
TIPS

OPEN RESA

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SOMMAIRE

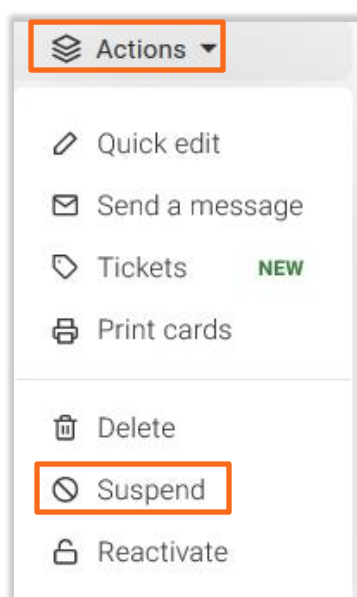
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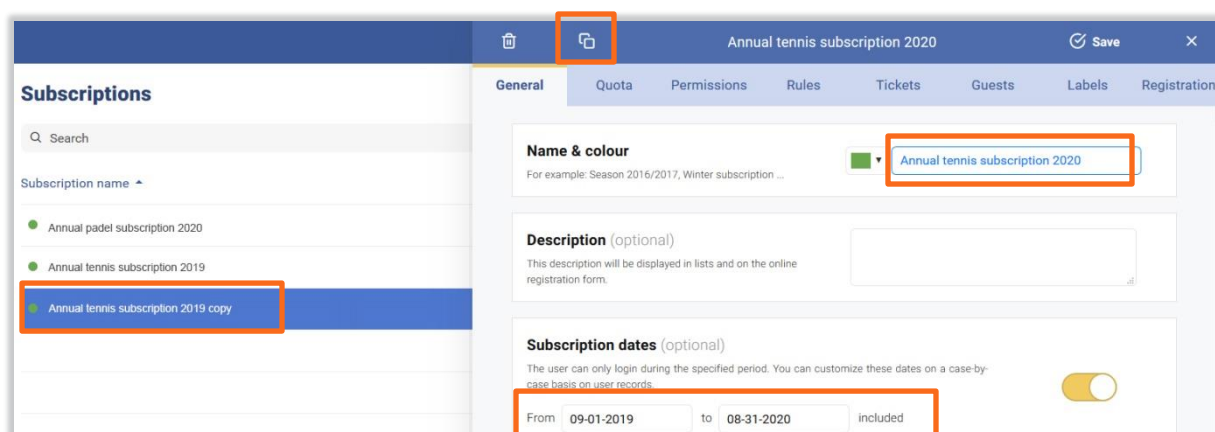
HOW TO MAKE A CHANGE OF SEASON?

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.



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

GeneralQuotaPermissionsRulesTicketsGuestsLabelsReg

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 Public

Title of the block (optional)
TOURNAMENT

Icon
Trophy

Styles Format Size **A** **A**

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
IMIT Elisa
VERSOU-VILLARD BONNOY TC 30
BESSA Noémy
Association Sportive ASPFF AJACCIO YES 15/5
ILQUIN Lola
TC VITRYAT 15/4
OS Alix
CHALON T.C 15/5
QUIDT Océane
CLUB TOUPE 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).

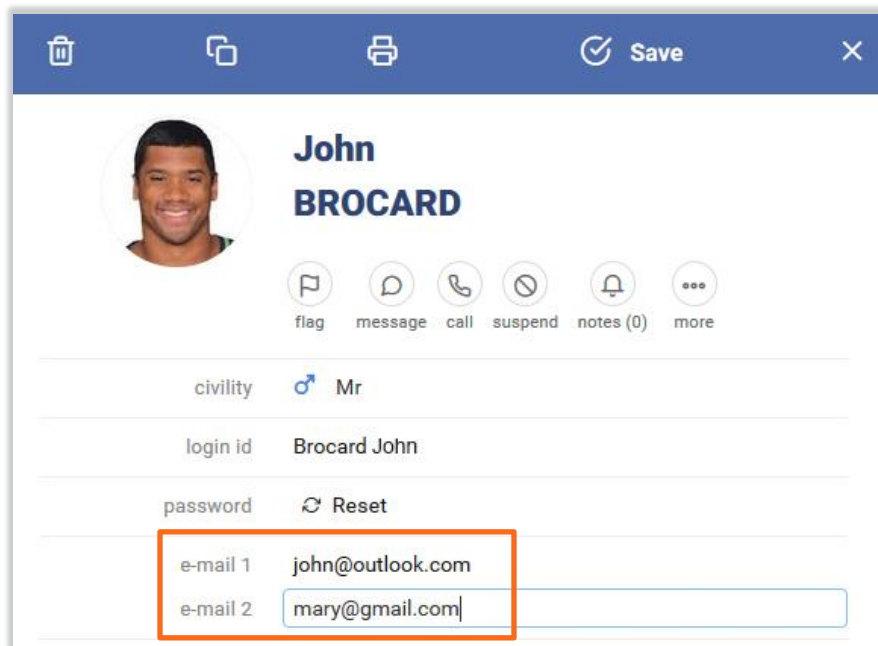
The screenshot shows the 'Profiles & roles' management interface. On the left, a sidebar lists roles: Administrator (selected), Animator, Member, and Visitor. The main area has three tabs: 'My account', 'Reservation' (active), and 'Messages'. In the 'Reservation' tab, there are two checkboxes: 'Reserve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



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 management interface for a user named John BROCARD. The interface includes a profile picture, a name field, and a list of actions (flag, message, call, suspend, notes (0), more). Below this, there are fields for civility (Mr), login id (Brocard John), and password (Reset). At the bottom, there are two email fields: 'e-mail 1' with the value 'john@outlook.com' and 'e-mail 2' with the value 'mary@gmail.com'. The email fields are highlighted with an orange border.

