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# TIPS

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## OPEN RESA

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## SOMMAIRE

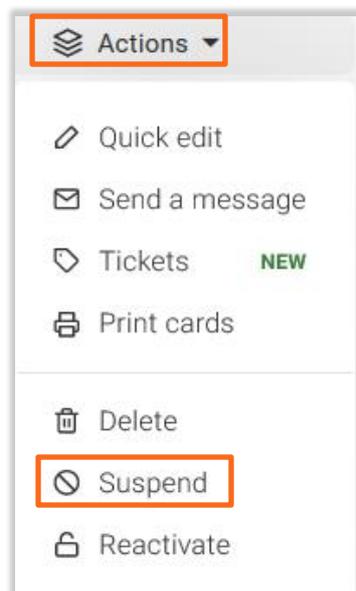
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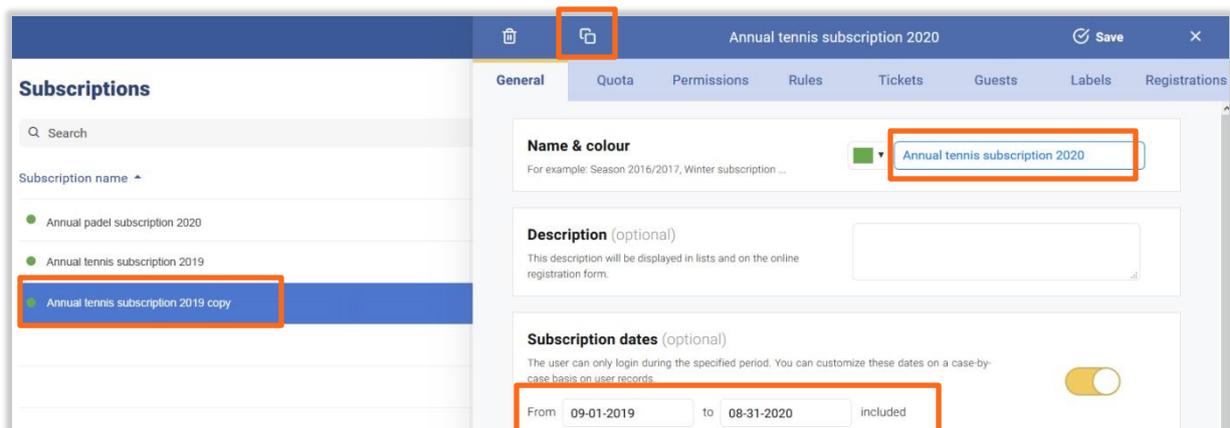
## HOW TO MAKE A CHANGE OF SEASON?

**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** .

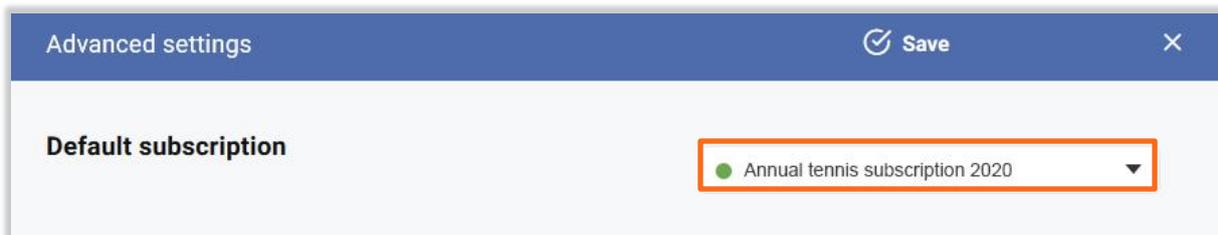


Example of duplication: the annual subscription 2019 will become the annual subscription 2020 :



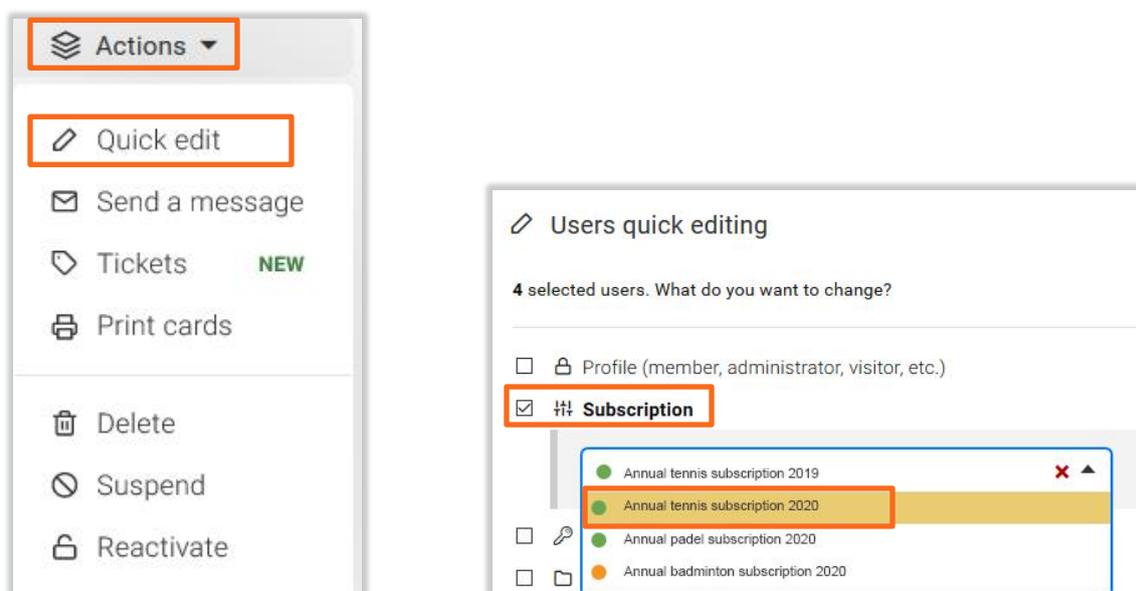
Set this new subscription as default: click on the grey box **"default"** in the list of subscriptions then select your subscription from the drop-down list and save.





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.



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**.

The screenshot shows the 'Guest bookings log' interface. At the top right, there is a 'Purge' button highlighted with an orange box. Below this is a navigation bar with tabs: 'General', 'Quota', 'Permissions', 'Rules', 'Tickets', 'Guests' (highlighted with an orange box), 'Labels', and 'Reg'. The main content area has two sections. The first section is 'Allow bookings with guests' with a toggle switch that is turned on. The second section is 'Tickets included in the subscription' with an information icon and a dropdown menu showing the number '4' and the unit 'ticket(s)', both highlighted with an orange box.





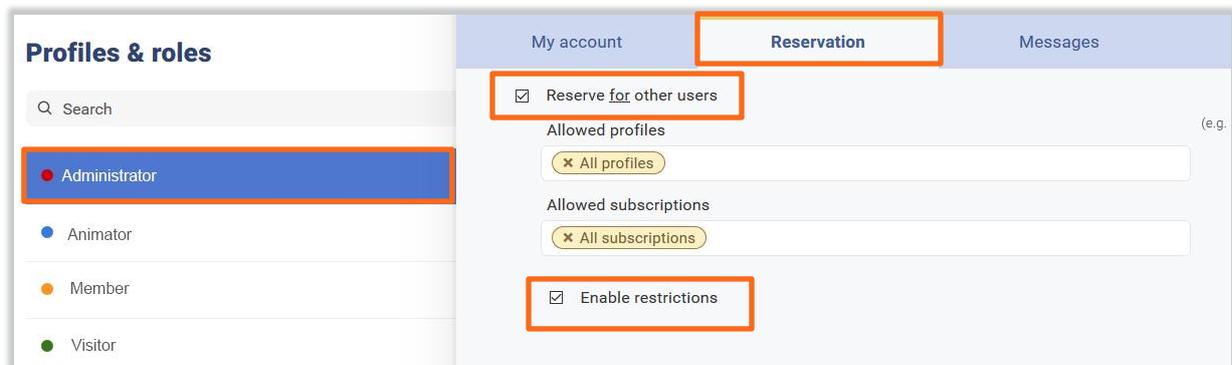
## HOW TO AVOID A NEGATIVE INVITATION COUNTER ?

