
TIPS

OPEN RESA

LUPINSKI Anne



Netatoo S.A.S
BP 43606
54016 NANCY CEDEX
France
+33 (0)6 08 94 85 42
+33 (0)6 49 01 32 80
support@ballejaune.com

SOMMAIRE

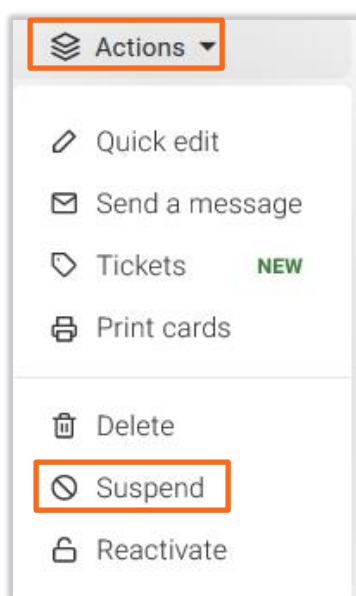
How to make a change of season?	1
How to have a scalable tournament display ?	4
How to avoid a negative invitation counter?	5
How to send E-mails to separated parents?	6
How to reserve a training wall?	7
How to manage a tournament permanencies calendar?	9
How to offer extra time for 3 or more players?	11
How to offer extra time for matchs?	12
How to prohibit cancellations with a guest and how to set a time limit for cancelling a reservation?	14
How to define multiple quotas?	15
How to restrict reservations on certain courts?	17
How to limit the reservation with certain partners?	18
How to assign a new subscription to users?	19
Do I have to configure the PayPal details several times?	21
Can we configure 2 subscriptions for the same user?	22
The date displayed on the calendars isn't the current date!	23
Can a member pay without creating a PayPal account?	24
How to prohibit club reservations for a member whose profile isn't complete?	25
How to change or choose your language?	26
How to hide a calendar from users?	27
How to configure and secure a computer in kiosk mode?	30
How to add an RSS feed on the Homepage?	32
How to change the order in which the calendars are displayed?	33
How to define different ticket prices for peak and off-peak hours?	34

Can we send SMS to all the members?	35
How to authorize the book of a time slot for more than 4 members?	36
How to prevent the cancellation of an entire sub-slot?	37
How to change the currency for online payments?	38
How to control ticket purchases of my subscribers?	39
How can subscribers choose the start and duration of a reservation?	40
Where to find the smartphone application?	42
How to oblige a subscriber to provide a justificatory document?	43

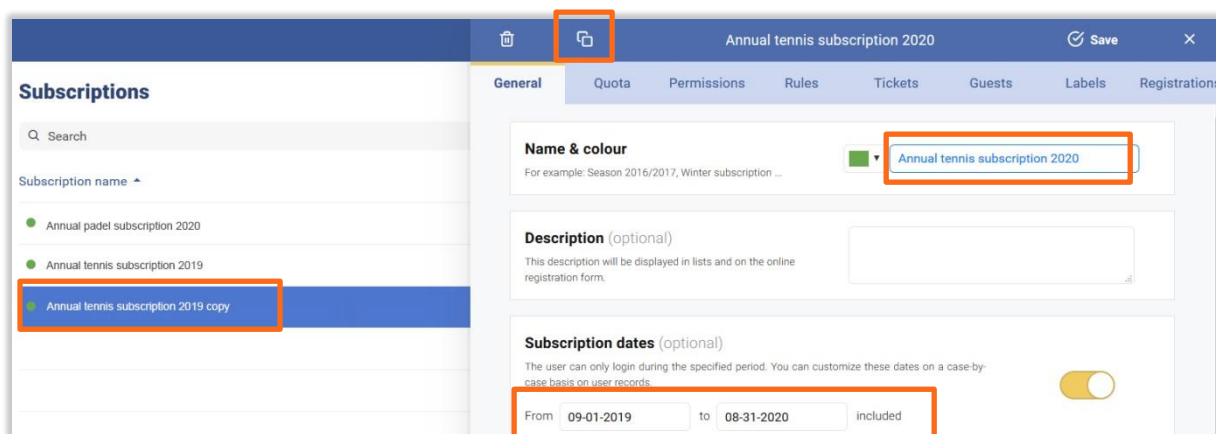
HOW TO MAKE A CHANGE OF SEASON?

QUESTION: what to do at the beginning of the season?

ANSWER: If you keep the same subscriptions from one year to the next, start by duplicating your subscriptions by changing their name and the rights opening date (and possibly the tariff if it has changed) in the menu **ADMINISTRATION > USERS > Subscriptions**. Last season's subscribers will not be able to connect if you have entered the validity date of the subscriptions, otherwise you can suspend them by a grouped action in **ADMINISTRATION > USERS > User management**.



Example of duplication: the annual subscription 2019 will become the annual subscription 2020:



Set this new subscription as default: click on the grey box **"default"** in the list of subscriptions then select your subscription from the drop-down list and save.



Advanced settings Save ×

Default subscription

Annual tennis subscription 2020

Import the licensees of the new season to whom you want to assign this subscription in [ADMINISTRATION > USERS > Import a file](#), the default subscription will be automatically assigned to them. Repeat the operation if you have several subscriptions.

If by importing your licensees you cannot differentiate them by their subscription type, you can also assign them the default subscription and then perform a group action by selecting them in [ADMINISTRATION > USERS > User Management](#) to change the subscription of some of them.

Actions ▾

Quick edit

Send a message

Tickets **NEW**

Print cards

Delete

Suspend

Reactivate

Users quick editing

4 selected users. What do you want to change?

☐ Profile (member, administrator, visitor, etc.)

☒ Subscription

Annual tennis subscription 2019

Annual tennis subscription 2020

Annual padel subscription 2020

Annual badminton subscription 2020

After some time, you will be able to delete users who have not re-registered by selecting them in [ADMINISTRATION > USERS > User Management](#) by applying one or more **"filters"** (expired subscription or subscription name) and performing the **"Delete"** group action. Users will remain 6 months in the trash before their final deletion, which gives you time to possibly restore them even if they register well after the start of the season.

You can also delete the subscriptions of the past season in [ADMINISTRATION > USERS > Subscriptions](#) by clicking on the **"trash"** pictogram on each corresponding line.



At the beginning of the season, if you allow booking with invitation tickets, you can release the invitation quotas by clicking on **"Purge"** in the menu **ADMINISTRATION > DASHBOARD > Guest bookings log**. Each subscriber will receive the number of tickets included in his subscription, number defined in **ADMINISTRATION > USERS > Subscriptions > "Guests" tab**.

Guest bookings log

Export (0)

Purge

General

Quota

Permissions

Rules

Tickets

Guests

Labels

Regulation

Allow bookings with guests

Tickets included in the subscription

4

ticket(s)



HOW TO HAVE A SCALABLE TOURNAMENT DISPLAY ?

QUESTION: Is it possible to have a scalable tournament display on the homepage?

ANSWER: Open Resa doesn't offer a specific content block, however you could add a custom block on the home page by inserting a table in which you could enter the results or insert the image (or .pdf file) of your updated table. In the menu **ADMINISTRATION > WEBSITE & COMMUNICATION > Homepage**, click on **"Add a block"** and then on **"Custom block"**.

Block of content

Title of the block (optional)
TOURNAMENT

Icon
Trophy

Styles Format Size

B I U

Cancel Save

On the homepage, your table will appear as follows:

TOURNAMENT

DOS Clémence
VANNES TENNIS CLUB 15/5

EBOIS Mathilde
TC ECHIROLLES 30

PENTIER Ninon
VIRY NOUREUIL TENNIS CLUB 30

KADARI Hana
Eaubonne (CSM) 15/4

EAU Marine
VAUCRESSON (TC) 15/5

EAU M.
MIT Elisa 30

BESSA Noemy
Association Sportive ASPFF AJACCIO YES3 15/5

ILQUIN Lola
TC VITRYAT 15/4

OS Alix
CHALON T.C. 15/5

QUIDT Océane
CLUB YULPIE NOIRE HAZEBROUCK 30

FAYAN Jeanne
CANET 66 TENNIS 15/5

HACH Lyne
PARIS UNIVERSITE CLUB 15/3

DOS C.
6/4 6/4

PENTIER N.
6/4 7/5

EAU M.
6/2 6/4

ILQUIN L.
6/2 6/1

OS A.
6/2 6/0

HACH L.
6/4 7/5

1e rotation (9h)

2e rotation (10h30)

3e rotation (12h)



HOW TO AVOID A NEGATIVE INVITATION COUNTER?

QUESTION: how to avoid a negative invitation counter for a member?

ANSWER: In general, when a member has a negative invitation counter, it means that an **"Administrator"** or **"Animator"** has made one or more reservations **"for"** the member with a guest, while the player's counter was depleted.

Indeed, administrators can exceed the limit and reserve **"for"** a player with a guest, even if the player has no tickets on his account.

If you absolutely want to avoid this situation, you can **"Enable restrictions"** in the **"administrator"** profile (menu **ADMINISTRATION > USERS > Profiles & roles > "Reservation" tab**). Be careful, however, if you activate the restrictions, you will not be able to exceed the rules and limits configured on the players' subscriptions (reservation quota in particular).

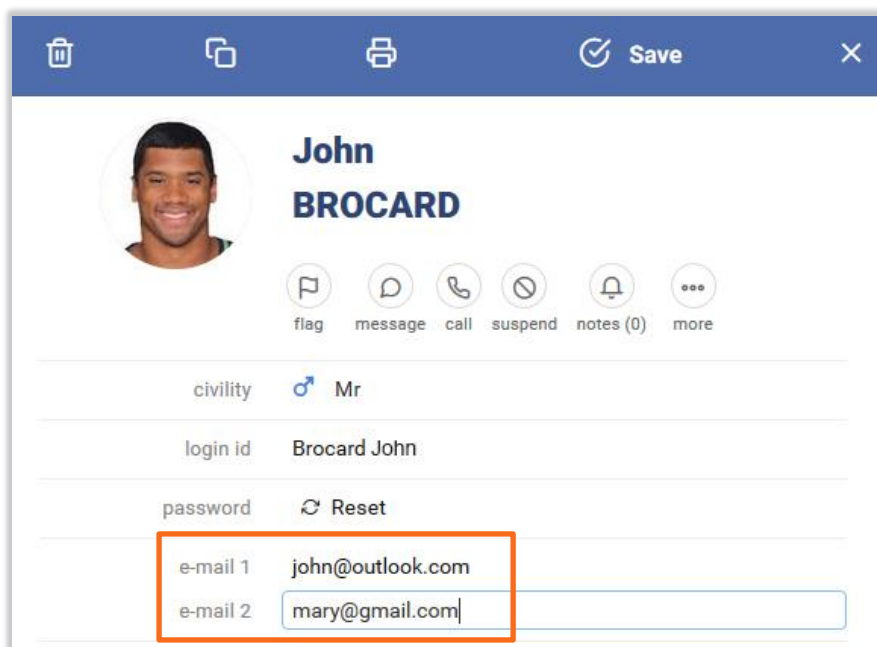
The screenshot displays the 'Profiles & roles' management interface. On the left, a sidebar lists roles: Administrator (selected), Animator, Member, and Visitor. The main area has three tabs: 'My account', 'Reservation' (active), and 'Messages'. In the 'Reservation' tab, the 'Reserve for other users' checkbox is checked. Below it, 'Allowed profiles' is set to 'All profiles' and 'Allowed subscriptions' is set to 'All subscriptions'. At the bottom, the 'Enable restrictions' checkbox is also checked. Orange boxes highlight the 'Administrator' role, the 'Reservation' tab, the 'Reserve for other users' checkbox, and the 'Enable restrictions' checkbox.



HOW TO SEND E-MAILS TO SEPARATED PARENTS?

QUESTION: Can we send e-mails to separated parents at the same time?

ANSWER: Yes, absolutely, in the child's user file, accessible through the menu [ADMINISTRATION > USERS > User management](#) and by clicking on the corresponding line, you just have to indicate the e-mail address of each parent.