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 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.
- '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 time slot 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.

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

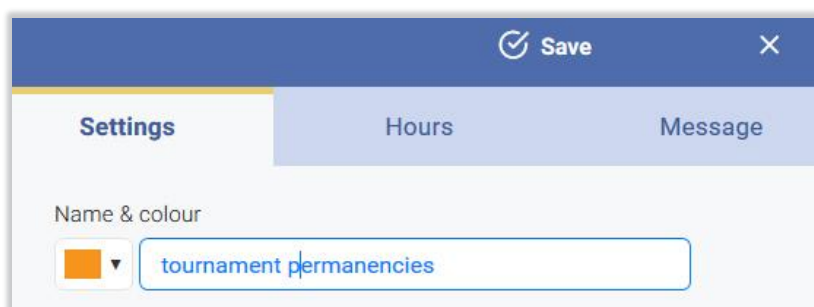
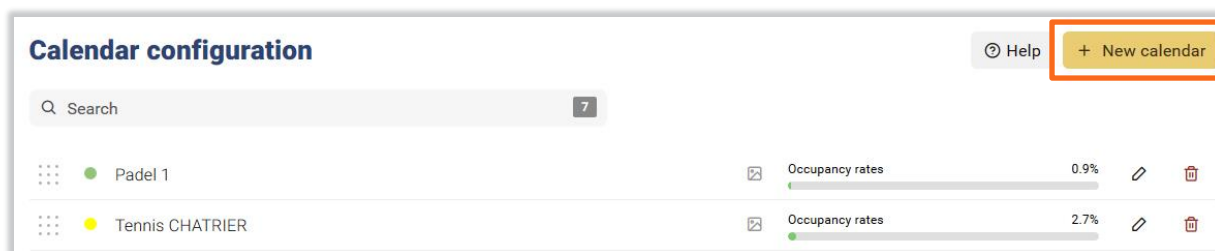
☐ Set a time range



HOW TO MANAGE A TOURNAMENT PERMANENCIES CALENDAR ?

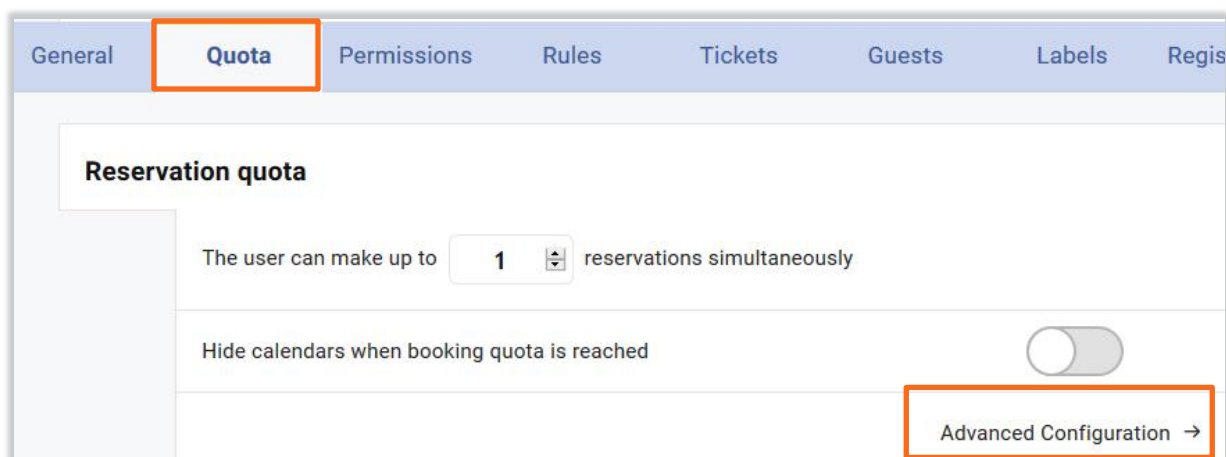
QUESTION : Is it possible to create a permanencies calendar management system? This would allow our members to register for permanencies for our tournament without having to go to the club.

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 'The user can change the beginning of the time slot' toggle 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 .

