WEBINAR RESOURCES

EFFORTLESS ATTENDANCE AND MESSAGING

Click here for a recording of the webinar

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CUSTOMIZED TRAINING

If you enjoyed this webinar, then imagine if we could customize a training SPECIFICALLY for you and your team. Introducing our customizable training services! Personalized sessions, real-time interaction, and hands-on learning ensure a tailored experience for every user. Explore our offerings for a unique learning journey.

LEARN MORE

Explore our **New Provider Toolkit**, a valuable resource for both seasoned professionals and rookies. Whether you're onboarding or seeking information on health resources, tags, rosters, and more, this tool is your go-to guide.

Click here to check out this reference manual!

CHECK-IN & ATTENDANCE

CHECK-IN RESOURCES

When participants arrive and depart from your organization, you have the ability to check them in and out in real time. This can be done by their Trusted Contacts or by a Universal Contact within your organization. For example, if a staff member is responsible for supervising a group of campers during an outdoor excursion, they would need check-in permissions to ensure all participants are safely accounted for during the activity. However, it's essential to note that as a provider, you must have the Attendance Taking Edit permission and be registered at the top level of the organization to perform these actions. Additionally, participants must be registered for the current session to appear in the check-in list.

BYPASS MODE

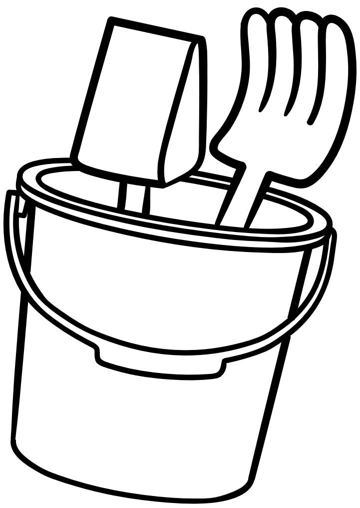
ENABLE **BYPASS MODE** IN **GENERAL SETTINGS** TO SWIFTLY CHECK MULTIPLE PARTICIPANTS IN OR OUT AT ONCE. ALL CHECK-IN/OUT RECORDS MADE IN BYPASS MODE UTILIZE THE **UNIVERSAL CONTACT**.

ATTENDANCE & AUDIT RESOURCES

Once a participant is checked in, you can proceed to take attendance, which includes recording the time of attendance, the staff member's name, and an optional Attendance Type. Participants must be registered for the current session to appear in the attendance list. To manage attendance for multiple activities, classes, or sessions, set up Attendance Types in Settings and ensure you have the Attendance Taking Edit permission. Finally, the Audit feature allows you to edit existing Check-In and Attendance Timelines, add new events, and delete notes, attendance events, and timelines.

AN IMPORTANT NOTE ABOUT ATTENDANCE

During our webinar, we highlighted a key point about taking attendance: You need to have active sessions to view participants in the attendance module. Many organizations often want to test the attendance feature before participants arrive, but without active sessions, this isn't possible. However, there's a solution! Our Training Team can build a sandbox account for your organization. This allows your team to practice using the platform without affecting real participant data. You can explore features like attendance and eMAR with ease. Feel free to reach out if you have any questions about setting up a sandbox account.



MESSAGING

SEND MESSAGES

In times of crisis or for routine camp updates, our advanced technology and broadcast network ensure swift and dependable message delivery. With the Send Message feature, you can effortlessly send individual or bulk messages via email or text to filtered participant lists created in the List Builder.

SEND EMAIL MESSAGE

With the Send Message feature, you have the flexibility to send individual or bulk emails to multiple profiles, all filtered directly from the List Builder. Refine your recipient list further by selecting individual profiles in the Profiles List. Emails are sent from notifications@campdoc.com, notifications@schooldoc.com, or notifications@docnetwork.org. To ensure delivery, it's recommended to ask participants to whitelist these domains. Access to the Send Emails permission is required to utilize this feature effectively.

EMAIL TEMPLATES

To streamline your communication efforts, consider creating and saving an Email Message Template for frequently sent messages throughout the season or across multiple years. You have the option to overwrite existing templates and decide whether to share them with other providers in your organization.

TEXT MESSAGES

Each text message can contain up to 140 characters and requires one token for sending. Messages are sent to profiles filtered in the List Builder with text message capability enabled. Instructions for enabling text messages can be found in the Text Message Alerts article. Access to the Send Text Message Alerts permission is necessary to utilize this feature.

TEXT MESSAGES ARE GREAT FOR QUICK UPDATES ON STORMS, PICKUPS, PARTICIPANTS, OR ANYTHING ELSE YOU NEED TO QUICKLY COMMUNICATE WITH FAMILIES.

You can generate two Standard Reports to assist with managing the Text Message feature:

- The Text Message Users Report lists participants with active phone numbers for receiving text messages.
- The Text Message Notifications Report details previously sent messages, including content, recipient details, provider information, and dispatch timestamps.

For further details, contact your Client Success Manager.