**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).



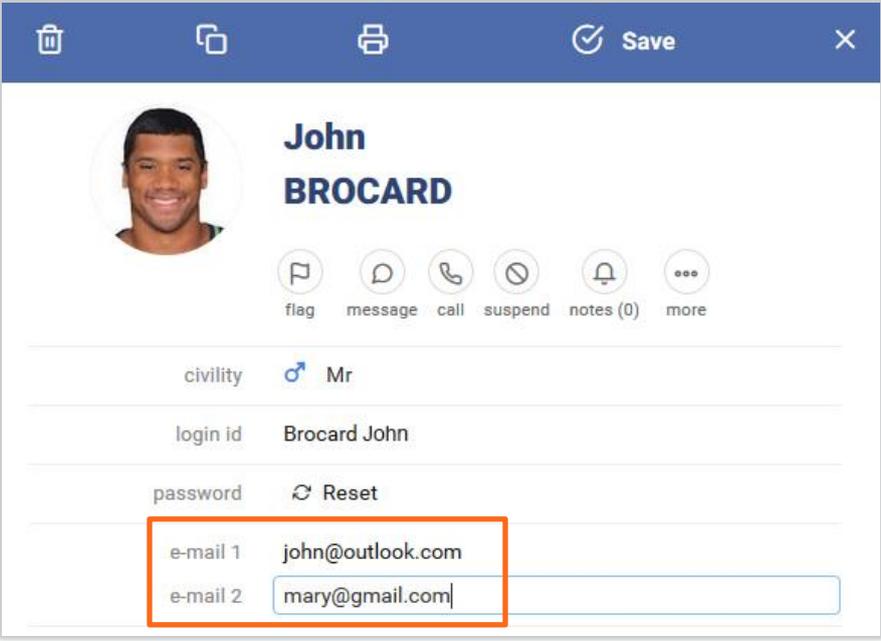
The screenshot displays the 'Profiles & roles' management interface. On the left, a sidebar lists roles: Administrator (selected), Animator, Member, and Visitor. The main content area has three tabs: 'My account', 'Reservation' (active), and 'Messages'. Under the 'Reservation' tab, there are two checkboxes: 'Reserve for other users' and 'Enable restrictions', both of which are checked and highlighted with orange boxes. Below these are two input fields: 'Allowed profiles' (with a dropdown menu showing 'All profiles') and 'Allowed subscriptions' (with a dropdown menu showing 'All subscriptions').



## 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 management interface for 'John Brocard'. The interface includes a profile picture, name, and various action icons (flag, message, call, suspend, notes, more). Below the profile information, there are fields for 'civility' (Mr), 'login id' (Brocard John), and 'password' (Reset). The 'e-mail' section is highlighted with an orange box and contains two entries: 'e-mail 1' with the value 'john@outlook.com' and 'e-mail 2' with the value 'mary@gmail.com'.

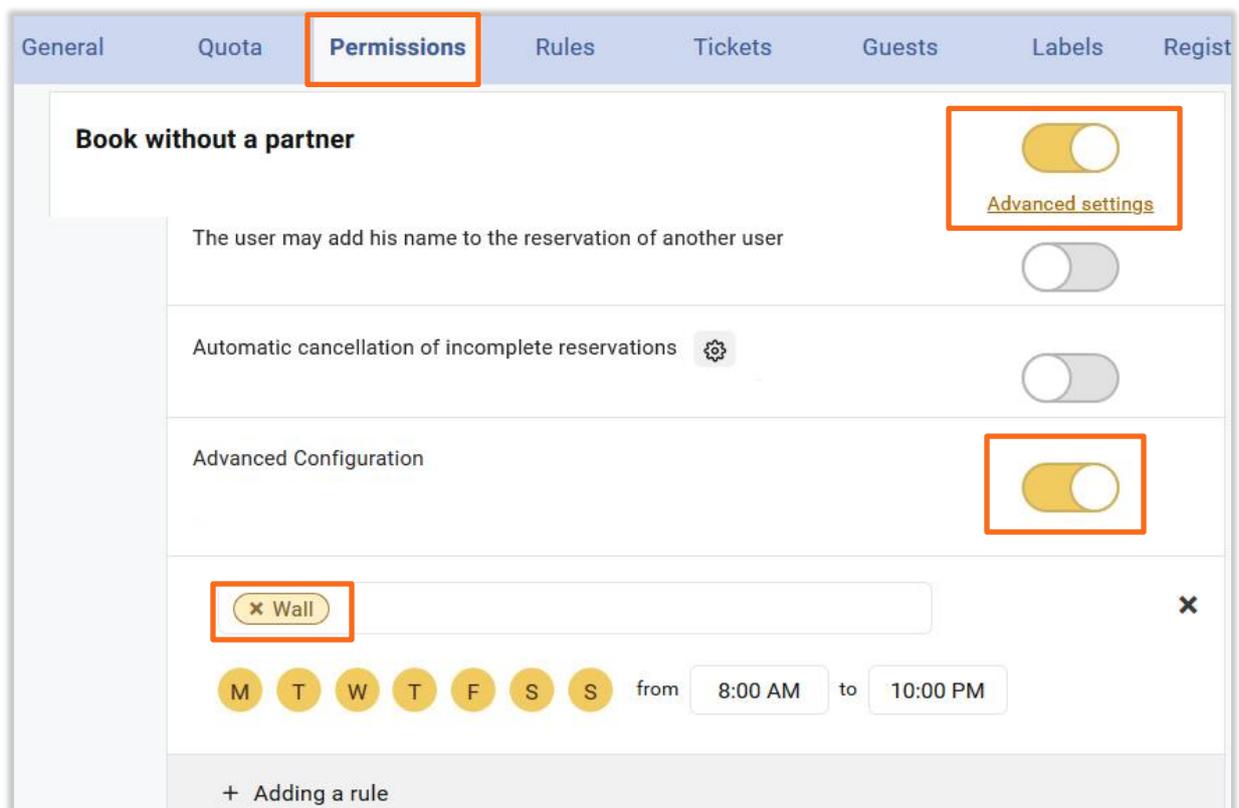
|          |                  |      |         |           |      |
|----------|------------------|------|---------|-----------|------|
| flag     | message          | call | suspend | notes (0) | more |
| civility | Mr               |      |         |           |      |
| login id | Brocard John     |      |         |           |      |
| 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 in a software interface. The 'Book without a partner' toggle is turned on. The 'Advanced settings' link is highlighted. The 'Advanced Configuration' toggle is also turned on. A rule is being added for the 'Wall' on days M, T, W, T, F, S, S from 8:00 AM to 10:00 PM.

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](#)

(required) ×

The user can make up to  reservations simultaneously

M  T  W  T  F  S  S

Set a time range

---

(required) ×

The user can make up to  reservations simultaneously

M  T  W  T  F  S  S

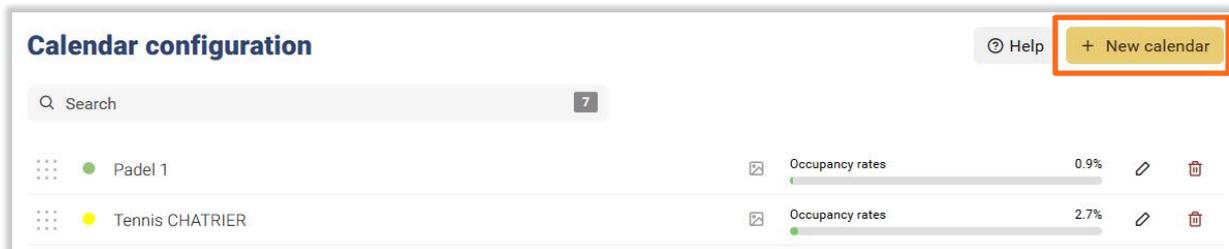
Set a time range



## HOW TO MANAGE A TOURNAMENT PERMANENCIES CALENDAR ?

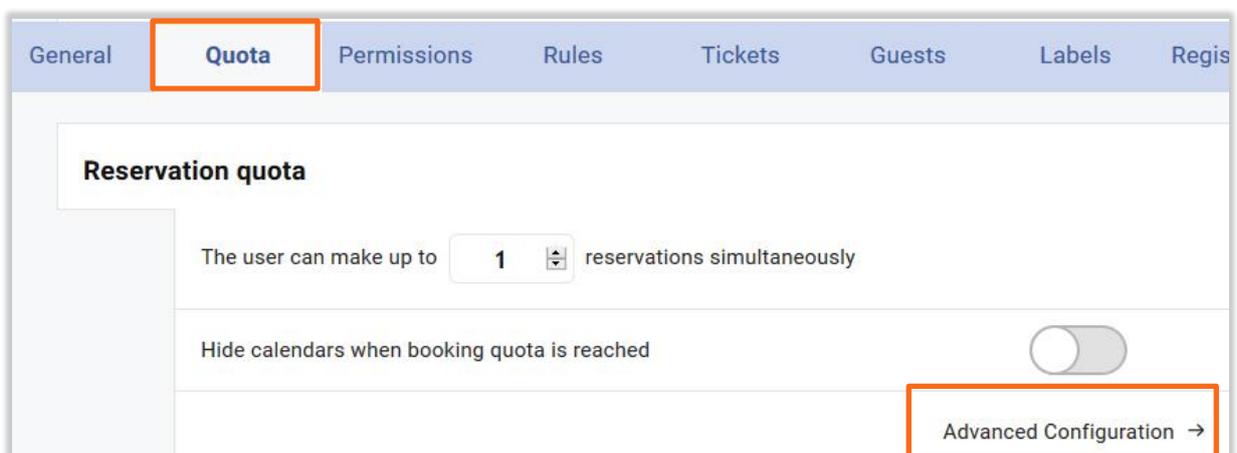
**QUESTION :** Is it possible to create a permanencies calendar management system? This would allow our members to register for permanencies for our tournament without having to go to the club.