New label

Label name *


Match





Background colour *





Cancel Save



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

Allow booking with labels 

 Match   10 time slot(s)  ☐ Unlimited

+ Add a label

Ignore Quota and Booking Limits  

Allow consecutive slots  



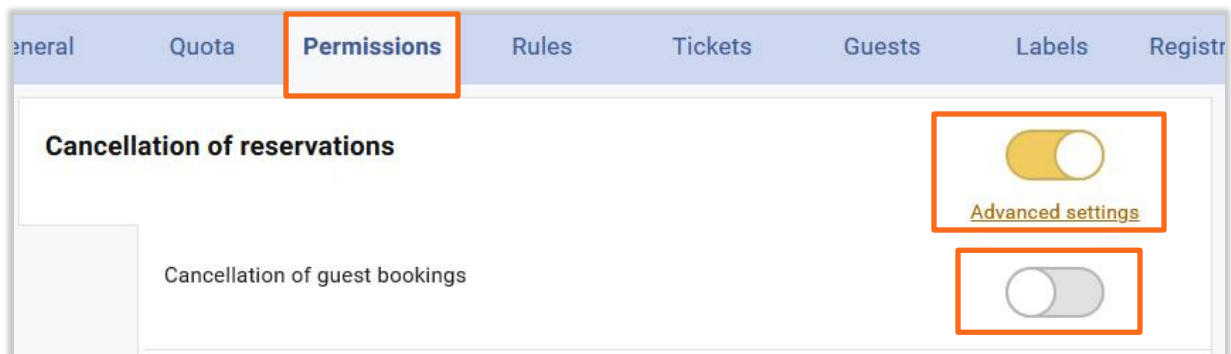
HOW TO PROHIBIT CANCELLATIONS WITH A GUEST AND HOW TO SET A TIME LIMIT FOR CANCELLING A RESERVATION ?

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.

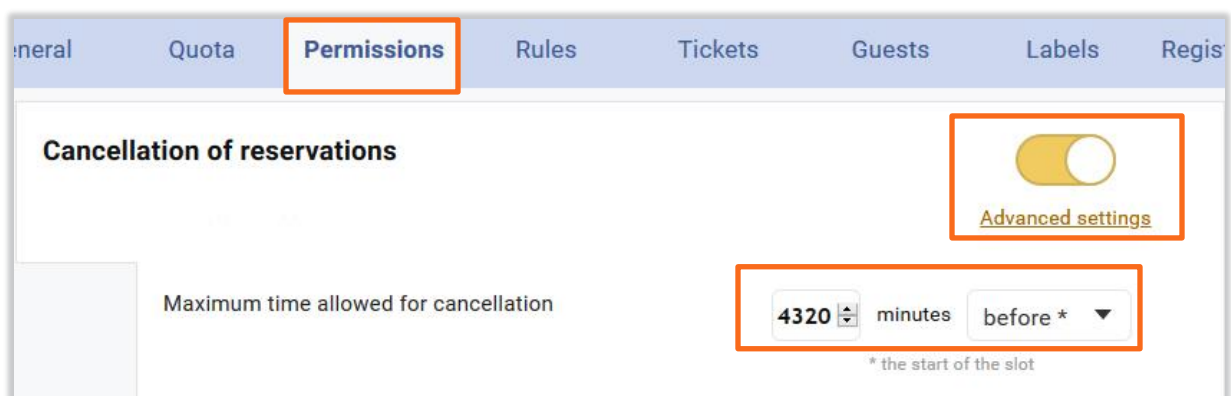
ANSWER: In the menu **ADMINISTRATION > USERS > Subscriptions**, for each subscription, go to the **"Permissions" tab**.

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 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".

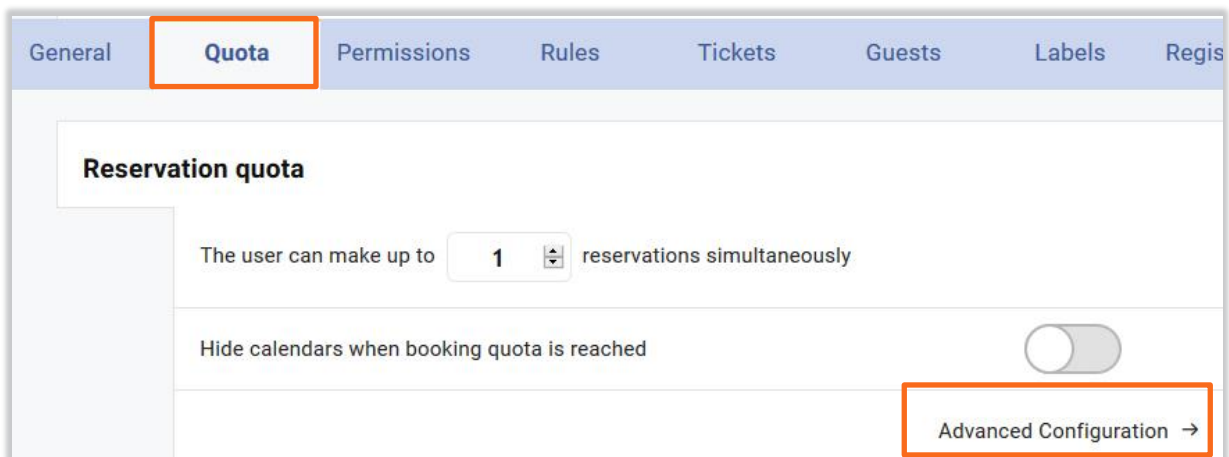


HOW TO DEFINE MULTIPLE QUOTAS ?

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.



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

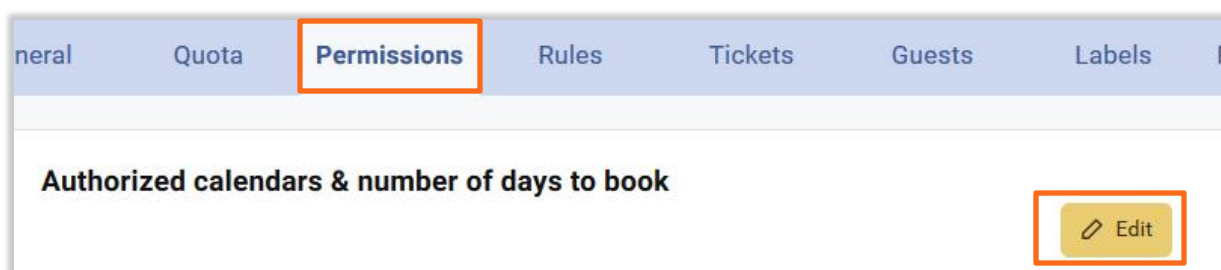
☐ Set a time range



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.