The screenshot shows a user profile form for 'John BROCARD'. The form has a blue header bar with icons for delete, copy, print, save, and close. Below the header, there is a profile picture of a man and a row of action buttons: flag, message, call, suspend, notes (0), and more. The form fields are as follows:

Field	Value
civility	Mr
login id	Brocard John
password	Reset
e-mail 1	john@outlook.com
e-mail 2	mary@gmail.com



HOW TO RESERVE A TRAINING WALL?

QUESTION: The club has a wall open to all subscribed players and accessible by reservation. The club would like all players to be able to book it without a partner. How to do it?

ANSWER: In the menu **ADMINISTRATION > USERS > Subscriptions > "Permissions" tab**, for all subscriptions you have to activate the option **"Book without partner"**, then click on **"Advanced Settings"** and activate the option **"Advanced Configuration"** in order to authorize the reservation without partner only on the wall.

The screenshot shows the 'Permissions' tab selected in a navigation bar with other tabs: General, Quota, Permissions, Rules, Tickets, Guests, Labels, and Regist. The main content area is titled 'Book without a partner'. It contains three settings, each with a toggle switch on the right:

- 'The user may add his name to the reservation of another user' with a toggle switch that is currently turned off.
- 'Automatic cancellation of incomplete reservations' with a toggle switch that is currently turned off.
- 'Advanced Configuration' with a toggle switch that is currently turned on.

Below these settings is a section for adding a rule. It features a button labeled 'x Wall' and a time range selector showing days of the week (M, T, W, T, F, S, S) from 8:00 AM to 10:00 PM. A '+ Adding a rule' button is at the bottom of this section.

Then it must be determined whether a reservation on the wall should be included in the main reservation quota or not. If not, then you have to configure two different reservation quotas in the menu **ADMINISTRATION > USERS > Subscriptions > "Quota" tab**: one for the reservations on the tennis courts, and another quota dedicated only to the wall; thus a reservation on the wall does not block the quota and the player can also reserve a tennis court.

Then click on **"Advanced configuration"** to configure several reservation quotas.



General **Quota** Permissions Rules Tickets Guests Labels Regis

Reservation quota

The user can make up to reservations simultaneously

Hide calendars when booking quota is reached ☐

[Advanced Configuration →](#)

Click on **"Add a quota"** (by default there is only one quota). The display will then be modified and you can define several quotas by specifying the calendars, the days of the week or the time slot on which each quota is applicable.

General **Quota** Permissions Rules Tickets Guests Labels Regis

Reservation quota

[Add a quota](#)

courts (required) ×

The user can make up to reservations simultaneously

☒ Padel 1
 ☒ Tennis CHATRIER
 ☒ Padel 2
 ☒ Tennis 1
 ☒ Padel 3

☒ M
 ☒ T
 ☒ W
 ☒ T
 ☒ F
 ☒ S
 ☒ S

☐ Set a time range

wall (required) ×

The user can make up to reservations simultaneously

☒ Wall

☒ M
 ☒ T
 ☒ W
 ☒ T
 ☒ F
 ☒ S
 ☒ S

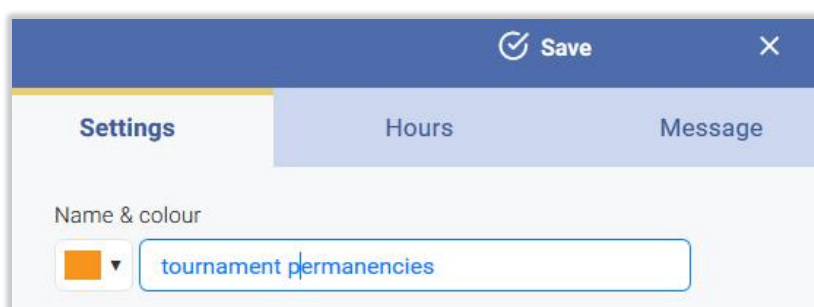
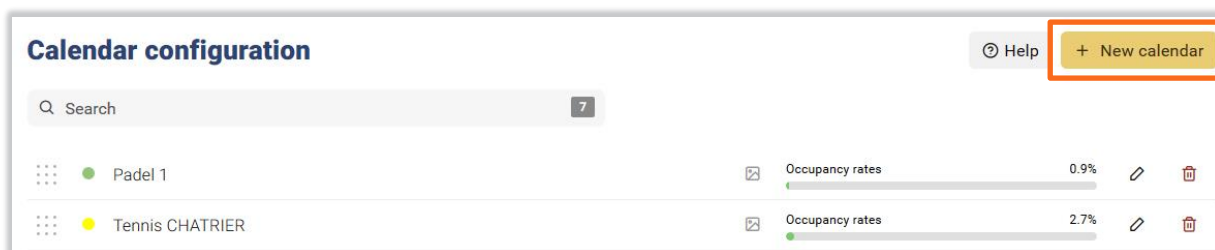
☐ Set a time range



HOW TO MANAGE A TOURNAMENT PERMANENCIES CALENDAR?

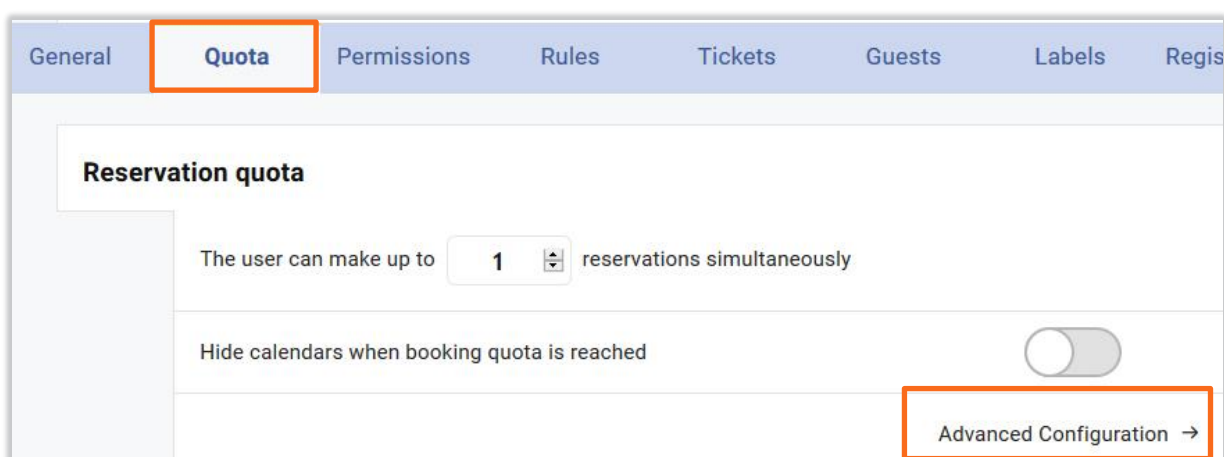
QUESTION: Is it possible to create a permanencies calendar management system? This would allow our members to register for permanencies for our tournament without having to go to the club.

ANSWER: You could create a new calendar in the menu [ADMINISTRATION > SETTINGS > Calendar configuration](#) by clicking on the **"New calendar"** button and naming it for example **"tournament Permanencies"**.



However, the configuration of the user subscription(s) would have to be changed so that users could reserve one or more slots on this calendar, without restricting reservation rights on other calendar.

In the menu [ADMINISTRATION > USERS > Subscriptions](#), click on a subscription and then on the **"Quota"** tab. Then click on **"Advanced configuration"** to configure several reservation quotas.



The idea is to define a quota for bookings for all courts, and another specific quota for tournament permanencies calendar. This way, the player does not see his reservation quota reached if he books a slot on the duty calendar.

Click on **"Add a quota"** (by default there is only one quota). The display will then be modified and you can specify the calendars, the days of the week or the time slot on which each quota is applicable.

The screenshot shows the 'Reservation quota' management interface. The 'Quota' tab is selected. The interface displays two quota entries.

Quota 1:

- Label:** courts (required)
- Limit:** The user can make up to 2 reservations simultaneously
- Calendars:** Padel 1, Tennis CHATRIER, Padel 2, Table ping pong 1, Tennis 1, Padel 3
- Days of the week:** M, T, W, T, F, S, S
- Time range:** ☐ Set a time range

Quota 2:

- Label:** permanencies (required)
- Limit:** The user can make up to 10 reservations simultaneously
- Calendars:** Permanencies
- Days of the week:** M, T, W, T, F, S, S
- Time range:** ☐ Set a time range



HOW TO OFFER EXTRA TIME FOR 3 OR MORE PLAYERS?

QUESTION: How to give extra time when at least 3 members reserve a slot?

ANSWER: If the next slot is available, you can offer additional time by setting the number of minutes offered that are not counted against the quota. For each subscription, in the menu **ADMINISTRATION > USERS > Subscriptions > "Permissions" tab** activate **"Book with partners"**, click on **"Advanced settings"** and configure the overtime option.

General Quota **Permissions** Rules Tickets Guests Labels Reg

Book with partners

Advanced settings

Give additional time when there are several partners

Give 30 minutes additional

if user selects 3 partners.

☒ Option disabled by default ⓘ

☐ Option enabled by default ⓘ

When validating a book, a message will be displayed asking the user who makes the reservation whether or not he want to take advantage of the extra time.

ⓘ You get 30 minutes extra time on your reservation! (if the next slot is free).

☒ Yes, I would like to take advantage of this extra 30 minutes.



HOW TO OFFER EXTRA TIME FOR MATCHS?

QUESTION: Some of our competitor members play matches for tournaments or championships and would like to reserve 1h30 or 2h time slots whereas the duration of a time slot is fixed at 1h.

ANSWER 1: One solution is to configure the **"Custom time slots"** option in the subscriptions configuration in the menu **ADMINISTRATION > USERS > Subscriptions > "Permissions" tab**. Activate the **"Customized time slots"** option and then click on **"Advanced settings"** to display the options.

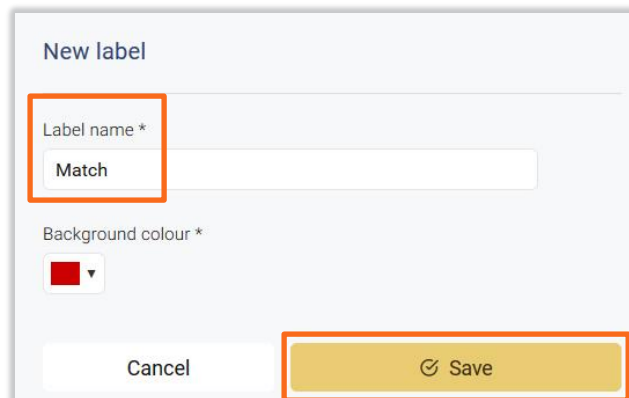
This way, you can make it possible for players to reserve either 60 minutes or 90 minutes.

The screenshot shows the 'Permissions' tab in the 'Subscriptions' configuration menu. The 'Customized time slots' section is active, and the 'Advanced settings' toggle is turned on. The 'Interval between each slot' is set to 90 minutes. The 'Minimum duration for a reservation' is set to 60 minutes. The 'Maximum duration for a reservation' is set to 90 minutes. The option 'The user can change the beginning of the time slot' is turned off.

