

Rink Diary Tips & Tweaks from first week of use.

The first week of using the new Rink Booking system has gone much better than expected – so well done everyone for taking to a fairly radical change in process so well.

Rather than have to explain to each member who poses the same question we decided to publish them and will post them on our Club website ([www.fordingbridgebc.com](http://www.fordingbridgebc.com)) as Frequently Asked Questions (FAQs).

Any future items like those below will be posted directly to the FAQs page, so please look there in the first instance.

Problem	Probable Cause	Solution	Please don't
Members not receiving emails from Diary System.	Your email provider (e.g. Outlook) treating emails as <b>JUNK</b> because it comes from a source it views as unknown/possibly unsafe.	Simple solution is to keep a regular eye on your JINK/SPAM Folder.  More complete: In <b>Outlook</b> do the following Any email you find in your junk folder that you WANT to see, <b>Select</b> the email (Don't double-click) Select <b>Junk</b> v in the Top LH corner of the <b>Home</b> (normal) Menu Select <b>Never Block Sender</b>	Register yourself. It just creates an additional Username and Password and will not advance your cause as the Administrators will not Approve it.
Member created a <b>Provisional</b> booking	Member unsure of how to book and ticked everything.	For <b>Most</b> bookings you don't need to tick the <b>Provisional</b> box on the Booking Form. <b>Provisional</b> should <b>only</b> be used when you are obligated to give an opponent a <b>choice</b> of times and Dates for a match. In that case you book 'say' 3 different rinks as <b>Provisional</b> and then <b>Confirm only the one you and the opponent agree upon</b> . All other <b>Provisional</b> bookings will automatically be deleted after 24 hours.	Use <b>Provisional</b> booking feature for a 'normal' rink booking.

Problem	Probable Cause	Solution	Please don't
Rink Diary doesn't show full name of member who made a booking - e.g. shows <b>Gwyn W</b> not Gwyn Williams	Your full name IS there but, I guess, it assumes you know who you are and reduces what is displayed on the Diary Page.	Click on the actual booking and all the info appears.	
# players quoted doesn't match Game Name	For the Avoidance of doubt →	Singles – 1 extra player typed in Pairs - 3 extra players typed in Triples - 5 extra players typed in Rinks - 7 extra players typed in Practice – however many players, other than yourself, who will be on the rink with you.	Leave anyone off the booking. If someone gets added late then the Member who booked must add that late addition to the booking and/or change the game type if necessary. You can change details if someone withdraws too but it's not as essential as adding extra players.

Some Tips on getting more of of the system			
Tip	Likely result	Benefit	Please don't
<b>Calendar view</b> – Click on <b>Calendar</b> (just above the ' <b>Previous Week</b> ' button)	You will see an entire months' worth of bookings (Green & Blue dots).	This makes it easier to spot where there are 'Free' rinks available to book. Clicking on that date will take you back to the Diary screen for that date.	Forget that 4 out of the Eight Rinks (Green) are blocked out for Social Distancing.
On a PC Keyboard, pressing <b>CTRL</b> and <b>f</b> simultaneously will bring up a search box for the page you are displaying.	Typing a word or words into that box will cause it to search that page for a match.	Useful if someone else has booked a Rink and included you in a game but you can't remember exactly what time it is. Type their name (First Name plus the initial of their surname) e.g. <b>Gwyn W</b> and hit return and you'll be taken to one of their bookings. Pressing return again will take you to the NEXT occurrence of their name etc. etc.	Forget the <b>ctrl</b> and <b>f</b> works on ANY webpage.  You're welcome.
Remembering your password	'Most' Internet Explorers allow you to <b>Save</b> your Username and Password combination for a particular site.	If you save the combination you'll be asked if you want to <b>Select</b> it next time you Login	Forget to choose <b>Update</b> if you ever change your password.