**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.

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

### Reservation quota

▼ 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  minutes additional  
if user selects  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.

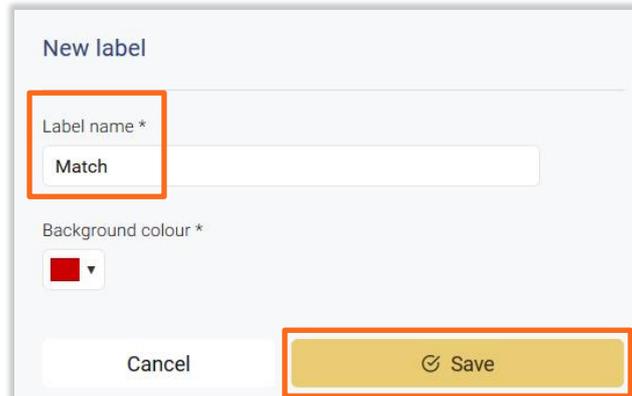
This way, you can make it possible for players to reserve either 60 minutes or 90 minutes.

The screenshot shows the 'Permissions' tab for a subscription. The 'Customized time slots' section is active, indicated by a yellow toggle switch. Below this, the 'Advanced settings' section is expanded, showing three configuration options: 'Interval between each slot' set to 90 minutes, 'Minimum duration for a reservation' set to 60 minutes, and 'Maximum duration for a reservation' set to 90 minutes. The 'The user can change the beginning of the time slot' option is currently disabled.

**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

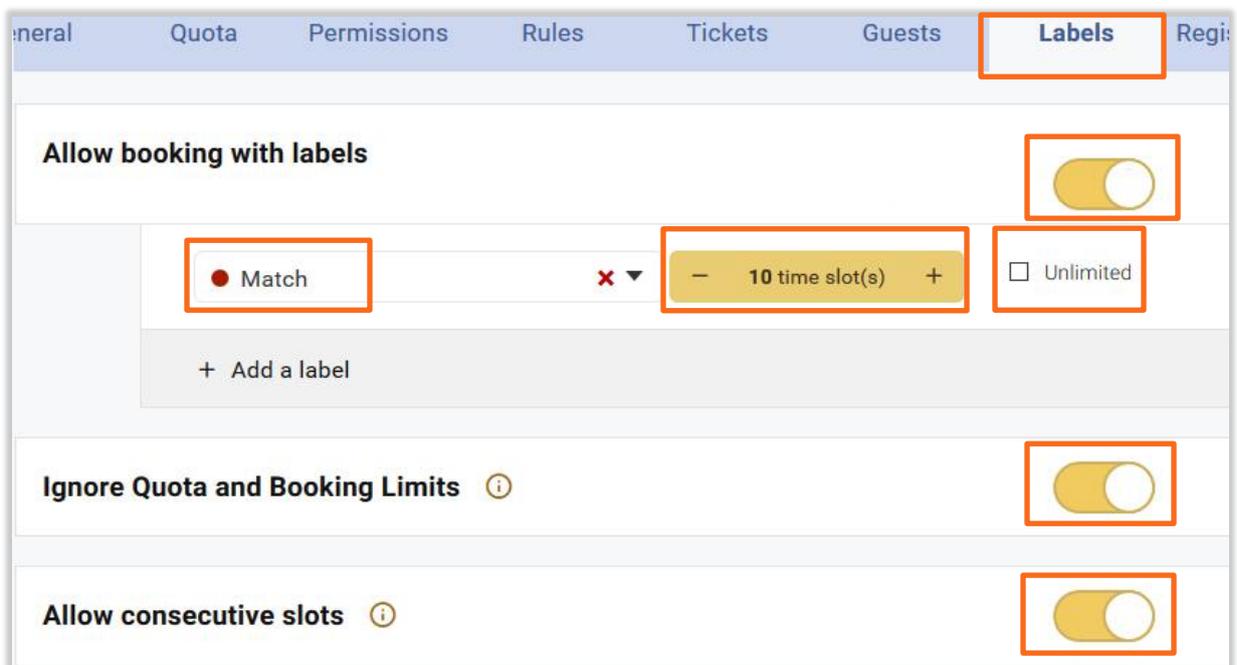


to authorize for subscriptions, in the menu **ADMINISTRATION > USERS > Subscriptions > "Labels" tab**, to reserve 2 consecutive one-hour slots, without necessarily counting these slots against the booking quota and allowing consecutive bookings with this wording. You can limit the number of slots to be reserved with this label or tick the **"unlimited"** box .



A 'New label' form with the following fields and buttons:

- Label name \***: A text input field containing the word 'Match'.
- Background colour \***: A color selection dropdown menu showing a red color swatch.
- Buttons**: 'Cancel' and 'Save' (with a checkmark icon).



The 'Labels' configuration panel in the system interface, showing various settings:

- Allow booking with labels**: A toggle switch that is turned on.
- Label selection**: A dropdown menu showing 'Match' with a red dot indicator.
- Slot limit**: A numeric input field set to '10 time slot(s)', with minus and plus icons for adjustment.
- Unlimited**: A checkbox that is currently unchecked.
- + Add a label**: A button to add a new label.
- Ignore Quota and Booking Limits**: A toggle switch that is turned on, accompanied by an information icon.
- Allow consecutive slots**: A toggle switch that is turned on, accompanied by an information icon.



## 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.

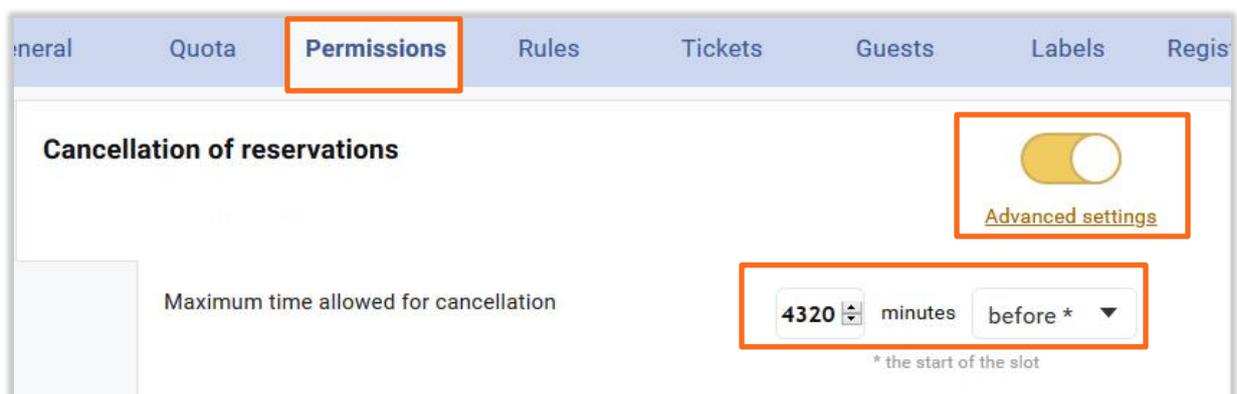
**ANSWER:** In the menu **ADMINISTRATION > USERS > Subscriptions**, for each subscription, go to the **"Permissions" tab**.

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".