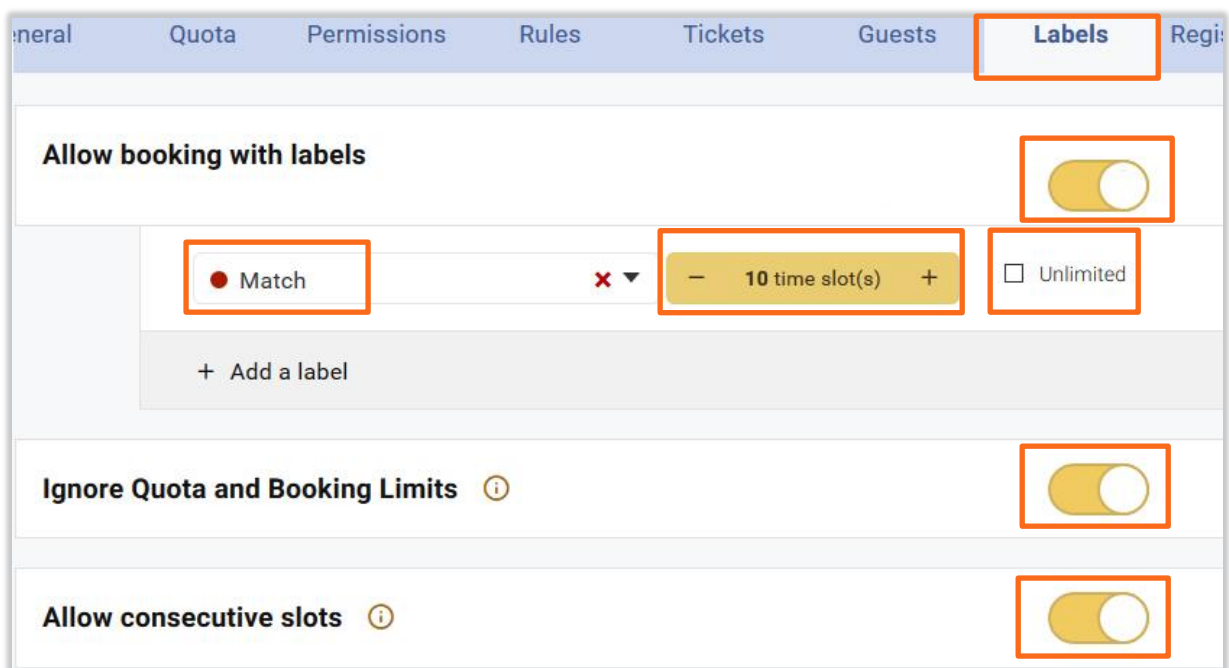
Setting	Value
Interval between each slot	90 minutes
Minimum duration for a reservation	60 minutes
Maximum duration for a reservation	90 minutes
The user can change the beginning of the time slot	Off



ANSWER 2: Another solution is to use a predefined label **"Match"** (to be defined in the menu **ADMINISTRATION > SETTINGS > Predefined label** and by clicking on **"New label"**) and to authorize for subscriptions, in the menu **ADMINISTRATION > USERS > Subscriptions > "Labels" tab**, to reserve 2 consecutive one-hour slots, without necessarily counting these slots against the booking quota and allowing consecutive bookings with this wording. You can limit the number of slots to be reserved with this label or tick the **"unlimited"** box.



A screenshot of the 'New label' form. It has a title 'New label' at the top. Below it is a text input field labeled 'Label name *' containing the text 'Match'. Below that is a color selection field labeled 'Background colour *' with a red square and a dropdown arrow. At the bottom are two buttons: 'Cancel' and 'Save' (with a checkmark icon). Red boxes highlight the 'Label name' field and the 'Save' button.



A screenshot of the 'Labels' configuration panel. The top navigation bar includes 'General', 'Quota', 'Permissions', 'Rules', 'Tickets', 'Guests', 'Labels' (highlighted with a red box), and 'Registration'. The main section is titled 'Allow booking with labels' and has a toggle switch (highlighted with a red box) that is currently turned on. Below this is a list of labels. The first label is 'Match' (highlighted with a red box), which has a red dot icon. To its right is a red 'X' icon and a dropdown arrow. Further right is a range selector showing '10 time slot(s)' with minus and plus icons (highlighted with a red box). To the right of the range selector is an 'Unlimited' checkbox (highlighted with a red box). Below the list is a button '+ Add a label'. At the bottom of the panel are two more settings: 'Ignore Quota and Booking Limits' with an information icon and a toggle switch (highlighted with a red box), and 'Allow consecutive slots' with an information icon and a toggle switch (highlighted with a red box).



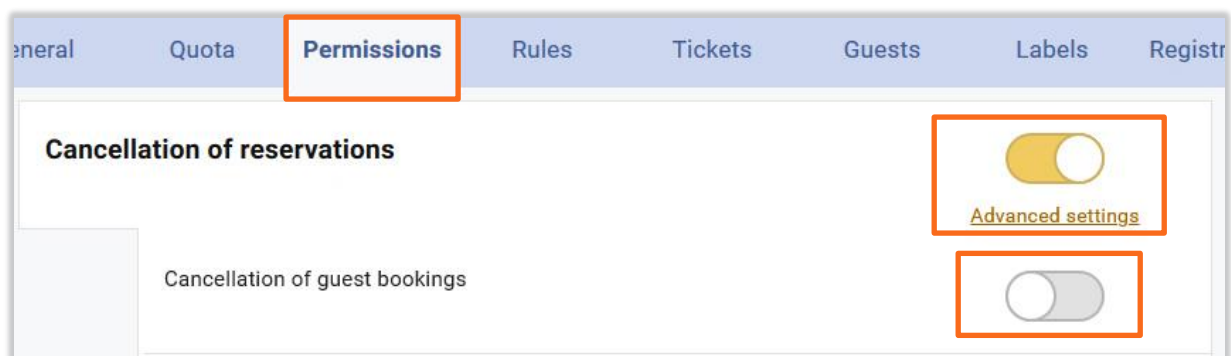
HOW TO PROHIBIT CANCELLATIONS WITH A GUEST AND HOW TO SET A TIME LIMIT FOR CANCELLING A RESERVATION?

QUESTION: We would like to modify the possibility of cancellation of the reservations in particular not to be able to cancel the "guests" any more and to put for example possible cancellation only minimum 3, 4, or 5 days before.

ANSWER: In the menu **ADMINISTRATION > USERS > Subscriptions**, for each subscription, go to the **"Permissions" tab**.

In the **"Cancellation of reservations"** section, activate the switch on the right, click on **"Advanced Settings"** to display the sub-options.

You will then be able to disable the switch to the right of **"Cancellation of guest bookings"**, so players will no longer be able to cancel their reservations with a guest (only administrators and hosts will be able to do this).



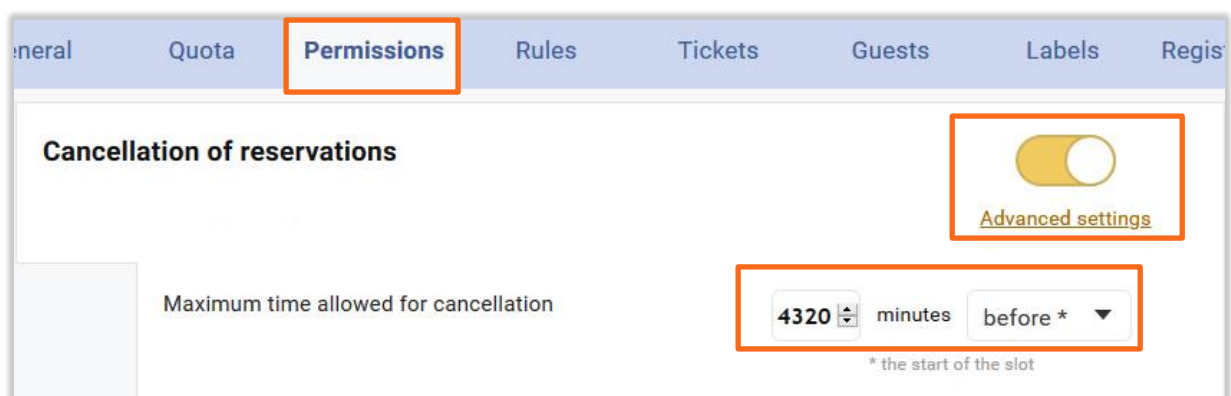
General Quota **Permissions** Rules Tickets Guests Labels Registrations

Cancellation of reservations

Advanced settings

Cancellation of guest bookings

Regarding the minimum time to cancel, you will find in the same section another sub-option **"Maximum time allow for cancellation"**. Currently, the setting is in minutes, so you will have to do a little calculation, for example to allow cancellation up to 3 days before the start of the reservation, you will have to indicate $60 * 24 * 3 = 4320$ minutes "before".



General Quota **Permissions** Rules Tickets Guests Labels Registrations

Cancellation of reservations

Advanced settings

Maximum time allowed for cancellation

4320 minutes before *

* the start of the slot

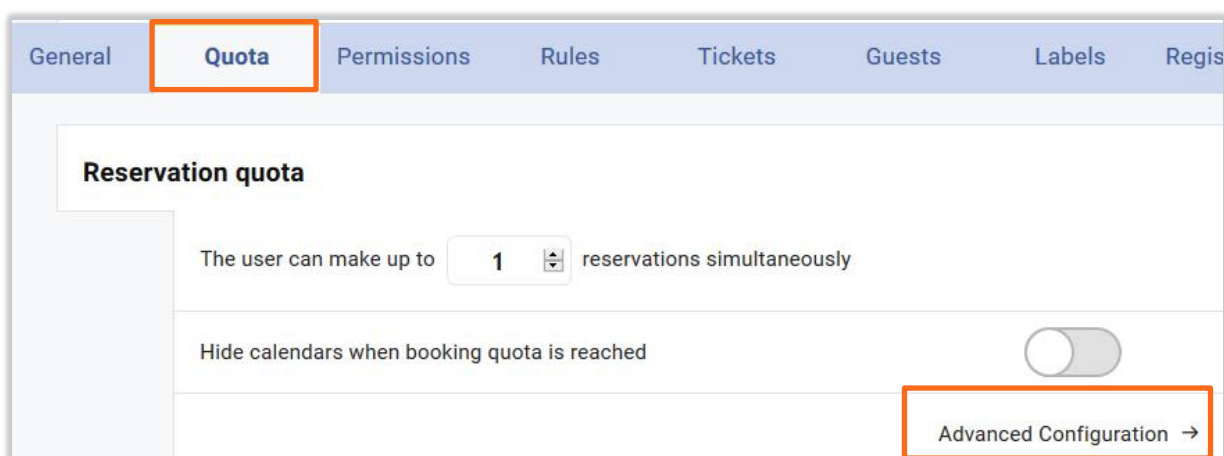


HOW TO DEFINE MULTIPLE QUOTAS?

QUESTION: To date, a member cannot reserve a second slot until they have completed their first reservation to avoid multiple slot blockages by the same person. How can I set up the reservations and courts so that a member can reserve a tennis court and a paddle court simultaneously in advance knowing that he must be blocked by not being able to reserve 2 tennis courts or 2 paddle courts at the same time?

ANSWER: The solution is to configure two separate booking quotas, one for tennis and one for padel, so that the player can plan tennis bookings in advance without blocking padel bookings and vice versa.

In the menu **ADMINISTRATION > USERS > Subscriptions**, click on a subscription and then on the **"Quota" tab**. Then click on **"Advanced configuration"** to configure several reservation quotas.



The screenshot shows a web interface with a top navigation bar containing tabs: General, Quota, Permissions, Rules, Tickets, Guests, Labels, and Regis. The 'Quota' tab is selected and highlighted with an orange border. Below the tabs, the 'Reservation quota' section is visible. It contains a text field 'The user can make up to' followed by a numeric input field with the value '1' and a dropdown arrow, and the text 'reservations simultaneously'. Below this is a toggle switch for 'Hide calendars when booking quota is reached', which is currently turned off. At the bottom right of the section, there is a button labeled 'Advanced Configuration →' with an orange border.

Click on **"Add a quota"** (by default there is only one quota). The display will then be modified and you can define several quotas, tennis and padel, by specifying the calendars, the days of the week or the time slot on which each quota is applicable.



General

Quota

Permissions

Rules

Tickets

Guests

Labels

Registration

Reservation quota

▼ Add a quota

tennis

(required)

×

The user can make up to

1

▼

reservations simultaneously

×

Tennis CHATRIER

×

Tennis 1

M

T

W

T

F

S

S

☐

Set a time range

padel

(required)

×

The user can make up to

1

▼

reservations simultaneously

×

Padel 1

×

Padel 2

×

Padel 3

M

T

W

T

F

S

S

☐

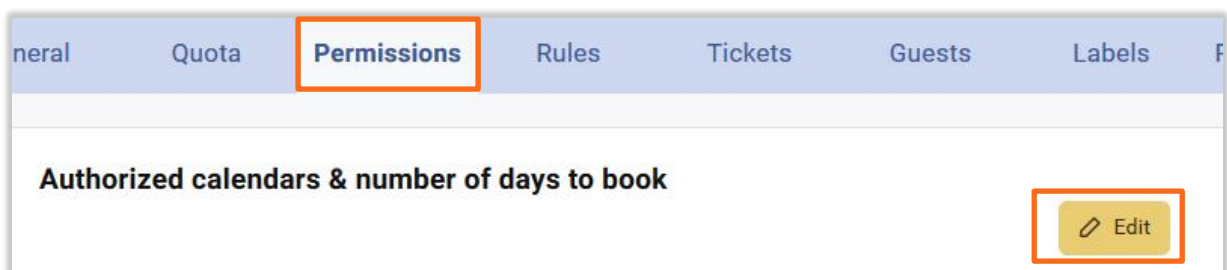
Set a time range



HOW TO RESTRICT RESERVATIONS ON CERTAIN COURTS?

