
TIPS

OPEN RESA

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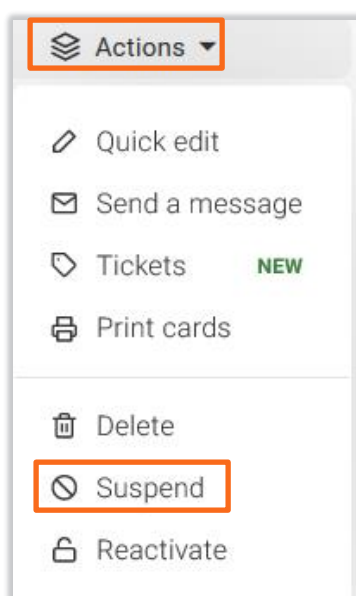
SOMMAIRE

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

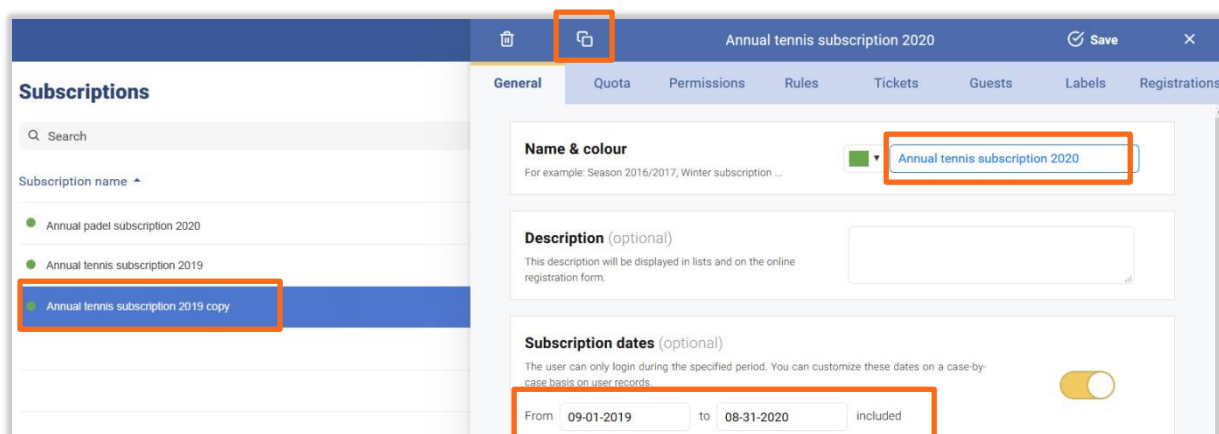
HOW TO MAKE A CHANGE OF SEASON?

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

Reg

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 A A- [Icons]

B I U [Icons]

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

DOS C.
6/4 6/4
PENTIER N.
6/4 7/5
EAU M.
6/2 6/4

1e rotation (9h) Q4

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

DOS C.
6/4 6/4
PENTIER N.
6/4 7/5
EAU M.
6/2 6/4

1e rotation (9h)

BESSA Noemy
Association Sportive ASPFF AJACCIO YES30
ILQUIN Lola
TC VITRYAT 15/4
OS Alix
CHALON T.C 15/5
QUIDT Océane
CLUB TULPE NOIRE HAZEBROUCK 30
FAYAN Jeanne
CANET 66 TENNIS 15/5
HACH Lyne
PARIS UNIVERSITE CLUB 15/3

ILQUIN L.
6/2 6/1
OS A.
6/2 6/0
HACH L.
6/4 7/5

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).

