

Waldo FAQs

Need help? Waldo's here for you. You can also email campsupport@waldophotos.com any time you have a question!

1. **Who's Waldo?**

A photo-finding phenom who uses facial recognition to find all your camper's photos in the camp album and then delivers them to your phone via the Waldo App, with notifications for new photos.

2. **How does Waldo work?**

You submit a photo of your camper's face and enroll in the service. Waldo does the rest - matching that photo to all the photos in our camp album and sending you all YOUR camper's photos to your phone via the Waldo App.

3. **How do I sign up?**

[Click Here](#) or text **ICBC19** to 735-343.

4. **Will I get to see all the camp photos in addition to the ones of my camper?**

Yes you will! When you download the free Waldo app, you can toggle between "My Photos" and "All Photos". To see all the camp photos, just click on All Photos and scroll to your heart's desire.

5. **Can I easily share all the photos with my family?**

Great news for you! The Waldo app allows you to invite up to 6 family members to your camper's photo stream. That means they can get the same photo alerts and see all your camper's photos, too.

6. **I'm not signing up for the photo delivery service but I still want to see the camp photos. Possible?**

You betcha. While Waldo loves to find and send you photos, he also provides a free web gallery for you to view the photos online. You can view, download, and share photos from the web gallery. You can find the gallery here: <https://waldo.photos/galleries>. Join Code: icbc19

7. **I signed up for the service but I'm not getting any matches yet. What's Waldo doing?**

Waldo is stressing. No photos can mean a couple things: 1) There are no photos of your camper yet in the album or 2) Your submitted selfie is blurry, dark, or unclear and Waldo is having a hard time matching it. Email campsupport@waldophotos.com for quick help or submit another selfie inside the Waldo App.

8. **Will Waldo share my selfie or matched photos with the world?**

No way! Waldo respects your privacy! Your photos will only be accessible by you. (And you had to enter your camp join code and a pin code verification to even access the photos.) It's up to you whether you want to share your photos with the world.

9. **Can I order prints?**

Yep! You can order prints from the Waldo app or the web gallery.