

Participant Registration Troubleshooting:

Need to reset user account from previous year:

Please click the “Forgot Password” link to reset your password. If you have tried more than three times to log-in unsuccessfully and have been locked out of your account, please call the Guest Relations Team at 502-491-7000 to reset your account.

Log-in does not work and “Forgot Password” link does not work:

If neither of these options work, it is likely that you are using an incorrect email address or a log-in from our previous camp registration system. If you did not attend camp in 2021, 2022, or 2023 then you will need to set up a new user account with our new camp registration system.

When you get to the log-in page, please click “Register” to set up a new user account. After setting up your account, you will need to confirm your account in the email Crossings sends to you. Remember to check your Spam/Junk folder if you do not find the email in your inbox.

If you set up a user account in 2021, 2022, or 2023 and you encounter this error, please call the Guest Relations Team at 502-491-7000 to reset your account.

How to find the event code:

Your group leader will send you a registration link to register for camp.

The event code is the last 7 characters of the registration web address link. It is a set of numbers and lowercase letters.

(For example: Registration link: <https://core.gocrossings.org/c/56klx15> Event Code: **56klx15**)

Cannot sign release waiver:

The system has likely unchecked you as your child’s guardian. Follow these steps:

1. Login to your user account. If you are not taken directly to the participant dashboard, please click the drop-down menu in the upper right-hand corner to go there.
2. Click on the participant box (it has your child’s initials and name on it) and then click the guardian line at the bottom to check yourself as the guardian and then save. If you do not see your name listed on the guardian line in the participant box, please see the next paragraph.
3. Go back to the participant dashboard and click “Resume” next to your child’s name under “Registration Status” to complete the medical release waiver.

If you do not see your name listed on the guardian line in the participant box, you may not be set up in the account as the guardian.

1. Click the drop-down menu in the upper right-hand corner and click on “Guardian Info.”
2. Click the “Add a New Guardian” button to enter your information and save.
3. After doing this, follow the instructions shown above to sign the medical release waiver.

Multiple participants, one/some cannot complete:

Using the registration link to register more than one person:

1. To register multiple people, you may have to click the registration link and log-in for each person (same user account).
2. Click the link and log-in and click through the registration steps where you may enter your information.
3. Click the “Complete Registration button” and log out of the account.
4. Go back to the registration link and log-in to go to the beginning of the registration steps and add the next person.

Using the event code to register more than one person:

1. Go to <https://gocrossings.org/> and click on “My Account” to log-in to your user account.
2. Click the participant or parent/guardian of participant option (click this option if you are a chaperone too).
3. On the Participant Event Registration page, enter your event code and click “Find My Event.”
4. Click through the registration steps and hit the “Complete Registration button.”
5. Click the drop-down menu in the upper right-hand corner and click “Register for an Event.” This will take you to the Participant Event Registration page again where you may enter your event code to go to the beginning of the registration steps and add the next person.

I am a Group Leader, and the system will not take me to the participant registration:

Please log out of your group leader account before clicking the registration link to register as a chaperone. You may log-in with the same log-in information you use for your group leader dashboard.

You may also register as a chaperone while in your group leader dashboard by clicking the drop-down menu in the upper right-hand corner and “Register for an Event.” This will take you to the Participant Event Registration page where you may enter your event code to complete your registration.

Other System Errors:

Please call the Guest Relations Team at 502-491-7000 for help with any other system errors not listed on the troubleshooting page.

Please note: Our Guest Relations team is available during Central Office Hours, Monday through Friday, 9:00 am to 5:00 pm Eastern Time.