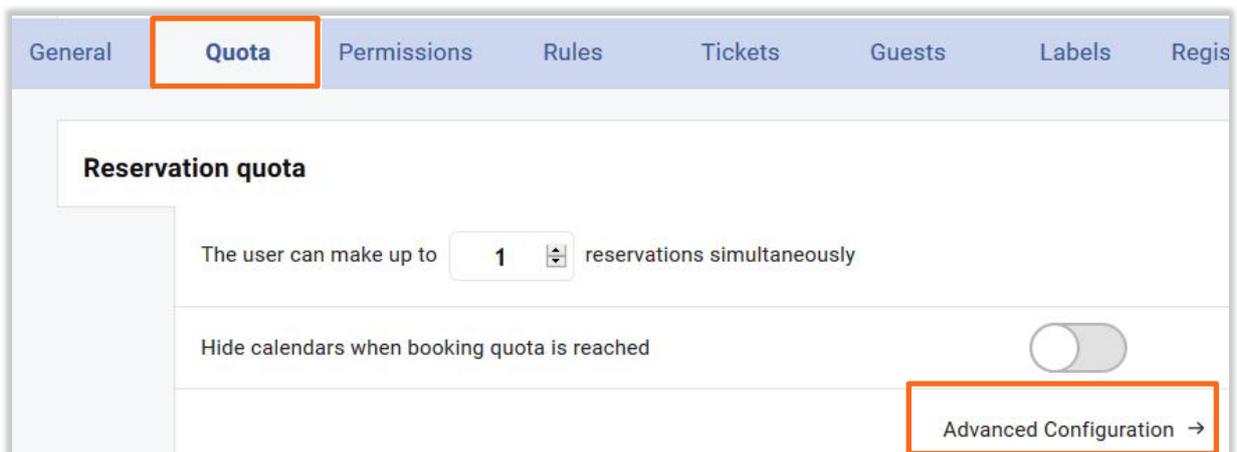


## HOW TO DEFINE MULTIPLE QUOTAS ?

**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 displays the 'Quota' configuration page. The 'Quota' tab is highlighted with an orange border. The main content area is titled 'Reservation quota'. It features a text input field with the value '1' and a label '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, there is a button labeled 'Advanced Configuration' with a right-pointing arrow, 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.



### 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

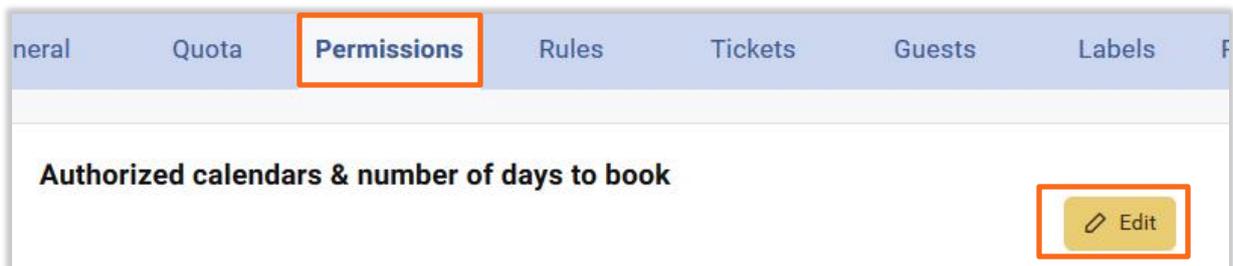
Set a time range



## HOW TO RESTRICT RESERVATIONS ON CERTAIN COURTS ?

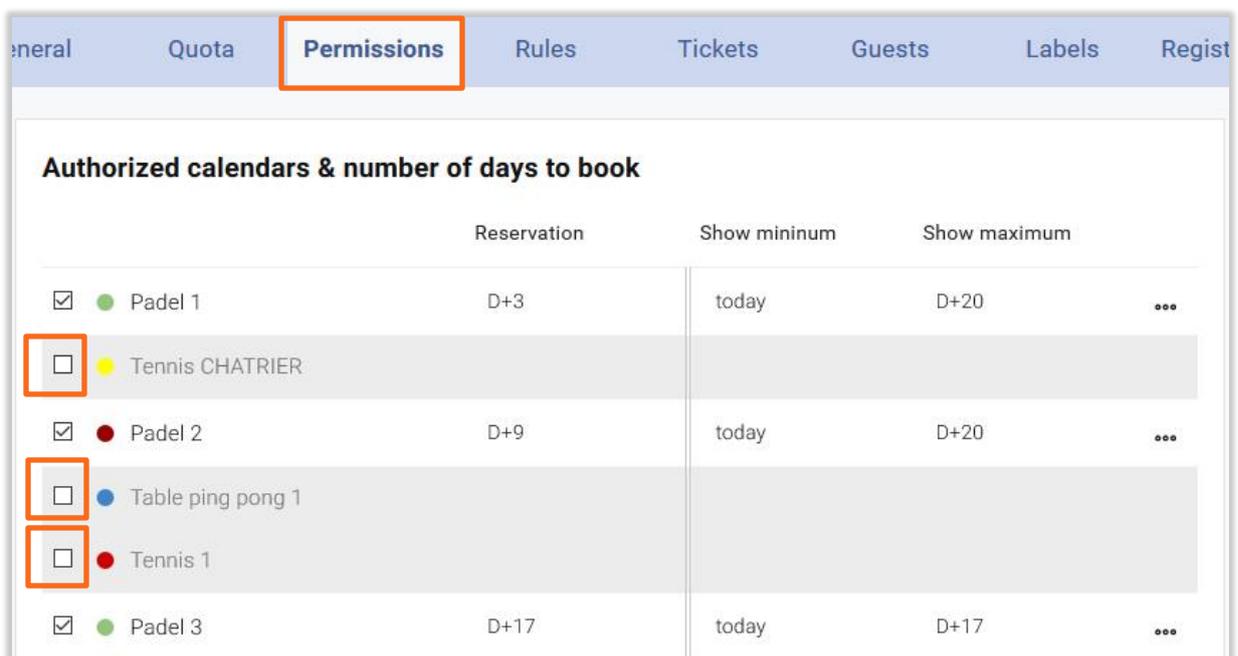
**QUESTION :** I would like to create a profile or role with a reservation restriction on specific paddle courts.

**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"/> <span style="color: green;">●</span> Padel 1 | D+3         | today        | D+20         | ... |
| <input type="checkbox"/> <span style="color: yellow;">●</span> Tennis CHATRIER   |             |              |              |     |
| <input checked="" type="checkbox"/> <span style="color: red;">●</span> Padel 2   | D+9         | today        | D+20         | ... |
| <input type="checkbox"/> <span style="color: blue;">●</span> Table ping pong 1   |             |              |              |     |
| <input type="checkbox"/> <span style="color: red;">●</span> Tennis 1             |             |              |              |     |
| <input checked="" type="checkbox"/> <span style="color: green;">●</span> 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 sequence of three screenshots from a web application. The first screenshot shows a 'privacy' section with a 'Show settings' button highlighted by an orange box. The second screenshot shows the expanded settings for 'allowed partners', where the 'Restrict the list of partners' checkbox is checked and highlighted by an orange box, and a 'Search users' input field is also highlighted. The third screenshot shows a dropdown list of users, with 'ALBERT Pierre' selected and highlighted by 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"**.



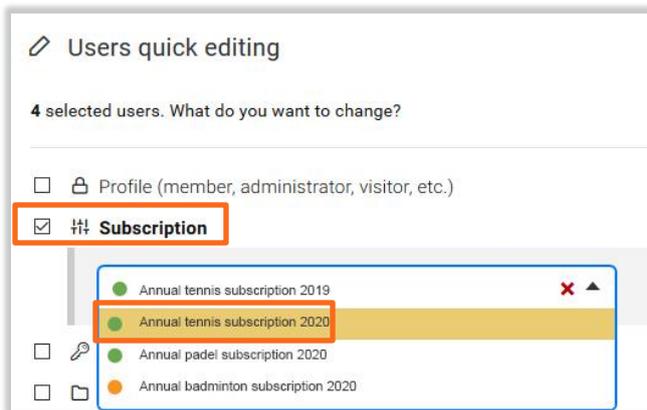
2) Still in the menu **ADMINISTRATION > USERS > User Management**, you can make a grouped action by selecting the users in the list using the checkboxes to the left of each name.

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.





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**

---

**PayPal account email address**  
Enter the "default" email address of the recipient PayPal account.



## CAN WE CONFIGURE 2 SUBSCRIPTIONS FOR THE SAME USER ?

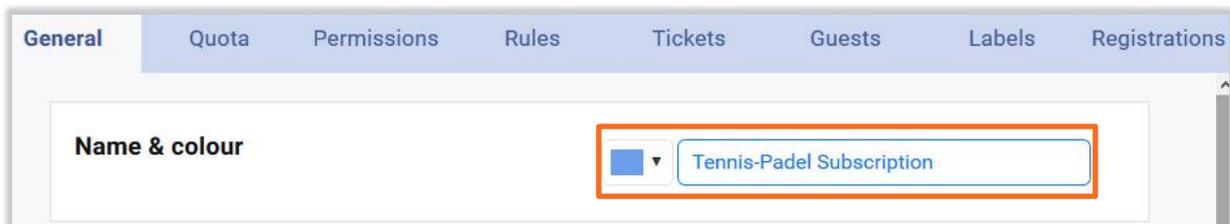
**QUESTION :** Can 2 subscriptions, padel and tennis, be assigned to the same user?

