

Organization Admins: Getting to Know the ePACT System

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Getting Started

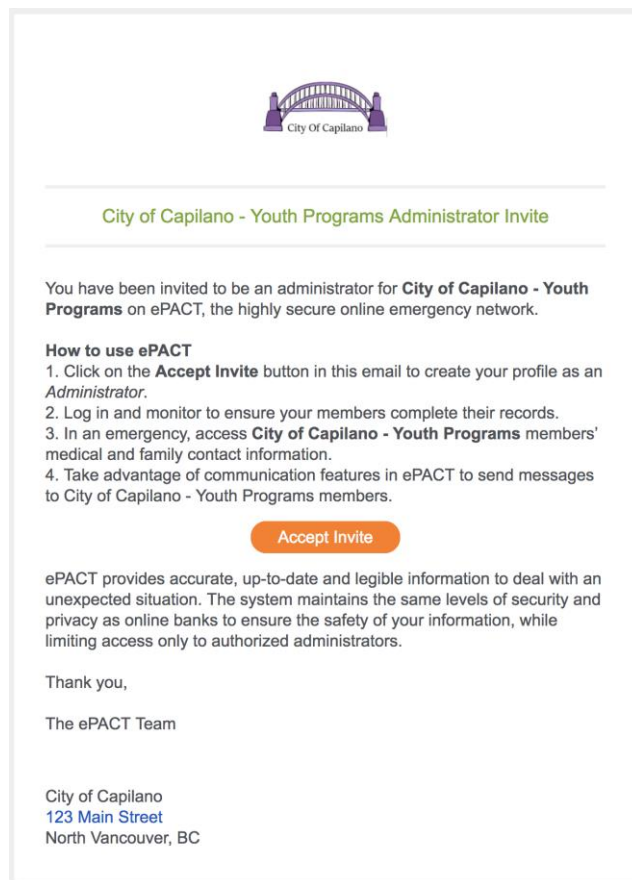
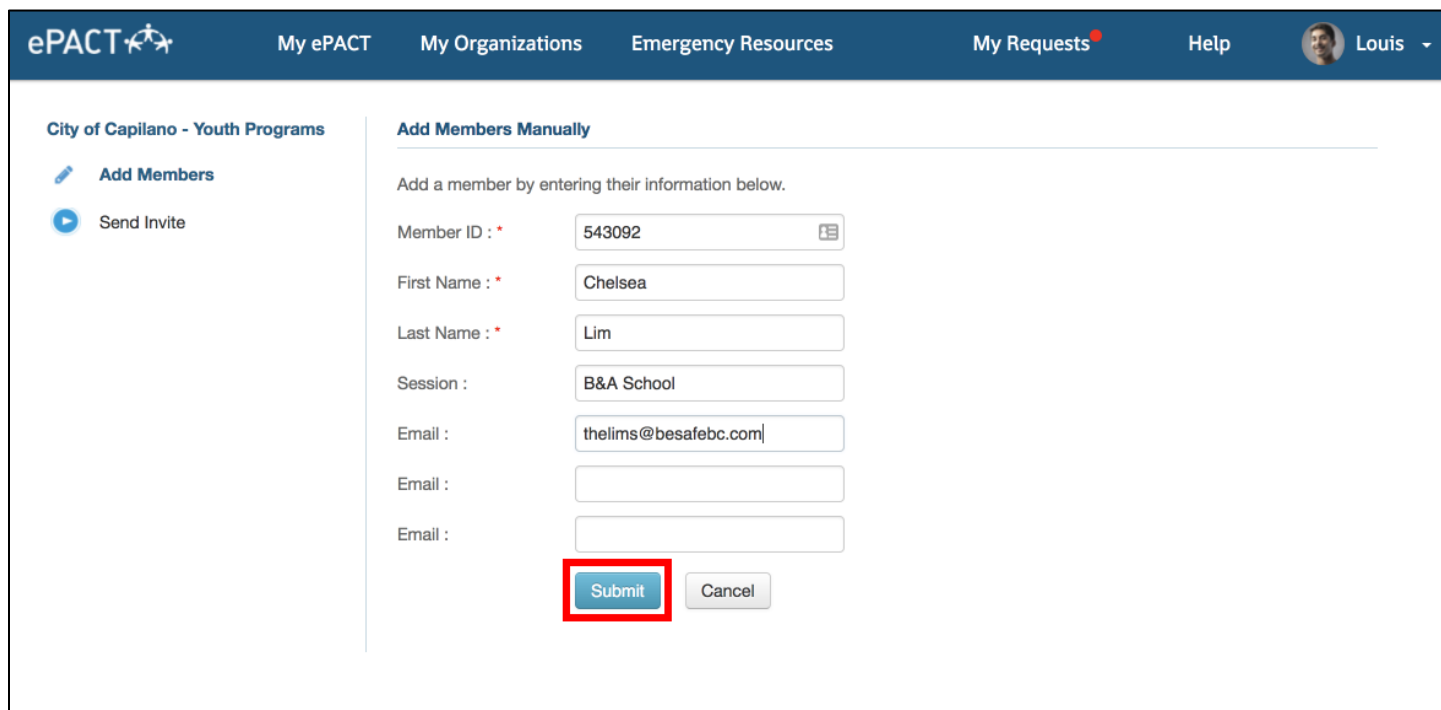
Your Account Manager will send you an email invite to be an administrator for your organization's ePACT account. Click on **Accept Invite** and log in to your existing account or create an account.

Click **Accept** to accept your administrator invite and gain access to your organization.

After your families have registered for the season, the member's record will be added to ePACT via the API, manually or by a spreadsheet upload.

Uploading Individual Members:

1. Click on **+Add Members > Add Manually**.
2. Complete your member's basic information (all fields with an asterisk are required) and click **Submit**. *Please note that the fields may vary depending on your type of organizations.*

3. Click **Add to Group** to add them to a group now (this can be done later) or click **Add More Members**. If you are finished, click on **Return to Member Records**.

City of Capilano - Youth Programs

Member has been added.

A new member has successfully been added into the system. You can send an invite to get them started on their emergency information, or add a new member.

Add More Members
Add to Group
Return to Member Records

To invite this new member, select their name from All Member Records and click **Message Members > Invite**.

Uploading Multiple Members Via Spreadsheet:

- Click on **+Add Members > Upload Spreadsheet**

All Member Records (37)
Groups (11)
Disconnected (0)
Administrators (9)

Advanced Search and Filter >

1-37 of 37

| Name | Member ID | Email | Division | Status | Date Submitted | Downloaded | Actions |
|---|-----------|-----------------------|----------|------------|----------------|-------------|--|
| <input type="checkbox"/> Jasmine Archer | 1286 | archer.9@besafebc.com | U12 | Downloaded | Nov 5, 2015 | May 2, 2016 | <input type="button" value="Download"/> <input type="button" value="View"/> <input type="button" value="Share"/> |

- Select your spreadsheet from your computer. The required columns are Member ID, First Name, Last Name and Email. The file must be in XLS or CSV format. Then click **Pick Upload Type**

You can choose to include additional columns such as group, session, or program start date. Check your Upload Settings to make sure your headings match ePACT's defaults or customize.

Add Members

Member spreadsheets must use XLS or CSV format, which are formats you can choose in Excel or Numbers. The required columns are **Member ID, First Name, Last Name**. You can download and use [our sample Excel spreadsheet](#).

Are you uploading a CSV file? If so, please be sure to use UTF-8 encoding. Click [here](#) for more details.

Select your spreadsheet, pick your upload type, and then we'll validate your list before adding the members to your organization.

Please note that you will need to approve the validation to complete the upload.

Select a spreadsheet from your computer. *

3. Pick your Upload Type:

Add New: Select this option if you are uploading a list of new members/administrators. Do not select this option if your spreadsheet includes existing members.

Full Sync: Use this option if you want your ePACT database to be an exact replica of your spreadsheet. Anyone NOT in your spreadsheet will be disconnected. Select this option if you are uploading a full list of all your active members.

Partial Sync: This upload is based on the groups listed in your spreadsheet. It will add and remove any members from the groups listed in the spreadsheet but will ignore any groups not in the spreadsheet. This option will not disconnect members from your database. Select this option if you are only uploading a partial list of your members.

Custom Upload: This will allow you to create your own upload as needed by selecting only the action needed. Select this option if you need to do one action as it will be quicker than a full upload.

4. On the dashboard, navigate to your **Account Activity Log**, where you will see the spreadsheet upload. Select **Review Validation > Download Validation Report**. Check to make sure there are no errors and click **Upload Spreadsheet**.

This may take a few minutes, and progress can be checked in the Account Activity Log.

Uploading Administrators:

Organization Administrators (have access to all records) and Group Administrators (have access to specific groups, such as coaches, teachers, or counselors) can also be added via API or spreadsheet.

1. Select the Administrator tab and click **+ Add New Administrators > Upload Org/Group Administrators**.

Follow the same upload instructions as above, but note that spreadsheets must contain First Name, Last Name and Admin ID as headers. These may also be customized in Upload Settings.

Add an Individual Administrator:

If adding a small number of administrators, you may prefer to add them manually.

1. Select the Administrators tab and click **+ Add New Administrators > Add manually**.



2. Add the name, email address and phone number of the new admin. Be sure to choose the type of administrator they are. (*Admin ID numbers should come from your registration system, but you can also simply use the admin's email or a numbering system as an alternative.*) And click **Submit**.

Add Administrator Manually

Add an administrator by entering their information below.

Admin ID : *

Email :

First Name : *

Last Name : *

Phone # :

Administrator Type : ☐ Organization Administrator ☒ Group Administrator

3. Select **Add to a Group Now** or **Add to a Group Later**. If you wait, you can add them to a group later using **More Actions > Add to Group**.

Administrator has been added.

A new administrator has successfully been added into the system. From here, you can send an invite to allow them to access ePACT, or you can add a new administrator.

4. If adding to a group now, **select a group** or **Create a New Group** to add the administrator to.

Add Members to Group

Select or create a new group for selected members.

Add Members to an Existing Group

Add Members to a New Group

5. When you are ready, select the new admins and click **Message Administrators > Invite Admins** to give them access to the group. They'll be sent an email invite to accept this role and be given access to the dashboard.

All Member Records (11)
Groups (15)
Disconnected (0)
Roll Call (0)
Administrators (11)

[Advanced Search and Filter](#)

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| Name | Email | Phone Number | Administrator Type | To Be Invited | Pending | | Actions |
|---|----------------------------|--------------|----------------------------|---------------|---------|---|---------|
| <input type="checkbox"/> Sara Cooper | saracooper@besafebc.com | | Organization Administrator | | | | |
| <input type="checkbox"/> George Dagwood | georgedagwood@besafebc.com | | Organization Administrator | | | | |
| <input type="checkbox"/> Linda Joe | joe.9h@besafebc.com | | Group Administrator | | 0 | 9 | |
| <input type="checkbox"/> Louis Johnson | johnsonfamily@besafebc.com | 604-555-1234 | Organization Administrator | | 0 | 1 | |
| <input checked="" type="checkbox"/> Ronaldo Lopez | ronnie@besafebc.com | | Group Administrator | | 1 | 0 | |

Your Member Dashboard

Once you've added your members, you'll be able to access your members' emergency information (including their email addresses and status) on your **Member Dashboard**.

ePACT
My ePACT
My Organizations
Emergency Resources
My Requests
Help
Louis

[Organization Settings](#)

City of Capilano - Youth Programs

Quick Tasks
54 Records Completed / 72 Total Records

2 To Be Invited [View](#) • [Send Invites](#)

9 Incomplete Records [View](#) • [Send Reminders](#)

53 Submitted - Download Now [View](#) • [Download](#)

Updates & Reports

1 Undelivered Messages [View](#)

4 Members with Files Uploaded [View](#)

2 Uploaded Spreadsheet [View](#)

Account Activity Log [View](#)

Member Archives [View](#)


























































All Member Records (72)
Groups (15)
Disconnected (1)
Roll Call (0)
Administrators (11)

[Advanced Search and Filter](#)

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| Name | Member ID | Email | Session | Status | Date Submitted | Date Downloaded | Actions |
|--|-----------|--------------------|---------|-----------|----------------|-----------------|---------|
| <input type="checkbox"/> Liam Agee | 123456 | agee@besafebc.com | | Invited | | | |
| <input type="checkbox"/> Yanira Agee | 6597 | agee@besafebc.com | | Submitted | Jul 19, 2018 | | |
| <input type="checkbox"/> Estefana Bagley | 2019 | smith@besafebc.com | | Submitted | Jul 19, 2018 | | |
| <input type="checkbox"/> Louann Bagley | 2020 | smith@besafebc.com | | Submitted | Jul 19, 2018 | | |

The status column will help you figure out who has completed their emergency information.

| Select Page | | Select All | | 1-50 of 74 | | Message Members | Download | More Actions |
|---|-----------|----------------------------------|---------|----------------|----------------|-----------------|---|--------------|
| Name | Member ID | Email | Session | Status | Date Submitted | Date Downloaded | Actions | |
| <input type="checkbox"/> Liam Agee | 123456 | agee@besafebc.com | | Invited | | |    | |
| <input type="checkbox"/> Yanira Agee  | 6597 | agee@besafebc.com | | Submitted | Jul 19, 2018 | |    | |
| <input type="checkbox"/> Victor Amur | 23467 | johnsonfamily@besafebc.com | | Unlinked | | |    | |
| <input type="checkbox"/> Brenda Ashley | 324564 | ashleys245@besafebc.com | | To Be Invited | | |    | |
| <input type="checkbox"/> Estefana Bagley | 2019 | smith@besafebc.com | | Submitted | Jul 19, 2018 | |    | |
| <input type="checkbox"/> Louann Bagley | 2020 | smith@besafebc.com | | Submitted | Jul 19, 2018 | |    | |
| <input type="checkbox"/> Zackary Barrette  | 56789 | barrette@besafebc.com | | Reconfirma... | Jul 19, 2018 | |    | |
| <input type="checkbox"/> Shelli Beddingfield  | 2294 | beddingfield@besafebc.com | | Downloaded | Jul 19, 2018 | Aug 16, 2018 |    | |
| <input type="checkbox"/> Charles Billings-Lonsley  | 2372 | billings.lonsley.52@besafebc.com | | Reconfirma... | Jul 19, 2018 | |    | |
| <input type="checkbox"/> Jessica Blakney | 8716 | blakney@besafebc.com | | Outstanding | | |    | |
| <input type="checkbox"/> Phoebe Buffay | 9301923 | ursala@besafebc.com | | Outstanding | | |    | |
| <input type="checkbox"/> Sita Chaudry  | 2380 | chaudry11@besafebc.com | | Submitted | Jul 19, 2018 | |    | |
| <input type="checkbox"/> Liam Chow | 7846 | chow@besafebc.cm | | Using Paper... | | |    | |
| <input type="checkbox"/> Harold Coleman | 6658 | coleman@besafebc.com | | Invited | | |    | |
| <input type="checkbox"/> Alice Cooper | 2131 | fredcooper@besafebc.com | | Submitted | Jul 19, 2018 | |    | |
| <input type="checkbox"/> Angelina Cooper  | 2423 | saracooper@besafebc.com | | Submitted | Jul 12, 2018 | |    | |
| <input type="checkbox"/> Betty Cooper | 83213 | fredcooper@besafebc.com | | Submitted | Jul 19, 2018 | |    | |

To Be Invited – Member has been added to the system but has not been sent an email request to share their emergency information.

Invited – The member has been sent an email request but has not accepted yet.

Outstanding – The member has not yet completed their emergency information.






















































Submitted – The member's emergency information is ready to be viewed and/or downloaded. (Date submitted, which also includes when information was last changed, is in the next column.) *If a member makes any changes to emergency information after their file has been downloaded, the date will change in the date submitted column to the date of the change.*

Downloaded – The member's emergency information has been downloaded. (Note the date downloaded last, in the next column.)

Reconfirmation – The member has been sent an email request to reconfirm their information or answer/accept a new question/waiver.

Using Paper Form – Member completed their emergency information via paper form.

Unlinked - The member had disconnected from your organization. They will be in the **Disconnected** tab. You can revert them and re-invite them when necessary.

| Select Page | | Select All | | 1-50 of 74 | | Message Members | Download | More Actions |
|---|-----------|----------------------------------|---------|---------------|----------------|-----------------|---|--------------|
| Name | Member ID | Email | Session | Status | Date Submitted | Date Downloaded | Actions | |
| <input type="checkbox"/> Liam Agee | 123456 | agee@besafebc.com | | Invited | | |     | |
| <input type="checkbox"/> Yanira Agee  | 6597 | agee@besafebc.com | | Submitted | Jul 19, 2018 | |     | |
| <input type="checkbox"/> Victor Amur | 23467 | johnsonfamily@besafebc.com | | Unlinked | | |     | |
| <input type="checkbox"/> Brenda Ashley | 324564 | ashleys245@besafebc.com | | To Be Invited | | |     | |
| <input type="checkbox"/> Estefana Bagley | 2019 | smith@besafebc.com | | Submitted | Jul 19, 2018 | |     | |
| <input type="checkbox"/> Louann Bagley | 2020 | smith@besafebc.com | | Submitted | Jul 19, 2018 | |     | |
| <input type="checkbox"/> Zackary Barrette  | 56789 | barrette@besafebc.com | | Reconfirma... | Jul 19, 2018 | |     | |
| <input type="checkbox"/> Shelli Beddingfield  | 2294 | beddingfield@besafebc.com | | Downloaded | Jul 19, 2018 | Aug 16, 2018 |     | |
| <input type="checkbox"/> Charles Billings-Lonsley  | 2372 | billings.lonsley.52@besafebc.com | | Reconfirma... | Jul 19, 2018 | |     | |
| <input type="checkbox"/> Jessica Blakney | 8716 | blakney@besafebc.com | | Outstanding | | |     | |
| <input type="checkbox"/> Phoebe Buffay | 9301923 | ursala@besafebc.com | | Outstanding | | |     | |
| <input type="checkbox"/> Sita Chaudry  | 2380 | chaudry11@besafebc.com | | Submitted | Jul 19, 2018 | |     | |



Edit: Change basic contact information, such as name or email address.



Quick view: view the member's emergency information without having to download it.



Comment: Leave a comment about a member that only admins can see.



Manage shared files: Add, view or download uploaded files, such as a doctor's note

Edit Members – Administrator Tools:

If a member declines to use ePACT, you can indicate this clicking on the Edit icon and then clicking on **Decline Member**.

If the invite has been accepted by the wrong email address (**Verified email address** needs to be changed), please click on **Reset Member**, make the required change and then click on Save. The member will be reverted to the unconnected “To Be Invited” status. Please re-invite them to gain access to their member information.

Edit Members – Email Status:

Next to the Imported Emails you can see what day and time the invitation email was **Delivered**, **Opened**, or if it was **Undelivered**.

Edit Members

Edit your member's information so that your records stay up-to-date.

Member ID : * 6001

First Name : * John

Last Name : * Johnson

Session :

Verified Email(s)

Accepted Email : johnsonfamily@besafebc.com

Email : iona@besafebc.com

Imported Email(s)

Email : iona@besafebc.com **DELIVERED @ Sep 10, 2018 1:20:37 PM**

Email : johnsonfamily@besafebc.com **OPENED @ Sep 12, 2018 10:39:35 AM**

Email : louisj@besafebc.com **UNDELIVERED @ Sep 10, 2018 1:20:36 PM**

Save Cancel

Administrator Tools

- Decline Member
- Reset Member

Groups

| Group Name | |
|--|---|
| Kids Club Summer Camp Week 4 | ✕ |
| Northgate - Before and After School Care | ✕ |
| Northgate - Preschool Afternoons | ✕ |

Quick Tasks:

Quick Tasks provides an overview of your submissions and shortcuts (including links to send Invites or Reminders).

To Be Invited – Send an email request to new members so they can create and complete an ePACT record.

Incomplete Records – Send a reminder email to members who still need to complete their emergency information.

Submitted – Download Now – Completed records that have not been downloaded will be listed here. If you are alerted of a modified record, it will be available here. (Note: If you would like a list of all submitted files, including downloaded and not downloaded, you can use the advanced filter function.)

| City of Capilano - Youth Programs | | |
|---|--------------------------|---|
| Quick Tasks | | |
| 54 Records Completed / 74 Total Records | | |
| 2 | To Be Invited | View • Send Invites |
| 10 | Incomplete Records | View • Send Reminders |
| 53 | Submitted - Download Now | View • Download |

ePACT

Updates & Reports:

Undelivered Messages – See a list of members who have invalid email addresses that have undelivered emails.

Members with Files Uploaded – Any time a member uploads a file, such as a doctor's note or allergy plan, you'll be able to view the member and their files here.

Uploaded Spreadsheets – View spreadsheets that have been shared with your ePACT Account Manager.

Account Activity Log – View activity history of any tasks for 50+ members in your account. This includes sending any messages, modifying groups, disconnecting members, removing administrators, and more.

Member Archives - View the 50 most recent archives in your organization that meet your search criteria. If you are not using the auto-archiving feature you will not see this option.

Check in Check Out Archives - View archived check in/out sheets from the mobile app, including health screening information. If you are not using the Check in feature, you will not see this option.

| Updates & Reports | | |
|-------------------|-----------------------------|----------------------|
| 2 | Undelivered Messages | View |
| 275 | Members with Files Uploaded | View |
| | Account Activity Log | View |
| | Member Archives | View |
| | Check In Check Out Archives | View |

Advanced Search and Filter:

You can use the Search box for a simple search based on a Name, Email, or Member ID. The **Advanced Search and Filter** can be used for a more advanced search using filters like Medical and Dietary Conditions or which members are still Outstanding.

Note: New/revised records submitted by your members may take up to one hour to appear in your account.

Search :

Status :

More Options ▶

Consents & Other Questions :

Date Filters ▶

Group Names :

Medical & Dietary :

Files :

Session :

You can also **type** in the select field instead of scrolling through each filter for a specific criterion.

Expanding the extra options allows you to apply additional criteria to your search and filter.

All Member Records (74)
Groups (15)
Disconnected (1)
Roll Call (0)
Administrators (11)

+ Add Members

Advanced Search and Filter

Note: New/revised records submitted by your members may take up to one hour to appear in your account.

Search :

Status :

Group Names :

Medical & Dietary :

Select Status Select Group Name Select Condition

More Options
Date Filters
Other Options

Search

Selected: 0

1-50 of 74

Date Filters allow you to narrow down your search even more. You can filter for members in a group with a particular start date. You can choose to have the date range applied to your filtered search or you can filter just for members active in a defined period.

All Member Records (74)
Groups (15)
Disconnected (1)
Roll Call (0)
Administrators (11)

+ Add Members

Advanced Search and Filter

Note: New/revised records submitted by your members may take up to one hour to appear in your account.

Search :

Status :

Group Names :

Medical & Dietary :

Select Status Select Group Name Select Condition

More Options

Consents & Other Questions :

Files :

Session :

Select Question Select Files Select Session

Date Filters

You can also add a date filter to your filtered search, or you can filter just for members active in a defined period. You can also quickly filter to see most recent submissions.

Group Start Date From :

Group Start Date To :

Date Submitted From :

Date Submitted To :

Date Downloaded From :

Date Downloaded To :

Other Options

☐ Has Comments
☐ Flagged Conditions
☐ Verified for Texts
☐ Not Verified for Texts

Search

Selected: 0

Once you have determined your filters, click **Search** to get a list. You can select all and click **Download > Records** to download all the records matching your search filters. If you want to sort within your search and filter finding, be sure to click the heading afterwards. Also, *be sure to click **Clear** before trying a new search.*

You can also export the results of your search by clicking on **More Actions > Export List** to create a spreadsheet.

All Member Records (74)
Groups (15)
Disconnected (1)
Roll Call (0)
Administrators (11)

+ Add Members

Advanced Search and Filter

Note: New/revised records submitted by your members may take up to one hour to appear in your account.

Search:

Status:
Select All
Clear

Group Names:
Select All
Clear

Medical & Dietary:
Select All
Clear

Submitted
Downloaded

Select Group Name

Select Condition

More Options

Date Filters

Other Options

Search
Clear All

Selected: 3

Deselect Page

1-40 of 40
Message Members
Download
More Actions

| Name | Member ID | Email | Session | Status | Date Submitted | Date Downloaded | Actions |
|---|-----------|--------------------|------------|-----------|----------------|-----------------|--|
| <input checked="" type="checkbox"/> Yanira Agee | 6597 | agee@besafebc.com | | Submitted | Jul 19, 2018 | | Add to Group Remove From Groups Disconnect Members Using Paper Form Using ePACT Export List |
| <input checked="" type="checkbox"/> Estefana Bagley | 2019 | smith@besafebc.com | | Submitted | Jul 19, 2018 | | |
| <input checked="" type="checkbox"/> Louann Bagley | 2020 | smith@besafebc.com | B&A School | Submitted | Jul 19, 2018 | | |

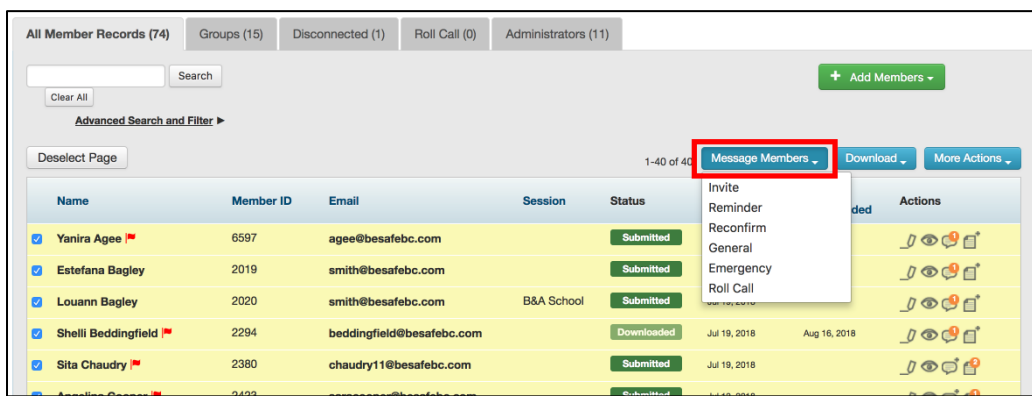
ePACT

Sending Messages:

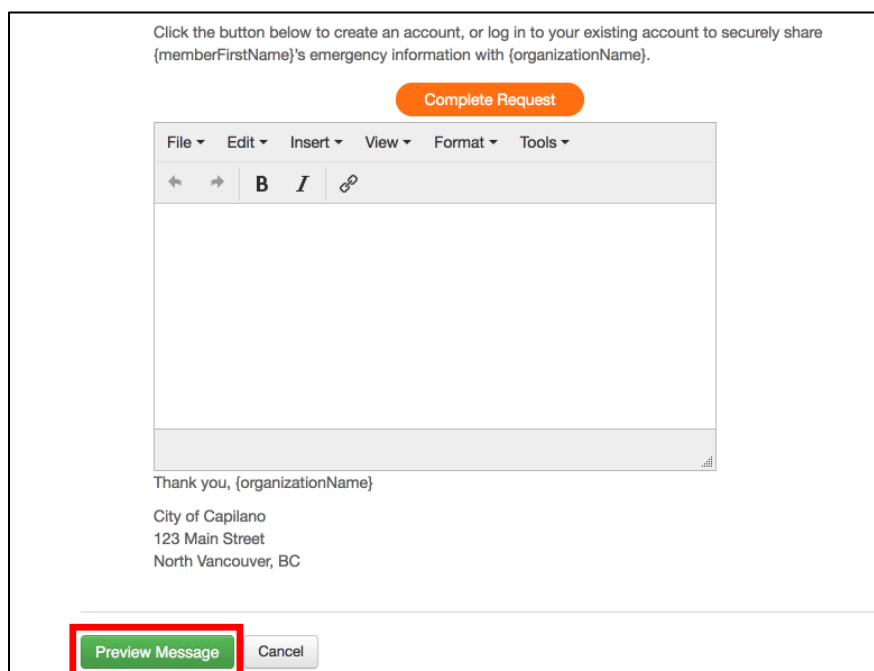
You can message members for different situations:

- **Invite:** Invite a member to create an account and share their emergency information.
- **Reminder:** Send a reminder email to members who still need to complete their emergency information.
- **Reconfirm:** Ask a member to confirm that their information is up to date.
- **General:** Send a general email to members.
- **Emergency:** Send an urgent email to members.
- **Roll Call:** If your organization added Roll Call as a feature (text messaging two-way communications), you can start a roll call from here.


1. Select the member(s) you want to message by clicking **Select All**, by using a filter, or checking off the box.
2. Click **Message Members** on your dashboard, then select the type of message you would like to send.



3. Review the email template before sending. Although you are unable to edit text in the actual body of the email, you can edit the subject and/or add additional information to the message (e.g. a due date to submit). You will need to draft your own general or emergency message. Any text in parentheses should never be altered as it allows you to send personalized messages to several members at once. Click **Preview Message** when you're done.



- This is the message your members will receive. If you need to fix the edited text or edit the recipients, click **Back to Dashboard**. If not, click **Send Invite**.



City Of Capilano

Emergency information request for {memberFirstName}
{memberLastName}

Hello Guardian of {memberFirstName},

{organizationName} is using ePACT to securely collect and manage critical emergency information. ePACT replaces the need to fill out multiple paper forms and ensures we have the most up-to-date and accurate contact and medical information in case of emergency.

ePACT is quick and easy!

Here are a few things you may need to complete your ePACT record:

- * Health insurance info or personal healthcare number
- * Medical history and provider details
- * Emergency or pick-up list contact info

Click the button below to create an account, or log in to your existing account to securely share {memberFirstName}'s emergency information with {organizationName}.

[Complete Request](#)

Thank you, {organizationName}

City of Capilano
123 Main Street
North Vancouver, BC

Have questions or feedback?

Visit our [Help Center](#) for all the answers to your ePACT questions, including articles, videos, and live chat with our Customer Success Team.






Contact us seven days a week at help@epactnetwork.com

Call 1-855-773-7228 Monday – Friday from 9am – 5pm PST

ePACT Network Ltd

267 West Esplanade, Unit 105, North Vancouver, BC, V7M 1A5


www.epactnetwork.com • info@epactnetwork.com • 1-855-773-7228


[Contact Us](#)
[Terms of Use](#)
[Privacy Policy](#)
[Security](#)

[Send Invite](#)
[Back to Dashboard](#)

Please note that you can also include Emergency Contacts, Out of Area contacts, and/or Household Members as recipients for General and Emergency messages.



[My ePACT](#)
[My Organizations](#)
[Emergency Resources](#)
[My Requests ●](#)
[Help](#)


Louis ▾

Send a Message

Who should receive this message?

☒ Include legal guardians

☐ Include emergency contacts

[Review Message](#)
[Back to Dashboard](#)

Downloading Records:

Once a member has completed their information, you can download their record if you wish to print it or keep an electronic copy. To manually create a full organization archive, please click on **Select All**, **Select All Members** who match this search, and then **Download > Records**. The archive will be automatically named after the date & time it was created.

1. Select the member(s) you would like to download then click **Download > Records**.

City of Capilano - Youth Programs

Organization Settings

Quick Tasks

54 Records Completed / 74 Total Records

2

To Be Invited

View • Send Invites

10

Incomplete Records

View • Send Reminders

53

Submitted - Download Now

View • Download

Updates & Reports

2

Undelivered Messages

View

4

Members with Files Uploaded

View

2

Uploaded Spreadsheet

View

Account Activity Log

View

Member Archives

View

All Member Records (74)

Groups (15)

Disconnected (1)

Roll Call (0)

Administrators (11)

Search

Clear All

+ Add Members

Advanced Search and Filter

Unselect All

1-50 of 53

Message Members

Download

More Actions

| Name | Member ID | Email | Session | Status | Date Submitted | Date Downloaded | Records Files |
|-----------------|-----------|--------------------|------------|-----------|----------------|-----------------|---------------|
| Yanira Agee | 6597 | agee@besafebc.com | | Submitted | Jul 19, 2018 | | |
| Estefana Bagley | 2019 | smith@besafebc.com | | Submitted | Jul 19, 2018 | | |
| Louann Bagley | 2020 | smith@besafebc.com | B&A School | Submitted | Jul 19, 2018 | | |

2. If you'd like to download all members who are ready to be downloaded, you can do so via the Quick Tasks. Click **View** to see a list of all members who still need to be downloaded or click **Download**.

Quick Tasks

54 Records Completed / 74 Total Records

2

To Be Invited

View • Send Invites

10

Incomplete Records

View • Send Reminders

53

Submitted - Download Now

View • Download

- Click **Download** to download a PDF version of the record(s). The PDF can then be saved in a secure location. You will need to use your PDF Reader's (like Adobe Acrobat) printing option if you need to print.

As a convenient alternative to regular downloads, we offer an auto-archiving feature as an add-on to the regular subscription packages. Auto-archiving will track changes, and save every new copy of the form as it is updated. Archives are then available directly from your dashboard. If you are interested in learning more, reach out to our Customer Success Managers.

Adding, Viewing, or Downloading Uploaded Files:

Both members and admins can add files, like doctor's report or even scanned paper forms to individual records.

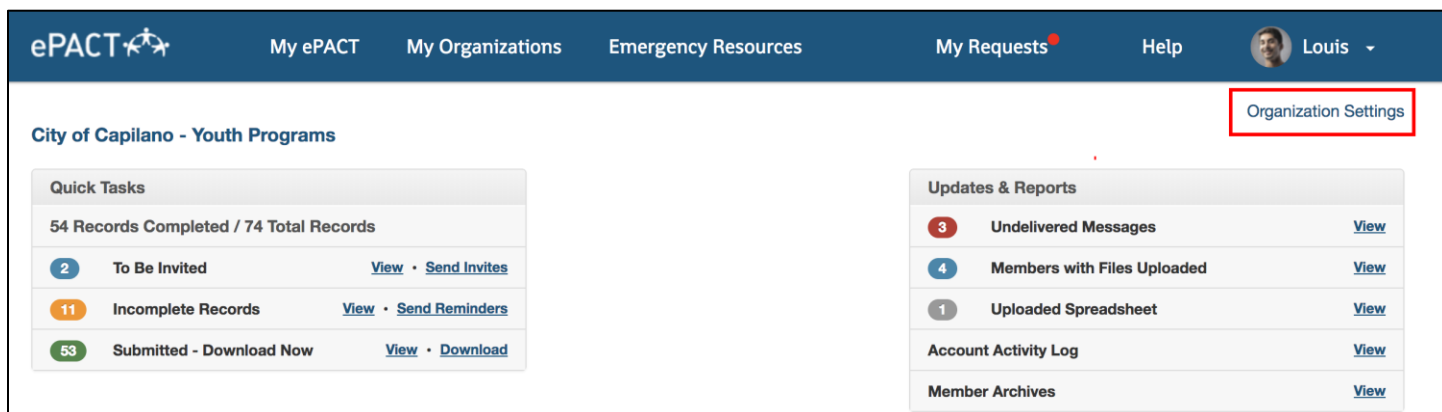
- Click on the File Uploaded icon. If it is flagged with a number in an orange circle, there has already been a file uploaded by a member or admin.

| | | | | | | |
|--------------------------|---------------|---------|------------------------|---------------|--------------|--|
| <input type="checkbox"/> | Phoebe Buffay | 9301923 | ursala@besafebc.com | Outstanding | | |
| <input type="checkbox"/> | Sita Chaudry | 2380 | chaudry11@besafebc.com | Submitted | Jul 19, 2018 | |
| <input type="checkbox"/> | Liam Chow | 7846 | chow@besafebc.cm | Using Pape... | | |

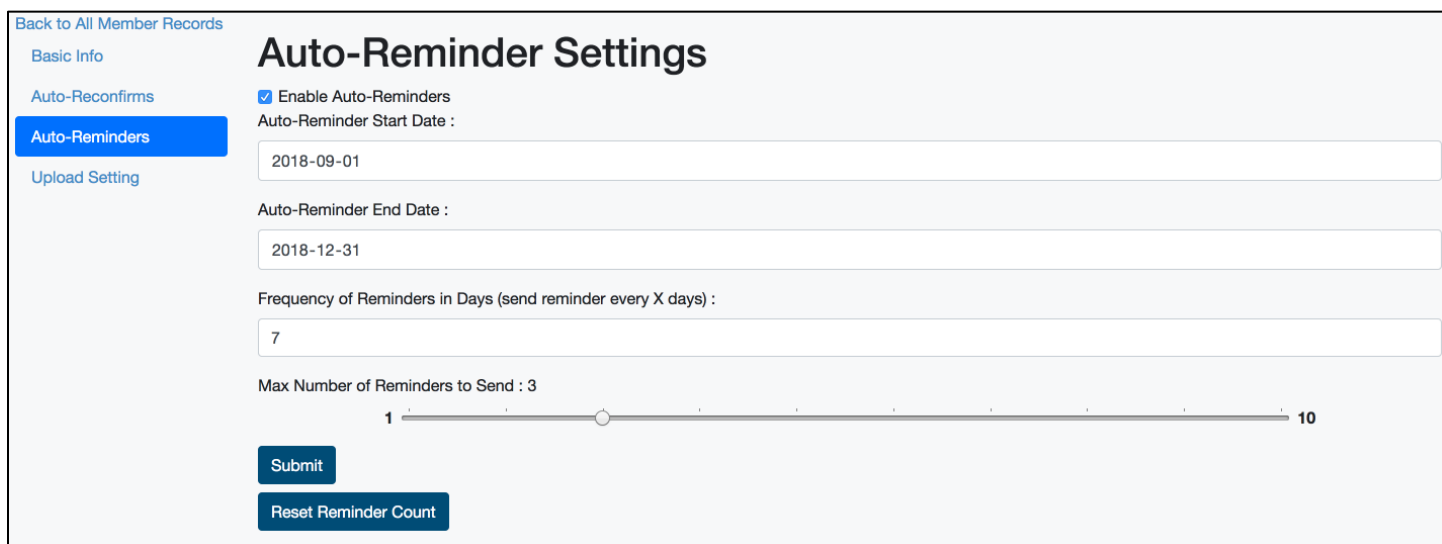
- To add a file, click on **Upload File**. You'll need to select the file for upload. If you wish to download a file that an admin or a member uploaded, click on **Download** (or **Download All**).

Settings – Auto-Reminders:

Auto-reminders make it even easier and faster for you to collect emergency information and waivers from your members. Enable auto-reminders at any time to remind and encourage your members to share their key information with you.



To get started, select **Settings > Auto-Reminders**.



1. Check off **Enable Auto-Reminders** to activate this feature. *You can disable auto-reminders at any time by unchecking this box and clicking **Submit**.*
2. Select the time frame in which you'd like your auto-reminders to send by selecting the Auto-Reminder Start Date and Auto-Reminder End Date.
3. Select how often you'd like reminders to send.
4. Select how many reminders you'd like each member to receive. This count will also consider the number of reminders a member has been sent manually.

Settings – Auto-Reconfirms:

Automated reconfirms can be set to automatically send a reconfirmation request to anyone with information that's older than a defined timeframe (e.g. reconfirm every 6 months).

To get started, select **Settings > Auto-Reconfirms**.

[Back to All Member Records](#)

[Basic Info](#)
[Auto-Reconfirms](#)
[Auto-Reminders](#)
[Upload Setting](#)

Scheduling Reconfirmations

Reconfirmations can be sent automatically, based on when members submitted and whether or not they are participating in a new program. You can also set general reconfirms to all active members if you do not use groups or group dates. To activate automatic reconfirms, select "Yes" below.

Active

☒ Yes
 ☐ No

Parameters for Reconfirmations - Date of Submission

Please denote how often you would like to send reconfirm requests. This is based on each member's individual submission date. For example, if you choose 6 months, and your member submitted January 1st, they will receive a request on June 1st. If another member submitted January 15th, they will receive their request on June 15th.

Select number of Months :*

6

You can limit who receives a request based on group START DATES. So you can choose to only send reconfirms to members who are participating in an upcoming or active program between within a date range. Please note that setting a date range is for START DATES only.

Parameters for Reconfirmations - Program/Group Start Dates

Limit by program dates

☒ Yes
 ☐ No

From :

2018-09-01

To :

2019-06-30

Save

1. To enable the Auto-Reconfirms, select **Yes** under Active
2. Select how often you would like to send reconfirm requests. For example, if you select 3 months, the reconfirm requests will send to any members who submitted their information more than 3 months ago.
3. You can also limit which members receive an auto-reconfirm based on the start date of the groups that they are in.
4. Click **Save**.


You can return to the Auto-Reconfirms section under **Organization Settings** at any time to enable or disable auto reconfirms or to change any of the scheduling parameters you've set. Don't forget to update these with different program seasons!

ePACT


Settings – Waivers and Consents:


Waivers are a part of your form that requires an initial or signature from the guardian, whereas consents are yes/no questions. Both appear in the final step of the form, immediately before guardians submit their information.


To view, add or delete your organization's waivers or consents, go to Settings.


ePACT 


← Back to Dashboard


 Basic info


 Auto-reconfirms


 Auto-reminders

 Uploads

 Waivers


 Consents

 Check in check out


 Health questions









Consents

A consent is something you can agree or disagree with, and still be able to participate. For example, a common consent is a photo release question, where you can say yes or no to the use of your picture.

 Before making any changes to consents, please [archive your records](#) so you have a copy of the information your members submitted before the change.

Create consent

 Preview

| | | |
|--|-----------|---|
|  Advertising Release | Published |  |
|  Self Checkout Consent | Published |  |
|  Sunscreen Consent | Published |  |
|  Social Media Release | Draft |  |

From the waivers and consents tabs, you can use the preview function to see the questions as they will appear to guardians in the form. Waivers and consents can be left in draft mode and previewed before publishing. Published waivers are live for members to see in the forms.

Once waivers or consents are published, they CANNOT be edited. You will need to create a new version and delete the old one.

Before making any changes to your waivers or consents, make sure to archive your records. You can do this with our auto-archiving feature, or manually, by downloading records (see above). This will ensure you do not lose records of previously signed waivers and consents.

After making changes to your waivers and consents, be sure to send Reconfirmation Requests to your already submitted members so they are prompted to answer the new questions.

19

Settings – Check-in/out Settings:

Your check-in/out settings allow you to configure how the check-in/out feature collects information in the ePACT Admin App.

Please be sure to let your Customer Success Manager how long you need to archive your check-in/out sheets.

Check-in/out Settings

Use the checkboxes below to configure whether administrators need to collect initials and/or signatures when checking members in and out of sheets in your organization.

☒ QR Code Enabled ⓘ

Check-In settings

- ☐ Collect Initials when Checking Members In
- ☐ Require Initials When Checking Members In
- ☒ Collect Signature when Checking Members In
- ☒ Require Signature When Checking Members In

Check-out settings

- ☐ Collect Initials When Checking Members Out
- ☐ Require Initials When Checking Members Out
- ☐ Collect Signature When Checking Members Out
- ☐ Require Signature When Checking Members Out

Health screening questions

☒ Turn on Health Screening Questions upon check-in - [view/edit questions](#) ⓘ

☒ Enable pre-screening for the health screening questions ⓘ

☒ Turn on Temperature Check ⓘ

Temperature Setting ☒ Fahrenheit (°F) ☐ Celsius (°C)

Fever Threshold : ⓘ

* Must be between 0 and 120, with up to 1 decimal place.

☒ Enable pre-screening for the temperature check ⓘ

Answer reset time :

PST ⓘ

Save

"QR Code Enabled" allows users to check in using their personal QR code instead of their signatures for a contact-less experience. Please note that if you enable this, it will be the default to check members in/out and to load pre-screening health questions. However, if a member does NOT have a code, you can switch to "Manual" mode.

"Collect Initials" or "Collect Signature" means that this option will be presented to parents, but they can skip this portion.

"Require Initials" or "Require Signature" means that parents will be required to provide these to complete the check-in or check-out process. If you choose to require either, please be sure to also enable "Collect Initials" and/or "Collect Signature" respectively.

"Turn on Health Screening Questions upon check-in" means that admins will be required to collect responses to a set of health screening questions for each member before check-in.

"Turn on Temperature Check" means that admins will be required to check the temperature of each member before each check-in.

"Fever Threshold" is the temperature allowed before a member fails a pre-screening. For example, if the threshold is 100.4, and their temperature is 100.5, they will be marked as a 'Fail'.

"Enable pre-screening for the health screening questions" allows legal guardians to answer the health screening questions on their own device and submit it to your organization each day. This will save your admins time when checking in large amounts of members, since they will not have to collect this information themselves.

"Enable pre-screening for the temperature check" allows legal guardians to record the temperature of the member they are checking in on their own device and submit it to your organization each day. This will save your admins time when checking in large amounts of members, since they will not have to collect this information themselves.

"Answer reset time" is the time each day members pre-screening answers (for health questions and temperature check) are reset. This prevents guardians from submitting answers too early or reusing the same answers for multiple days. The reset time is set as Pacific Standard Time.

Be sure to click **Save** when you are done making your selections.

More Actions – Add Group:

Use the Groups function to keep your members organized, by sports teams, grade or department. Groups should be added using the API or spreadsheet, **the Advanced Search and Filter**, or simply sorting by Session to get a list of group members.

1. After selecting the members you'd like to add to a group, click **Add to Group** from the **More Actions** menu.


The screenshot shows the 'All Member Records (74)' page. At the top, there are tabs for 'Groups (15)', 'Disconnected (1)', 'Roll Call (0)', and 'Administrators (11)'. Below the tabs is a search bar and a 'Search' button. A green '+ Add Members' button is in the top right. The main table lists members with columns: Name, Member ID, Email, Session, Status, Date Submitted, Date Downloaded, and Actions. Three members are visible: Liam Agee (Invited), Yanira Agee (Submitted), and Victor Amur (Unlinked). The 'More Actions' dropdown menu is open, showing options: 'Add to Group' (highlighted with a red box), 'Remove From Groups', 'Disconnect Members', 'Using Paper Form', 'Using ePACT', and 'Export List'.

2. Create a Group or the select group to add your members to and **Submit**.

The screenshot shows the 'Add Members to Group' form. It has a title 'Add Members to Group' and a subtitle 'Select or create a new group for selected members.' Below this are two sections: 'Add Members to an Existing Group' and 'Add Members to a New Group'. The 'Add Members to an Existing Group' section has a 'Select All' button, a 'Clear' button, a 'Select a group' dropdown menu, and a 'Submit' button (highlighted with a red box) and a 'Cancel' button. The 'Add Members to a New Group' section has a green '+ Create New Group' button.


3. The selected members will now appear in both your full member dashboard, and also in the group dashboard. To view the group dashboard, click the **Groups Tab** and select that group.


The screenshot shows the 'City of Capilano - Youth Programs' group dashboard. At the top, there are tabs for 'All Member Records (74)', 'Groups (15)' (highlighted with a red box), 'Disconnected (1)', 'Roll Call (0)', and 'Administrators (11)'. Below the tabs is a search bar and a 'Search' button. A green '+ Create Group' button is in the top right. The main table lists groups with columns: Group Name, Number of Members, Number of Administrators, Start Date, End Date, and Actions. Five groups are visible: 'Kids Club Summer Camp Week 1', 'Kids Club Summer Camp Week 2' (highlighted with a red box), 'Kids Club Summer Camp Week 3', 'Kids Club Summer Camp Week 4', and 'Lonsdale - Before and After School'. The 'Kids Club Summer Camp Week 2' group has 19 members and 6 administrators.

- If you need to **Edit a Group Name** you can do so by selecting the **Edit Icon**,  updating the group name, and saving.

Edit Group

Name : * Kids Club Summer Camp Week 3

Start Time : 

End Time : 


☐ Same as start date

Description :

Save
Delete
Cancel

More Actions – Remove From Groups:

You can remove members from a group in 2 ways:

- Click on the edit icon  on their record. Click on the **X** next to the group from which you'd like to remove them.
- Select the record(s) and then click on **More Actions > Remove From Groups**. On the next page, select the groups you would like the members removed from.

Edit Members

Edit your member's information so that your records stay up-to-date.

Member ID : *

First Name : *

Last Name : *

Session :

Verified Email(s)
Accepted Email :

Imported Email(s)
Email :

Email : DELIVERED 6 Jul 18, 2018 4:02:10 PM

Email :

Save
Cancel

Administrator Tools

- Decline Member
- Reset Member

Groups


Group Name

| | |
|------------------------------|---|
| Kids Club Summer Camp Week 1 | X |
| Kids Club Summer Camp Week 4 | X |

Select Page
Select All

1-50 of 74

Message Members
Download
More Actions

| Name | Member ID | Email | Session | Status | Date Submitted | Date Downloaded | Actions |
|---|-----------|----------------------------|---------|-----------|----------------|-----------------|---|
| <input checked="" type="checkbox"/> Liam Agee | 123456 | agee@besafebc.com | | Invited | | |  |
| <input checked="" type="checkbox"/> Yanira Agee  | 6597 | agee@besafebc.com | | Submitted | Jul 19, 2018 | |  |
| <input type="checkbox"/> Victor Amur | 23467 | johnsonfamily@besafebc.com | | Unlinked | | |  |

Add to Group
Remove From Groups
Disconnect Members
Using Paper Form
Using ePACT
Export List

More Actions – Members Using Paper Forms/Using ePACT:

Encouraging all your members to complete an ePACT form will make the management of emergency information much easier. However, some members may still want to complete their emergency information using paper forms.

| Select Page | Select All | 1-50 of 74 | | Message Members | Download | More Actions | |
|---|------------|----------------------------------|------------|-----------------|----------------|-----------------|--------|
| Name | Member ID | Email | Session | Status | Date Submitted | Date Downloaded | Action |
| <input type="checkbox"/> Liam Agee | 123456 | agee@besafebc.com | | Invited | | | |
| <input type="checkbox"/> Yanira Agee | 6597 | agee@besafebc.com | | Submitted | Jul 19, 2018 | | |
| <input type="checkbox"/> Victor Amur | 23467 | johnsonfamily@besafebc.com | | Unlinked | | | |
| <input type="checkbox"/> Brenda Ashley | 324564 | ashleys245@besafebc.com | | To Be Invited | | | |
| <input type="checkbox"/> Estefana Bagley | 2019 | smith@besafebc.com | | Submitted | Jul 19, 2018 | | |
| <input type="checkbox"/> Louann Bagley | 2020 | smith@besafebc.com | B&A School | Submitted | Jul 19, 2018 | | |
| <input type="checkbox"/> Zackary Barrette | 56789 | barrette@besafebc.com | | Reconfirma... | Jul 19, 2018 | | |
| <input type="checkbox"/> Shelli Beddingfield | 2294 | beddingfield@besafebc.com | | Downloaded | Jul 19, 2018 | Aug 16, 2018 | |
| <input type="checkbox"/> Charles Billings-Lonsley | 2372 | billings.lonsley.52@besafebc.com | | Reconfirma... | Jul 19, 2018 | | |
| <input type="checkbox"/> Jessica Blakney | 8716 | blakney@besafebc.com | | Outstanding | | | |
| <input checked="" type="checkbox"/> Phoebe Buffay | 9301923 | ursala@besafebc.com | | Outstanding | | | |

Add to Group

Remove From Groups

Disconnect Members

Using Paper Form

Using ePACT

Export List

- Add to Group
- Remove From Groups
- Disconnect Members
- Using Paper Form
- Using ePACT
- Export List

Change their status on ePACT to **Using Paper Form** so that they no longer receive emails to complete their information. Change their status back to **Using ePACT** if they decide to switch back to ePACT. Note that you can still use ePACT's messaging function to communicate with members marked as Using Paper Forms but will not have any of their emergency information in the dashboard.

More Actions – Disconnect Members:

- To remove a member(s), select them and then click **More Actions** and **Disconnect Members**

Select Page

Select All

1-50 of 74

Message Members

Download

More Actions

| Name ↑ | Member ID | Email | Session | Status | Date Submitted | Date Downloaded | Action |
|---|-----------|----------------------------|------------|---------------|----------------|-----------------|--|
| <input type="checkbox"/> Liam Agee | 123456 | agee@besafebc.com | | Invited | | | <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> |
| <input type="checkbox"/> Yanira Agee | 6597 | agee@besafebc.com | | Submitted | Jul 19, 2018 | | <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> |
| <input type="checkbox"/> Victor Amur | 23467 | johnsonfamily@besafebc.com | | Unlinked | | | <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> |
| <input type="checkbox"/> Brenda Ashley | 324564 | ashleys245@besafebc.com | | To Be Invited | | | <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> |
| <input checked="" type="checkbox"/> Estefana Bagley | 2019 | smith@besafebc.com | | Submitted | Jul 19, 2018 | | <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> |
| <input checked="" type="checkbox"/> Louann Bagley | 2020 | smith@besafebc.com | B&A School | Submitted | Jul 19, 2018 | | <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> |

Add to Group

Remove From Groups

Disconnect Members

Using Paper Form

Using ePACT

Export List

- Add to Group
- Remove From Groups
- Disconnect Members
- Using Paper Form
- Using ePACT
- Export List

- Your member(s) will be moved to the **Disconnected** tab. From there, you can either add them back to your records or remove them permanently.

City of Capilano - Youth Programs

All Member Records (74) Groups (15) **Disconnected (1)** Roll Call (0) Administrators (11)

Search

[Advanced Search and Filter](#) ▶

Select Page 1-1 of **Remove Members** **Revert Members**

| Name | Member ID | Email | Session | Status | Date Submitted | Date Downloaded | Actions |
|---|-----------|----------------------------|---------|---------|----------------|-----------------|---------|
| <input checked="" type="checkbox"/> Mary Gesden | 2425 | crystalgesden@besafebc.com | | Invited | | | |

Switching from Admin to Personal Account:

For administrators who also have their own ePACT personal account, you can easily switch between the two accounts in the top right-hand corner.

ePACT **My ePACT** **My Organizations** Emergency Resources My Requests Help Louis ▾

[Organization Settings](#)

City of Capilano - Youth Programs

Quick Tasks

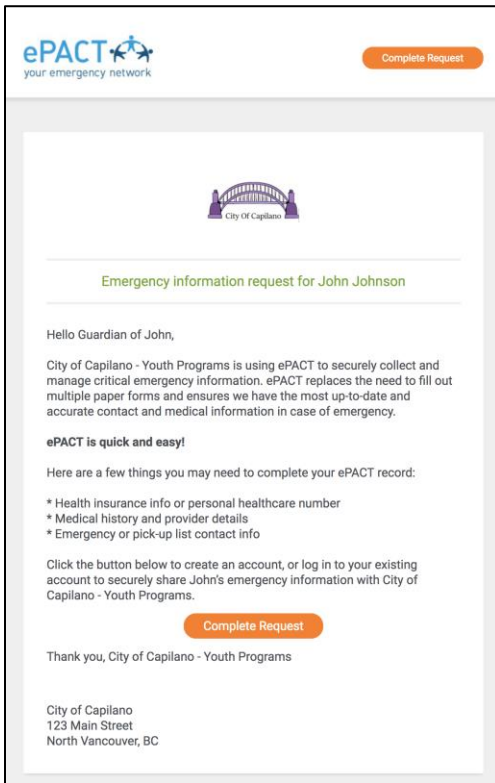
54 Records Completed / 74 Total Records


- 2** To Be Invited [View](#) • [Send Invites](#)
- 10** Incomplete Records [View](#) • [Send Reminders](#)
- 53** Submitted - Download Now [View](#) • [Download](#)

Updates & Reports


- 2** Undelivered Messages [View](#)
- 4** Members with Files Uploaded [View](#)
- 2** Uploaded Spreadsheet [View](#)
- Account Activity Log [View](#)
- Member Archives [View](#)

Accepting a Request and Creating an Account:



ePACT 
your emergency network

[Complete Request](#)


City of Capilano

Emergency information request for John Johnson

Hello Guardian of John,

City of Capilano - Youth Programs is using ePACT to securely collect and manage critical emergency information. ePACT replaces the need to fill out multiple paper forms and ensures we have the most up-to-date and accurate contact and medical information in case of emergency.

ePACT is quick and easy!

Here are a few things you may need to complete your ePACT record:

- * Health insurance info or personal healthcare number
- * Medical history and provider details
- * Emergency or pick-up list contact info

Click the button below to create an account, or log in to your existing account to securely share John's emergency information with City of Capilano - Youth Programs.

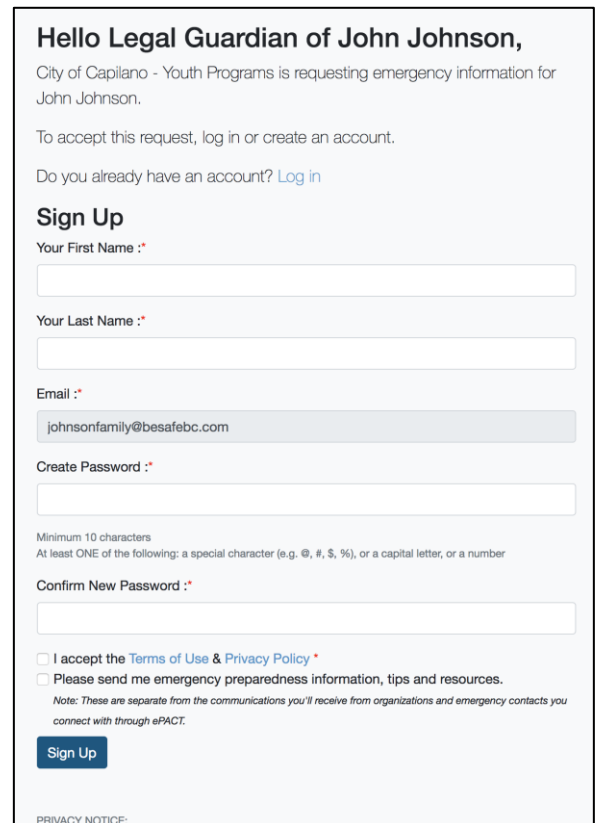
[Complete Request](#)

Thank you, City of Capilano - Youth Programs

City of Capilano
123 Main Street
North Vancouver, BC

Any time someone is invited to share their emergency information on the ePACT system, they will receive an email invitation to share their emergency information, even if they registered via the API.

Once they have signed in or a new account is created, members will be able to enter and save their emergency information through an easy step-by-step process.



Hello Legal Guardian of John Johnson,

City of Capilano - Youth Programs is requesting emergency information for John Johnson.

To accept this request, log in or create an account.

Do you already have an account? [Log in](#)

Sign Up

Your First Name :*

Your Last Name :*

Email :*

Create Password :*

Minimum 10 characters
At least ONE of the following: a special character (e.g. @, #, \$, %), or a capital letter, or a number

Confirm New Password :*

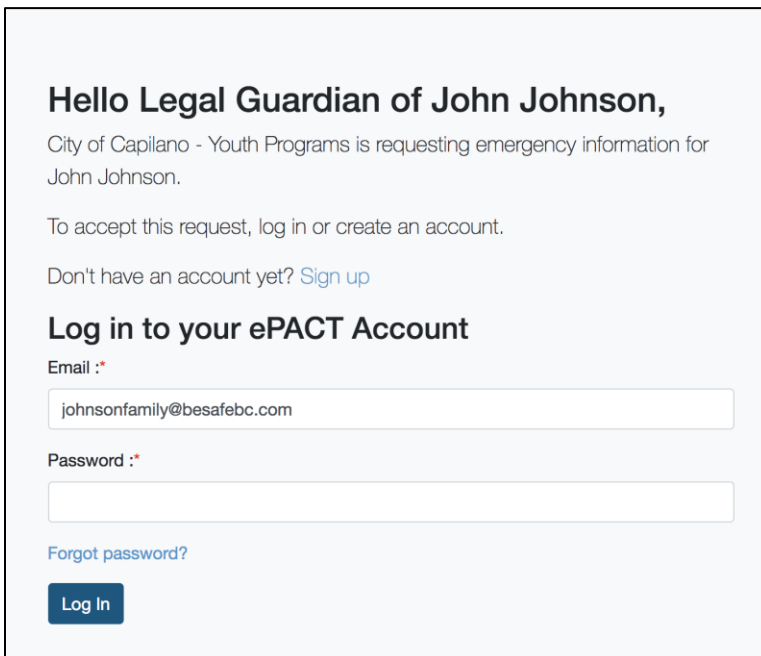
☐ I accept the [Terms of Use & Privacy Policy](#) *

☐ Please send me emergency preparedness information, tips and resources.

Note: These are separate from the communications you'll receive from organizations and emergency contacts you connect with through ePACT.

[Sign Up](#)

PRIVACY NOTICE:



Hello Legal Guardian of John Johnson,

City of Capilano - Youth Programs is requesting emergency information for John Johnson.

To accept this request, log in or create an account.

Don't have an account yet? [Sign up](#)

Log in to your ePACT Account

Email :*

Password :*

[Forgot password?](#)

[Log In](#)

ePACT
My ePACT
My Organizations
Emergency Resources
My Requests
Help
Louis

John Johnson
1. Contact Info
2. Dependent's Details
3. Family Info
4. Emergency Contacts
5. Medical Info
6. Allergies & Dietary Requirements
7. Medications and Treatments
8. Shared Files
9. Consents & Other Questions
10. Share

Emergency Contacts for City of Capilano - Youth Programs

* Indicates required fields

Emergency Contacts *

An Emergency Contact is an adult who acts as an alternate guardian during an emergency when legal guardians cannot be reached. Please note that one of the responsibilities of emergency contacts is to pick up your child when requested, so no need to also add them to the Pick-Up List. (Organizations will release your child to either an emergency or pick-up list contact when legal guardians are not available.)

+ Add/Remove

Why are emergency contacts important?

Emergency contacts can care for your dependent if you are unable to be reached in an emergency. Relatives, close family friends and those who live nearby can all make good emergency contacts. Once connected to you, they will be able to view all emergency information for your dependent.

People who can NOT pick up your child

Please add anyone who is NOT allowed to pick up your dependent due to custodial disputes, legal issues or other matters.

+ Add/Remove

Continue

Members can invite relatives and friends as they build their support network of emergency contacts. An email will be automatically sent to these contacts with instructions on how to connect to the family. (If they do not want to email their contacts, they can check off the **Skip Email** box.) Your organization will also be connected to these contacts, so when they make any changes to their information, you'll automatically have those updates.

Add emergency contact

First Name : *
Renee
Last Name : *
Waterford
Primary Phone # : *
250-555-1234
Mobile
Add another number

Connect your emergency contact!

Adding an email for your contact sends them an invite to connect through ePACT so they can support your family in a crisis. If you would like to only list name and phone number, please check Skip email.

Email :
waterfordrenee@besafebc.com
Skip email

Your contact will receive the following email. You can personalize it with your own message.

Hi Renee,

I created a record for John on ePACT Network and have listed you as an emergency contact.



By accepting this invite to be an emergency contact, City of Capilano - Youth Programs will be able to communicate with you as quickly as possible in case

Save
Cancel

Sharing Information with your Organization:

Once a member completes all the required emergency information fields, they will be able to share it with your organization.

Emergency information will not be shared unless members accept the waivers and click the **Share** button in the last step.


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John Johnson

1. Contact Info ✓
2. Dependent's Details ✓
3. Family Info ✓
4. Emergency Contacts ✓
5. Medical Info ✓
6. Allergies & Dietary Requirements ✓
7. Medications and Treatments ✓
8. Shared Files ✓
9. Consents & Other Questions ✓
10. Share

Last Step!

You are now ready to share John's emergency information with City of Capilano - Youth Programs. Click Share and you're finished!

Please enter **your initials** to agree to all waivers below

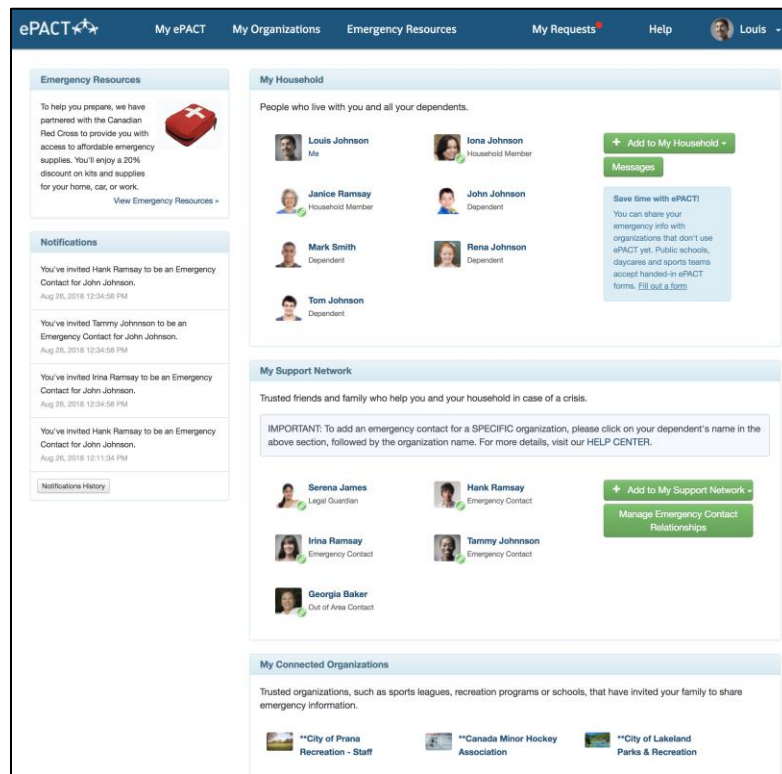
I permit my child to participate in the full range of activities and authorize the Program Director or his/her appointee, in the event of accident or illness affecting this above named participant to authorize on my behalf all procedures, including admission to hospital and necessary treatment therein, as he/she may deem essential for the care and well-being of the participant. Such action is only to be taken when immediate contact cannot be made with me. It is understood that the city is not responsible for the cost of medical care.*

Please enter your name below. *

By entering your name you are supplying a legally binding signature; it confirms that all information provided to City of Capilano - Youth Programs via ePACT is correct to the best of your knowledge, and you confirm each of the waivers, consents and other permissions as provided by you to City of Capilano - Youth Programs using ePACT. It is your responsibility to keep this information up-to-date.

Signature:

All members have their own My ePACT dashboard where they can access all their contacts and the organizations they've connected with.



The screenshot shows the 'My ePACT' dashboard with a navigation bar at the top containing links to 'My ePACT', 'My Organizations', 'Emergency Resources', 'My Requests', 'Help', and a user profile for 'Louis'. The dashboard is divided into several sections:

- Emergency Resources:** A section on the left with a red cross icon and text about a 20% discount on kits and supplies. It includes a 'View Emergency Resources' link.
- Notifications:** A list of four notifications on the left, each stating 'You've invited [Name] to be an Emergency Contact for John Johnson.' with timestamps. A 'Notifications History' button is at the bottom.
- My Household:** A section titled 'People who live with you and all your dependents.' It lists:
 - Louis Johnson (Me)
 - Iona Johnson (Household Member)
 - Janice Ramsay (Household Member)
 - John Johnson (Dependent)
 - Mark Smith (Dependent)
 - Rena Johnson (Dependent)
 - Tom Johnson (Dependent)
 There are buttons for '+ Add to My Household', 'Messages', and a 'Save time with ePACT!' tip.
- My Support Network:** A section titled 'Trusted friends and family who help you and your household in case of a crisis.' It includes an important note about adding emergency contacts for specific organizations. It lists:
 - Serena James (Legal Guardian)
 - Hank Ramsay (Emergency Contact)
 - Irina Ramsay (Emergency Contact)
 - Tammy Johnson (Emergency Contact)
 - Georgia Baker (Out of Area Contact)
 Buttons for '+ Add to My Support Network' and 'Manage Emergency Contact Relationships' are present.
- My Connected Organizations:** A section titled 'Trusted organizations, such as sports leagues, recreation programs or schools, that have invited your family to share emergency information.' It lists:
 - **City of Prana Recreation - Staff
 - **Canada Minor Hockey Association
 - **City of Lakeland Parks & Recreation

For help with their accounts, members should click on **Help** to access our **Help Center**.

If you have any additional questions, feel free to reach out to our Customer Success Managers.