

Help! I'm having trouble with BASE Camp registration.

Issue: I've started the registration process, but it won't allow me to finish!

Resolution #1 (most common): To move beyond the session selection page, you must select both an AM and PM option for each week added to your cart. If only registering for a half day, please select "I'm not choosing an AM Camp" or "I'm not choosing a PM Camp" for the second part of the day. If only registering for wait lists, please select "I'm not choosing an AM Camp" *and* "I'm not choosing a PM Camp" for the morning and afternoon sections.

You will not be able to continue to the next step without choosing BOTH a morning and afternoon option.

Resolution #2 (less common): Make sure that only the children you are *currently* registering are selected. To do this, scroll to the bottom of the session selection page, and click on the "Add/remove people" button. See screenshot below.

The screenshot displays the registration interface. At the top, there are two session cards: "Week 4 Camps (July 10 start) Jul. 10 - 14" and "**Donate to our Scholarship Fund!**" Jun. 19 - Jul. 14. Below these, two names are listed: "Henry" and "Eleanor". A button labeled "Add/remove people" is positioned below the names, with a red arrow pointing to it. At the bottom, a progress bar indicates "Step 2/6: Select Sessions". Below the progress bar are three buttons: "Continue" (green), "Previous" (underlined), and "Return Home" (gray). On the right side, a cart summary is visible, showing a list of items: "No PM Camp", "Week 3 Camps (July 3 start -- no camp 7/4)", "No AM Camp", and "Film Shorts, 12:30-3:30pm, WEEK 3-4, Brooks". The name "Eleanor Skalla" is displayed above a dropdown arrow. Below the items, the cart totals are shown: "Subtotal: 0.00", "Taxes: 0.00", and "Total cost: 0.00".

This will take you to a new screen where you can select people for registration. Make sure *only* those who you want to register (or add more sessions for) are selected. Then click the green "Continue" button to proceed to the camp selection page and finish the registration.

Issue: I can see the camp options, but they are grayed out and I'm not able to add any to my cart.

Resolution: To select camps and lunch options, first click the green "Add to cart" button, for that week of camps (i.e. "Week 1 Camps"). Then you will be able to select options within that category and see which camps are available and which are full and in waitlist mode. *Open camps have an "Add to cart" option; full camps have an "Add to waitlist" option.*

If you decide you no longer wish to register for any camps that week, click the red "Remove from cart" button, or the red "X" in "Your Cart" on the right side of your screen.

Issue: I want to be added to a waitlist for a full camp, but am confused about which waitlist option to select.

Resolution: If you've selected "Add to waitlist" for a camp and get a dialog box that asks if you want to "Waitlist this item" or "Waitlist for both", click "Cancel" at the bottom.

The screenshot shows a dialog box with the title "Tell us more". The text inside reads: "In order to continue with your application for Week 2 Camps (June 24 start), you must also have 1 AVAILABLE item from Week 2 Camps (June 24 start) in your cart. Waitlisting for Animation Studio, 9:00-11:30am, Week 2, Beye does not count towards this requirement. How would you like to proceed?"

There are two columns of options:

- Waitlist this item:** Choose this if Hermione would attend Week 2 Camps (June 24 start) regardless of whether or not space becomes available in Animation Studio, 9:00-11:30am, Week 2, Beye.
 - Hermione will be added to the waitlist for Animation Studio, 9:00-11:30am, Week 2, Beye.
 - You will be able to proceed with your application once you have selected 1 AVAILABLE item for Week 2 Camps (June 24 start).
- Waitlist for both:** Choose this if Hermione would attend Week 2 Camps (June 24 start) only if space becomes available in Animation Studio, 9:00-11:30am, Week 2, Beye.
 - Hermione will be added to the waitlist for both Week 2 Camps (June 24 start) and Animation Studio, 9:00-11:30am, Week 2, Beye.
 - You will be able to proceed with your application without selecting any additional items for Week 2 Camps (June 24 start).

At the bottom, there are three buttons: "Waitlist this item" (green), "Waitlist for both" (green), and "Cancel" (black).

Back on the camp selection screen, first choose an open camp to register for, **then** add any waitlist selections. Or select "I'm not choosing an AM (or PM) camp" first if you don't have a backup choice and only want to be added to a waitlist.