

Campanion FAQ

HOW TO USE FORMS IN CAMPANION

DOWNLOAD THE APP

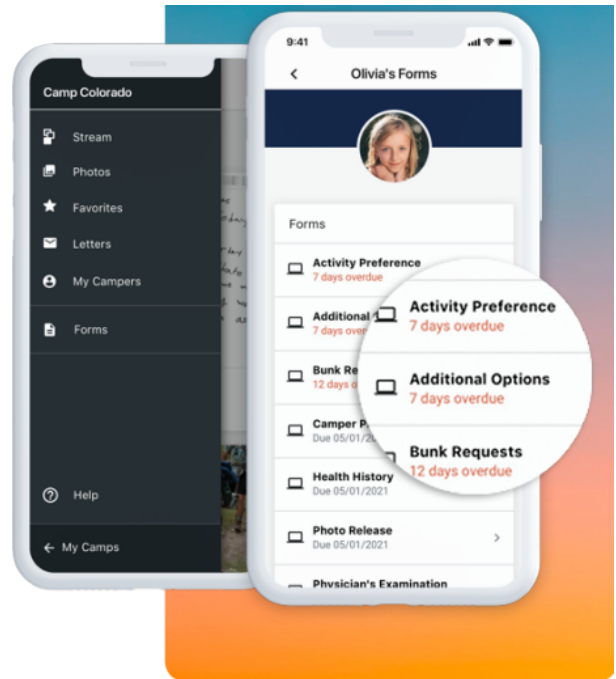
Log in using your CampInTouch account username and password. Go to the three lines at the top left and select Forms.

VIEW YOUR FORMS

Choose your camper. You'll see your list of forms and which are complete and incomplete. You will repeat this process for each camper.

COMPLETE YOUR FORMS



Fill out all necessary forms and upload any related documents. Some forms need to be downloaded first and then uploaded via Campanion.



What is my Camp Account information?

Your login credentials are the same that were set up at the time of enrollment. If you have the same login email and password for multiple camps, the Campanion app will automatically add all associated camps.

Does the Campanion app work with my phone?

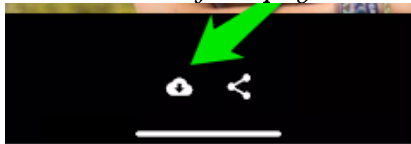
1. For the best experience running the Campanion app, we recommend that your device is running with the following operating systems:
 1. Android phone
 1. Android L and above
 1. Versions are alphabetical so A to K are not encouraged
 2. Apple (iPhone)
 1. Apple – iOS 8 and above
 1. Versions are numerical, so 1-7 are not encouraged
2. Use the following steps to check the operating system of your device:
 1. Android
 1. Open Device Settings > This usually looks like a gear icon: 
 2. Tap **'About Phone'** or **'About Device'**
 3. Tap **'Android Version'**
 2. Apple
 1. Launch settings app: 
 2. Navigate to **'General'**
 3. Click **'About'**
 4. Look at **'Software Version'**

Does the Campanion app work with tablets?

At this time the Companion app is not fully optimized for tablet use. We recommend using a cell phone to view the Companion app.

Can I save a photo from within the app to my phone directly?

To download a photo to your phone's camera roll, open the photo and then click on the download button at the bottom of the page.



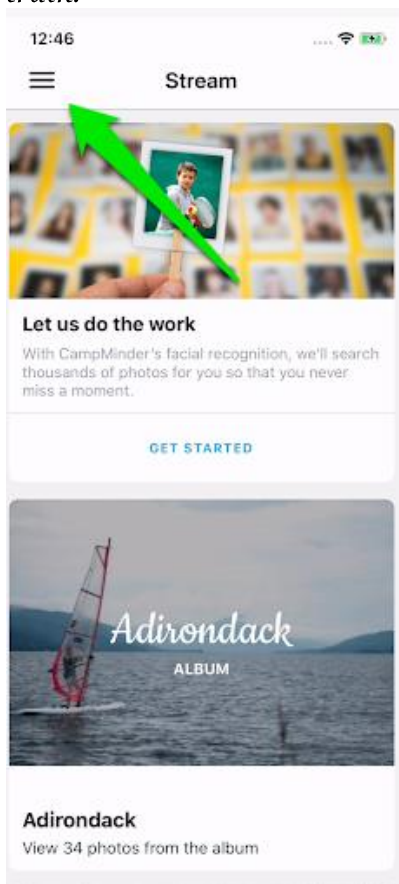
Can I send a photo from within the app itself?