QUESTION: I would like to create a profile or role with a reservation restriction on specific paddle courts.

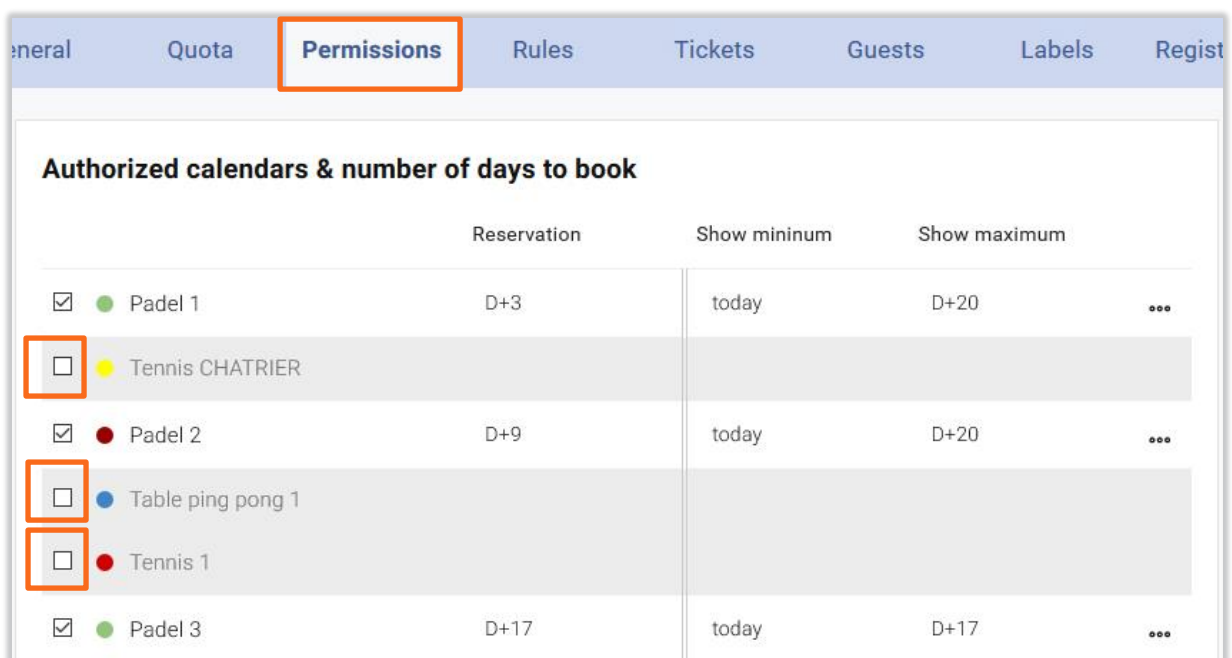
ANSWER: In this case a "subscription" and not a "profile/role" must be configured. In the menu **ADMINISTRATION > USERS > Subscriptions** go to the subscription configuration, open the "**Permissions**" tab, you will find a section "**Authorized calendars and number of days to book**". Click on the "**Edit**" button and you will then be able to untick the non-authorized slots. Only the courts that are checked will be displayed on the booking boards of the subscribers to this subscription.



General Quota **Permissions** Rules Tickets Guests Labels F

Authorized calendars & number of days to book

Edit



General Quota **Permissions** Rules Tickets Guests Labels Regist

Authorized calendars & number of days to book

	Reservation	Show minimum	Show maximum	
<input checked="" type="checkbox"/> ● Padel 1	D+3	today	D+20	...
<input type="checkbox"/> ● Tennis CHATRIER				
<input checked="" type="checkbox"/> ● Padel 2	D+9	today	D+20	...
<input type="checkbox"/> ● Table ping pong 1				
<input type="checkbox"/> ● Tennis 1				
<input checked="" type="checkbox"/> ● Padel 3	D+17	today	D+17	...



HOW TO LIMIT THE RESERVATION WITH CERTAIN PARTNERS?

QUESTION: I would like to create a profile or role with a unique reservation linked to another user (parent-child card).

ANSWER: This is neither linked to a profile/role nor a subscription, however, you could create a specific subscription called for example **"Parent-Child Card"** in order to define restrictions and special rules for these players.

To limit the reservation with one or more partners, you have to go to **ADMINISTRATION > USERS > User Management**. Click on the name of the parent to open his record, then scroll down to the bottom and you will find a **"Confidentiality"** section. Then click on **"Show settings"** and you will find an option **"allowed partners"**. This is where you will be able to specify the names of the children so that the parent can only book with his children: check the box **"Restrict the list of partners"** then click on the line **"Search users"** and select them in the drop-down list.

The image shows a user management interface. At the top, there is a 'privacy' tab and a 'Show settings' button. Below this, a list of settings is displayed: 'public identity' (Lastname & Firstname), 'photo' (Public), 'members directory' (I want to appear on this list), 'reservation with him' (Everyone), 'messages' (Everyone), and 'allowed partners' (Restrict the list of partners). The 'allowed partners' section is highlighted with an orange box, and a 'Search users' button is visible. To the right, a dropdown list shows a list of users: ABA-PEREA Yago, ABERTS Esteban, ALBERT Pierre, ALLOMBERT Pierre, AUBLANC Bruno, BERRY Jack, and BROCARD Jean-Luc. The 'ALBERT Pierre' entry is highlighted with an orange box.

In addition, you could also configure the **"reservation with him"** parameter by specifying the names of the child(ren) so that only the child(ren) can book with the parent (otherwise another player who is not part of the family will be able to book with the parent).

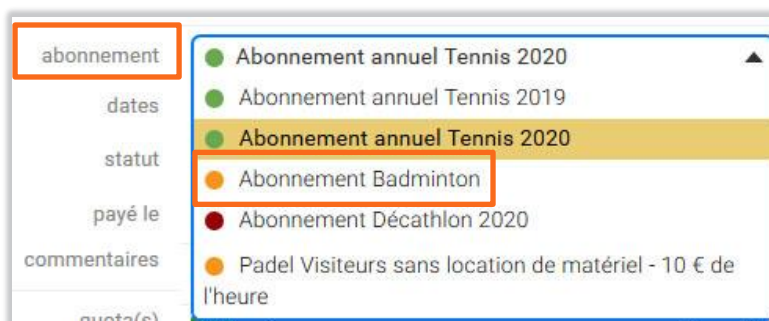


HOW TO ASSIGN A NEW SUBSCRIPTION TO USERS?

QUESTION: How assign a new subscription to users, another one being the default?

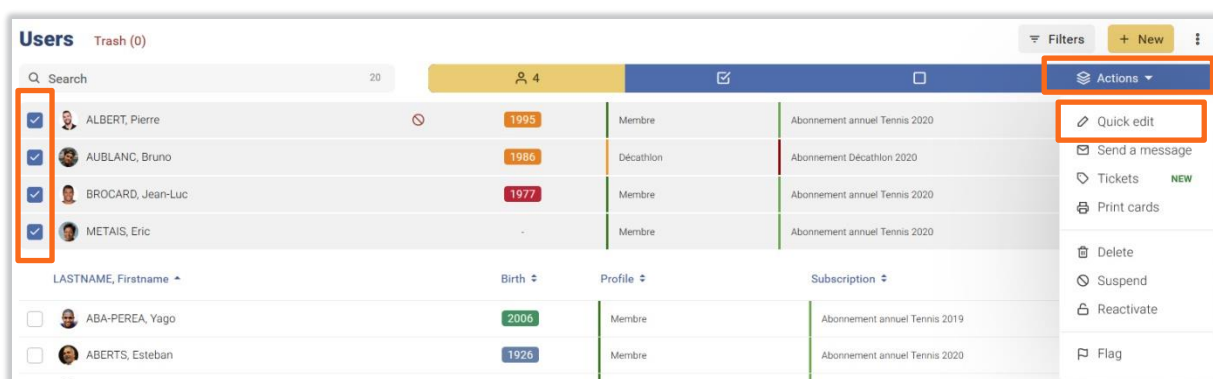
ANSWER: To assign this new subscription to the users, you have several solutions:

1) In the menu **ADMINISTRATION > USERS > User management**, click on a user to open his file, you can then select the subscription in the list and click on **"Save"**.



2) Still in the menu **ADMINISTRATION > USERS > User Management**, you can make a grouped action by selecting the users in the list using the checkboxes to the left of each name.

Then click on the **"Actions"** button at the top right of the page and then on **"Quick Edit"**.



In the sub-menu, tick the **"Subscription"** box then select from the drop-down list the subscription that will apply to all the selected users.



Users quick editing

4 selected users. What do you want to change?

☐ Profile (member, administrator, visitor, etc.)

☒ **Subscription**

☒ Annual tennis subscription 2019
 ☒ Annual tennis subscription 2020
 ☐ Annual padel subscription 2020
 ☐ Annual badminton subscription 2020

3) Finally, you can also use an Excel / CSV file to update users, via the menu **ADMINISTRATION > USERS > Import a file**. The idea is to have an Excel file containing at least the following columns : LAST NAME, FIRST NAME, SUBSCRIPTION. In the **"subscription"** column, you will indicate the exact and complete name of the desired subscription.

Excel file :

1	Last name	First name	Subscription
2	ABA-PEREA	Yago	Annual tennis subscription 2020
3	ABERTS	Esteban	Annual tennis subscription 2020
4	ALBERT	Pierre	Annual tennis subscription 2020
5	ALLOMBERT	Pierre	Annual tennis subscription 2020
6	AUBLANC	Bruno	Annual tennis subscription 2020
7	BERRY	Jack	Annual tennis subscription 2020
8	BROCARD	Jean-Luc	Annual tennis subscription 2020
9	COCHARD	Philippe	Annual tennis subscription 2020
10	GERARDOT	Philippe	Annual tennis subscription 2020
11	LOUIS	Jean-Charles	Annual tennis subscription 2020

Result of the import:

<input checked="" type="checkbox"/>			Last name	First name	Subscription
<input checked="" type="checkbox"/>	Mise à jour	2	ABA-PEREA	Yago	Annual tennis subscription 2020
<input checked="" type="checkbox"/>	Mise à jour	3	ABERTS	Esteban	Annual tennis subscription 2020
<input checked="" type="checkbox"/>	Mise à jour	4	ALBERT	Pierre	Annual tennis subscription 2020
<input checked="" type="checkbox"/>	Mise à jour	5	ALLOMBERT	Pierre	Annual tennis subscription 2020
<input checked="" type="checkbox"/>	Mise à jour	6	AUBLANC	Bruno	Annual tennis subscription 2020
<input checked="" type="checkbox"/>	Mise à jour	7	BERRY	Jack	Annual tennis subscription 2020
<input checked="" type="checkbox"/>	Mise à jour	8	BROCARD	Jean-Luc	Annual tennis subscription 2020
<input checked="" type="checkbox"/>	Mise à jour	9	COCHARD	Philippe	Annual tennis subscription 2020
<input checked="" type="checkbox"/>	Mise à jour	10	GERARDOT	Philippe	Annual tennis subscription 2020
<input checked="" type="checkbox"/>	Mise à jour	11	LOUIS	Jean-Charles	Annual tennis subscription 2020

The user files will be updated with the new subscription.



DO I HAVE TO CONFIGURE THE PAYPAL DETAILS SEVERAL TIMES?

QUESTION: In the configuration of a new subscription, do we have to fill in Paypal details again if we already have a 1st subscription already registered?

ANSWER: Your Paypal account <xxx@yyy.zz> is already configured in the menu [ADMINISTRATION > SETTINGS > PayPal](#), so you have nothing else to do but to define the prices of the reservation or invitation tickets in the configuration of the new subscription.

