



Frequently Asked Questions about UltraCamp

What is UltraCamp?

UltraCamp is a database that is used by many camping facilities to help with the registration and record keeping of their summer camping and retreat programs. All paperwork is digitally saved inside the UltraCamp account.

How do I open up an UltraCamp account?

Go to the Diocese of West Texas Website at www.dwtx.org/department-ministries/camps. To the right of the page, please click on the tab "Register." This will take you straight to UltraCamp. To access registration and account management features, you must first create an account. If you already have an account, you may access it by entering your username and password.

Once you have created your account, you will be asked to list a primary contact and a secondary contact, if desired. At this time, you may also add anyone else you wish to have in your account.

What if I forgot my username and password?

Click on the "Forgot your login information?" link and fill in your email address. Your login information will be sent to you. If that still does not work, please email us a camp.capers@dwtx.org and we will send you the information you need.

How do I register for an event?

Once you have entered the biographical information, you may proceed with the reservation process.

If you already have the person listed in your account, you may go directly to the "Make New Reservation" link on the right hand side of the page. On the "Reservation" page, gives you the ability to select the person you would like to make a reservation for, make a "family" reservation (ie Mustang Island Family Camp, Mother/Daughter or Father/Son retreats), view upcoming sessions, or add a new person to the account.

What if the event is full?

If the event is full, please scroll down the page and click on the "waiting list" for that event. You will be directed to the payment page where you are then able to "complete the order." This will automatically add you to the waiting list. Once a spot is available, you will be contacted by phone and email.

What do the other tabs mean in my account located in the main account page?

- **Clicking on the person's name directly** - If you directly click on the person's name which is located on the main page, you will be directed to the "Person Detail" page. There is a "Person Detail" page for everyone listed in your UltraCamp account. The "Person Detail" page is where you may also make reservations, edit memberships (church affiliation), edit/add medications, and view/edit any forms that need to be completed.
- **Accounts Balance Tab** – This is where you are able to view your account's financial status. By clicking on the "plus" sign, you are able to make various payments. The "Sponsorship Payments" link requires

a code from a church which a scholarship has already been approved for you. This is not used for applying for scholarships from the Diocese.

- **Previous Reservation and Session Waiting List** – This is where all your reservations are recorded.
- **Alternate Contacts** – Person’s not listed in your account which you would like for us to contact are listed here.
- **Authorized Pickups** – Person’s not listed in your account which have permission to pick up your child are listed here. You may add or delete person’s here.
- **Friends Account** – This is where you add people to your account giving them the ability to email your child while at summer camp. Once you have added them to your “friends account” a Friend Code will be generated. You will then create a “passphrase” which will give the friend access for emailing. Email the information to your friend. Once your friend has received the email, they will click on the link which will send them to the UltraCamp login page. If they do not already have an account, your friend will need to create an account. Once the account is created, they may go to the email icon located on the left hand side of the main account page and email the camper. If your friend already has an account, they may go directly to the email icon and send an email.

What are the icons on the left hand side of the page for?

-  (Document Center icon) This icon will connect you to the UltraCamp documents. These are the documents that have information regarding the session you have signed up for. You are able to download the forms and print them off anytime. This is also where you find the online forms that are in your account. Click on the form you would like to review or edit and then the name of the person which requires updating.
-  (Store icon) This icon will take you straight to the camp store.
-  (Emailing icon) This icon takes you to the page which will enable you to email a camper. Only persons listed in your account can email a camper directly using this procedure. If you have someone not listed in your account, they will need to be added to your “friends account” which is located on your main account page. Instructions for this procedure are located under “Friends account.”
-  (Sponsorship icon) This is where a code is entered if you plan to sponsor someone else to attend a camping session or retreat.
-  (Donation icon) This icon is used for donations.
-  (Upcoming Sessions icon) This icon will give you a list of available sessions offered through UltraCamp.
-  (Home icon) This will take you back to the main page of the DWTX website.