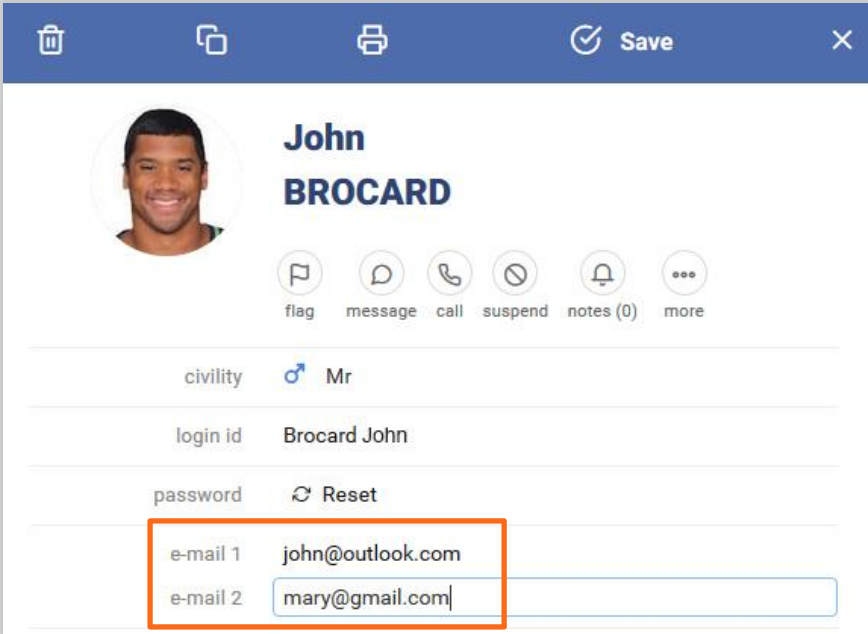
The screenshot displays the 'Profiles & roles' management interface. On the left, a sidebar lists roles: Administrator (selected), Animator, Member, and Visitor. The main area has three tabs: 'My account', 'Reservation' (active), and 'Messages'. In the 'Reservation' tab, the 'Reserve for other users' 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:

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 the top navigation bar. The main content area is titled 'Book without a partner'. It contains three settings:

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

Below these settings is a section for adding a rule. It features a button labeled 'x Wall' and a search bar. Below the search bar are seven day selection buttons: M, T, W, T, F, S, S. To the right of these buttons is a time range selector showing 'from 8:00 AM to 10:00 PM'. At the bottom of this section is a button labeled '+ Adding a rule'.

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

☐ M ☐ T ☐ W ☐ T ☐ F ☐ S ☐ S

☐ Set a time range

wall (required) ×

The user can make up to reservations simultaneously

☐ M ☐ T ☐ W ☐ T ☐ F ☐ S ☐ S

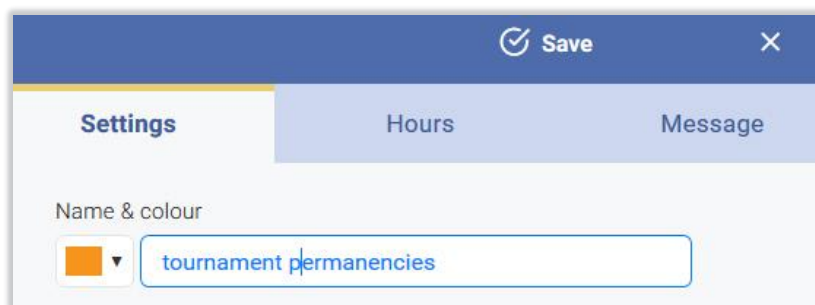
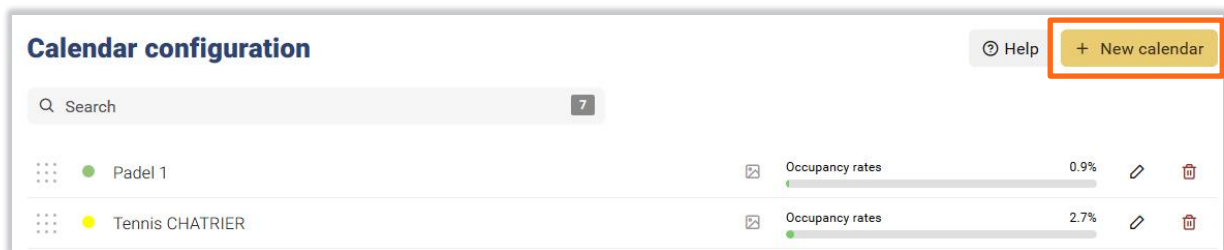
☐ Set a time range



HOW TO MANAGE A TOURNAMENT PERMANENCIES CALENDAR ?