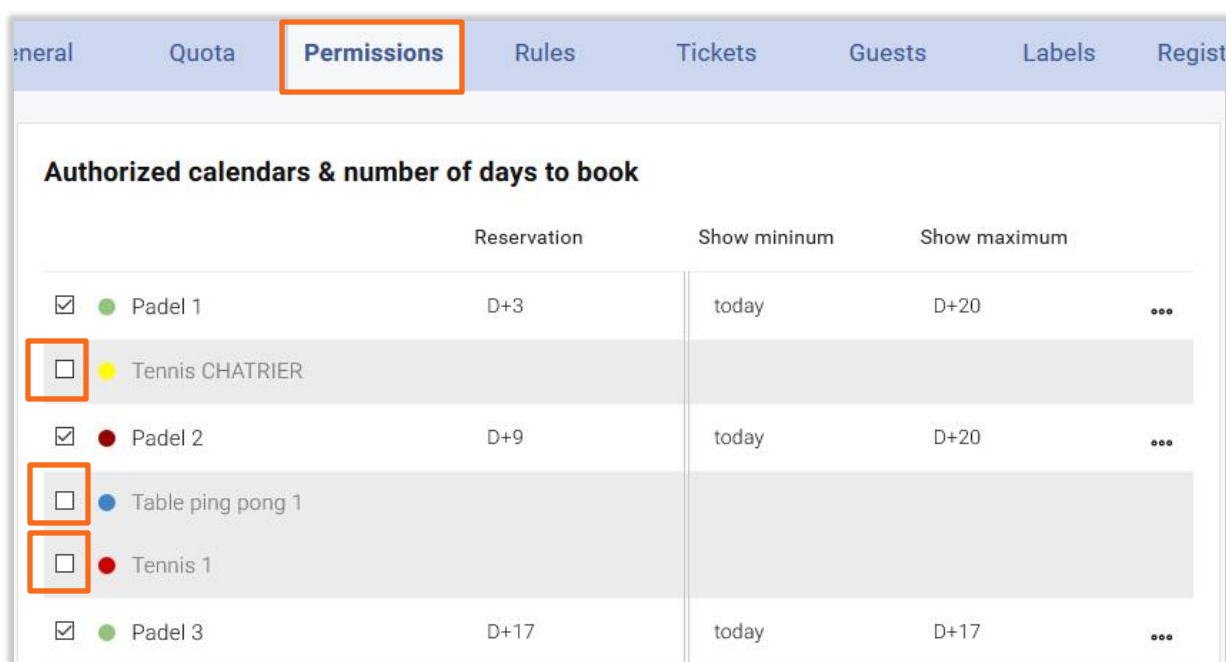
ANSWER: In this case a **"subscription"** and not a **"profile/role"** must be configured. In the menu **ADMINISTRATION > USERS > Subscriptions** go to the subscription configuration, open the **"Permissions"** tab, you will find a section **"Authorized calendars and number of days to book"**. Click 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 screenshot shows the user management interface. At the top, there is a 'privacy' tab and a 'Show settings' button. Below this, the 'allowed partners' section is expanded, showing a list of settings: '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 the 'Restrict the list of partners' checkbox is checked. Below this, there is a 'Search users' button. To the right, a dropdown list of users is shown, with 'ALBERT Pierre' selected and highlighted by an orange box. The list includes: ABA-PEREA Yago, ABERTS Esteban, ALBERT Pierre, ALLOMBERT Pierre, AUBLANC Bruno, BERRY Jack, and BROCARD Jean-Luc.

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?

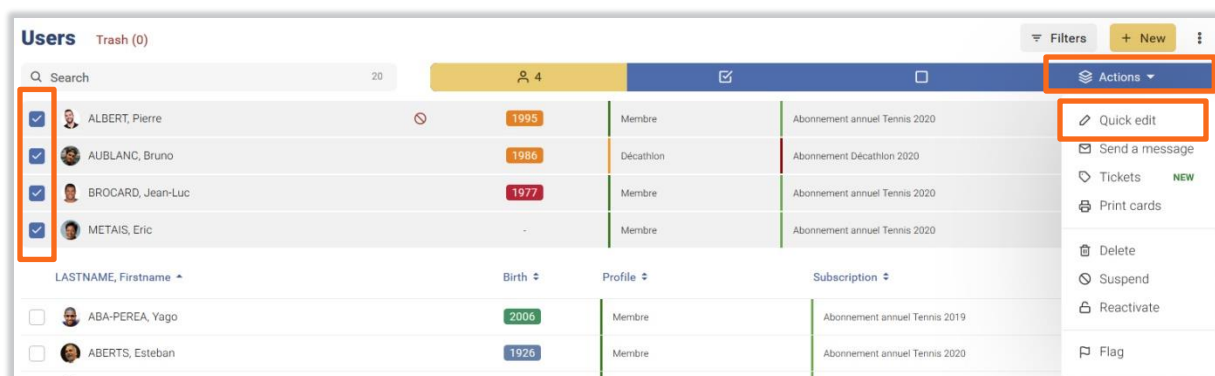
ANSWER: To assign this new subscription to the users, you have several solutions:

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

☐

PayPal account email address

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

xxx@yyy.zz



CAN WE CONFIGURE 2 SUBSCRIPTIONS FOR THE SAME USER ?

