

# Camp Photos & Contacting your Camper at Birchwood Camp

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Soon your campers will be joining us for a fun and exciting week at Birchwood Camp! Camp allows children & youth the important experience of learning independence as they embark on an adventure away from their home and family. However, it's a great idea for parents & families to provide some support and connection during the week; this can help a camper feel more confident in their new camp community. There are a couple of different ways you can contact and support your campers while they are at Birchwood:

**Letters:** You can mail your camper letters by sending to: [Birchwood Camp, attn: your camper's name, PO Box 670049 Chugiak, AK 99567]. Please make sure that you mail them 3-5 days before camp starts so that they will arrive during your camper's time at Birchwood! You can also discretely leave letters with the camp director during check in on the first day of camp, and we'll deliver them to your camper during the week. Please make sure your camper's name is on the envelope & include any special delivery instructions for camp staff.

**Emails:** You can also send one-way email to your campers while they are at Birchwood Camp. You can do this by logging in to your Birchwood Camp account (see instructions below). Then click on the email link. The system will guide you through the process of purchasing "**CampStamps**" to send emails to your camper(s) as often as you'd like throughout the session. Each email sent will use a certain number of CampStamps based on the selections you make. Standard emails without add-ons (e.g. Stationary, Smart Words & Sudoku) use 1 CampStamp. Upon purchasing CampStamps you will also be able to gift them to your guests; however they will be able to purchase their own upon logging in (see below for more information about guest accounts).

**Photos:** Birchwood Camp staff will upload photos during each session of camp. We do our best to upload photos daily, and we will let you know when the first photos have been uploaded. This is a fun way to see what is happening at camp! To view photos just log in to your Birchwood Camp account (see instructions below) and click on "photos." The Photo pages allow you to mark favorites, view, buy and share photos, as well as view slideshows. *Click the icons* below each photo to perform these actions. All of the photos you view online are available for purchase as prints, digital downloads, or gift items such as t-shirts, calendars, or mouse pads.

## **INSTRUCTIONS FOR ACCESSING YOUR BIRCHWOOD CAMP ACCOUNT:**

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To log in, simply visit our website: <http://www.birchwoodcamp.org>. Click on the link that says "**Birchwood Camp Account Log-in (returning users)**" on the right side on the page. You'll then be prompted to enter your email and password that you created when you registered your camper.

**Online Community:** Once you are logged in, you will see our Online Community section where you can view and purchase photos, send your child(ren) one-way emails, read newsletters, and create guest accounts.

**Guest Accounts:** By clicking the "Guest Accounts" icon you will be able to create accounts for family members and friends to view photos and send emails. If you'd like your guest to be able to email your child(ren) make sure to check the appropriate boxes (these will be evident upon entering the guest's information). After creating each account your guest will receive an email similar to the one you received when first creating a password and security questions. They will be guided through the same process in order to log in securely.

**NOTE:** *You do not need to create guest accounts for parents/guardians of your campers as that info is already stored in our system. If you're unsure whether we have the correct info on file please contact us at 907.688.2734.*

If you need help with anything regarding your online account, click on the **HELP LINK** at the top right of the screen and browse the FAQs. If none of these answer your questions, click on the **HELP TICKETS LINK** and create a help ticket. These help tickets will be sent directly to our technology partner (for online camp applications, photos, email, etc.), and will be answered as quickly as possible. You can also contact us directly if you have questions about any of this (907.688.2734 or [registration@birchwoodcamp.org](mailto:registration@birchwoodcamp.org)).

*-The Birchwood Camp Team*