

MONEY BAND TROUBLESHOOTING & FAQs

What is Money Bands?

(Money Bands is a product provided by a company called Funfangle)

Money Bands is a cashless spending system designed to free up your camper from worrying about cash at camp. Campers are given a wristband connected to a preloaded account that allows them to make purchases at camp with our simple scanning system.

How do I activate my account?

Parents receive an email with a link to access their account. The link is sent to the email that was used to register your child for camp. It's best to create a password that's at least ten characters long.

If you did not receive the email, **check your spam folder first** (search using the keyword "funfangle").

If you still don't see an email, you can go to <https://somoag.funfangle.camp> to set up an account.

- Click "**I am a First Time User**"
- Use the same email address that you used to register your camper.

Your accounts WILL NOT sync and the process will fail if you do not use the same email. If you don't remember what email you used to register your camper, contact your Camp Coordinator to look it up before you begin this process.

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 campers/staff get a Money Band?

When your church registers for camp, there will be an option to "opt in" for the Money Band program. If your church "opts in", there will be an additional \$5 fee per camper. Churches will receive their Money Bands at Camp Check In. Camp Staff may also pay \$5 at camp and receive a Money Band.

How do funds get loaded on the Money Band?

Parents can add funds to the Money Band online through their account. ****Parents can also invite others to add money!****

How do I make a deposit?

Log into your Money Band 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 leftover funds handled at the end of the week.

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 permission for them to contribute to.

NOTE Contributors cannot see how much money others have contributed to the camper or what camper may have purchased with others' money. In other words, if someone gives your camper additional funds, you won't be able to see how much in their account.

Can cash be added to my child's Money Band at camp?

Yes, we can add cash to their Money Band at camp. However, **we CANNOT refund any remaining CASH added to Money Bands** at the end of camp like we do with funds added by credit card. Once cash is deposited on a band, it should either be spent or considered a donation. If this is a concern, please advise your camper (and/or their leaders) to use their cash instead of adding it to their Money Band.

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

Funds deposited are available immediately to your camper.

How do Money Bands work?

When the band is scanned, the camper's name and picture are displayed and verified. The purchases cost is subtracted from their available balance.

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 reads the chips and finds the camper accounts.

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 verifying the camper's name & photo identification. If you upload a photo in your Parent Portal, that photo pops up for confirmation whenever someone tries to spend from the account.

Where can Money Bands be used?

Anywhere & everywhere purchases are made

What happens to funds still on the Money Band at the end of camp?

When parents add funds to the account, they will have the option to receive a refund or donate the money toward future KidMin ministry efforts.

How durable are Money Bands?

They are waterproof and made with a material that does not tear or rip. They are a permanent wristband that must be cut off to be removed.

What if my child loses their wristband?

Your camper's money will be safe. Once a wristband is reported lost or stolen, it will be deactivated, and another band can be issued and connected to your camper's account. We do charge a \$2.00 fee for a new wristband.

How can available funds be checked on the Money Band?

Campers can scan their bands and check their balance at any sales location. Parents can log into their account and check their camper's balance and add funds at any time.

Can offerings for BGMC be given from the Money Bands?

YES! We will have scanners available during the BGMC service.

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 your church's group link. Contact your church's Camp Coordinator to ask about the missing camper.

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 to be refunded to you or donated to camp at the end of the camp session. We process these refunds within 72 hours of the end of the session. It could take another day or two for the funds to be deposited back into the account they were originally deposited from.