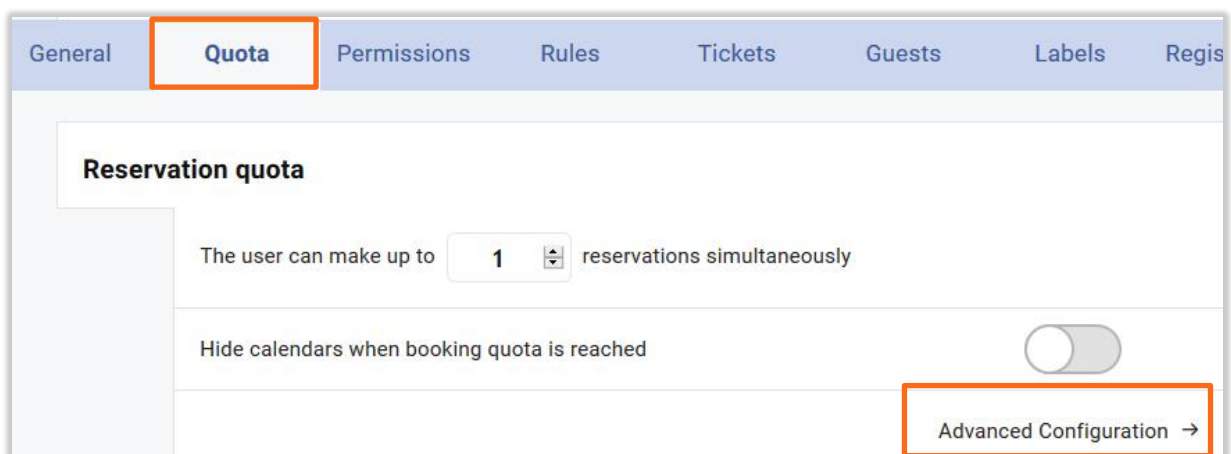
QUESTION : Is it possible to create a permanencies calendar management system? This would allow our members to register for permanencies for our tournament without having to go to the club.

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.

Reservation quota

Quota Permissions Rules Tickets Guests Labels Regis

▼ Add a quota

courts (required) ✕

The user can make up to **2** reservations simultaneously

✕ Padel 1 ✕ Tennis CHATRIER ✕ Padel 2
✕ Table ping pong 1 ✕ Tennis 1 ✕ Padel 3

M T W T F S S

☐ Set a time range

permanencies (required) ✕

The user can make up to **10** reservations simultaneously

✕ Permanencies

M T W T F S S

☐ 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.

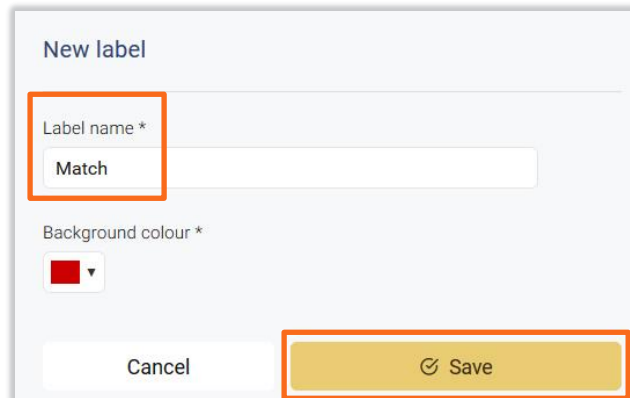
This way, you can make it possible for players to reserve either 60 minutes or 90 minutes.

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.