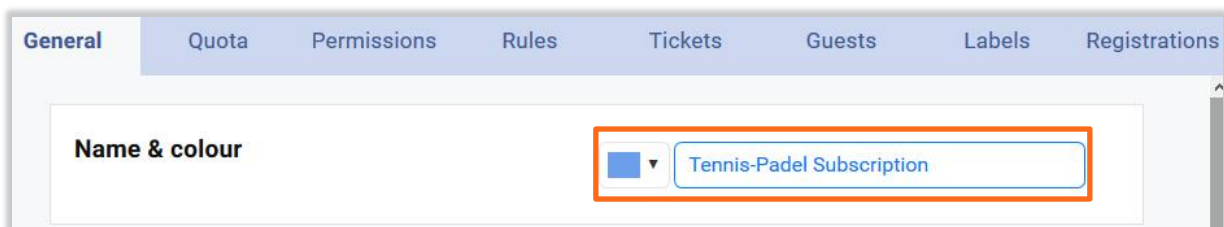
QUESTION : Can 2 subscriptions, padel and tennis, be assigned to the same user?

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?

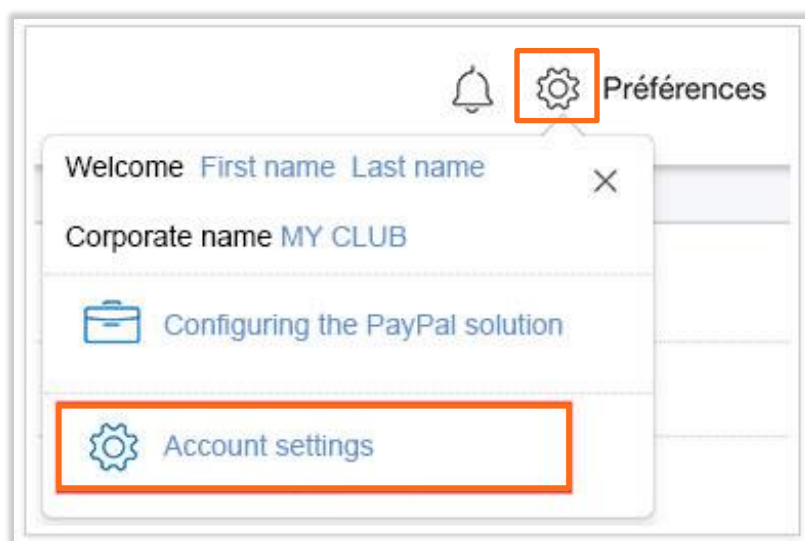
QUESTION : According to your online help, it is not necessary for the member to create a PayPal account or, as soon as a member wants to buy tickets, he is redirected to a PayPal page and cannot buy if he does not have an account and does not want to create one.

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 ?

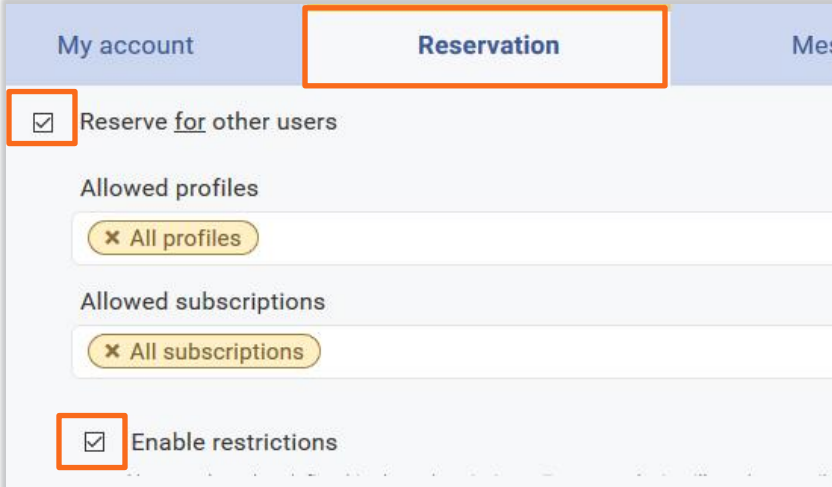
QUESTION : When I wish to forbid reservations to a member who does not have his profile up to date (address, photo...), I still find people with incomplete profiles on the reservation schedule. These people have certainly booked the room through a third party.

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 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.



HOW TO CHANGE OR CHOOSE YOUR LANGUAGE

QUESTION : How to choose the language of Open Resa?

