



WinSport Family Zone – Frequently Asked Questions

This is my first time at Family Zone. What is my username and password?

No problem! All you have to do is set up an account. Please click on “First time visiting Family Zone? Create your account NOW by clicking here” to proceed.

Family Zone does not recognize my postal code.

For Canadian residents: ensure you include a space in the postal code i.e. T1T 1T1

For US residents: enter your 5-digit zip code

For International residents: Try XXXXXX (that’s 6 X’s) for the postal code.

If you are still having troubles, please email Guest Services at info@winsport.ca or give us a shout at 403-247-5452 ext. 4 for assistance if you are still having trouble.

Family Zone does not recognize my camper’s birth date.

Sorry about that! We may have an incorrect birth date in our registration system. Please email Guest Services at info@winsport.ca or give us a shout at 403-247-5452 ext. 4 for assistance.

Family Zone will not accept the password I am creating.

Your password must be a minimum of 6 characters and must include: - at least one lower case letter - at least one UPPERCASE letter - at least one number i.e. 1, 4, 9 - at least one special character i.e. \$, #, !

Examples of acceptable passwords are: Sh@d0w, Mount@in5, Bunkb3ds!

I have created my account, username and password at Family Zone but cannot seem to log in.

It is possible that your email address is miss-spelled. Please email Guest Services at info@winsport.ca or give us a shout at 403-247-5452 ext. 4 for assistance.

I have entered the information for my camper but cannot proceed to the next step.

You must save the information for each camper individually. Then click

"Annual Verification" of the above information is required.

Proceed to NEXT STEP

If you indicated yes to one of the no/yes questions you must add details in the box provided.

Will you be sending any Yes No medications to camp? (Note: Please send medications in original containers):

Please elaborate: Tylenol

Save each camper's information - click

Save Tyler's Information

and then click

"Annual Verification" of the above information is required.
Proceed to NEXT STEP

I have entered the parent(s)' information on the contacts screen but cannot proceed to the next step. You must provide at least one contact other than the parent(s). Click ADD A CONTACT to enter the information. When you are done, save the contact's info and then click

"Annual Verification" of the above information is required.
Proceed to NEXT STEP

How do I know when I'm completed my forms?

The dialogue box on the right hand side will turn from red...



Camper Detail

Liam [Upload Photo (optional)]

Participant Id: 355322 (not editable)

Family Id: 67 (not editable)

Secondary Family Id: -1 (not editable)

Family Zone
Home
Logout
Your forms are not complete until this message disappears!

So that it is now green.



Contacts

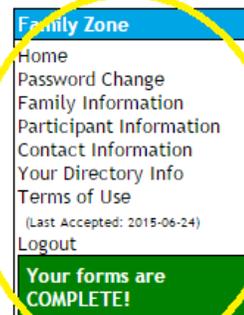
You MUST provide us with at least one contact other than the camper's parent(s) to be used in the event of an emergency. If you have not already provided one - please add them below.

Trouble changing the address for a contact?

Every contact that is indicated as living with camper must have the same address unless you indicate that camper lives with a contact less than 100% of the time and the second contact the remaining amount (100% - contact 1 time).

To make changes to % of time a camper lives at an address:

- change one or more of the contacts to NOT living with camper temporarily
- make changes to the contact(s)



What happens if I forget my password/username?

When you go to log-in to your account there will be a link that says "Forgot your password" – this will then prompt you to enter your email and you can retrieve/reset your password.

What happens if my child or my name is spelled incorrectly?

Sorry about that! Please email Guest Services at info@winsport.ca with the correctly spelled name.

What if I make a mistake on my account?

No worries – your changes are saved but can be edited. Look for a hyperlink on the page you are on or look for the quicklinks buttons on the right hand side titled "Family Zone"

Do I have to accept and complete these forms online?

Yes – WinSport is working on becoming more efficient and environmentally friendly. This way we have easier and faster access to your children's information than ever before!

What is the directory?

The directory is a place where you can share your information with other participants to get together outside of WinSport. If this is something you wish to participate in, please agree to it when prompted or click on the "Your Directory Info" quicklink button. You can choose to share as much or as little information as possible.

Do I need to print my forms and bring them in?

The great thing about WinSport's Family Zone is the staff can pull the information required for you to attend a program so you will not need to print anything.

What do I do if I have my child registered in more than one camp?

When we upload your child's information in the Family Zone it should export all of the programs that your child is registered in. If you complete the forms and then register your child for a different camp you will only need to go in and acknowledge the new waiver if it is applicable to what you have registered.

I have more than 1 child registered in camp, do I have to do this for every child?

The Family Zone will pull the information for all of your children that are registered and prompt you to complete the forms for each child within the same system.