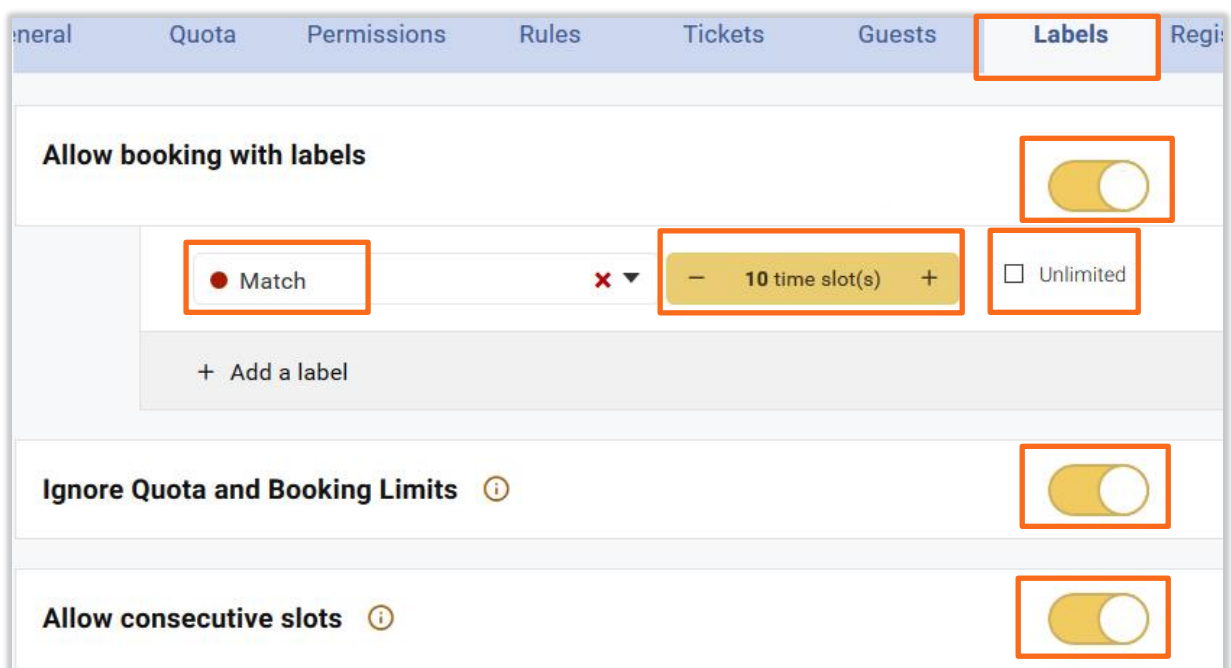
ANSWER 2 : Another solution is to use a predefined label "**Match**" (to be defined in the menu **ADMINISTRATION > SETTINGS > Predefined label** and by clicking on "**New label**") and



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 form titled "New label" with two input fields and two buttons. The first field is "Label name *" with the text "Match" entered. The second field is "Background colour *" with a red color swatch. At the bottom are "Cancel" and "Save" buttons. Red boxes highlight the "Label name" field and the "Save" button.



A configuration panel with tabs: "General", "Quota", "Permissions", "Rules", "Tickets", "Guests", "Labels", and "Registration". The "Labels" tab is active. It contains three sections: "Allow booking with labels" with a toggle switch, a list of labels (one labeled "Match" with a red dot), a slot limit selector set to "10 time slot(s)", and an "Unlimited" checkbox; "Ignore Quota and Booking Limits" with a toggle switch; and "Allow consecutive slots" with a toggle switch. Red boxes highlight the "Match" label, the slot limit selector, the "Unlimited" checkbox, and all three toggle switches.



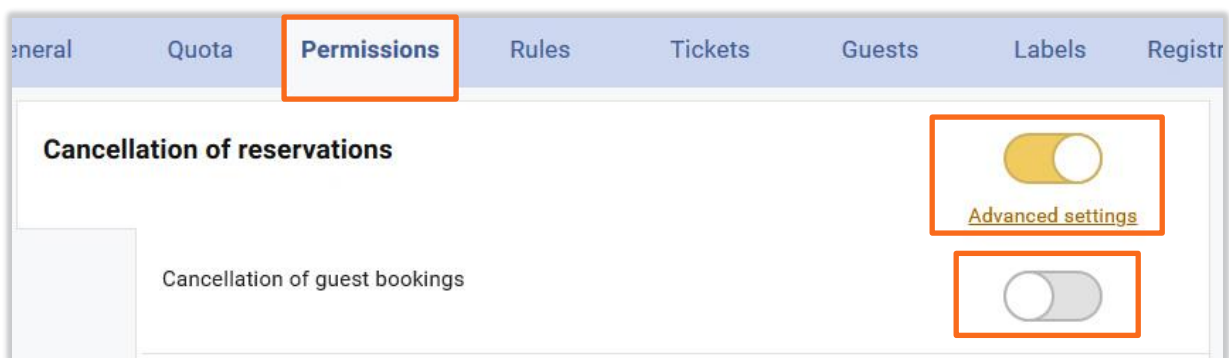
HOW TO PROHIBIT CANCELLATIONS WITH A GUEST AND HOW TO SET A TIME LIMIT FOR CANCELLING A RESERVATION ?

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.