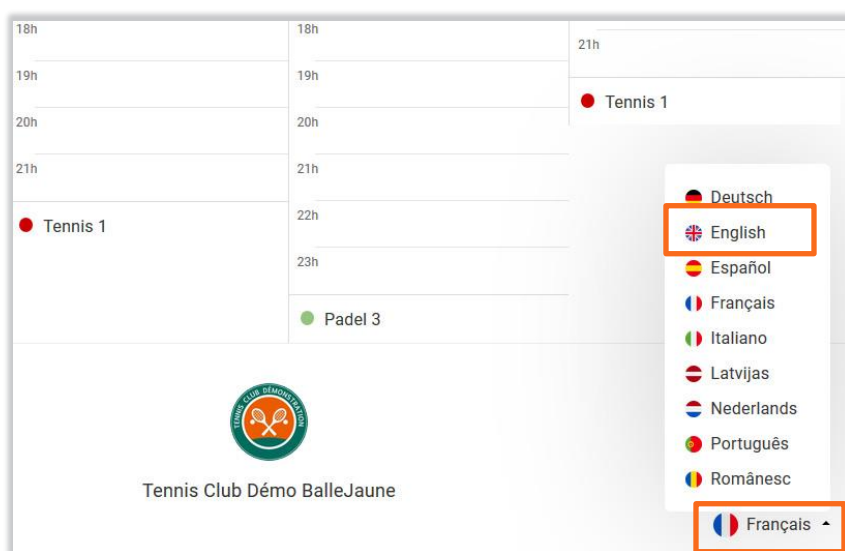
ANSWER 1: On the homepage, before logging in, you can choose your language in the upper right-hand corner of the top banner by clicking on the displayed language and then choosing your language from the drop-down list.



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			
Select the authorized calendars and the allocated times to navigate and reserve on each schedule. For example, you can make it possible for subscribers to view calendars on D+14 but only book on D+7.			
	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.

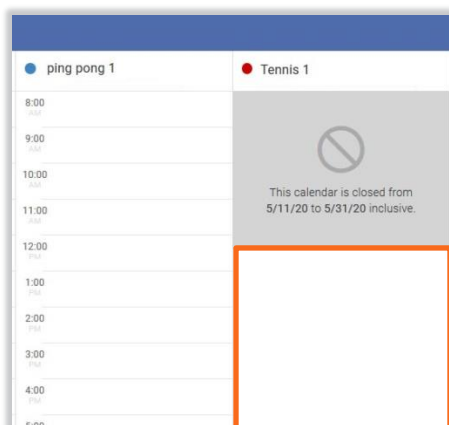
ANSWER 2: You can use the option **"Enable a closure"** on a calendar in the menu **ADMINISTRATION > SETTINGS > Calendar configuration** and in the **"Settings"** tab. The closing period will be displayed on the calendar.

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	



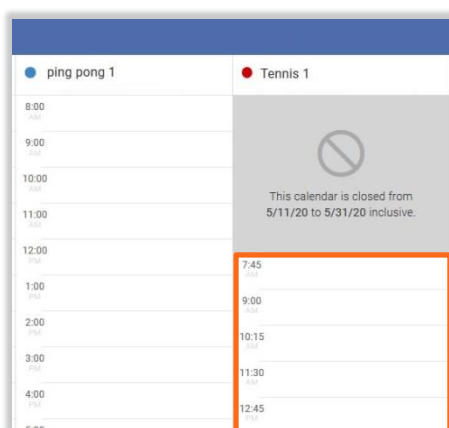
Tick the **"Enable a closure"** option then define the start and end dates of the closure, possibly add a comment to explain the reason for the closure.

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 :

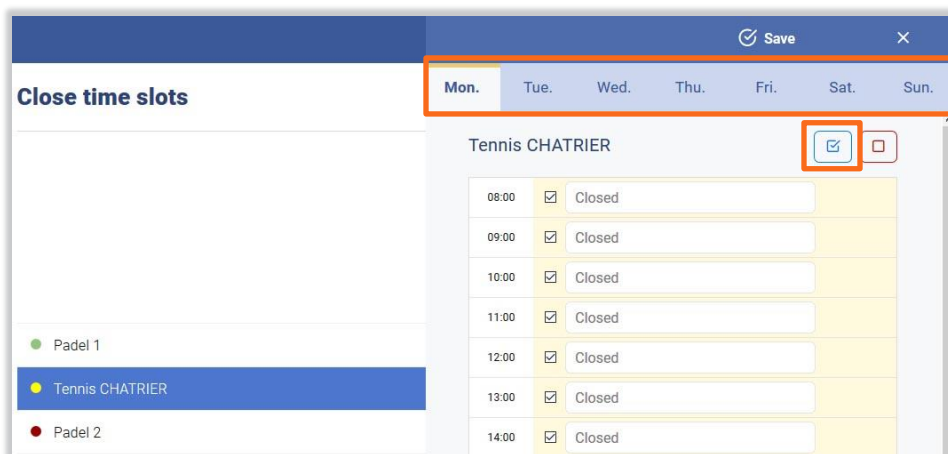
He doesn't have access to the slots of Tennis 1.



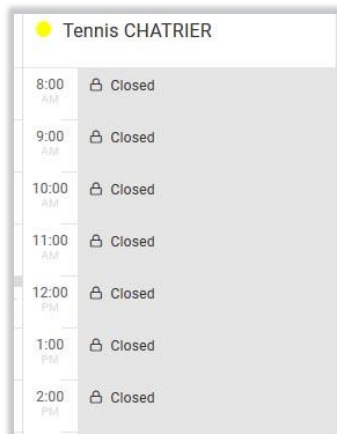
View of calendars by an administrator :

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.