**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?

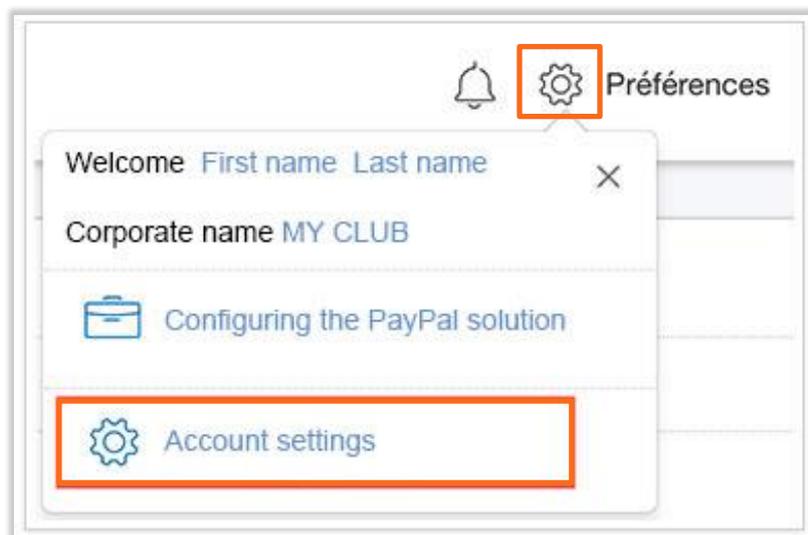
**QUESTION :** According to your online help, it is not necessary for the member to create a PayPal account or, as soon as a member wants to buy tickets, he is redirected to a PayPal page and cannot buy if he does not have an account and does not want to create one.

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 ?

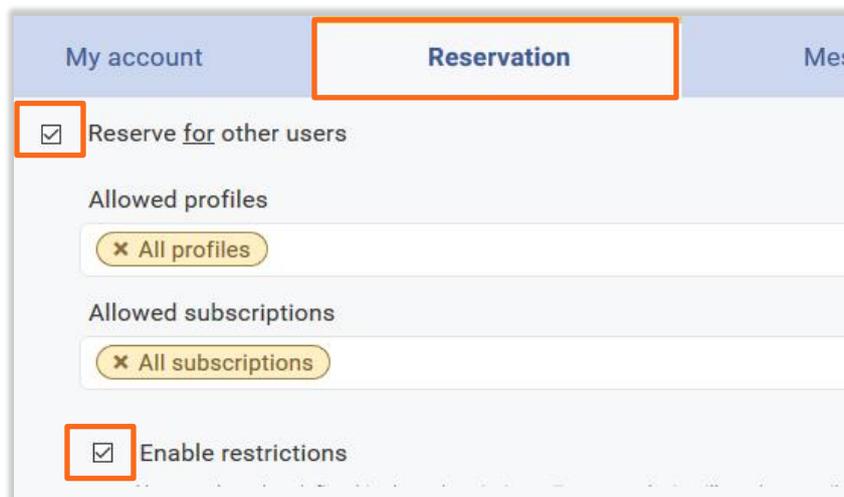
**QUESTION :** When I wish to forbid reservations to a member who does not have his profile up to date (address, photo...), I still find people with incomplete profiles on the reservation schedule. These people have certainly booked the room through a third party.

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 a user interface with three tabs: "My account", "Reservation", and "Mes". The "Reservation" tab is highlighted with an orange border. Below the tabs, there are three main sections:

- Reserve for other users:** This section has a checked checkbox (highlighted with an orange box) and a sub-section "Allowed profiles" containing a button labeled "x All profiles".
- Allowed subscriptions:** This section contains a button labeled "x All subscriptions".
- Enable restrictions:** This section has a checked checkbox (highlighted with an orange box).



## HOW TO CHANGE OR CHOOSE YOUR LANGUAGE

**QUESTION :** How to choose the language of Open Resa?

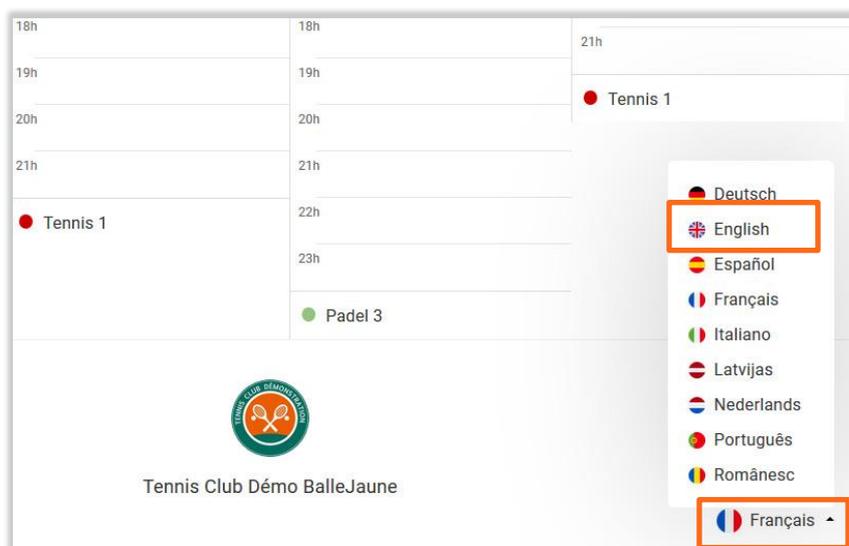
**ANSWER 1:** On the homepage, before logging in, you can choose your language in the upper right-hand corner of the top banner by clicking on the displayed language and then choosing your language from the drop-down list.



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.

The screenshot shows the 'Subscriptions' page for 'Tennis annual subscription 2020'. The 'Permissions' tab is selected. Under the heading 'Authorized calendars & number of days to book', there is a table with columns: 'Reservation', 'Show minimum', and 'Show maximum'. The table lists three calendars: 'Padel 1' (checked), 'Tennis CHATRIER' (unchecked), and 'Padel 2' (checked). The 'Tennis CHATRIER' row is highlighted with an orange box, and its checkbox is also highlighted with an orange box.

|   | 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.

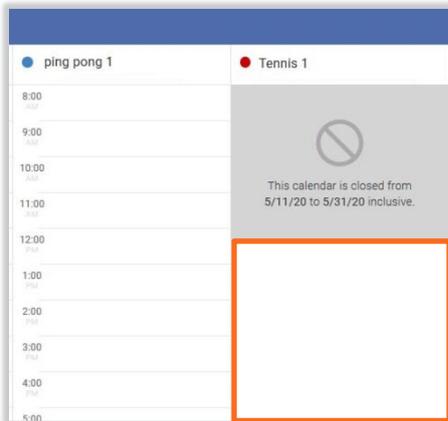
The screenshot shows the 'Calendar configuration' page for 'Tennis 1'. The 'Settings' tab is selected. Under the heading 'Temporary closure', the 'Enable a closure' checkbox is checked. Below it, the 'Beginning of closing' is set to '05-11-2020' and the 'End of closing' is set to '05-31-2020'. The 'Comment' field contains 'Optional'. The 'Hide completely' checkbox is unchecked.

| Beginning of closing | End of closing |
|----------------------|----------------|
| 05-11-2020           | 05-31-2020     |



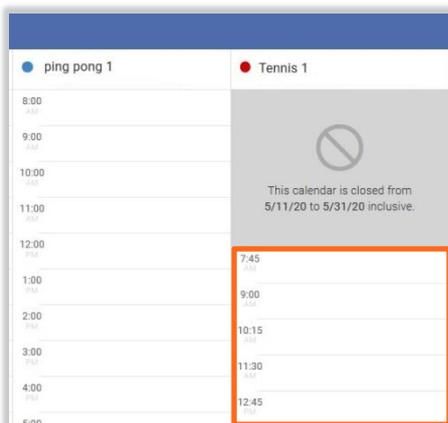
Tick the **"Enable a closure"** option then define the start and end dates of the closure, possibly add a comment to explain the reason for the closure.

**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 :

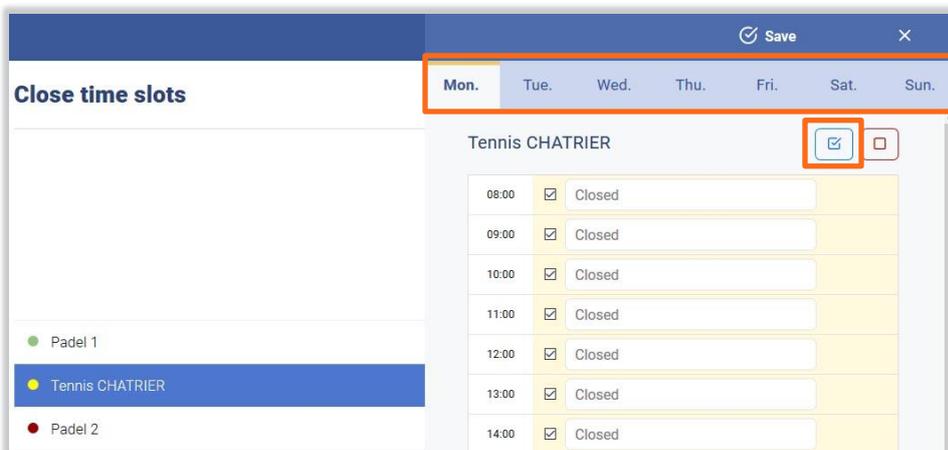
He doesn't have access to the slots of Tennis 1.