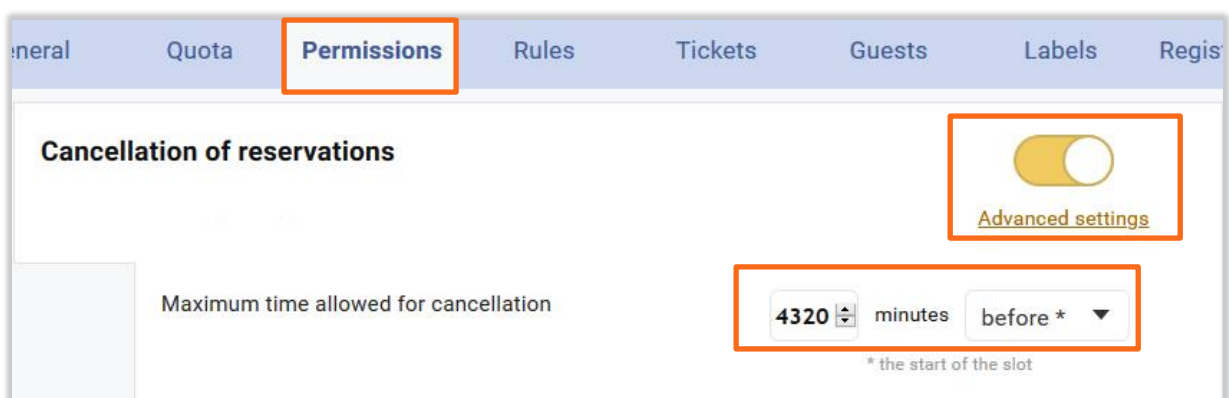
ANSWER: In the menu **ADMINISTRATION > USERS > Subscriptions**, for each subscription, go to the **"Permissions" tab**.

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).



Regarding the minimum time to cancel, you will find in the same section another sub-option **"Maximum time allowed 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".

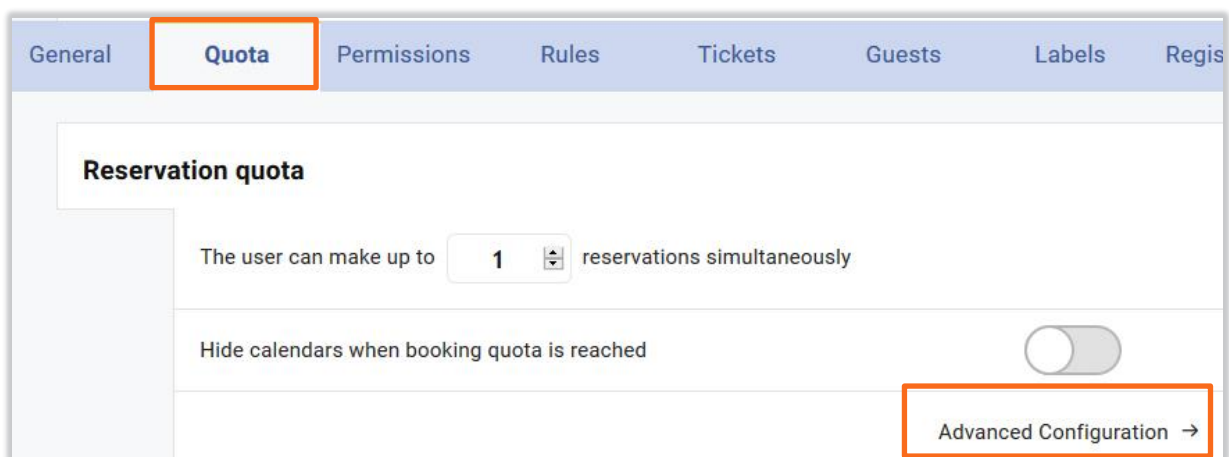


HOW TO DEFINE MULTIPLE QUOTAS ?

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 the 'Quota' configuration page for a subscription. The top navigation bar includes tabs: General, Quota (highlighted with an orange border), Permissions, Rules, Tickets, Guests, Labels, and Regis. The main content area is titled 'Reservation quota'. It contains two settings: 'The user can make up to 1 reservations simultaneously' (with a dropdown menu showing '1') and 'Hide calendars when booking quota is reached' (with a toggle switch). At the bottom right, there is a button labeled 'Advanced Configuration →' which is also highlighted 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

