

UR Families,

Thank you for your patience and understanding as we address the registration disruption that occurred last night during the launch of summer camp registration. We understand how frustrating this situation was and we share your frustration.

Shortly after registration opened last night, we realized there was an issue on Sawyer's end and immediately contacted them. At this time, we were informed they were experiencing a site-wide service disruption. In response, our team acted quickly to pause registration, notify the UR team, respond to families who contacted us, and posted updates on the UR and Little Scholars' websites. Our goal was to share timely information as broadly as possible with the details available at that moment. We sincerely apologize if you did not receive a message directly.

We have used Sawyer for the past four years to manage UR summer camp registration, and we have not previously experienced an issue of this nature.

Registration will relaunch on **Monday, February 9th at 12PM**. While we recognize this time may not be ideal for all families, we have coordinated closely with Sawyer's team to ensure additional safeguards are in place. For this launch, Sawyer will increase system capacity and bandwidth and implement a virtual waiting room. If the site reaches maximum capacity, families will be placed in a queue with an estimated wait time and admitted in the order they entered. The page will refresh automatically when it is your turn to register. Registration will close on Monday, February 16th at 5PM.

As a result of the interruption, any registrations that may have been started or completed during last night's launch will not carry over. To ensure a smooth and equitable process for all families, we ask that everyone complete registration again when it relaunches on Monday. We understand this requires extra time, and we truly appreciate your flexibility as we work to provide a reliable and positive registration experience for all.

Please do not hesitate to contact us directly at 804-447-4095 with any questions you may have. We truly value our long-standing relationship with the UR community and appreciate your continued trust and support.

Best,
Stephanie Jefferson
Co-Founder and President

