

# Online Registration Guidelines

specifics to register, sign up for advancement, and make payments online

Ready to start your summer camp adventure at the Crystal Lake Scout Reservation? This document will guide you step-by-step through the registration process, including how to reserve unit space, the payment schedule, and how to make sure all your Scouts are signed up for advancement classes and programs.

Samoset Council uses **Doubleknot** for online registration, a leading provider of hosted applications and services to BSA Councils and other non-profit organizations.

## BEFORE YOU GET STARTED, HERE ARE SOME TIPS TO HELP YOU ALONG THE WAY:

- Choose one adult to serve as the Camp Coordinator. This person will be responsible for submitting and maintaining the unit's registration, collecting payments, and entering advancement signups.
- Units that made a reservation in March of the previous year, should not create new registrations. Login with your Doubleknot Login to edit the registration. If the registration does not appear when you login, contact the Samoset camping department to link your account with the reservation.
- Everytime an update is made (campers added, merit badges assigned, etc) you must complete the registration following the procedures in part E. No changes are saved until you complete this step.
- First time users should print a copy of these guidelines to help with the registration process.
- See the Frequently Asked Questions on page 4 for additional help or contact the Samoset Council camping department at 715-365-3111.

## REGISTRATION ROAD MAP

### Unit Reservations - Used to Reserve Space for camp

1. Part A to login and make the reservation.
2. Part C to reserve camper space. Please estimate the total youth and adult you expect to bring to camp. Spaces can be held until April 15 at which time all spaces not assigned to a name will be released to other units.
3. Part E to complete your reservation; \$5 per camper is due with your reservation.

### Register Campers (by April 15)

1. Part B to login and edit your registration.
2. Part D to assign names to the space you reserved with your unit reservation.
3. Part E to complete your reservation; \$75 per camper will be due at this time.

### Advancement/Activity Sign-up (Opens March 1)

1. Part B to login and edit your registration.
2. Part F to register campers for specific advancement/activities. Fees associated with specific activities will be charged and appear on your bill upon registering a camper for the activity.
3. Part I to check camper schedules for conflicts; part H to remove an advancement session.
4. Part E to complete your reservation.



**Questions regarding online registration should be directed to the Samoset Camping Department at 715-365-3111 or [camp@samoset.org](mailto:camp@samoset.org).**

## A. Login to Create a Unit Reservation

1. Browse to: [clsr.samoset.org](http://clsr.samoset.org) and click “Event Registration” from the online tools menu.
2. Select the camp, then session you would like to attend and then “Register.”
3. Sign in using an existing login (from a previous event) and continue to step 4 or select “Create a new login.” Fill in Group Information then click “Save & Continue.” Follow the steps in part C to reserve space.
4. Select your group and click “Continue” then proceed to part C to reserve space.

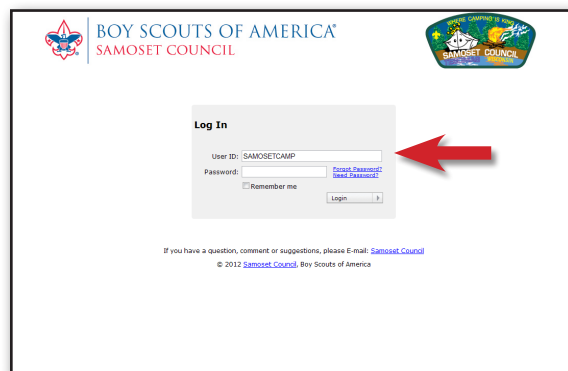


A1 OR B1 - EVENT REGISTRATION PAGE

## B. Login to Edit an Existing Registration

Use to edit a registration once a unit has made a reservation.

1. Browse to: [clsr.samoset.org](http://clsr.samoset.org) and click “Event Registration” from the online tools menu.
2. Login with your username and password.
3. Once logged into the system you will see a summary of all your registrations, click “View Details” for the camp event you want to update.
4. You will see a summary of your registration including payments, unit contact information, and registered campers. Click “Update” to register campers (part D) or make a payment (part E).