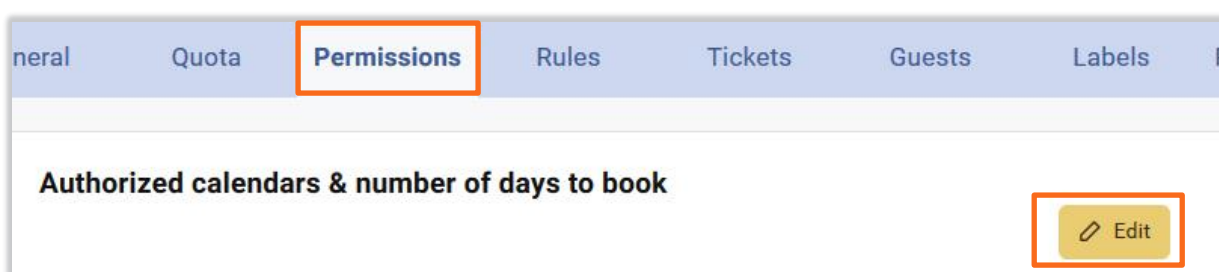
☐ Set a time range



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.

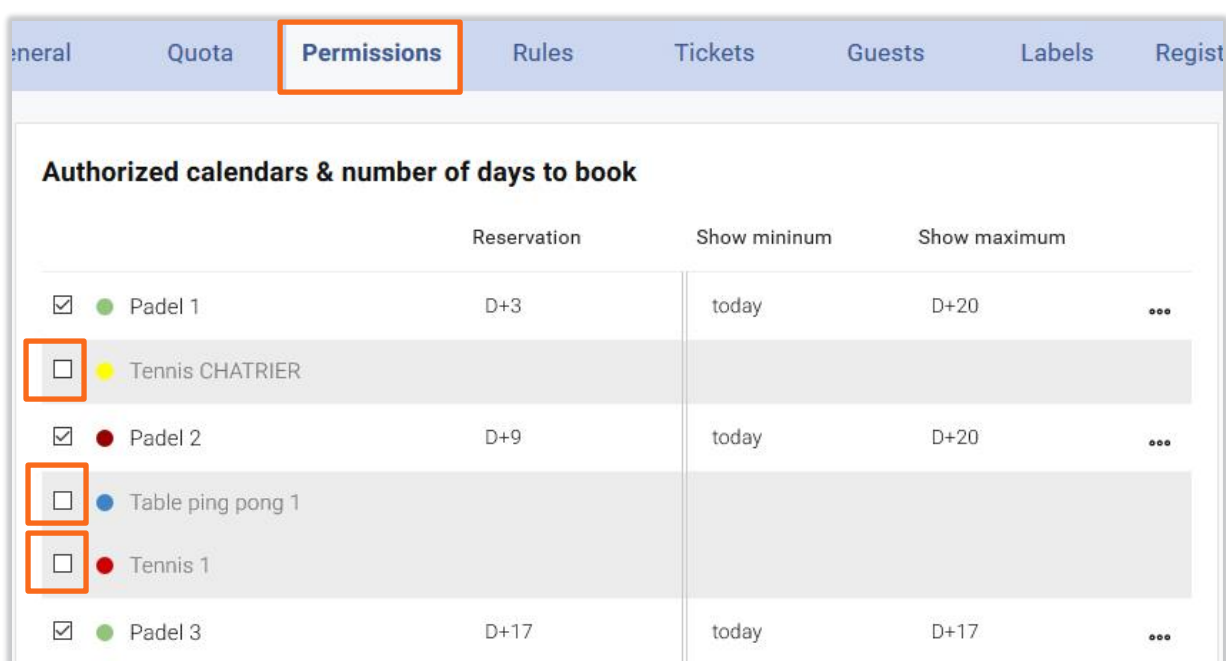
ANSWER: In this case a "**subscription**" and not a "**profile/role**" must be configured. In the menu **ADMINISTRATION > USERS > Subscriptions** go to the subscription configuration, open the "**Permissions**" tab, you will find a section "**Authorized calendars and number of days to book**". Click 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, there is a 'Confidentiality' section with various settings. The 'allowed partners' setting is highlighted, showing a checkbox for 'Restrict the list of partners' which is checked. Below this, there is a 'Search users' button. To the right, a list of users is displayed, with 'ALBERT Pierre' highlighted.

privacy	Hide settings
public identity	👁️ Lastname & Firstname
photo	👁️ Public
members directory	👁️ I want to appear on this list
reservation with him	👁️ Everyone
messages	👁️ Everyone
allowed partners	<input checked="" type="checkbox"/> Restrict the list of partners
	Search users

ABA-PEREA Yago

ABERTS Esteban

ALBERT Pierre

ALLOMBERT Pierre

AUBLANC Bruno

BERRY Jack

BROCARD Jean-Luc

Search users

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?