Online payment solution

PayPal.com

Visit Website Save

Enable the PayPal module	<input checked="" type="checkbox"/>
PayPal account email address <small>Enter the "default" email address of the recipient PayPal account.</small>	<input type="text" value="xxx@yyy.zz"/>



CAN WE CONFIGURE 2 SUBSCRIPTIONS FOR THE SAME USER?

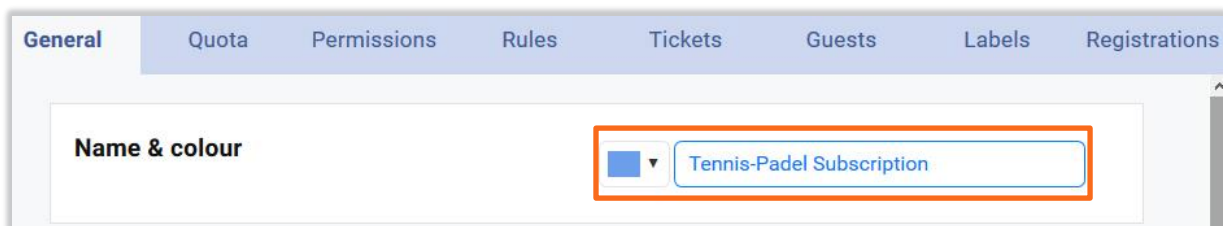
QUESTION: Can 2 subscriptions, padel and tennis, be assigned to the same user?

ANSWER: Currently, it isn't possible to configure 2 subscriptions on the same user account. To solve your problem, you will have to create a third combined subscription entitled for example "**Tennis - Padel subscription**", this one will then allow you to book on both activities.

In the menu [ADMINISTRATION > USERS > Subscriptions](#), click on "**New**".



Then define the settings for this new subscription in all the tabs.



Note, however, that it is now possible to define different rates on booking tickets according to activities, days and time slots (but not on invitation tickets).



THE DATE DISPLAYED ON THE CALENDARS ISN'T THE CURRENT DATE!

QUESTION: When I open Open Resa from my desktop shortcut, the planning day that appears is the 27th of July 2018 and not the calendar of the day, how do I change it?

ANSWER: You need to recreate your shortcut, as follows:

1/ Go to the Open Resa website

2/ If the calendars page is not displayed, click on the **"Calendars"** menu in the upper banner then on **"Calendars per day"** (or **"per week"**).



3/ Then create the shortcut.



Warning: Don't use the calendar date selector before creating the shortcut, otherwise the date selected in the calendar will be "fixed" in the link of the shortcut and the shortcut will then systematically open on this date.



CAN A MEMBER PAY WITHOUT CREATING A PAYPAL ACCOUNT?

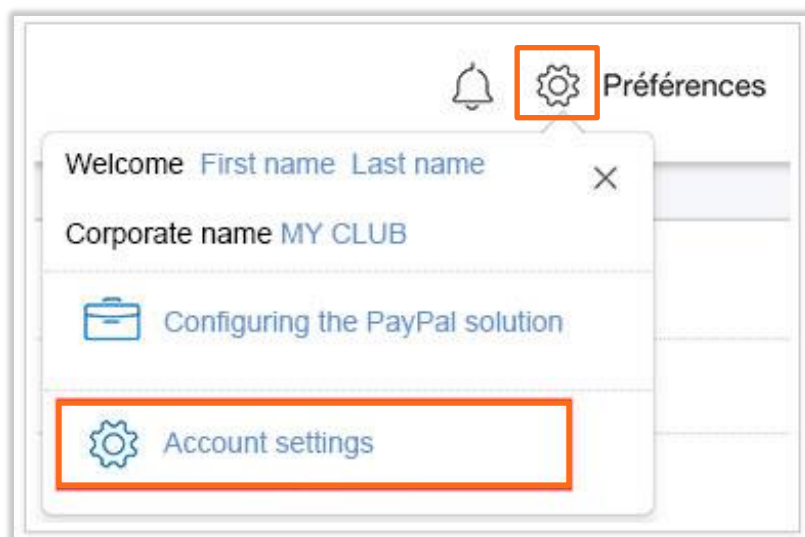
QUESTION: According to your online help, it is not necessary for the member to create a PayPal account or, as soon as a member wants to buy tickets, he is redirected to a PayPal page and cannot buy if he does not have an account and does not want to create one.

Is there a particular configuration to make to pay just by credit card without a PayPal account?

ANSWER: Go to your PayPal club account then go to the star wheel on the top right and then **"Account Settings"**, then in the menu on the left go to the **"Site Payments"** menu and finally to **"Merchant Site Preferences"** and click on **"Update"**.

On this page you will find an option **"PayPal account optional"**, check that it is activated if not activate it. A **"Pay by Credit Card"** button should then appear on the payment page below the login form, allowing the player to pay without logging in or creating a PayPal account.

Note however that PayPal seems to reserve the right not to display this button depending on the platform, for example on mobile phones, we sometimes found that this button did not appear, without any particular reason.



HOW TO PROHIBIT CLUB RESERVATIONS FOR A MEMBER WHOSE PROFILE ISN'T COMPLETE?

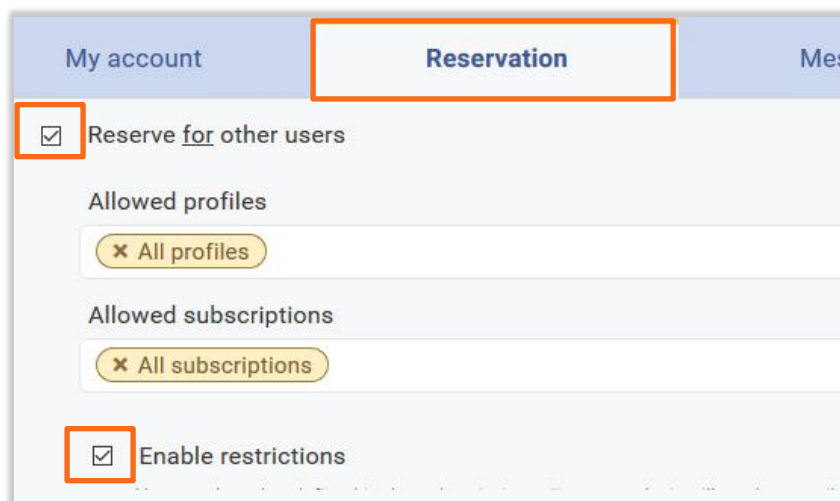
QUESTION: When I wish to forbid reservations to a member who does not have his profile up to date (address, photo...), I still find people with incomplete profiles on the reservation schedule. These people have certainly booked the room through a third party.

How can I ban members with missing profiles, without being obliged to ban the reservation function for another?

ANSWER: Indeed, in this case it is a manager of the club with a profile with the right **"Reserve *for* users"**. If the player makes the reservation himself, the check is made and the player is refused the reservation if his profile is not complete according to your settings.

However, if the club makes the reservation **"for"** the player, the check is not made, which allows the club to reserve for a player whose profile is not complete.

We will see if we can arrange to add this check, you will then have to go to the menu **ADMINISTRATION > USERS > Profiles & Roles**, click on the profile then go to the **"Reservation" tab**, and in the option **"Reserve for other users"**, tick **"Enable restrictions"**.



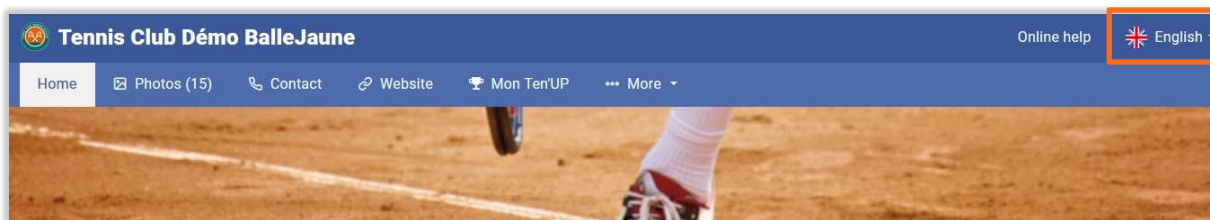
The screenshot shows a web interface for managing user profiles and reservations. At the top, there are three tabs: 'My account', 'Reservation' (highlighted with an orange box), and 'Mes'. Below the tabs, there is a section for 'Reserve for other users' with a checked checkbox (highlighted with an orange box). Under this section, there are two sub-sections: 'Allowed profiles' and 'Allowed subscriptions'. Each sub-section has a button with a cross icon and the text 'All profiles' and 'All subscriptions' respectively. At the bottom of the section, there is another checkbox labeled 'Enable restrictions' which is also checked (highlighted with an orange box).



HOW TO CHANGE OR CHOOSE YOUR LANGUAGE?

QUESTION: How to choose the language of Open Resa?

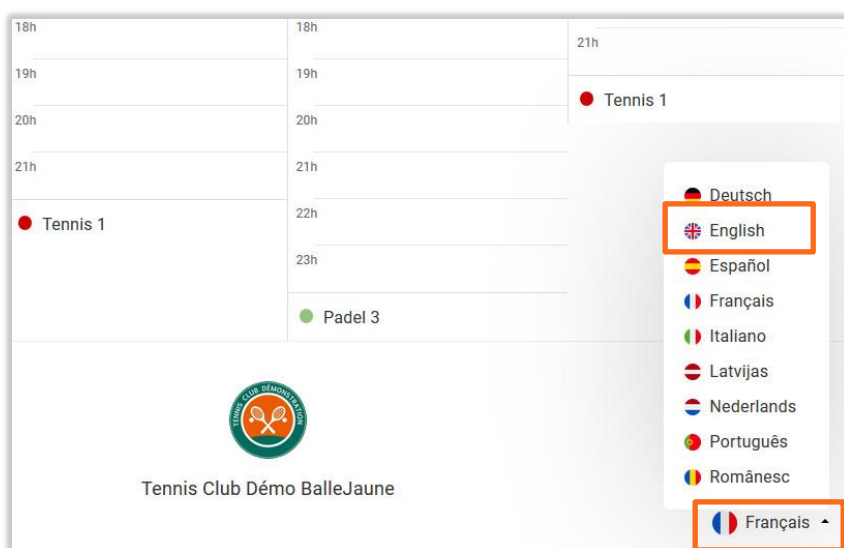
ANSWER 1: On the homepage, before logging in, you can choose your language in the upper right-hand corner of the top banner by clicking on the displayed language and then choosing your language from the drop-down list.



You can choose between **9 languages**:

German, English, Spanish, French, Italian, Latvian, Dutch, Portuguese and Romanian.

ANSWER 2: After logging in, you can also change the language in the same way at the bottom right of the calendars page.



HOW TO HIDE A CALENDAR FROM USERS?

QUESTION: How to hide a calendar from users but not from administrators?

ANSWER 1: Go to the menu **ADMINISTRATION > USERS > Subscriptions** in the **"Permissions"** tab for each subscription.

Authorized calendars & number of days to book			
	Reservation	Show minimum	Show maximum
<input checked="" type="checkbox"/> Padel 1	D+3	today	D+20
<input type="checkbox"/> Tennis CHATRIER			
<input checked="" type="checkbox"/> Padel 2	D+9	today	D+20

In the option **"Authorized calendars & number of days to book"**, just untick the calendar to hide from users, it will however remain visible to administrators.

Note: If you have defined a large number of subscriptions, you have other possibilities to quickly prevent users from booking on a calendar temporarily, even if it remains visible. These methods are described below.

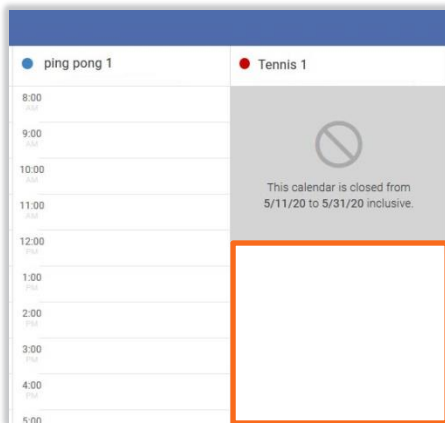
ANSWER 2: You can use the option **"Enable a closure"** on a calendar in the menu **ADMINISTRATION > SETTINGS > Calendar configuration** and in the **"Settings"** tab. The closing period will be displayed on the calendar.

Temporary closure	
<input checked="" type="checkbox"/> Enable a closure	
Beginning of closing	End of closing
05-11-2020	05-31-2020
Comment	
Optional	
<input type="checkbox"/> Hide completely	



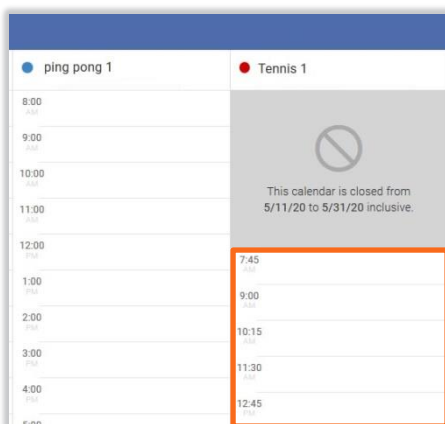
Tick the **"Enable a closure"** option then define the start and end dates of the closure, possibly add a comment to explain the reason for the closure.

Note: If you tick the **"Hide completely"** option, the calendar will not appear, neither for users nor for administrators.



View of calendars by a user:

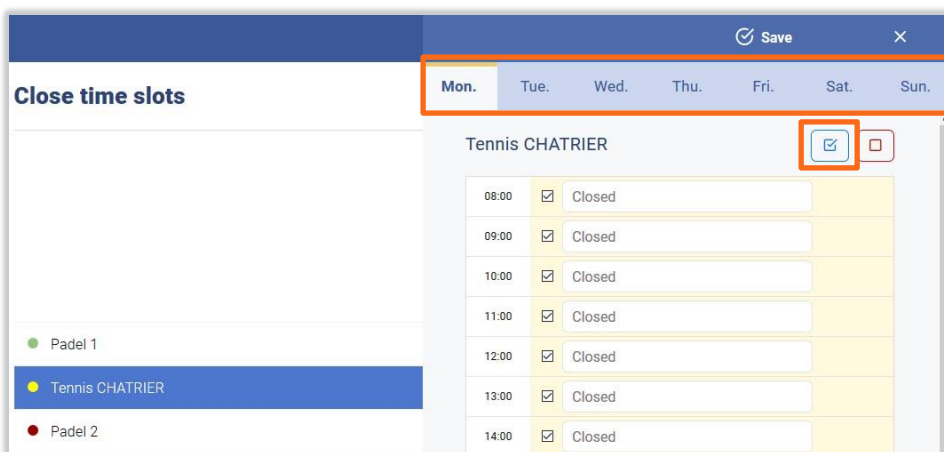
He doesn't have access to the slots of Tennis 1.



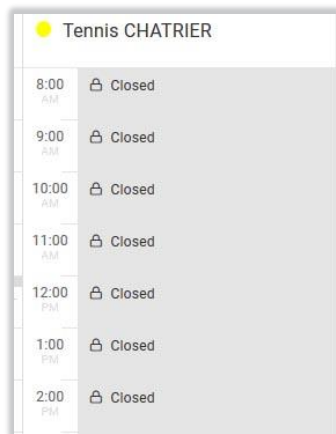
View of calendars by an administrator:

He has access to the slots of Tennis 1.

ANSWER 3: Go to **ADMINISTRATION > SETTINGS > Close time slots**. This closing, symbolized by a small padlock on the calendars, is immediate and will be effective until a manual reopening by an administrator: you cannot indicate a start and end date. Administrators can still make reservations on closed slots.



Select your calendar by clicking on it and then tick globally all the hours of closure every day.



View of calendars by a user or by an administrator:

Administrators can still book on the Tennis Chatrier slots.

ANSWER 4: You can use a label (to be defined in the [ADMINISTRATION > SETTINGS > Predefined labels](#) menu) to book all the slots on a calendar, by repeating this reservation every day and/or over a certain duration. Administrators can still reserve on slots by overwriting the label.



View of calendars by a user or an administrator:

Administrators can still book on the Tennis Chatrier slots.



HOW TO CONFIGURE AND SECURE A COMPUTER IN KIOSK MODE?

QUESTION: We want to put a new PC in terminal mode at the Club House, probably with Win 10. Do you have a tutorial that explains how to put the PC in kiosk mode to use only the browser under the OpenResa address and block all other functions?

ANSWER: We do not offer a tutorial to configure and secure a computer in "kiosk" mode, however, we offer some information on this subject below:

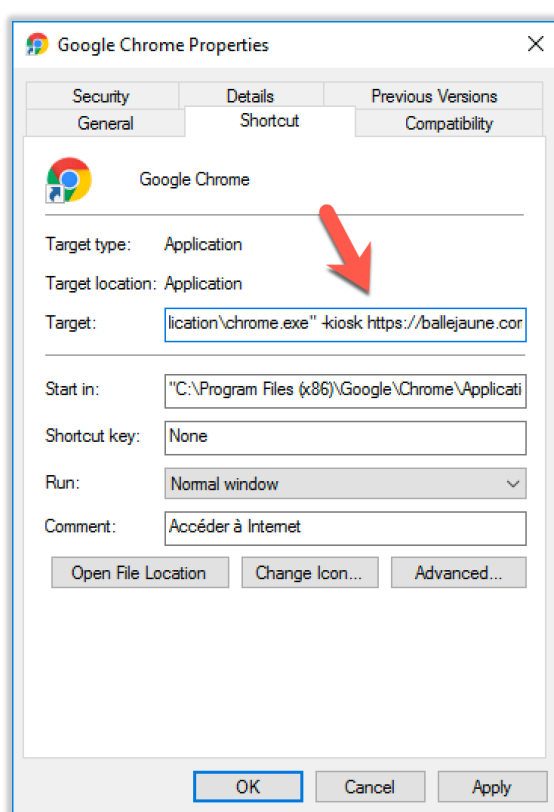
Free solution with Google Chrome

It is possible to set a shortcut on your Windows desktop to launch Chrome in "Kiosk" mode, i.e., full screen without a navigation button or address bar.

1. If necessary, create a shortcut to the Google Chrome application on your desktop.
2. Right-click the shortcut and select the "Properties" submenu.
3. Open the "shortcut" tab and in the "target" or "target" field, add the following value to the end of the existing string:

-kiosk <https://ballejaune.com/kiosk-boot/737/80f4cd3984f092b685c9ed6c924f8b29>

-kiosk <https://ballejaune.com/kiosk-boot/...> complete URL address available on OpenResa in the **ADMINISTRATION > SETTINGS> Public kiosk mode** menu.



4. Validate the modification by clicking on **"OK"** then close Chrome if it's open.



5. Double-click the shortcut on the desktop to launch Chrome in kiosk mode. The OpenResa kiosk mode will automatically be displayed in full screen.
6. Create a specific non-administrator account on Windows with or without a password and assign a strong password to the main administrator account.
7. You might want to set up the "Parental Controls" built into Windows to limit access to certain applications and only certain web sites.

The disadvantage of this solution is that it doesn't prevent the user from accessing the operating system. In fact, simply press the "Windows" key on the keyboard to display the Windows menu and exit the Chrome window. This problem can be solved with a touch screen and the virtual keyboard offered in the OpenResa terminal mode.



HOW TO ADD AN RSS FEED ON THE HOMEPAGE?

QUESTION: I'm trying to set up the homepage of our billiard federation's RSS feed and it's not working. I think I'm not setting it up right. What is the procedure to follow?

ANSWER: Go to the menu **ADMINISTRATION > WEBSITE>Homepage** menu, click on **"Add a block"** then choose **"Newsfeed"** in the drop-down list that opens.

The image shows two screenshots from a web application. The left screenshot shows a sidebar menu with a 'Logo' and a '+ Add a block' button. Below the button is a list of options: 'Custom block', 'Facebook', 'Newsfeed (RSS)', 'Google AdSense', 'Page menu', 'Local weather', 'Photos', 'Map', 'Public calendars', 'Find a partner', and 'Twitter'. The 'Newsfeed (RSS)' option is highlighted with an orange box. The right screenshot shows the 'Newsfeed (RSS)' configuration form. It has a 'Save' button at the top right. The form includes a 'Select an RSS feed' dropdown menu with 'Define a custom RSS feed (blog, club website)' selected. Below this is a 'Block title' field with 'Example: the club blog' entered. Then there is a field for 'Enter the URL of your custom RSS feed:' with 'http://www.ffbillard.com/actualites/flux.xml' entered. At the bottom, there is a 'Number of News' dropdown menu with '5' selected. There are 'Cancel' and 'Save' buttons at the bottom of the form.

In the new window, click on the line **"Select an RSS feed"** then choose an existing feed from the drop-down list or else **"define a custom feed"** possibly giving it a title and then indicate the **URL address** of this feed (www.ffbillard.com). Don't hesitate to change the number of news to display. Don't forget to save.

The feed will then appear on the homepage:



HOW TO CHANGE THE ORDER IN WHICH THE CALENDARS ARE DISPLAYED?

QUESTION: It's summer and I would like to put the outdoor calendars on the left side of my OpenResa screen for better visibility. How to do it?

ANSWER: Go to the [ADMINISTRATION > SETTINGS > Calendars configuration](#) menu. In the list of calendars, click on the square composed of 9 small dots in front of the calendar to be moved and drag and drop it to the top of the list.



Restriction: if you are a user of a **PassPerso** or other access control solution, it isn't possible to move the calendars.



HOW TO DEFINE DIFFERENT TICKET PRICES FOR PEAK AND OFF-PEAK HOURS?

QUESTION: How to define different ticket prices for peak and off-peak hours?

ANSWER: Go to the **ADMINISTRATION > USERS>Subscriptions** menu **"Tickets" tab**. After activating the ticket system and defining the calendars on which to sell tickets, set your prices according to the calendars, days and peak or off-peak times by clicking on the **"Add a price rule"** button.

Example of different rates according to peak/off-peak hours: 10 tickets per 60-minute slot during the day, 15 tickets in the evening and 20 tickets at the weekend.

The screenshot shows the 'Pricing for booking tickets' configuration page. It contains three distinct pricing rules, each for a 60-minute slot, highlighted with orange boxes:

- Rule 1:** 10 ticket(s) for 60 minutes, applicable from 8:00 AM to 5:00 PM on weekdays (M, T, W, T, F).
- Rule 2:** 15 ticket(s) for 60 minutes, applicable from 5:00 AM to 10:00 PM on weekdays (M, T, W, T, F).
- Rule 3:** 20 ticket(s) for 60 minutes, applicable from 8:00 AM to 10:00 PM on weekends (S, S).

If you activate an online payment system, you can define degressive rates according to the number of tickets purchased (by clicking on **"Add a book"**), the ideal being to consider that a ticket is equal to one euro:

The screenshot shows the 'Online payment' configuration page. It includes a section for 'Ticket books' with degressive pricing rules, highlighted with orange boxes:

- Rule 1:** 1 ticket(s) = 1.00 EUR
- Rule 2:** 10 ticket(s) = 10.00 EUR
- Rule 3:** 20 ticket(s) = 15.00 EUR

Note: this system allows to apply different rates according to several activities (example subscription Tennis and Padel).



CAN WE SEND SMS TO ALL THE MEMBERS?

QUESTION: I wanted to send a text message to all my members but obviously the phone number has to be "verified"? Can you tell me more?

REPOSE: SMS: mandatory updating of mobile phone numbers by members. Indeed, you can't do it en masse for everyone nor can you do it in the user's place. It is up to the user to add and confirm his number to be "**verified**". We have chosen this method to avoid our platform becoming a SPAM factory where anyone can send mass SMS to any number.

Send type

- ☒ Internal messaging system
 - ☐ Disable responses
- ☐ By e-mail
- ☒ By SMS
 - 2 SMS will be sent

Users with a verified phone number will receive an SMS notification with an extract from the message. SMS are debited to the account of the club (4 remaining SMS after sending).

