

ePACT Frequently Asked Questions

What is ePACT?

ePACT is a tool used by organizations and families to securely collect reliable and up-to-date information for all its members that can be accessed easily in cases of emergencies, big or small. This ensures better preparedness for all members of this organization.

How secure is ePACT?

ePACT deals with very sensitive and confidential information, therefore the privacy and security of this data is our number one priority. The security of ePACT is modeled after the security standards required for online banks, and in some cases, ePACT exceeds those standards. As a company, ePACT is also FOIPPA (Freedom of Information and Protection of Privacy Act), PIPEDA (Personal Information Protection and Electronic Documents Act) and HIPAA (Health Insurance Portability & Accountability Act) compliant.

Families always own their account and the information in it, so you are always in control of the organizations and emergency contacts that you share your information with. ePACT will never sell a user's information, access or use account holder data for promotional purposes, or share it without the user's permission.

How do I use ePACT?

1. After you register for a program, you'll receive an email invite to share information with your organization
2. Click 'Complete Request' to create a free account, or log-in if you already have an existing ePACT account.
3. Enter the required information, like medical conditions, and share it with your organization so that program staff have access.

Do families have to fill out information every program or year?

No! ePACT makes it easy for families, because you only input your information once and it can then be shared with all your connected organizations program-after-program, and year-after-year. If information changes at any time, you can update it in one place, and it will automatically be updated across all organizations you have shared your record with.

What type of information does ePACT collect?

Organizations use ePACT to collect the same information that they previously collected on paper forms. This ranges from medical information, like allergies, health conditions and medications, to contact details for guardians and emergency contacts. Many organizations also use ePACT to collect consents and waivers, such as a release of liability, and specific files, like immunization records.

Who can access family information in ePACT?

ePACT provides organizations with different administrator privileges to protect information and enhance privacy. For example, front line staff, supervisors and administrators can be assigned to view records for all members or just the ones they are responsible for (e.g. a camp manager can only see the campers for a specific session or location).

Who can I contact for additional information?

Have questions or feedback? Please contact help@epactnetwork.com or call 1-855-773-7228 ext. 1 to speak with ePACT's Customer Success team.