

## Common Questions/Answers for BDCC Members

You may want to print and save this doc for future reference.


### **1. How do I find the website?**

If you do not already have our website bookmarked in your list of favorites:

- Use your browser to search for brightoncurlingclub.ca  
Or
- Cut and Paste this into your browser's search area <http://www.brightoncurlingclub.ca/> and do the search.

When the website gets displayed don't forget to add it to your list of favorites/bookmarks.

### **2. Overview of Menus and Tabs**

- a) The **Sitemap** is at the very bottom of the Home screen. It is the quickest and easiest way to find the how the website information is organized across all the tabs and sub-menus. If you have already done a Member Login (see the following item 5 on how to do this), then pressing on the Sitemap will also show you all the Member-only functionality that is available to you.
- b) Another way to find the how the website information is organized across all the tabs and sub-menus, is as follows:
  - **If you are using a larger-screen device** like a desktop or laptop computer, you can find more info about our club and facilities, under the various tabs on the top of the Home page. Clicking on one of those tabs will expose information such as Directors, Sponsors, News/FAQs (Frequently Asked Questions), Leagues, Bonspiels, and Club Calendar.
  - **Or, if you are using a smaller-screen device like a tablet or smart phone**, more information about our club and facilities can be found under the menu icon of your mobile device. The menu icon is usually a blue or black square with white horizontal lines, located in the top right-hand of your screen. It looks something like . Under this menu icon you can then access other information such as Directors, Sponsors, News/FAQs (Frequently Asked Questions), Leagues, Bonspiels, and Club Calendar.

### **3. How do I get a new Username and/or Password?**

If you have forgotten your Username or Password, you can get a new one. Just do the following:

- Keep scrolling down the club website home page, until you get to the Member Login area.
- press/click on "Forgot your username?" or "Forgot your password?"
- on the resulting screen, press/click on "Lost Username" and/or "Lost Password" box.
- Fill in the appropriate box(es) and follow the instructions.

The system will then email you your Username or Password. Please note that the email could take up to a full day to get to you. Please retain your Username and Password details.

#### **4. Missing emails from the club?**

Did you check your email's Junk, Spam, or Trash folder? If it's not there, contact us at [bdccwebmasters@gmail.com](mailto:bdccwebmasters@gmail.com)

#### **5. Member Login and how do I access the Members info and functionality?**

- Keep scrolling down the club website home page, until you get to the Member Login area.
- Fill in your Username and Password.
- Press/click the Login button.

This will bring you to the Club and Member News page.

For more practical information and functionality (eg. My Sparing Availability, Member Search, Find a Spare), see what else is only available to members. You can do this in one of two ways:

- a) The easiest way is to scroll down to the bottom screen. Locate the Sitemap link and press on it. Then just move you cursor/mouse to the thing you want, and press/click on it.
- b) The alternative way is a little more awkward:
  - Scroll back up to the top of the page. You should see a tab in blue labelled **MEMBER'S HOME**
  - Hover your mouse/cursor over this tab, and you'll see what useful functions and information is available to you. Just move you cursor/mouse to the thing you want, and press/click on it.

**NOTE for iPad users** - you will NOT have access to the members drop down menu if you are viewing in the landscape orientation. Turn your device to the portrait orientation and you will have full access through the menu icon in the top right hand corner of the screen.

#### **6. Sparing Responsibilities and finding a Spare?**

Please show respect and courtesy when you are unable to make any of your scheduled games. The easiest way to find a spare is to:

- do a Member Login (see the previous section 5 called Member Login)
- hover your cursor over League Information
- click on Find a Spare
- click on the appropriate League
- tick the boxes of the people to whom you want to send the sparing email
- fill in the appropriate details on the email – Subject, Text
- click on the Send Your Email

Any replies to the email will automatically be sent back to you.

You should inform your Skip to let them know whether you managed to get a spare or not.

### **7. Need to contact a club member?**

You can find your skip's (or any other member's) contact info such as email or phone number. Just:

- do a Member Login (see the previous section 5 called Member Login)
- click on Other
- click on Member Search.

### **8. How do I change my information such as my phone number or email address?**

- do a Member Login (see the previous section 5 called Member Login)
- Press/click on My Information.
- You will then see a rather small Edit button, on the top left of your screen. You need to hover your cursor over it (EDIT) and press the "Update Your Profile". You will then see a series of tabs which contain various kinds of information related to you. Your email address is under the User Info tab. Your phone number is under the Contact Info tab.
- Change the relevant information box(es), and click Update.

If you have changed your email address, please also send an email to [bdccwebmasters@gmail.com](mailto:bdccwebmasters@gmail.com) to advise them that you have done so.

### **9. Have any other questions, issues, concerns, or suggestions?**

Feel free to contact us. Our email address is [bdccwebmasters@gmail.com](mailto:bdccwebmasters@gmail.com)