In the future, however, we intend to offer you a specific module for sending SMS campaigns. This module will allow him to send SMS to the phone numbers indicated in the user records, without the need for each player to confirm his number. However, the number of messages sent will be limited (daily, weekly and monthly limit) and the user will have the possibility, by a simple "**STOP**" answer by SMS, to unsubscribe his number.

Finally, there is no export possible, however you have a dedicated "**filter**" in the **ADMINISTRATION > USERS > User management** menu. Click on the "**Filters**" button on the top right and then choose the filter "**With a verified phone number (SMS)**" located at the bottom of the left column.



HOW TO AUTORIZE THE BOOK OF A TIME SLOT FOR MORE THAN 4 MEMBERS?

QUESTION: How to allow 10 subscribers to register for a lesson on a slot when the limit is 4 names per slot?

ANSWER: Go to the **ADMINISTRATION > SETTINGS>Schedule configuration** menu, define the time slot corresponding to the lesson by dividing it into bookable sub-slots by 2, 3 or 4 persons in order to arrive at a total number of 10.

Example for a 1-hour lesson: For example, create a calendar "Group from 10:00 A.M. to 11:00 A.M." and define it by dividing the time into 10-minute sub-slots. With 6 slots of 2 people, you get 12 people instead of 10, you can for example reserve the first slot with a label "Group 10:00 AM 11:00 AM" to block this slot.

The left screenshot shows the 'Hours' configuration window. The 'Time slot duration' is set to 10 minutes. The right screenshot shows a calendar view for the 'Group 10:00 A.M. 11:00 A.M.' slot, which is divided into 10-minute sub-slots. The first sub-slot is reserved by 'THOMAS Charlotte', 'GERARDOT Philip...', 'THOMAS Thibault', and 'COCHARD Philippe'.

In Subscriptions, **"Permissions" tab**, you can set the maximum number of subscribers per slot whether in the booking option with or without partner:

The left screenshot shows the 'Book with partners' configuration. The 'Groupe de 10h - 11h' is highlighted with a red box, showing a minimum of 1 and a maximum of 2 users per slot. The right screenshot shows the 'Book without a partner' configuration. The 'Groupe de 10h - 11h' is highlighted with a red box, showing a maximum of 3 users per slot.

More generally, it's up to you to decide on the number of sub-slots and the number of members who can register in each sub-slot to arrive at the desired total number of registrations.



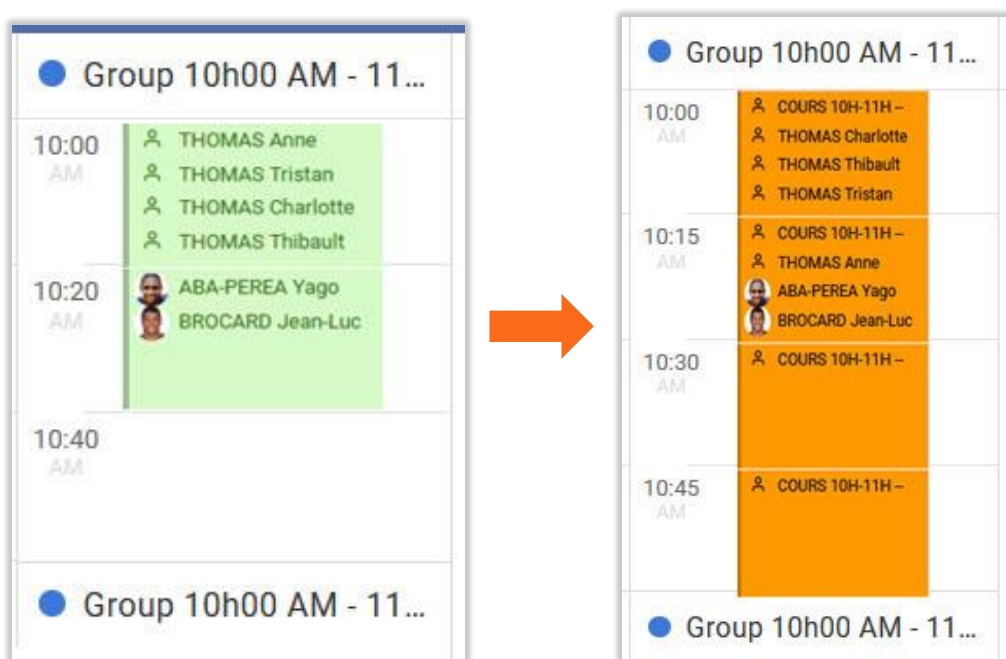
HOW TO PREVENT THE CANCELLATION OF AN ENTIRE SUB-SLOT?

QUESTION: My subscribers can book group lessons without partners with permission to cancel only their name (the 1-hour lesson is divided into 3 sub slots open to 4 people). When the first person to register on a sub-slot cancels his booking, the entire sub-slot is cancelled. How to avoid this?

ANSWER: The first to register for a slot is the person responsible for the reservation and therefore cancels the entire slot when he wants to cancel his name. You could increase the number of sub-slots and reserve as administrator first all the sub-slots with a predefined name for this and repeat the reservation (every day, week or month). This way a sub-slot cannot be cancelled entirely by a subscriber, since he will never be "responsible" for the reservation. Only an administrator will be able to do this. If you get too many sub-slots compared to the total number of people admitted in the current period, you can block them at the reservation by using a label.

In the **"Permissions" tab** of the **ADMINISTRATION > USERS > Subscriptions** menu you must of course activate the sub-option **"the subscriber can only cancel his name"** in the option **"cancellation of reservations"**.

Example: a 1-hour lesson divided into 3 sub-slots of 20 mn each with 4 authorized names each, that makes a maximum total of $3 * 4 = 12$ persons. The hour can be divided into 4 sub-slots of 15 minutes each with 4 authorized names and the administrator first reserves all the sub-slots with a predefined name (LESSON 10H-11H --), so there are 3 places per sub-slot for the subscribers that is a total of $4 * 3 = 12$ places.



HOW TO CHANGE THE CURRENCY FOR ONLINE PAYMENTS?

QUESTION: How to change the currency for online payments?

ANSWER: Go to the [ADMINISTRATION > SETTINGS > Account settings](#) menu "[Contact info and details](#)" tab and choose your currency from the drop-down list. Save your change.

Account settings Save

BalleJaune Subscription **Contact info and details** Geolocation of the club

Club e-mail address * Default language * Time zone *

Main address *

Zip Code & City *

Country *

Main phone *

Secondary phone *

Currency

- EUR - France
- EUR - Belgium
- CHF - Swiss Franc
- EUR - Luxembourg
- EUR - Germany**
- EUR - Italy
- EUR - Spain
- EUR - Latvia
- EUR - Austria
- EUR - Netherlands
- EUR - Portugal
- EUR - Brazil
- Badminton
- Billiards
- Golf
- Other



HOW TO CONTROL TICKET PURCHASES OF MY SUBSCRIBERS?

QUESTION: Some of my subscribers report to me that they have purchased reservation or invitation tickets but that their tickets have not been credited to their account. How can I control their ticket purchases?

ANSWER: Go to the user record of your subscribers. On the line of tickets or invitations, the number of tickets credited to their account is indicated and you can access the history of ticket purchases and uses by clicking on the cylinder-shaped pictogram.

Filip MARTINS

flag message suspend notes (0) more

civility **Mr**

login id **martins Filip**

password **Reset**

e-mail 1 **philippe-martins@orange.fr**

e-mail 2

profile **Membre**

subscription **Abonnement annuel Tennis 2020**


dates **09-01-2019** to **08-31-2020**

status **In progress** expires 2 months from now

paid on **mm-dd-yyyy**

comments

quota(s) **0 out of 2 - courts**

tickets **14** 

guests **12**



History of Operations

↓ Export






≡ Filters -

🕒 Last 3 months ▾




Friday, July 3, 2020

User	Operation	Date ▾	Operation origin
 MARTINS, Filip	<div>+ 15</div> Booking ticket	3 days ago	 MARTINS, Simon

Saturday, June 27, 2020

 MARTINS, Filip	<div>- 1</div> Booking ticket	9 days ago	 Reservation #73599901 
 MARTINS, Filip	<div>- 2</div> Booking ticket	9 days ago	 MARTINS, Simon

Friday, May 15, 2020

 MARTINS, Filip	<div>- 1</div> Booking ticket	2 months ago	 Reservation #71954544 
--	-------------------------------	--------------	---

You can refine the history by period and export the result to an Excel file.



HOW CAN SUBSCRIBERS CHOOSE THE START AND DURATION OF A RESERVATION?

QUESTION: Is it possible to let players choose to start bookings at full hours or every 30 minutes, but for periods of one hour or even 90 minutes? I found in the settings that you could automatically set all slots to 30 minutes, but as a result, every time a player wants to reserve an hour (the most frequent duration), he has to repeat the procedure 2x, which is a bit restrictive.

ANSWER: You will find a **"Customized time slots"** setting in the configuration of subscriptions, [menu ADMINISTRATION > Users > Subscriptions](#) (click on a subscription then go to the **"Permissions"** tab).

Activate the **"Customized time slots"** setting and then click on the **"Advanced settings"** link below the switch. You will then be able to define various options such as the interval between each slot, the minimum and maximum duration of a reservation. You will also be able to give the subscriber the possibility to choose the start time by activating the option **"The user can change the beginning of the time slot"**.

The screenshot shows the 'Permissions' tab for a subscription. It features two main sections: 'Cancellation of reservations' and 'Customized time slots'. Both have toggle switches that are turned on. The 'Customized time slots' section includes an 'Advanced settings' link, which is highlighted with an orange box. Below this link, three settings are listed: 'Interval between each slot' set to 30 minutes, 'Minimum duration for a reservation' set to 60 minutes, and 'Maximum duration for a reservation' set to 90 minutes. At the bottom, the option 'The user can change the beginning of the time slot' is also enabled, with its toggle switch and label highlighted by an orange box.

The player clicks on a free slot on the calendars and can then change the start time and end time of his booking according to the above settings.



Example: the player clicks on the slot from 12:00 to 13:00, on the booking form he will have the option to start his booking at 12:00 and finish at 13:00 (i.e. 60 minutes) or 13:30 (i.e. 90 minutes) or to start at 12:30 and finish at 13:30 (i.e. 60 minutes) or 14:00 (i.e. 90 minutes). He could also start his reservation at 11:30 am.

Choice of start time

Choice of end time according to start time



WHERE TO FIND THE SMARTPHONE APPLICATION?

QUESTION: What is the name of the smartphone application?

ANSWER: We don't offer an application on the Apple App Store or the Google Play Store. However, users can install a **"web-app"** directly from your homepage <https://ballejaune.com/club/nomclub>.


When you go to this page, an **"INSTALL"** banner appears at the bottom of the page on iOS and **"Add to Home Screen"** on Android. Clicking on this banner then guides the user to create an application on the home screen of the phone or tablet.

In the menu **ADMINISTRATION > SETTINGS > Club name & web address** you can name the application as you wish and configure the logo that will become the icon of the application.

Settings

Club name & web address Change logo Save

Fill in the full name of the club and avoid as much as possible the abbreviations to improve your SEO on the search engines. The name and logo of the club will be visible on all pages and also in email notifications sent to users.

 Tennis Club D mo BalleJaune

Custom web address

Prefer a concise, abbreviated name for easy access, for example: 'tcdemo' for Tennis Club Demo. In case of change of address, previous redirect to the new address.

<https://>

Mobile web-app

Customize the name of your mobile web-app. This name will be displayed below the icon on your homescreen (Android / iOS).

