



## Camp Registration Virtual Waiting Room

To help manage the high demand of visitors during camp registration, our software provider, Vermont Systems, has implemented a Virtual Waiting Room for our camp families.

Please see the information below to help answer your questions and prepare for camp registration. Please note: Joining the virtual waiting room, does not guarantee enrollment during the priority registration period.

### Q. Why am I waiting?

A. The site is experiencing high user volume. A Virtual Waiting Room has been implemented to ensure that user volume does not exceed the site's ability to provide an informed and responsive registration for our customers.

### Q. Can I lose my place in line?

A. No. Once you have entered the Virtual Waiting Room, you will retain your place in line. Rest assured that you keep your place in the Waiting Room line even if your phone goes to sleep, you lose your internet connection, or you close the Virtual Waiting Room page. When you return to the page, you will see your updated progress in the line.

### Q. How does the Waiting Room determine my spot in line?

A. If you arrive at the registration site before 6 a.m., you will receive **a random spot** in line when registration begins. If you arrive at the site after 6 a.m., you will receive the next available spot in line.

### Q. What happens if I try to access the registration site from multiple devices and/or internet browsers?

A. Waiting Room numbers are device/browser-specific. As such, each device or internet browser used to access the site receives its own Waiting Room number.

**Note:** Once released from the Waiting Room to begin registration, **a Household can only open one active session at a time.** Subsequent logins by the same Household on an alternate device or browser will take over and replace any of that Household's previous active sessions.

### Q. If I logged in to the registration site with my household account, will I still be logged in when released from the Waiting Room?

A. Yes. Our site will retain your page and login status while you are in the Waiting Room. Your household will log out only if you access the registration site from a secondary device or browser that was released from the Waiting Room prior to your current session.

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**Q. Does one user have to log out before a new visitor is released from the Waiting Room?**

A. No. The Waiting Room is managed solely by metering the inbound site traffic to ensure the number of new users accessing the site per minute remains within the site's performance thresholds. Long-running, abandoned, and logged-out sessions do not impact the rate at which new customers are released from the Waiting Room.

**Q. I received a timeout error on the Waiting Room page. What do I do?**

- A. Don't worry! You haven't lost your spot in line. A timeout error on the Waiting Room page indicates an attempt to redirect you to the registration site failed due to connectivity.
  - o To address this:
    - Try refreshing the page in your browser.
    - If a browser refresh does not work, check your internet connectivity.

**Q. What happens when it's my turn?**

A. If your Waiting Room page is open when it's your turn to register, you will automatically be redirected to the registration site. If your Waiting Room page is not open when it is your turn to register, when you return to the registration site, a popup will notify you of your turn and confirm that you want to proceed to the registration site.

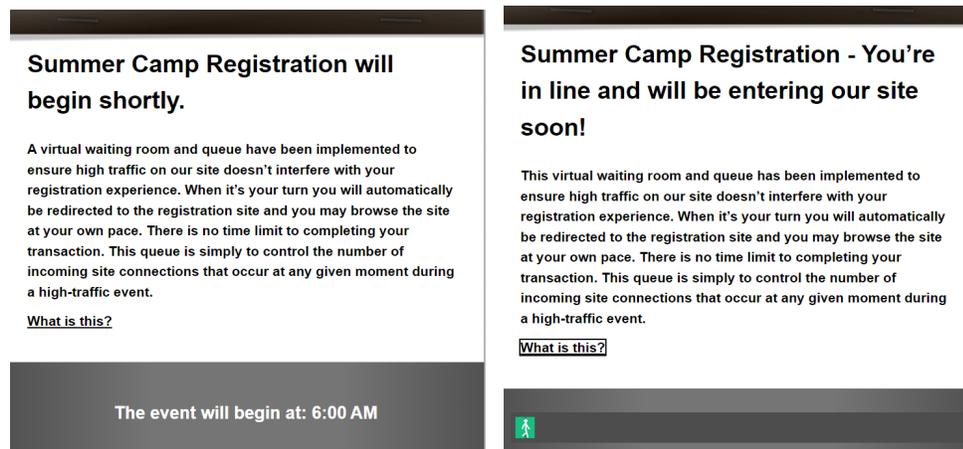
**Q. Once it's my turn, if I leave the registration site and come back, will I have to wait again?**

A. No. Your waiting room number is device/browser-specific. This means that once the Waiting Room releases your Waiting Room number, you may browse away from the registration site and return without needing to wait in line again.

**Q. When it's my turn, how long do I have to complete my registration?**

A. Once it is your turn to register, you may browse the site and register at your own pace. There is no time limit for completing your transaction.

Images you may see while the Waiting Room is in effect:



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