



A camp for kids who love to write... Just about anything! ©

Family Zone - Frequently Asked Questions

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

You need to create an account. Please click on "First time visiting Family Zone? Create your account NOW by clicking here."

Family Zone does not recognize my postal code.

Please ensure you include a space in the postal code, i.e. T1T 1T1

- Call the registration office at 780-996-4962 for assistance if you are still having trouble.

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

We may have an incorrect birth date in our registration system. Please call the registration office at 780-996-4962 for assistance.

Family Zone will not accept the password I am creating.

Your password must be a minimum of 6 characters It must include:

- 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: @Uthor1, Wr1ting!, &Bunkb3ds

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

It is possible that you made a spelling error in your email address. Please call the registration office at 780-996-4962 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](#)

I have entered the information for my camper but when I hit "save" my info is erased.
All fields are mandatory.

Provincial Health Care #:	12345-6789
Health Care # Province:	Alberta
Other Medical Insurance (if applicable):	
How does your daughter/son feel about coming to camp this summer?:	excited

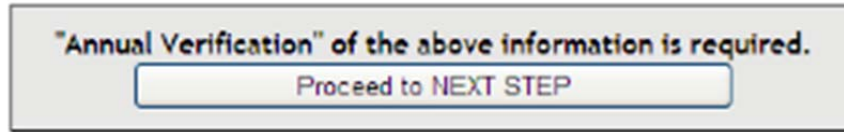
If you indicated *yes* to one of the *no/yes* questions you must add details in the box provided.

Will you be sending any medications to camp? (Note: Please send medications in original containers):	<input checked="" type="radio"/> Yes <input type="radio"/> No
Please elaborate:	Tylenol

[Save Tyler's Information](#)

Save each camper's information - click:

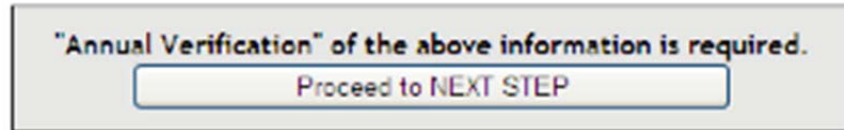
... and then click:



I have entered the parent(s)' information at the contacts screen but cannot proceed to the next step.

You must provide at least one contact other than the parent(s). Click ADD CONTACT to enter the information.

- When done, contact's then



you are save the info and click: