



**Does the Virtual Camp Portal logo appear on my camp's portal?**

No, it does not. Your campers will only see your camp's logo.

**If I produce my own video content, can I upload those files to my portal?**

You will upload your videos to places like YouTube or Vimeo. We give you easy-to-follow instructions on how to embed these videos in your portal.

**Is the Virtual Camp Portal COPPA certified?**

Since the portal does not collect information from the campers, the website does not need to be [COPPA certified](#). When you are setting up your portal, we will give you resources related to making your virtual program a safe one for your campers.

**Is this really "camp?" Do we really want to put our campers in front of screens this summer?**

Extraordinary times call for extraordinary measures. We wish that virtual camp was not needed this summer, but there are very limited ways that we can interact with our campers. This is not really "camp," but it is an opportunity to stay connected with our camper families. As for screen time, we suggest that you provide a balance of activities in your program. You could use the virtual portal as more of a "launching pad" for your program's activities.

**Does the portal have any built-in ways for me to interact with my campers?**

The Virtual Camp Portal doesn't have any built-in functionality for camper interaction, but you could add links for almost any platform. Want to do a [Zoom](#) call? Post the link in your activities and the portal will keep it safe from "Zoombombers." The portal can also allow you to display your Facebook and/or Twitter feed.

**How much does it cost for each of my campers to be a part of the portal? How do they pay?**

How much it costs to visit your portal (or whether it is by donation or fee) is completely up to you. The campers will register for your portal programs just like they register for your in-person programs. You supply them with the link and the login credentials. The website is a great place to keep the links to your program's content. We don't control who visits your portal – you do.

**Will my campers go to virtual-camp.org and search for my camp?**

You will give your campers the subdomain for your portal (like campfun.virtual-camp.org) along with their login credentials. They will then go straight to your portal and will not need to worry about any of the other camps in the system.

**Can I change the background color of my portal?**

We chose a white background for the website, so your logo and activity cards would stand out. The website's customizing tools do not give you the ability to change the background of your portal.

**Is the website scalable for different sized screens?**

Your portal is completely scalable for any screen, so your campers can enjoy the activities whether they are viewing it on a laptop, tablet, or smart phone.

**What happens to my portal after August 15?**

The price for the portal covers hosting from May 15 to August 15. We will be contacting you in late July to see if you would like to keep your portal active from August 15 to May 15. Some camps are wanting to use their portal to make a better connection with their camper families between summers. There will be a charge, but most of that will be the hosting fee. There is already talk about having the portals available for Summer 2021, but we will figure that out at a later date.

**What if I have trouble while setting up my portal?**

We have videos that explain every step for setting up your portal, but we know that sometimes you may need help. If you have questions, we have tech support staff and they are just a click away. If you need a lot of help, these same folks are available for an hourly fee.

**This website was built by Presbyterians and is endorsed by a lot of Christian camp associations. Is it just for Christian camps?**

We think the Virtual Camp Portal is a great solution for all camps. While there is Christian content in the shared library, you choose the content that is right for your program (or produce your own). Your campers only have access to the content you select. Whether you are running a Christian camp or not, the portal is a great way to provide a fun and safe virtual program for your campers.

**What kind of content is in the shared library?**

While we think camps will mostly use their own content, you also have some activity options in the shared content library. There you will find nature studies (from a variety of eco-systems), games, songs

(public domain, so copyright free), arts and crafts, and much more. If you produce a video or document that you would like to submit for consideration, we would appreciate your help in expanding the content library each week.

**Will our virtual portal be secure?**

Only participants with login credentials will be able to access your portal. This makes the portal more secure than your camp's website. Your portal will have SSL encryption and will also be backed up twice daily. Our staff is making sure that your portal is available for your campers day and night.