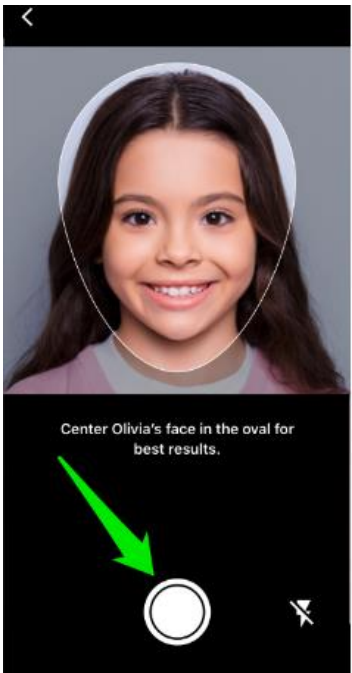
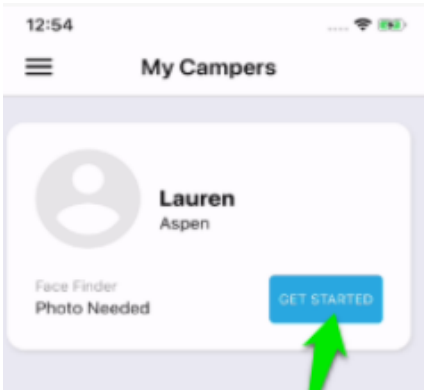
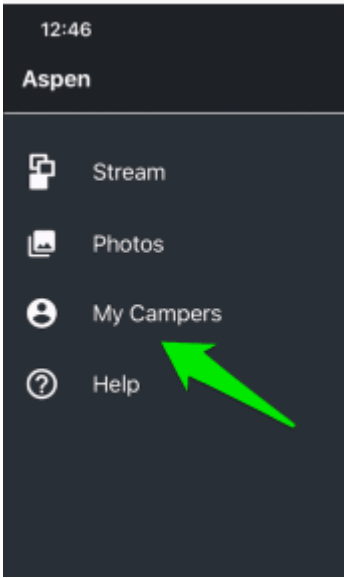
To send a photo directly through Companion, open the photo you would like to send and click the send button on the bottom of the photo. After that is complete, you can choose where you would like your photo sent.



How do I train (or re-train) Face Finder for my camper?

To train the Companion app's Face Finder feature click the three horizontal lines in the top left of your Companion app to get to the Menu page, choose 'My Campers', then choose the camper you would like to train.







SUBMIT PHOTO

[Retake Photo](#)

What if I would like to opt-out of the Facial Recognition technology?

If you decide to opt-out of Facial Recognition, you will still have full access to the app. The only thing you will be missing is that the Companion app will not search for photos of your camper. If you already opted in and would like to remove your camper's recognition, contact CampMinder Support at 303-444-2267 or submit a ticket below.

What if I would like to opt-out of the Push Notifications?

If you decide to opt-out of receiving Push Notifications, you will still have full access to the app. The only thing you will be missing is that the Companion app will not let you know when a new photo of your camper has been tagged. You will still see tagged photos when you log into Companion.

If you already opted in and would like to turn off Push Notifications, you can do so in your phone's settings by selecting notifications and finding the Companion app.

Need help or have support-related questions about the Companion app? Call CampMinder directly at 303-444-2267 or submit a request for assistance from your Companion account.