

What is FunFangle? FunFangle is a cashless spending account system that frees your camper from having to carry cash or a credit card around with him/her at camp. Funds can be deposited electronically before campers arrive at camp, and parents have access to see spending or even make additional deposits while the camper is away. Each camper is given a wristband that connects to his/her account, and only needs to scan the band at the register to make purchases.

Is FunFangle required? No, FunFangle is optional. We take cash, credit/debit cards, and checks.

How do I activate my account? After completing your Crossings Participant Registration, you should receive an email from FunFangle with a link to access your account. If you did not receive the email within 24 hours, check your spam folder first. If you still don't see an email, you can go to <https://crossings.funfangle.camp> to set up an account. **Make sure you use the same email address that you used to register your camper.**

How do I reset my password? At the bottom of the login screen, you can request a password recovery code. This will send the code to your email (check your spam). You will have one hour to return to the login screen to enter the code. Do not enter the code on the login screen. Rather, at the bottom of the screen go to the page "Enter Validation Code". Enter the code there and reset your password.

How do I make a deposit? Log into your FunFangle account. Click on one of your campers, then click the blue "Deposit" button to the right. This will guide you to choose how much to deposit per camper, and how you want the funds handled at the end of the week. Funds deposited are available immediately to your camper.

Please make your initial deposit prior to your camper's arrival at camp. We cannot take initial deposits once your camper arrives at camp.

Does FunFangle take a fee out of my deposit? We cover all processing fees. Your camper will receive the full amount of the deposit in their spending account.

Can I transfer funds to another sibling at the end of the week? Yes, you will have 48 hours to transfer to another sibling before the funds are processed for refund or donation.

Can another camper use my child's account? The wristbands must be cut off once they are secured to the camper's wrist, so there is little chance of another camper using the wristband. We have the added security of photo identification. If you upload a photo in your FunFangle Parent Portal, that photo pops up for confirmation whenever someone tries to spend from the account.

What if my child loses their wristband? Your camper's money will be safe. They can be issued another wristband and the original wristbands will no longer be connected to your camper's account.

How does the spending limit work? The spending limit per day on the purchase of snacks and drinks serves as a warning that the camper has reached his daily limit.

Can someone other than the parent make a deposit? Yes, inside your FunFangle account, navigate on the left hand menu to "Account" then "Contributors". From the contributors page, you can enter their information. The system will send them an invite to contribute to the campers you provide permissions for them to contribute to. Contributors cannot see how much money others have contributed to the camper or what the camper may have purchased with others' money.

What if there's another problem? If you have further trouble, you can contact FunFangle Support: support@funfangle.com

What happens to my camper's account balance at the end of camp? When you make a deposit, you are asked if you want any remaining funds over \$5.00 to be refunded to you or donated to camp at the end of the camp session (Any balance under \$5.00 will automatically become a donation.) We process these refunds within 72 hours of the end of the session. It could take up to 5 business days for the funds to be deposited back into the account they were originally deposited from.

My child doesn't show up in my Parent Portal. How do I add them?

Parents cannot add a camper to FunFangle. All campers that are registered for camp will automatically appear in the FunFangle system. It can take up to 24 hours for a camper to appear in FunFangle after registering through the camp office. Contact the camp office to ask about the missing camper.

My child from last summer doesn't show up. Where did they go?

Campers from last year that don't enroll for the upcoming summer are removed from the system. If they re-enroll in an upcoming session, then they will be automatically re-added to the system.

Can I change how I want my balance handled? Yes! If you marked "Refund" and now want to make a donation or vice versa, you can contact the camp office and the staff can make the change for you in the system.

How long does it take for funds to be available for my camper?

Funds deposited are available immediately to your camper.

How do the wristbands work? The wristbands are made out of a soft PVC material (similar to the kind you get at a hospital). They are embedded with an RFID chip that is assigned to 1 camper's spending account. We have scanners at each retail area that read the chip and find the camper's account.

How much money do you recommend?

\$25-\$50