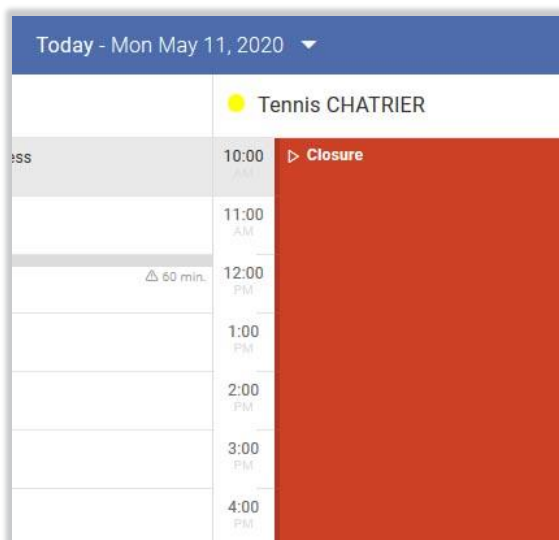
Select your calendar by clicking on it and then tick globally all the hours of closure every day.



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 [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:

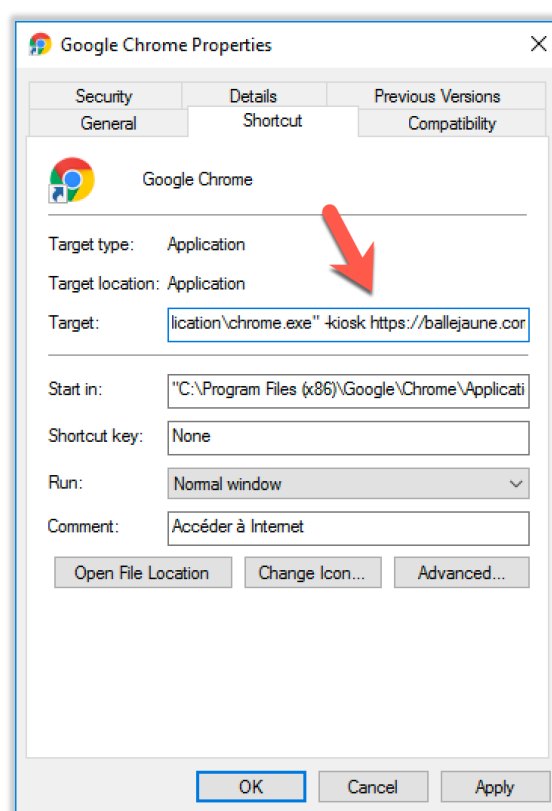
Free solution with Google Chrome

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.

The image shows two parts of a web interface. On the left is a sidebar menu with a 'Logo' header 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. On the right is a configuration window titled 'Newsfeed (RSS)' with a 'Public' status icon. It contains several fields: 'Select an RSS feed' with a dropdown menu showing 'Define a custom RSS feed (blog, club website)' (highlighted with an orange box), 'Block title' with a text input field containing 'Example: the club blog' (highlighted with an orange box), 'Enter the URL of your custom RSS feed:' with a text input field containing 'http://www.ffbillard.com/actualites/flux.xml' (highlighted with an orange box), and 'Number of News' with a dropdown menu showing '5' (highlighted with an orange box). At the bottom are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted with an orange box.

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 **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.

The screenshot shows the 'Pricing for booking tickets' configuration page. It contains three distinct pricing rules, each highlighted with an orange box. Each rule specifies a number of tickets for a 60-minute duration. The first rule is for 10 tickets during the day (8:00 AM to 5:00 PM) on weekdays (M, T, W, T, F). The second rule is for 15 tickets in the evening (5:00 AM to 10:00 PM) on weekdays (M, T, W, T, F). The third rule is for 20 tickets on weekends (S, S) from 8:00 AM to 10:00 PM. Each rule also includes an 'All calendars' button and a close icon (X).

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 toggle switch for 'Online payment' which is turned on. Below this, there is a section for 'Ticket books' where you can define prices for different quantities of tickets. Three rules are shown, with the first one highlighted by an orange box: 1 ticket(s) = 1.00 EUR. The other two rules are 10 tickets(s) = 10.00 EUR and 20 tickets(s) = 15.00 EUR. Each rule has a close icon (X).

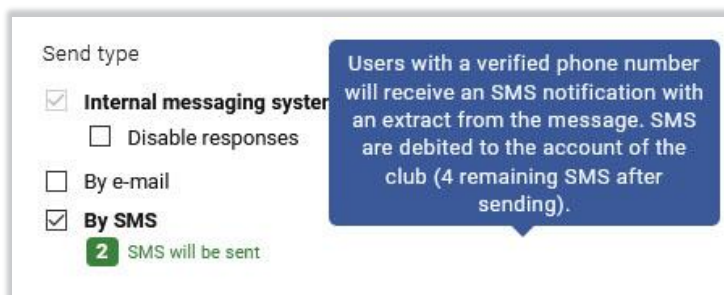
Note: this system doesn't allow to apply different rates according to several activities (example subscription Tennis and Padel).



CAN WE SEND SMS TO ALL THE MEMBERS?

