

Common Questions/Answers re Brighton Curling Website

This document is available for viewing and printing on the website. The path is Home / News / FAQs / the link labelled as Members' FAQs. You may want to print and save this doc for future reference. The subjects being covered are:

- **1. How do I find the website?**
- **2. Viewing Information and Menus – on different devices.**
- **3. How do I get a new Username and/or Password?**
- **4. Missing emails from the club?**
- **5. Member Login and quick access to all info and functionality.**
- **6. Sparing Responsibilities and finding a Spare.**
- **7. Need to contact (phone or email) a club member?**
- **8. How do I change my information (eg. phone number, email address, password, Smart Serve details, Food Handler details)?**
- **9. How do I update my volunteer hours?**
- **10. Various forms and documents.**
- **11. How do I provide an article to be posted on the website?**
- **12. Have any other questions, issues, concerns, or suggestions?**

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 <http://www.brightoncurlingclub.ca/> into your browser's search area, and do the search.

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

2. Viewing Information and Menus – on different devices

Depending on the type of device that you are using, the information and menus and tabs, could be laid out differently:

- **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 usually 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 this . 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 retain your Username and Password details.

After you have received your system-generated password, you may want to change it to something more meaningful or easy to remember or use. See the following subject 9 on how to change your password.

4. Missing emails from the club?

Did you check your email's Junk, Spam, or Trash folder? If it's not there, then you can view emails that were previously sent. The path is:

- do a Member **Login**
- position your cursor over **Member's Home**
- under the Other column, click on Past Club Emails
- select whether you want to see emails that went to all past and current members, or those that went to current members only
- from the list presented, click and view the email you wish to view

5. Member Login and quick access to all website 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.
- Keep scrolling to the bottom of the home page. On the bottom right, under the Quick Links column, click on the Sitemap button.

You now see the complete set of links to all public and members-only information and functions. Just click on the link that you want to explore or use.

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](#)
- position your cursor over [Member's Home](#)
- under the League Information column, 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 (phone or email) a club member(s)?

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

- do a Member [Login](#)
- position your cursor over [Member's Home](#)
- under the Other column, click on [Find Member Phone and Email](#)
- enter the first and/or last name
- click on Search
- on the list presented, click on the Select box for the person you want to email
- continue the Search / Select until you have the complete list of people you want
- If you want to email the person(s), click on the Email All Selected.
- On the next Email Members screen, fill in the info and click the blue Send Your Email button.

Note: the maximum number of people that you can send one email to, is 20.

8. How do I change my information (eg. phone number, email address, password, Smart Serve details, Food Handler details)?

- do a Member [Login](#)
- position your cursor over [Member's Home](#)
- under the Member Information column, click on the blue [My Information](#) link.
- You will then see a 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 and password is under the User Info tab. If you are changing your password, enter your Current Password and your (new) Password.
 - Your phone number is under the Contact Info tab.

- Your Smart Serve details and Food Handler details are under the Curling Club Info tab
- After you've entered your changes, click the blue Update button on the bottom of the page.

If you have changed your email address, please also send an email to bdccwebmasters@gmail.com to advise them that you have done so.

9. How do I update my Volunteer Hours?

- do a Member **Login**
- position your cursor over **Member's Home**
- under the My Information column, click on My Time Tracking
- select/fill in the various pieces of information (Date, Event, Comment, Time spent)
- when finished, click the blue Save button

10. Various forms and documents

You can find and print various forms and docs, such as the Bonspiel Report and the Volunteer Hours form. Do the following:

- Do a Member **Login**
- Position your cursor over **Member's Home**
- Under the Other column, click on **Club Forms and Docs**
- Click on the item you want to view and/or print.

11. How do I provide an article to be posted on the website?

- do a Member **Login**
- position your cursor over **Member's Home**
- under the Other column, click on **How to Provide an Article**

12. Have any other questions, issues, concerns, or suggestions?

Feel free to contact us. Our email address is bdccwebmasters@gmail.com