning the Summer Get Aways in general, contact centralprocessing@specialtouch.org.

If you have technical questions about the website used for the application, contact the Help Center at 734-619-8300.

WHY IS THIS 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 campground 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.

HOW DO I PURCHASE A THEME T-SHIRT? Theme t-shirts are available for presale when registering or any time before the lockout date. Or for purchase at the Get Away while supplies last.