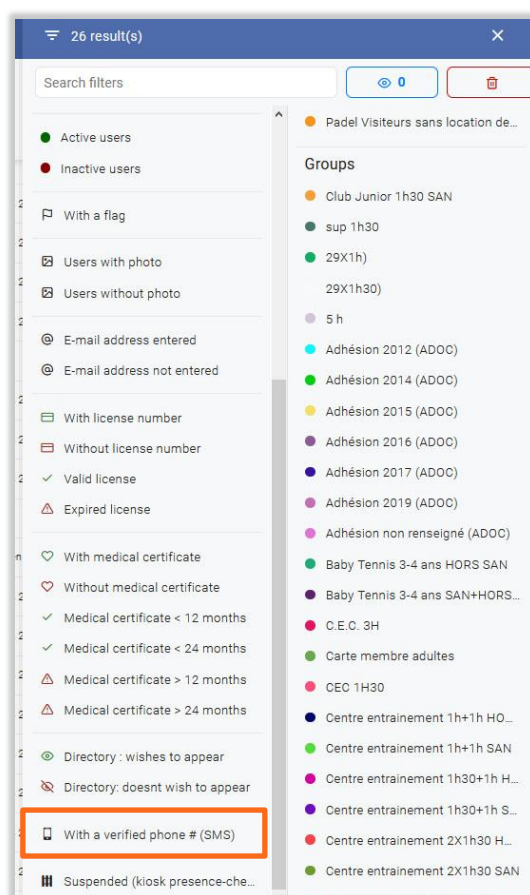
QUESTION : I wanted to send a text message to all my members but obviously the phone number has to be "verified"? Can you tell me more?

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 AUTHORIZE 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 left screenshot shows the 'Hours' configuration window. The 'Name & colour' section has a dropdown set to 'Group from 10h00 A.M. to 11h00 A.M.'. The 'Hours' section shows a time range from '10:00 AM' to '11:00 AM'. The 'Time slot duration' is set to '10' minutes, highlighted with a red box. The right screenshot shows a calendar view for the 'Group 10:00 A.M. 11:00 A.M.' slot, divided into 10-minute sub-slots. The first sub-slot (10h) is reserved by 'Group 10:00 A.M. 11:00 A.M.'. Subsequent sub-slots (10h10, 10h20, 10h30, 10h40, 10h50) are reserved by individual users: 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 'Number of partners authorised by reservation' section has a table with columns for 'Minimum' and 'Maximum'. The row for 'Groupe de 10h - 11h' has 'Minimum' set to 1 and 'Maximum' set to 2, highlighted with a red box. The right screenshot shows the 'Book without a partner' configuration. The 'The user may add his name to the reservation of another user' section has a table with columns for 'Up to' and 'users per slot'. The row for 'Groupe de 10h - 11h' has 'Up to' set to 3 and 'users per slot' set to 3, 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.



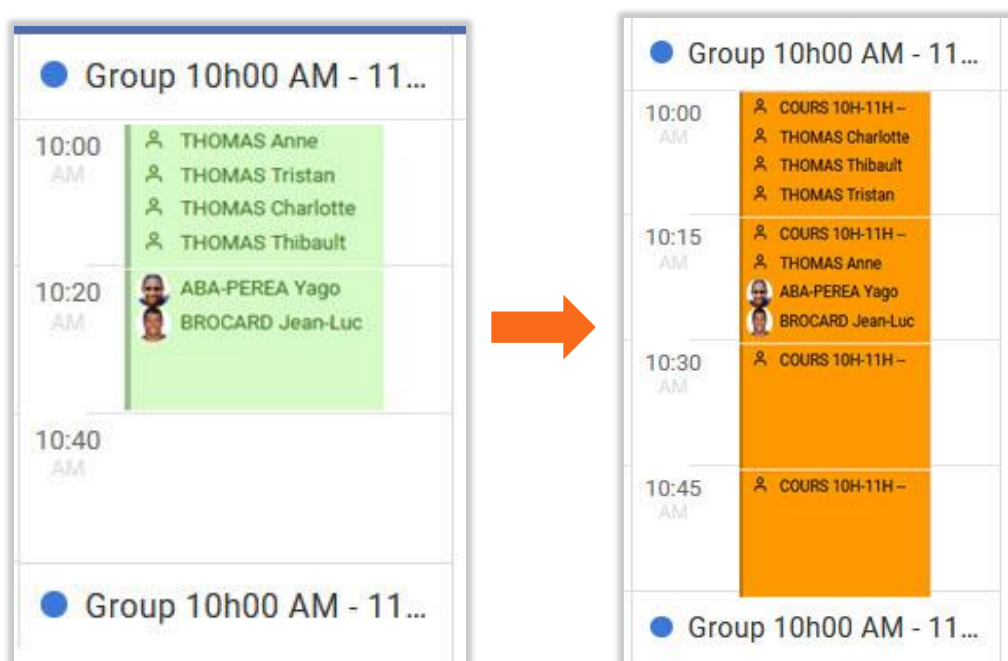
HOW TO PREVENT THE CANCELLATION OF AN ENTIRE SUB-SLOT?

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

le quartier
gnémont
venue de
Club vous

able Tennis
ootball



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.

Profile of Filip MARTINS. The interface includes a header with a profile picture, name, and action icons (flag, message, suspend, notes, more). Below is a form with fields for civility (Mr), login id (martins Filip), password (Reset), email (philippe-martins@orange.fr), profile (Membre), subscription (Abonnement annuel Tennis 2020, 09-01-2019 to 08-31-2020, In progress), paid on (mm-dd-yyyy), comments, and quota(s) (0 out of 2 - courts). At the bottom, the 'tickets' count is 14 and the 'guests' count is 12. A red box highlights the 'tickets' and 'guests' counts, and another red box highlights the cylinder-shaped icon next to the tickets count.

History of Operations

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.