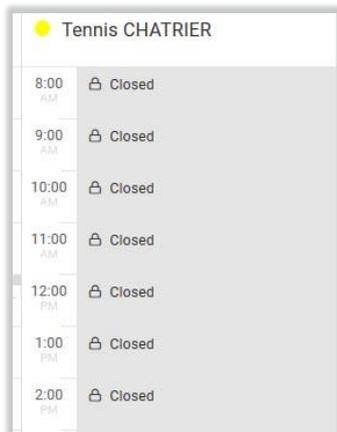
View of calendars by an administrator :

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.



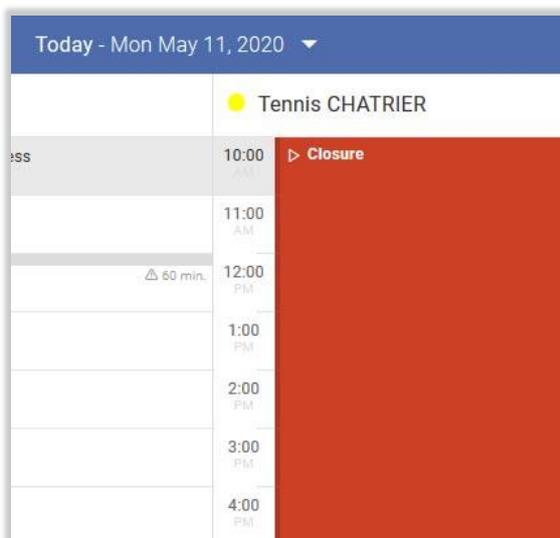
Select your calendar by clicking on it and then tick globally all the hours of closure every day.



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 [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:

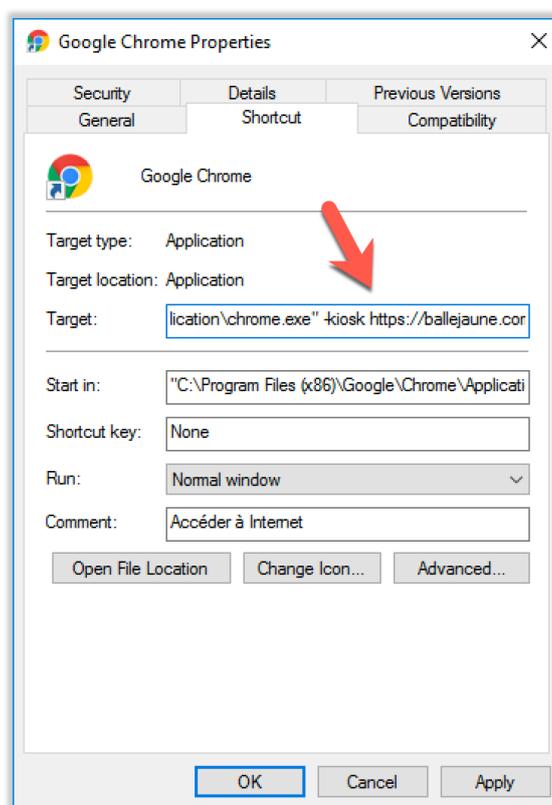
### Free solution with Google Chrome

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.

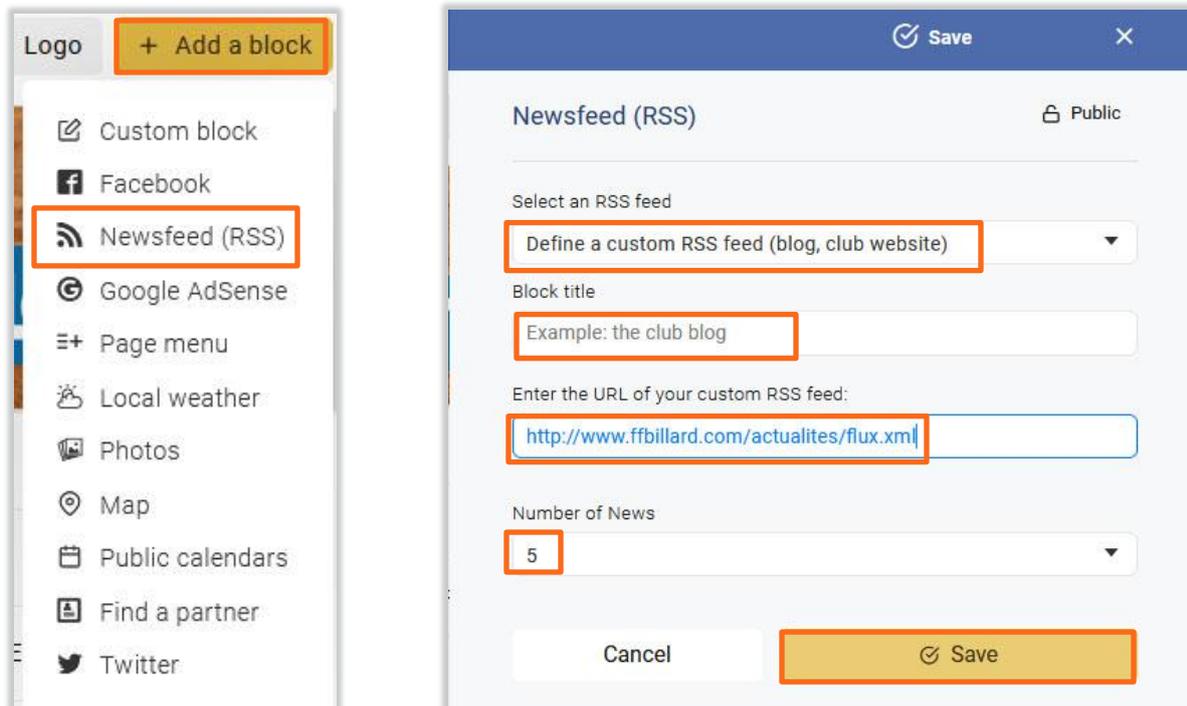
The disadvantage of this solution is that it doesn't prevent the user from accessing the operating system. In fact, simply press the "Windows" key on the keyboard to display the Windows menu and exit the Chrome window. This problem can be solved with a touch screen and the virtual keyboard offered in 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 **WEBSITE>Homepage** menu, click on **"Add a block"** then choose **"Newsfeed"** in the drop-down list that opens.



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](http://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 **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 **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.

**Pricing for booking tickets**  
Configure the tariffs to be applied according to schedules, days of the week and time slots. For example, you can request 10 tickets for a 60-minute reservation on the Tennis courts and 15 tickets for a 90-minute reservation on the Padel courts.

| Number of tickets | Duration   | Time Slot           |
|-------------------|------------|---------------------|
| 10                | 60 minutes | 8:00 AM to 5:00 PM  |
| 15                | 60 minutes | 5:00 AM to 10:00 PM |
| 20                | 60 minutes | 8:00 AM to 10:00 PM |

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:

**Online payment**  
The user can purchase booking tickets at the rates indicated below. An online payment system (PayPal/Paybox) must be set up to use this feature.  
Activating online payment does not prevent you from selling tickets manually. Go to the "User management" menu to manage the tickets on subscriber profiles.  
Online payment solution:  PayPal [Configure](#)

**Ticket books**  
You can create several prices depending on the number of tickets. For example, you could sell the ticket individually for EUR 10 and offer a pack of 10 tickets for the discounted price of 90 EUR.

| Number of tickets | Price (EUR) |
|-------------------|-------------|
| 1                 | 1.00        |
| 10                | 10.00       |
| 20                | 15.00       |

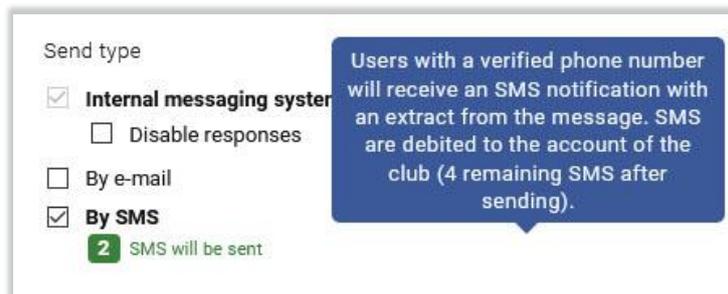
**Note:** this system doesn't allow to apply different rates according to several activities (example subscription Tennis and Padel).



