



Dear Rolling River Day Camp Parents,

Thank you for enrolling your child at Rolling River Day Camp, Long Island's premiere summer camp and event venue! Rolling River is proud to be at the forefront of camp communication in order to keep you updated on your child's camp experience. Rolling River uses two systems to stay in touch with families and manage day-to-day needs:

- Camp In-Touch
- My Camp App

Camp In-Touch serves as our "Camper Portal" and can be accessed once you complete your child's enrollment. The Camp In-Touch Dashboard includes important items such as the ability to check your financial statements, make online payments and complete important camp forms and documents.

Camp In-Touch can be accessed year-round through our website, www.rollingriver.com, on the top right corner where it says "LOGIN". Detailed instructions can be found on Page 2 on this letter. Our mandatory Camp Forms are posted to Camp In-Touch each winter and can be completed throughout the school year at your own pace.

All of our camp forms are available electronically. Most forms may be completed directly through the website (just press "submit"!). Those forms that need to be printed are posted on the Camp In-Touch system as PDF documents and should be emailed, faxed or mailed to the Camp Office. A Camper Checklist will be posted as well with more information.

My Camp App features our photo gallery, news feed, events calendar and push notifications. MyCampApp is only available to families from April 1 to October 1. Your email will automatically be added to the access list prior to the camp season. Detailed instructions on how to download and access the app can be found at www.rollingriver.com/camp-families/.

Both of these systems are password protected and only available for enrolled camp families each season.

Please do not hesitate to contact Director, Marissa Allaben (marissa@rollingriver.com) or Office Manager, Colleen Boller (colleen@rollingriver.com) at 516-593-CAMP(2267) if you have any questions. If you need help accessing your Camp In-Touch account, please contact Colleen directly.

Sincerely,

Rhonda and Mark Goodman
Directors

Marissa Goodman Allaben
Director

Colleen Boller
Office Manager



Rolling River Camp In-Touch Instructions: CAMP FORMS, ONLINE PAYMENT AND FINANCIAL STATEMENTS

How to Log In to your Camp In-Touch Account

- Log In via **Rolling River's homepage (www.rollingriver.com)**: Enter your email address and password where it says "Log In" on the top right corner of the homepage OR click on "Camp Families" to access the log in
 - **For returning families:** Use the same email and password that you used to complete camp forms last summer.
 - **For new families:** Enter the email you provided on your camper's enrollment contract. Click on "set/retrieve password" and you will be emailed a log-in password.
- **If you forgot your password:** Enter your log in email. Click on "set/retrieve password" and you will be emailed a new log in password.
- **If you lock yourself out (3 wrong passwords):** The Rolling River office will receive an email that you have been locked out of your account. We will reset your password within 24 hours and you will receive an email confirmation to change your password.
- **If you want to change your log in email:** Contact Colleen in the Main Office and she will change the log in email on your account

How to Access your Forms/Documents

- Once you log in to your Camp In-Touch account, click on the yellow box that says "Forms & Documents"
- Necessary forms will be listed on your screen with the form name, due date and status (for families with multiple children, scroll down to access forms for each child)
- Submitted forms will be listed in green under status
- Click on "more info" for a description of the form
- Click on the form name to access the form
 - Electronic forms may be completed directly through the website. Remember to SUBMIT form at the bottom of the page.
 - If the form says "PDF", click on the form name to download and print the form
 - Returning families- You MUST complete all forms with updated information per the American Camp Association and Board of Health rules. Your information will not be saved from year to year.

How to View Your Camp Billing Statement and Balance:

- Once you log in to your account, click the box that says "Financial Management"
- Statement Information
 - "Charges & Refunds" next to your camper's name is the original tuition price
 - "Credits & Payments" next to your camper's name is the total amount of discounts received
 - "Credits & Payments" next to the word "Family" is the amount paid to date
 - Your "Total Balance" listed is the outstanding amount still owed for camp
 - Click on "View Statement" to open an up-to-date detailed statement of your payments, credits and tuition
- Online Payments
 - If you have not done so already, click "Add a debit/credit card" to add a card to your account
 - Click "Make Payment" and enter the payment amount on the top of the screen
 - Check the terms and conditions box and click "Make Payment"
 - The Camp Office will receive a confirmation once the payment has been submitted