B2 - LOGIN PAGE

## C. Reserve Space

Use to hold space for campers until April 15 at which time all spaces not assigned to a name will be released to other units.

1. Click “Reserve Camper Space” and enter estimates for each attendee type.
2. After entering your estimates click “Continue.”
3. Units should select their desired site or tents using “Campsite Selection” or “Tent Selection.”
4. Go to part E to complete the reservation process.



B3 - MY INFORMATION PAGE

## D. Register Participants

Used to register campers once you know who is attending.

1. Choose “Register Participants” after following the login instructions in part B.
2. To add a new camper to your roster click “Add New Participant” and fill out the information or select an available participant from your group roster. Click “add” and you will be redirected to the list of registered individuals.
3. Follow the steps in part E below to complete the registration. You can come back at a later date to add additional campers. You must click continue and complete the registration or your changes will not be saved.



C1 OR D1 - MAIN REGISTRATION PAGE

## E. Completing Your Registration

You must complete this step or your changes will not be saved.

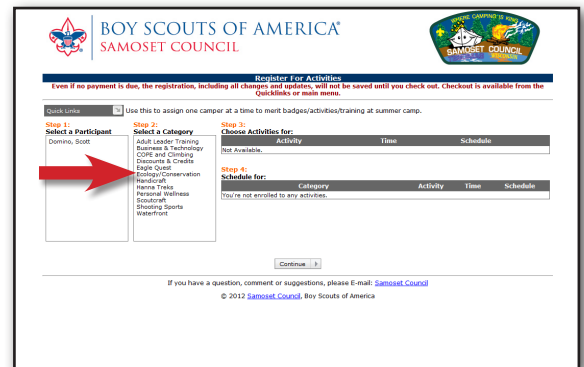
1. Click "Check Out" after editing your registration.
2. If no payment is due, go to step 4. If a payment is due select a payment option\*:  
**Electronic funds transfer** - from a personal or unit checking/savings account.  
**Mail/offline** - for mailing payment to the council office or not making a payment at the present time.  
**Credit card** - visa, mastercard, discover, Amer. express.
3. Fill in billing information and check "Agreement Box."
4. Click "Make Payment or Save" to complete and view your receipt.
5. Print receipt for your records and click "Done." A receipt will also be emailed to you.
6. Click "Go Back," then "Done," then "Logout."



E1 - COMPLETE REGISTRATION



E2 - SELECT PAYMENT TYPE



F2 - SELECT ACTIVITY CATEGORY



F3 - SELECT ACTIVITY AND REGISTER

### \*CONVENIENCE FEES:

To keep camp fees to a minimum we no longer absorb the cost to process a payment online. If you choose to use a credit card online, you will be charged 3-5% of your total bill. If you choose to use an online check you will be charged about 0.25% of your total bill. To avoid these fees, units may choose "Mail/offline" and mail a check to the Samoset Council office.

## F. Register For Activities

Used to signup for merit badges and other activities.

1. Click "Register For Activities" and select the participant from the list on the left.
2. Select the program area of the merit badge/activity you will be registering the participant for.
3. Click the plus sign next to the desired merit badge/activity. Your selection will appear in the list below.
4. To sign up another participant for another activity, repeat steps 2-3.
5. Click "View Classes" for the program area that includes the badge/activity you would like to sign up Scouts for.
6. Click "Continue" when you are done adding all of the merit badges/activities.
7. Follow the steps in part E to complete your registration.



**You must complete the registration (Part E) every time changes are made regardless if a payment is made or not. No changes are saved until you complete this step.**

## H. Remove an Advancement Session

1. Click "Register For Activities" and select the participant from the list on the left.
2. A list of registered activities will appear for the selected participant. Click on the "trash can" to remove the desired activity.
3. Click "Continue" when you are done adding all of the merit badges/activities.
4. Follow the steps in part E to complete your registration.



H - SELECT PARTICIPANT / REMOVE ACTIVITY

## I. Check Schedule Conflicts

1. Click "Check Schedule Conflicts."
2. Participants with Schedule Conflicts will be listed.
3. Click the "Check to Unregister" box for the activities you are deleting from the participant's schedule.
4. Click "Unregister." Once all conflicts are resolved click "Continue."
5. Follow the steps in part E to complete your registration.