## CAN WE SEND SMS TO ALL THE MEMBERS?

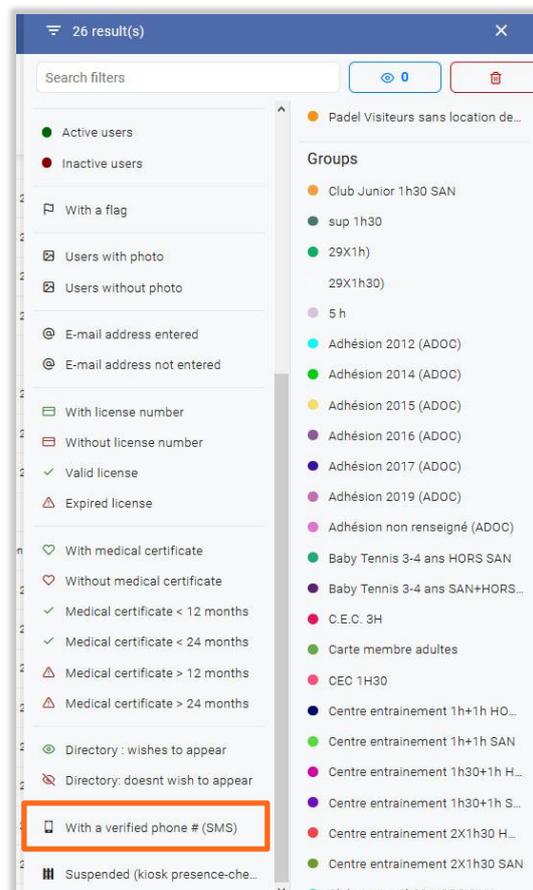
**QUESTION :** I wanted to send a text message to all my members but obviously the phone number has to be "verified"? Can you tell me more?

**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.



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 **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.

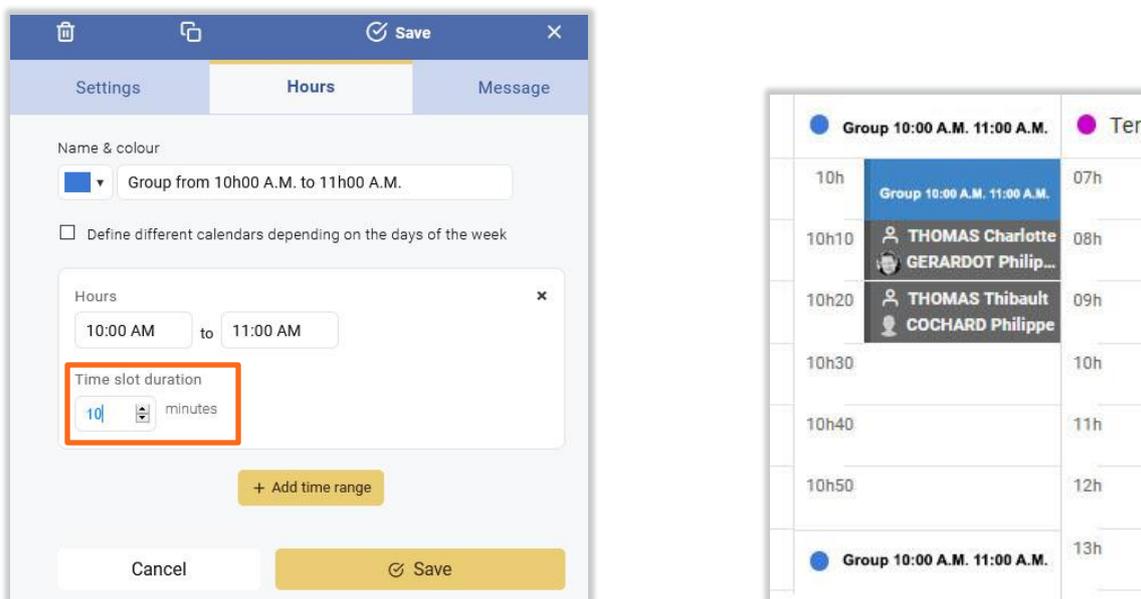


## HOW TO AUTORIZE THE BOOK OF A TIME SLOT FOR MORE THAN 4 MEMBERS?

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

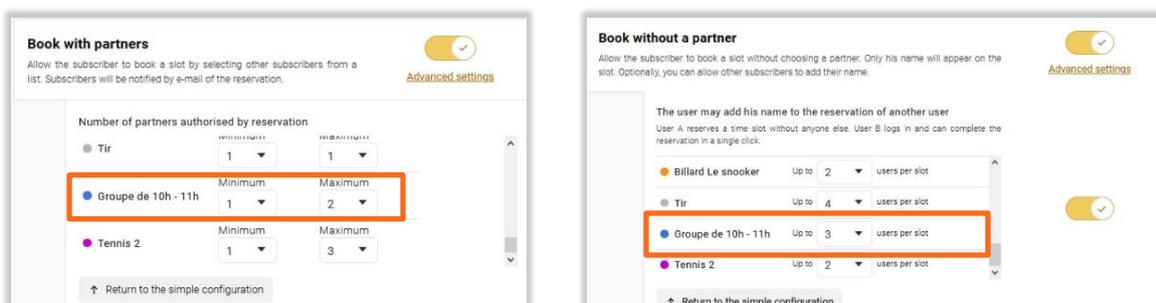
**ANSWER :** Go to the **SETTINGS>Schedule configuration** menu, define the time slot corresponding to the lesson by dividing it into bookable sub-slots by 2, 3 or 4 persons in order to arrive at a total number of 10.

**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 image shows two screenshots from a scheduling application. The left screenshot is the 'Hours' configuration screen. It has tabs for 'Settings', 'Hours', and 'Message'. Under 'Name & colour', there is a dropdown menu set to 'Group from 10h00 A.M. to 11h00 A.M.' and a checkbox for 'Define different calendars depending on the days of the week'. The 'Hours' section shows a time range from '10:00 AM' to '11:00 AM'. The 'Time slot duration' is set to '10' minutes, which is highlighted with a red box. There is a '+ Add time range' button and 'Cancel' and 'Save' buttons at the bottom. The right screenshot is a calendar view showing a grid of time slots. The top row shows a blue slot labeled 'Group 10:00 A.M. 11:00 A.M.' from 10h to 10h07h. The next row shows three sub-slots: '10h10' with users 'THOMAS Charlotte' and 'GERARDOT Philip...', '10h20' with users 'THOMAS Thibault' and 'COCHARD Philippe', and '10h30' which is empty. The grid continues down to 13h.

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



The image shows two screenshots from the 'Permissions' tab. The left screenshot is for 'Book with partners'. It has a toggle switch that is turned on. Below it, there is a section 'Number of partners authorised by reservation' with a table. The table has columns for 'Minimum' and 'Maximum' and rows for different activities. The row for 'Groupe de 10h - 11h' has '1' in the Minimum column and '2' in the Maximum column, which is highlighted with a red box. The right screenshot is for 'Book without a partner'. It has a toggle switch that is turned on. Below it, there is a section 'The user may add his name to the reservation of another user'. There is a table with columns for 'Up to' and 'users per slot'. The row for 'Groupe de 10h - 11h' has '3' in the 'Up to' column and 'users per slot' in the 'users per slot' column, which is highlighted with a red box.

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.



