



Playerspace FAQ

The Staenberg Omaha JCC uses **Playerspace** to manage our summer camp participants' **participation requirements**. These include camper Health Information, Approved Pick Up Lists, Emergency Contacts, and Waivers/Releases to be signed. Below is a FAQ guide to help parents/guardians of campers who will be completing these participation requirements. Click on the links below to be directly taken to the page that has more information on the topic you have a question about. For any questions regarding Playerspace, please contact our CRM Systems Director, Jacob Geltzer, at jgeltzer@jccomaha.org

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How do I log into Playerspace?

Visit [here](#) to log into Playerspace.

What is my Username?

If you are the primary member of your JCC membership account, your username for Playerspace is your email address on file. If you are not the primary member but will be the parent/guardian completing your camper(s) participation requirements, please contact the Omaha JCC's CRM Systems Director, Jacob Geltzer, at jgeltzer@jccomaha.org. He can switch the Playerspace Account Holder without affecting your JCC membership account.

What if I Forgot or Need to Reset my Password

To log into Playerspace for the first time or to reset your password:

1. Go to the [Playerspace Login Page](#).
2. Click **Forgot password?** beneath the **LOGIN** button.
3. Enter the email address attached to your JCC membership account in the email field and click **RESET PASSWORD**. Playerspace parent accounts are created using the email address for the Primary Member in your JCC membership account. *If you are not the Primary Member but will be the parent/guardian completing your camper(s) participation requirements, please contact the Omaha JCC's CRM Systems Director, Jacob Geltzer, at jgeltzer@jccomaha.org.* He can switch the Playerspace Account Holder without affecting your JCC membership account.
4. You will receive an email to reset your password. Follow the instructions in the email.

How To Update Your Playerspace Email Address

1. Log into Playerspace.
2. Hover over your name in the top right corner and click **Account Management**.
3. Under the General tab, update your email address.
4. Renter your email address in the Confirm Email field.
5. Click **Update Account Settings**.

NOTE: Contact the Omaha JCC's CRM Systems Director, Jacob Geltzer, at jgeltzer@jccomaha.org to request to update your email address on your JCC membership account if needed.

How to Complete/Find Participation Requirements

To complete the participation requirements, a parent/guardian should first log in to Playerspace with their credentials. Once logged in, if your camper(s) have participation requirements to complete, there will be a red box on the right-hand side of the screen. Click the blue **Visit Participation Requirements** button in the red box to complete.

If you do not see that button, hover your mouse over your name in the upper right corner of the screen until the dropdown menu appears and select **Participation Requirements**.

This will take you to your dashboard where you can enter emergency contacts, health history, and fill out waivers.

NOTE: It is best to work through the participation requirement tiles from left to right (Emergency Contacts, Health History, Waivers, and then Profile Pics) in order to prevent backtracking. Information from the earlier sections will auto-populate in later sections.

Emergency Contacts and Authorized Pick Ups

Emergency Contacts is for adding people who can be contacted in the case of emergency as well as designating a person as authorized to pick up your camper(s).

To add a new emergency contact, click the **Add New Contact** tile.

1. Fill out the name, phone number, address, and email fields for your emergency contact.
2. Click the **Add Emergency Contact** button.
3. Switch the toggle to **Yes** next to each child this emergency contact applies to.
4. Select the relationship of the emergency contact to the child.
5. Select whether the emergency contact is or is not authorized to pick up your child.
6. Click the **Update Emergency Contact** button.
7. Once you have entered all of your emergency contacts, click the **Click Here** option to submit.

NOTE: Not all Emergency Contacts have to be Authorized for Pick Ups, but all Authorized Pick Ups will be listed as Emergency Contacts.

Health History

NEW this summer, J Camp will be utilizing the Health History feature in Playerspace to help better the form completion process. Click the green Health History tile. **This section is secured with a six-digit code that you will set the first time you access it.**

The first time this section is accessed, an electronic signature will need to be created. Use your cursor or finger (depending on the device used) to sign in the box and then click the **green** Save Signature button. If you make a mistake, use the yellow button to clear your signature.

Next, fill out the Health History form. Boxes without a red asterisk are optional for parents/guardians to complete. Once complete, click the green Submit Health History button to proceed. Once submitted, you will be prompted to Sign/Submit Waivers, where you will then need to click the “Fill Out & Post” button under the “**Health History Release and Emergency Contact Form Waivers**” to review and finally submit the form to J Camp leadership staff.

Waivers

After completing the Health History Tab, you will next be redirected to the Waivers section. Alternatively, click on the Waivers tile.

NOT: If you have multiple children, you will need to repeat these steps for each child. You can switch between children by clicking the tiles with their names

1. To fill out a waiver, find the waiver and click the **Fill Out & Post** button.
2. Fill out all required information and click the **Apply Your Signature** button where prompted.
3. Click the **Save and Submit Form** button to submit your waiver for staff approval.
4. To complete a waiver listed as a required uploaded document, click the **Upload** button.
5. In the pop-up, select the file from your computer and click the **Submit Changes** button.

***Profile Pics** **This is optional for families to do but helps our camp leadership team.*

To Upload Profile Photos-

1. Click on the Profile Pics tile.
2. Click on each little red camera icon to add a profile photo for each person
3. Drag your photo into the box or click within the box to select a file from your computer.
4. If you used the “click to upload file” option, select the photo from your computer.

5. Click the **Open** button.
6. Use the tools to zoom in, zoom out, or rotate your photo if needed.
7. Click the green **Save** button. to save your changes and continue with any other photo

How can I make sure my spouse/partner receive weekly J Camp Newsletters

For weekly J Camp and Youth Premiere Camps, parents/guardians will receive a weekly Newsletter email near the end of day Thursday highlighting information about the next week of camp, sent through Playerspace. By Default, only the account holder on your camper(s) Playerspace account will receive this email. However, there is a way to **add other email addresses** to receive these newsletters. Follow the steps below to add those emails.

1. Log into Playerspace.
2. Hover over your name in the top right corner and click Account Management.
3. Under the General tab, enter additional emails under the “EMAIL Carbon Copy List” section.
4. Once done, Click **Update Account Settings**.

NOTE: Emails regarding Sports, Dance, Theatre, STEAM, and Aquatics Premiere Camps, may come from a different platform. Please reach out to those Premiere Camp Directors directly for more information.

Why am I not receiving weekly newsletters, even though I am the Playerspace Account Holder?

If you are not receiving weekly newsletters, but you are the account holder in Playerspace, it is possible your email settings are set up to not receive these emails. To fix this, please follow these steps.

1. Log into Playerspace.
2. Hover over your name in the top right corner and click Account Management.
3. Under the Email & Privacy tab, make sure all the toggles under the “Email Privacy Settings” are turned to YES
4. Once done, Click **Update Settings**.