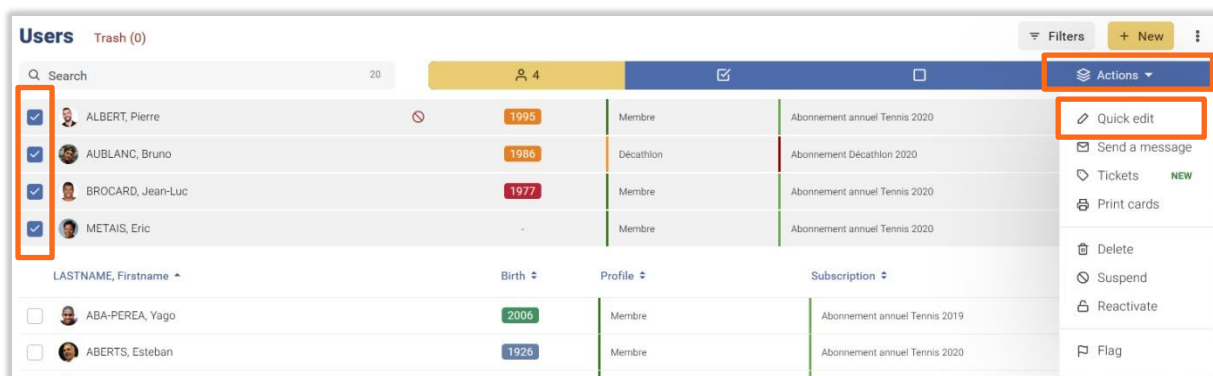
ANSWER: To assign this new subscription to the users, you have several solutions:

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

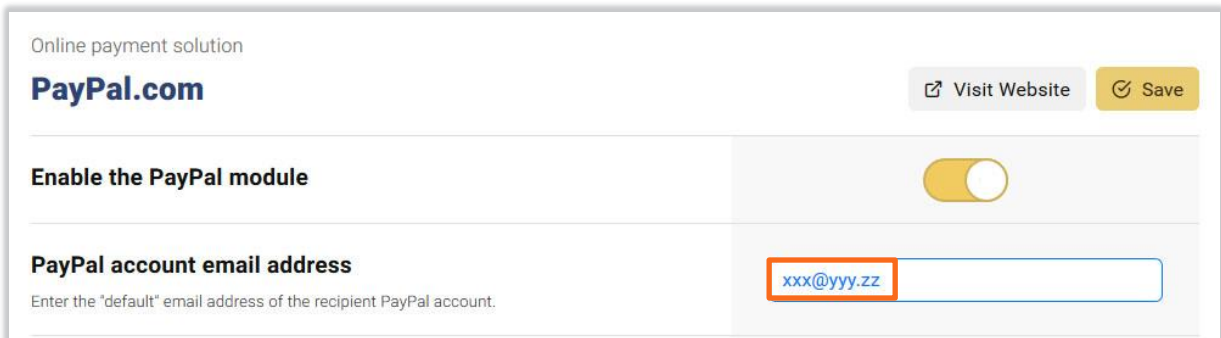
The user files will be updated with the new subscription.



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.



The screenshot shows a configuration window titled "Online payment solution" with the "PayPal.com" logo. In the top right corner, there are two buttons: "Visit Website" (with an external link icon) and "Save" (in a yellow button). The main configuration area is divided into two sections. The first section, "Enable the PayPal module", features a yellow toggle switch that is currently turned on. The second section, "PayPal account email address", includes a text input field containing the email address "xxx@yyy.zz". Below the input field, a small instruction reads: "Enter the 'default' email address of the recipient PayPal account."



CAN WE CONFIGURE 2 SUBSCRIPTIONS FOR THE SAME USER ?

