

RecChat – ePACT

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RecChat: Refund Scenarios with Credit Cards Response Document

General Questions

Does your participant info update real time?

Yes! Participant info will update in real time. Administrators just need to make sure they update their member records when they log into the app to have the most up to date information! RecTrac sends the new registrants and updates over four times per day. 12a/p and 6a/p

How do you allow state inspectors to view the kid's documents?

This is a common question that comes up. In our experience, recreation staff who have been using ePACT for licensed programs will pull the information up on their device and share that with the Licensing Specialist upon a site visit/audit. If by chance that is not sufficient, a PDF paper record can still be downloaded from your ePACT database and shared with the Licensing Specialist.

Can this PowerPoint be shared after?

Yes, we will post this PowerPoint to the RecChat site here.
<https://support.vermontsystems.com/support/RecChat/>

Would it be possible to see the 2-minute video from Vermont Systems

[Click here for the video.](#)

We also have an ePACT Topic Doc, which [you can find here.](#)



Pricing/Text Messaging

Is the texting and other communication included in the price?

The texting and email tools are available in both the Pro and Enterprise package. The Enterprise package also includes voice messaging and roll call.

Text messaging is only available with Vermont Systems if you are hosted. Does ePACT have similar requirements?

ePACT is a hosted solution by nature and text messaging is included within our Pro and Enterprise packages.

Is texting unlimited?

Yes, texting is unlimited, however there is a character limit of 140 characters when it comes to composing your message!

Another pricing question - is attendance included in price?

The attendance option is included within our Check In/Check Out tool, which is available in our Enterprise package.

QR Codes

Just want to be clear on the QR code... so each participant has a QR code and we scan it with our ePACT app?

Yes, each participant will be given their own unique QR code that can be scanned through the app!



Our QR code is not working. We went through the steps to complete this and it will still not work.

I am so sorry to hear you're experiencing difficulty with the QR code! If you could please reach out directly to help@epactnetwork.com, our team can give you a call and help you to troubleshoot!