

NEXT STEPS

- **Designate a primary contact:** One member of your team should be your CampDoc / SchoolDoc primary contact. This person will often be the front line for your families.
- **Start learning:** Encourage your health staff and leadership team to take part in [training webinars](#), browse our [support site](#), and check out our [tutorial video library](#). Using these resources will save you time in the long run and make for a smoother transition.
- **Outline expectations and set guidelines:** Will you only allow electronic submissions, or will you make exceptions and accept paper copies or faxed records of forms?
- **Review our [Support Guidelines](#):** This will ensure that you correctly relay what we are and are not able to do for your families for purposes of security and confidentiality.
- **Check your [News Feed](#):** You will find important notifications, including demographic change requests, cancellation requests, bounced emails, and Health Log follow-ups.
- **Send us updated registration sheets:** If your organization is not using our online registration feature, send us updated registration spreadsheets after the initial launch to make sure no one is left out.
- **Check in with participants:** Organizations have found it helpful to reach out to their families a few months before the first day to thank those who have completed their forms ahead of schedule and remind those who still have missing information.
- **Do a technology check-up:** Make sure your organization's office and health center have internet access and up-to-date hardware.
- **Create a [downtime procedure](#):** Print or download and store a backup copy of every health profile and medication administration record to be accessed without the internet in the event of a power outage.