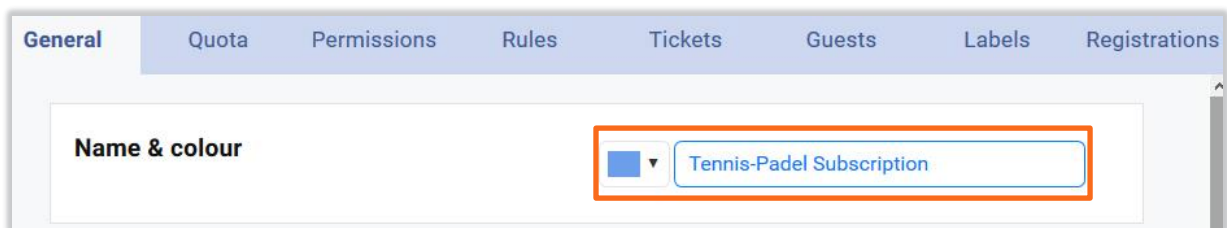
QUESTION : Can 2 subscriptions, padel and tennis, be assigned to the same user?

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?

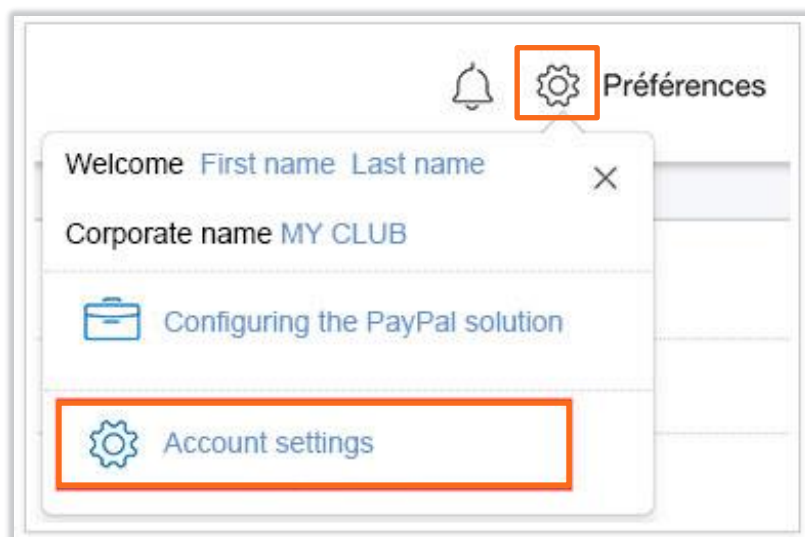
QUESTION : According to your online help, it is not necessary for the member to create a PayPal account or, as soon as a member wants to buy tickets, he is redirected to a PayPal page and cannot buy if he does not have an account and does not want to create one.

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 ?

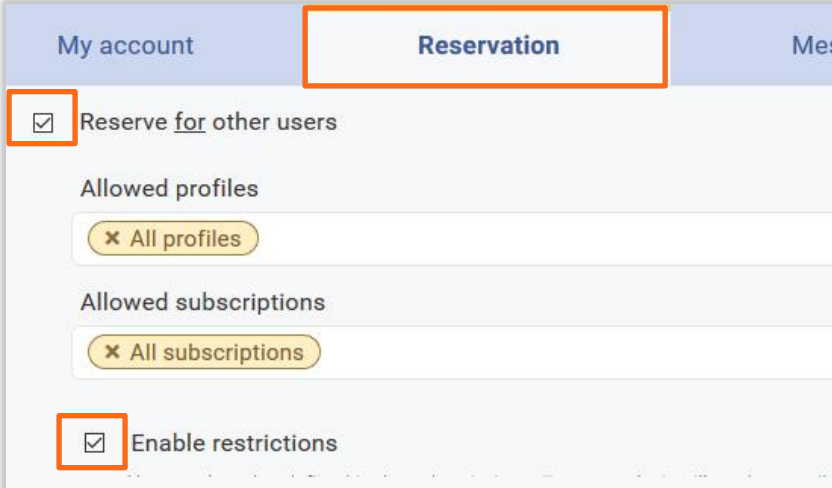
QUESTION : When I wish to forbid reservations to a member who does not have his profile up to date (address, photo...), I still find people with incomplete profiles on the reservation schedule. These people have certainly booked the room through a third party.

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 the 'Reservation' tab in the 'Profiles & Roles' settings. The 'Reserve for other users' checkbox is checked. Below it, the 'Allowed profiles' section shows 'All profiles' and the 'Allowed subscriptions' section shows 'All subscriptions'. At the bottom, the 'Enable restrictions' checkbox is also checked.