# Online Registration FAQs

frequently asked questions about registering online

## What is my User ID and password?

When you submitted your campsite reservation, a registration account was created for you by the council. You can determine this information yourself by having the system email you your username and password.

1. Choose Doubleknot Login from the online tools dropdown menu of our website (CLSR.SAMOSET.ORG).
2. In the window that opens, click "If you have forgotten your User ID or Password click here."
3. Enter your email address in the box and click "Send Password." (Note: This email address must match the email address submitted on your Campsite Reservation Form).
4. Check your email. A message from Doubleknot should arrive shortly, stating the User ID and Password you can use to login to the system.

If you still have trouble with your username and password, please send an email to [camp@samoset.org](mailto:camp@samoset.org) and our camping department will reset it for you.

## I can login, but I do not see my unit's registration?

This can happen if the User ID and password you logged in with are not associated with your Camp registration. Be sure you are using the correct User ID and password (some users may have more than one due to previous council event registrations). If you still cannot view your registration, please send an email to [camp@samoset.org](mailto:camp@samoset.org) so we can help you or call us at 715-365-3111.

## How do I view or update my unit's registration?

You have the ability to edit your registration, including adding or deleting attendees, assigning names to Scouts and adults, and making payments. Specific instructions can be found in Part B in this document.

## How do I check my unit's balance?

Please see above "How do I view or update my unit's registration?". The View Registration Details page lists costs associated with each Scout, adult, and any programs that may have associated costs. If there is an outstanding past-due balance, a Minimum Amount Due will be listed. If your unit is up on payments, the balance will only reflect the remaining amount due for the next payment deadline(s).

## How do I add Scouts or adults to my unit's registration?

Your balance will reflect the number of Scouts and Adults you have registered. If your balance seems too low, you may have the incorrect number of attendees registered. Please note, there is a difference between "Assigned" and "Unassigned" attendees. Assigned attendees have been given a name and can sign-up for classes. Unassigned attendees have not been given a name and are only part of the space reserved for your unit. Follow the instructions in part D to add campers. **Note: Your registration will not be updated if you do not go through the Complete Registration process (even if no payment is due).**

## What is the difference between an "Assigned" and "Unassigned" Individual?

Each attendee is designated as either "Assigned" or "Unassigned." An Assigned attendee is a registrant that has been given a name and defined as either a Scout or an Adult. An Unassigned attendee is a registrant that has not been given a name and is only part of the unit's reserved number of registrants. Only Assigned Scouts can sign up for Merit Badge classes, activities and programs. **Unassigned space (space reserved) must be assigned by April 15; space not assigned will be lost.**

## Why is our number reserved larger than it is supposed to be?

Your reserved block of space is the total number of assigned and unassigned individuals you have registered. If your block of space is larger than it is supposed to be, then most likely you have too many unassigned spaces reserved. To remove these extra spaces, follow the instructions below.

1. Login to Doubleknot using the steps in part B and choose "update" from the summary page.
2. Choose "Reserve Space" from the main menu and change the numbers to reflect the correct number of unassigned registrants. Once all the names of campers have been entered, these numbers should all be zero.
3. Complete the registration using the instructions in part E.

## What happened to the merit badge classes I entered previously?

If you login to your unit's registration, and find that some or all of your Scout's class registrations are missing, there are several reasons why this may have occurred:

1. The last time you logged in, you did not go through the "Complete Registration" process (part E). In order for your registration to be updated, you must go through this two-screen process, even if no payment is currently due. This is the only way to save your work, and you will know your work has been saved when you receive a confirmation receipt.
2. In very rare instances, your internet browser may encounter a "timeout" because of network connection problems. This may happen at peak internet usage times. To avoid this, be sure that you receive the confirmation receipt before you close your browser or navigate away from the online registration system.

If you do not believe any of these reasons apply to you, please contact the camping department at 715-365-3111 so we can determine what went wrong and help your Scouts get the classes they need.