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Adding Family Members

1. You can add individuals to a Family Account by using the “Add Family Member” button.

2. When adding children, please ensure that their birthday information is entered accurately as some program registrations will require this information to determine if they are eligible for programs. Phone and email information for additional Family Members will default to the contact information for the primary contact unless updated.
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Editing Information & Managing Family Members

1. If you have added Family Members to your Family Account, your default screen will feature all individuals in your account. By clicking on the row of information for any Family Member, you can access and edit information for an individual. If you are the only individual attached to your login, please go to step 2.

2. On the next screen, click the “Edit” button to update personal information including name, birthday, and contact information.
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3. Once updated, please use the “Save” button to update your information in the registration system.

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Editing Finance Info – Adding Payment Method

1. At the main screen, click on the row of an individual to access their registration confirmations or receipt history.

2. On the next screen, scroll to the “Finance Info” tab and click. Once open, you can see all of the available methods of payment. Select the “New” option to add a new method of payment. Click on the row for the existing method of payment to update it.
3. Input or update the information for payment information. If you would like to use this credit card as the default payment method for future transactions, make sure to check the box beside “Default.”
Accessing & Reprinting Receipts or Registration Confirmation

4. At the main screen, click on the row of an individual to access their registration confirmations or receipt history.

Receipts

5. On the next screen, click the “Invoices” button to access the purchase history for all of your transactions.
6. The following screen will display your transactions. By clicking on the top row of the table you can organize your results in ascending/descending order. Use the checkbox to the left of each row and the “Receipt” button at the top to generate a copy of the receipt.

7. You can use the “Print” or “Email” buttons on the bottom to print or email copies of your receipt.
8. On the next screen, scroll to the “Schedules” tab and click. Once open, select the “Switch to List View” option.

9. In the List View, click on “Actions”. This will bring up a list menu, select “Print” from this list.
10. You can use the “Print” or “Email” buttons on the upper right to print or email copies of your registration confirmation.
12. From the Family Members screen, select either the primary contact or the Family Member you wish to withdraw from a program by clicking anywhere on the row with their name.

13. On the next screen, scroll to the “Schedules” tab and click. Once open, select the “Switch to List View” option.
14. In the List View, click on “Actions”. This will bring up a list menu, select “Withdraw” from this list.

15. A pop-up will enable you to complete a refund to original payment method or as an account credit for future transactions. For details on applicable withdrawal fees, please visit the UBC Camps Policies page.
5. If your withdrawal is successful, the screen will display a Withdrawal Confirmation. You can either print or email this Withdrawal Confirmation.