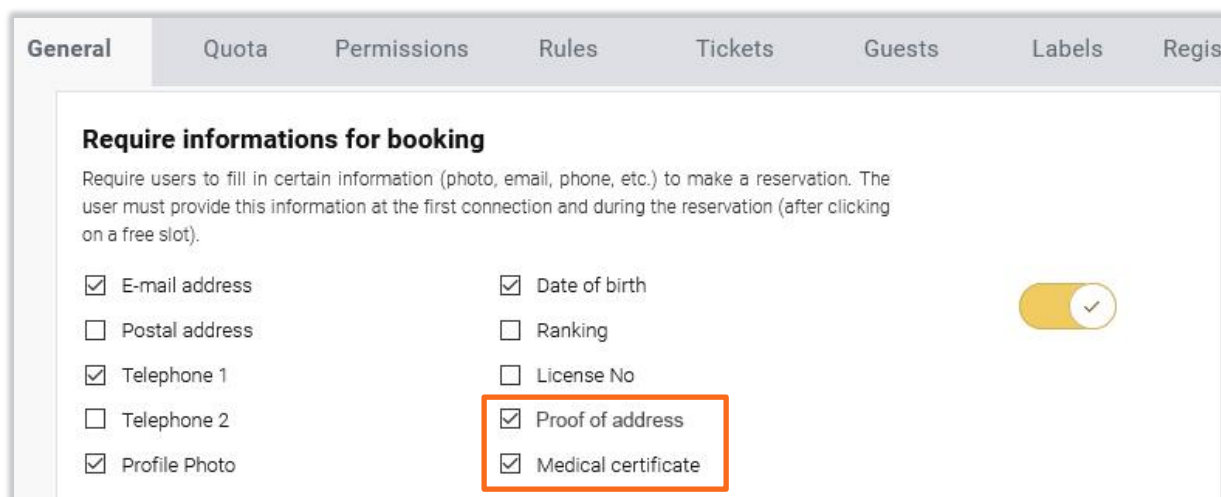
Icons on home screen:



HOW TO OBLIGE A SUBSCRIBER TO PROVIDE A JUSTIFICATORY DOCUMENT?

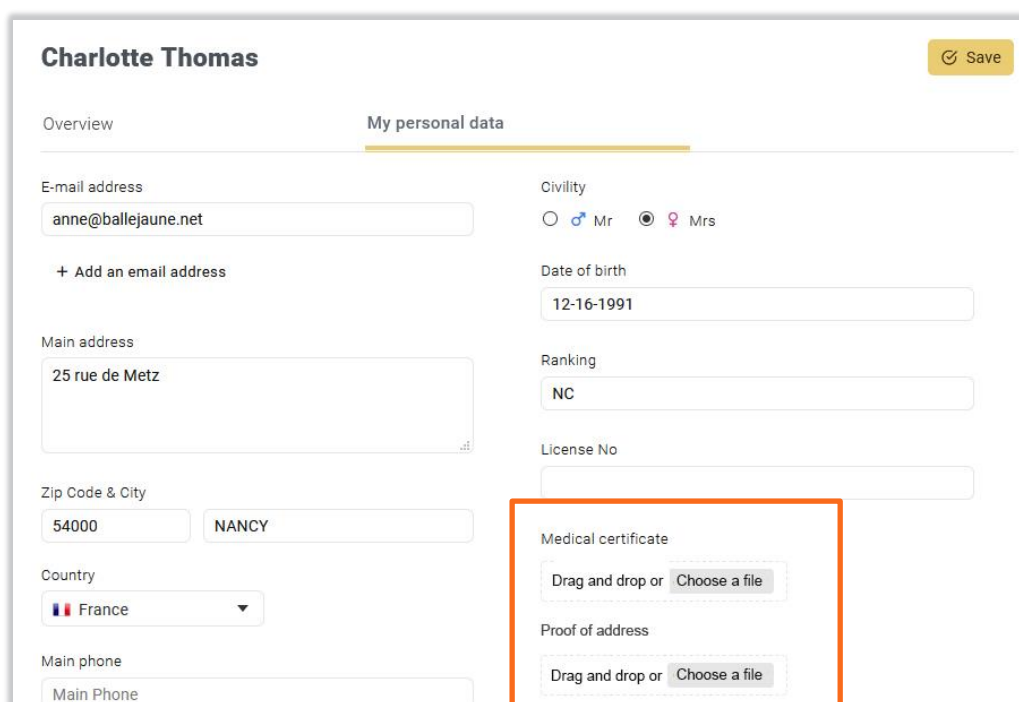
QUESTION: How to oblige a subscriber to provide a justificatory document (home address or medical certificate)?

ANSWER: In the menu **ADMINISTRATION > USERS > Subscriptions "Général"** tab, you can force the subscriber to provide information to be able to book in the option **"Require information for booking"** including a proof of address and a medical certificate.



The screenshot shows the 'Require informations for booking' settings page. The page has tabs for General, Quota, Permissions, Rules, Tickets, Guests, Labels, and Regist. The 'General' tab is active. The page title is 'Require informations for booking'. Below the title is a description: 'Require users to fill in certain information (photo, email, phone, etc.) to make a reservation. The user must provide this information at the first connection and during the reservation (after clicking on a free slot)'. There is a toggle switch on the right that is turned on. Below the description are two columns of checkboxes. The first column contains: E-mail address (checked), Postal address (unchecked), Telephone 1 (checked), Telephone 2 (unchecked), and Profile Photo (checked). The second column contains: Date of birth (checked), Ranking (unchecked), License No (unchecked), Proof of address (checked), and Medical certificate (checked). The 'Proof of address' and 'Medical certificate' checkboxes are highlighted with a red box.

Subscribers will be able to download one or more justificatory documents directly into their account:

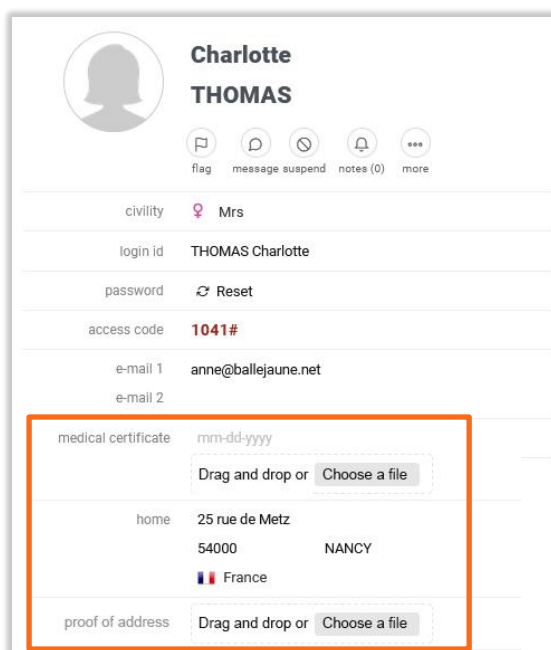


The screenshot shows the 'My personal data' form for Charlotte Thomas. The form has a 'Save' button in the top right corner. The form is divided into two sections: 'Overview' and 'My personal data'. The 'My personal data' section is active. The form contains the following fields: E-mail address (anne@ballejaune.net), Main address (25 rue de Metz), Zip Code & City (54000, NANCY), Country (France), Main phone (Main Phone), Civility (Mr/Mrs), Date of birth (12-16-1991), Ranking (NC), License No, Medical certificate (Drag and drop or Choose a file), and Proof of address (Drag and drop or Choose a file). The 'Medical certificate' and 'Proof of address' fields are highlighted with a red box.

Note: Accepted formats for justificatory documents: JPEG, PNG and PDF.



An administrator will also be able to download a justificatory document into a subscriber's account if the subscriber has sent it by e-mail to the club, in the menu **ADMINISTRATION > USERS> User management** by selecting the subscriber:



Charlotte THOMAS

flag message suspend notes (0) more

civility Mrs

login id THOMAS Charlotte

password Reset

access code **1041#**

e-mail 1 anne@ballejaune.net

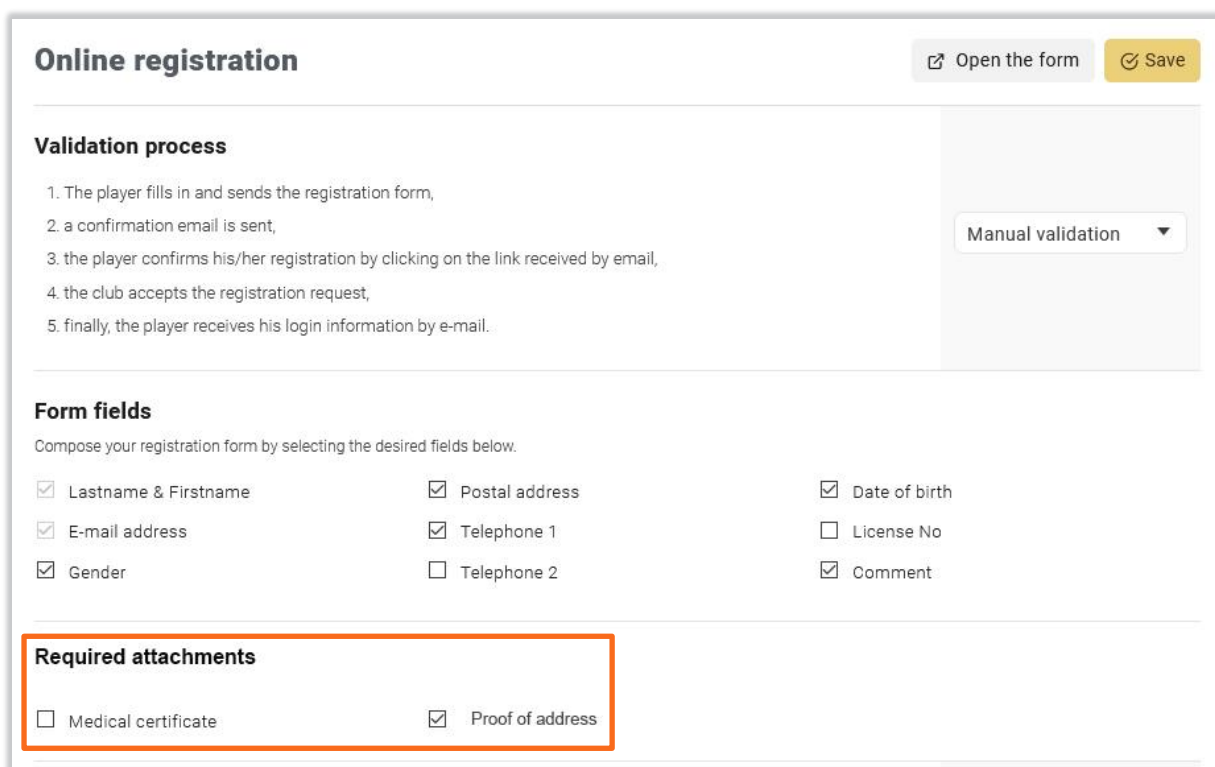
e-mail 2

medical certificate mm-dd-yyyy
 Drag and drop or Choose a file

home 25 rue de Metz
 54000 NANCY
 France

proof of address
 Drag and drop or Choose a file

In the case of online registrations, you can force the new subscriber to provide a justificatory document when registering by ticking the **"required attachments"** box(es) in the form definition of the menu **ADMINISTRATION > USERS> Online registrations, "Settings" button**:



Online registration

Open the form Save

Validation process

1. The player fills in and sends the registration form,
2. a confirmation email is sent,
3. the player confirms his/her registration by clicking on the link received by email,
4. the club accepts the registration request,
5. finally, the player receives his login information by e-mail.

Manual validation ▼

Form fields

Compose your registration form by selecting the desired fields below.


<input checked="" type="checkbox"/> Lastname & Firstname	<input checked="" type="checkbox"/> Postal address	<input checked="" type="checkbox"/> Date of birth
<input checked="" type="checkbox"/> E-mail address	<input checked="" type="checkbox"/> Telephone 1	<input type="checkbox"/> License No
<input checked="" type="checkbox"/> Gender	<input type="checkbox"/> Telephone 2	<input checked="" type="checkbox"/> Comment

Required attachments

<input type="checkbox"/> Medical certificate	<input checked="" type="checkbox"/> Proof of address
--	--



The user will then have to download the justificatory document on the form:

 **Online registration**

Be careful to download your certificate of residence in our commune!

☒ Mr ☐ Mrs

Last name *

THOMAS

First name *

Dominique

Date of birth *

07/03/1961

E-mail *

anne@ballejaune.net

Your password will be sent to this email address.

Address *

15 rue de Metz



Postal Code *

54000

City *

NANCY

Country *

 France 

Telephone(s) *

0606350697

Proof of address *

Drag and drop or

As long as the receipt has not been downloaded, the subscriber will not be able to continue the registration process, an error message will be displayed if he validates his form:



The justificatory document will be directly integrated into the subscriber's account.

