

How to answer parent call that they forgot their username or password to register their campers

In CampWise, go to the Administrative / Security screen and click the Online Accounts icon toward the upper right of screen and the Maintain Online Accounts screen will pop up.

Security check - ask the parent on the phone:

1. Ask what email address they used to set up the account
 - a. click on the first letter of that email address and scroll down the page until you find the account
 - b. if the email address is not there, either you misspelled it or they did not use that account to set it up
2. Confirm their name - it should match the name on the screen
3. Ask them the security question - their answer should match the answer they previously put in
4. **OUTCOMES:**
 - a. Pass security - go to the Pass Security section of this page
 - b. Fail security - go to the Fail Security section of this page

Passed the Security Check,

1. Remind them of their user name and to make a note of it for the future
2. Ask if they remember their password (it is not on your screen)
 - a. They do not remember the password - go to the Forgot Password section on this page
 - b. They remember the password - **you are done**

Forgot password -

1. Click on the Edit icon (pencil) for that user account
2. Click on the "Generate Password" button
3. Ignore the default password that now shows, instead click the "generate" radio button
4. The system will create a new temporary password (unique to them) and display it for you -
 - a. **Do NOT tell them the password**
5. Click the Save icon (disk) and the system will automatically send the new temporary password to the email address on the account (shown on the screen in front of you)
6. Tell the parent to log back in when they get the email with the temporary password and the system will ask them to change it
7. **You are done**

Failed the Security check

1. You really should not proceed with giving them info on the existing account
2. If you were really concerned, you could go into the account in question, edit it and uncheck the "active" box so it cannot be used
3. Explain to them the only option (for privacy and security reasons) is to set up a new online account and that you can help them with that process and to reconnect to the campers as long as they know the campers name and birthdates
 - a. If they don't know the birthdates, have them get them and call back
 - b. If they know the birthdates, go to the Set Up New Username section

Set Up New Username

1. On the same Maintain Online Accounts screen, in upper right corner, click Add New Account
2. Ask parent what username they want and type it in
3. Ask parent what email address they want to use and type it in
4. Verify the first and last name of the person to put on the account and type it in
5. Skip picking a security question, the system will prompt them to do that themselves later
6. Check the "active" box
7. Click the "Generate" radio button to create a unique and temporary password
8. Click the Save icon and it will send them 2 emails, one with username and one with password
 - a. they can login and system will force them to change the password
9. **BEFORE YOU HANG UP**, click on the little multiple people icon and retrieve the camper list so you can connect up the right campers to this new account
10. Ask them the campers last and first (full name), enter them on screen and click "Retrieve Available Campers" button
11. Ask them to confirm the camper's birthdates, then click in the "Select" box for each camper and click the right arrow to move the campers into the user account
 - a. If they cannot get the birthdates right (or within a year or so), be suspicious. Tell them you cannot set up the account for them without the birthdates and let them call back
12. Close window and you are done - the campers will be attached when the parent goes into the account