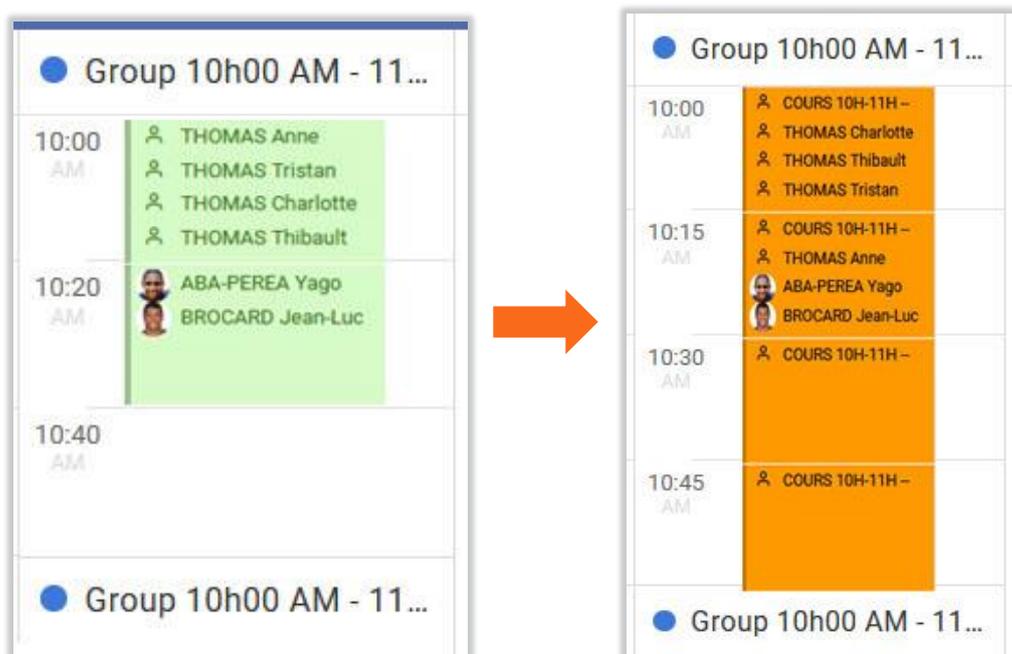
## HOW TO PREVENT THE CANCELLATION OF AN ENTIRE SUB-SLOT?

**QUESTION :** My subscribers can book group lessons without partners with permission to cancel only their name (the one 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 **USERS>Subscriptions** menu you must of course activate the sub-option **"the subscriber can only cancel his name"** in the option **"cancellation of reservations"**.

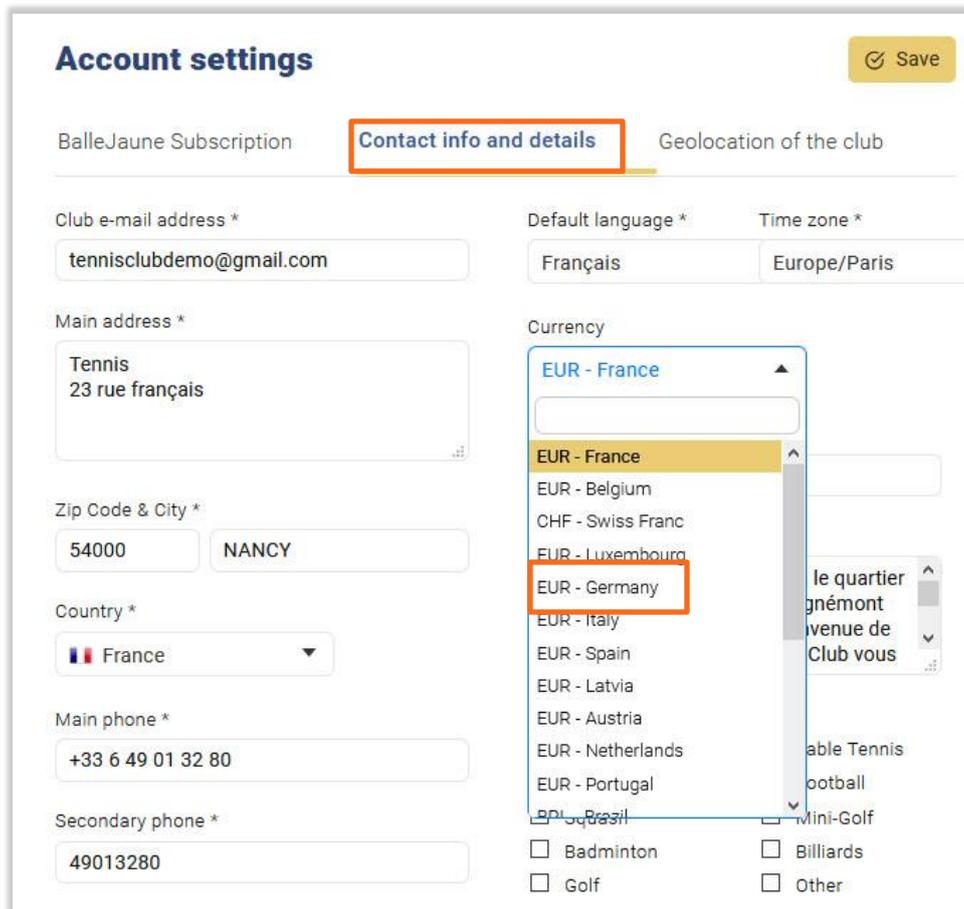
**Example:** a 1-hour lesson divided into 3 sub-slots of 20 mn each with 4 authorized names each, that makes a maximum total of  $3 * 4 = 12$  persons. The hour can be divided into 4 sub-slots of 15 minutes each with 4 authorized names and the administrator first reserves all the sub-slots with a predefined 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 **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 - 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

le quartier  
gnémont  
venue de  
Club vous

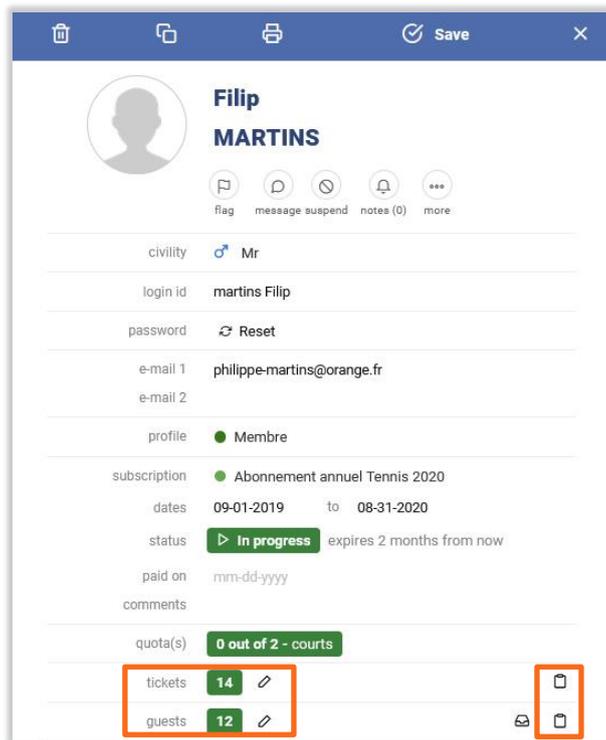
able Tennis  
ootball  
Mini-Golf



## 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

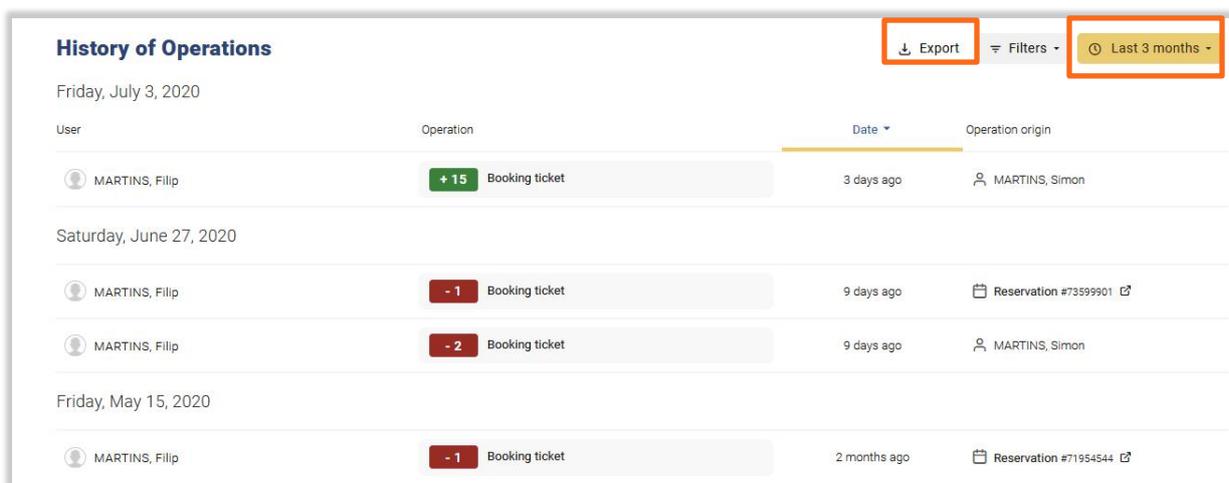
paid on mmm-dd-yyyy

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          | + 15 Booking ticket | 3 days ago   | MARTINS, Simon        |
| Saturday, June 27, 2020 |                     |              |                       |
| MARTINS, Filip          | - 1 Booking ticket  | 9 days ago   | Reservation #73599901 |
| MARTINS, Filip          | - 2 Booking ticket  | 9 days ago   | MARTINS, Simon        |
| Friday, May 15, 2020    |                     |              |                       |
| MARTINS, Filip          | - 1 Booking ticket  | 2 months ago | Reservation #71954544 |

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

