

# Help I'm Stuck!

## FAQs

Answers to those questions that pop up regularly

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# Regular SeTLS use - FAQs

## How do I change the loan period for my items?

Loan length (and renewal length) are set via [Member Types](#).

## How do I delete an item?

By editing the item and moving its location - [details here](#).

## I only see Self-nominate on the Calendar. How do I nominate someone else for a shift?

By clicking on the bold text on the Calendar for the day you want to nominate - details [here](#).

## How do I delete a member?

Members are never deleted, they are locked. See how to Lock a membership [here](#).

## Is there a way to extend all loans by X weeks for over a break, like Christmas?

Yes! Go Everyday>Current Loans then scroll to the bottom for this box:

The image shows three distinct green-bordered boxes stacked vertically. Each box contains a title, a text input field, and a green button. The first box is titled 'New due date for all toys (including overdues)' and has an empty input field and a button labeled 'Update all'. The second box is titled 'New due date for all toys (excluding overdues)' and has an empty input field and a button labeled 'Update (excluding overdues)'. The third box is titled 'Extend all loans by (days)' and has an input field containing the number '7' and a button labeled 'Extend'.

I need a new transaction type.

These can be created by going Toy Library>Transaction types. Simply scroll to the end of the page and click on Add Transaction type.

# Error messages

## **When I upload a picture of my toy/resource, I get an error message 413.**

This is usually because the file size is too big, or you are using a file format that SeTLS doesn't support.

File formats accepted are jpeg, png, gif\* or webp. Try converting your picture to one of these files and reuploading.

\*gif files are not printable so we recommend against this file type if you use a label template that includes item image.

## **When I try to create a new membership type, it asks me about holds. We don't have holds!**

Even if you don't currently have holds switched on for your members, SeTLS still checks the ability for each membership type. To get around this, you will need to briefly switch on holds using your Toy Library settings (Toy Library>Toy library settings), click Edit and scroll down to the Toys section. On the right is Uses Holds, tick the box and then save your settings.

Create your membership type in the usual way, and then remember to go back into the Toy Library settings and untick the box.

# Why won't our emails show images?

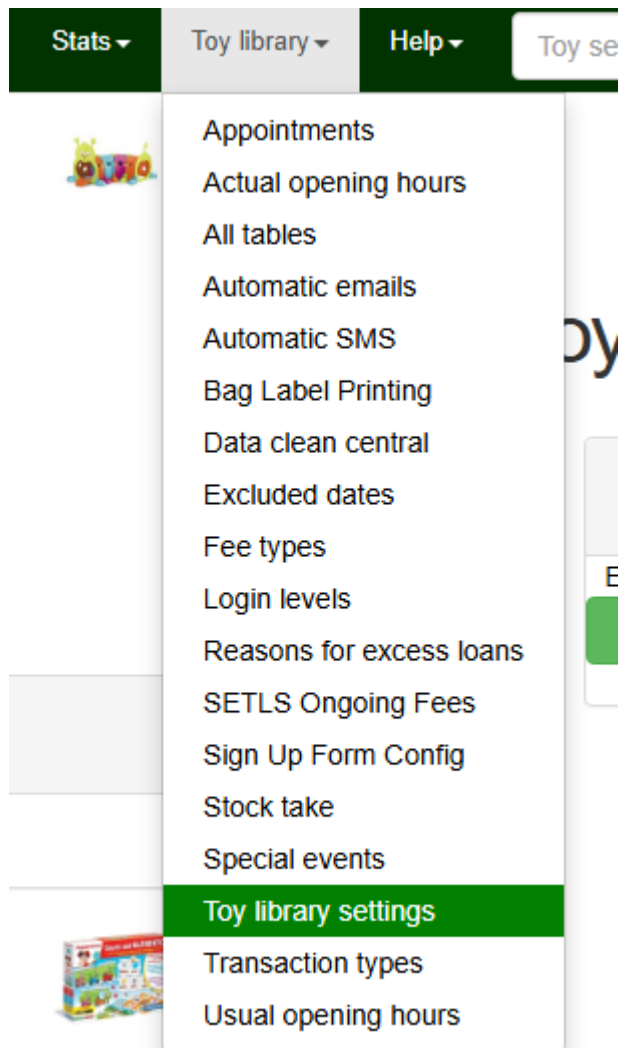
Currently SeTLS doesn't support images in emails. However, one of our members has provided [this handy work-around](#) to solve the problem.

# Are Reservations and Holds the same thing?

No, Reservations are different to Holds. They are used in different ways. In short, Reservations are linked to dates, and Holds are simply a queue-based system. Read more about [Reservations and Holds](#) on their own pages.

# How do I load our logo?

You can upload - or update - your organisation logo under the Toy Library>Toy library settings menu



Click the Edit button

Settings index

## Toy library settings

**Warning:**

The following config issues may be affecting your system:

- Records Drivers Licenses turned off, but Drivers License records exist ([Click Here](#))

If you are unsure of any of these settings please email us at [admin@setls](mailto:admin@setls).

Edit

In the Public Homepage settings, where the Logo (website) is shown, click on Choose file to upload

a new logo.

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## Public Homepage



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Choose file No file chosen

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# How do I lock a membership?

When a membership is expired, it is best practice to lock the account. This will remove the member's name from the search bar but the data still exists in the database.

- \* Search for the member's name using the Search bar at the top of your homepage.
- \* Click on Membership history on the left hand side of the page.
- \* Scroll to the bottom of the page and hit the Lock membership green button. You can use the current day's date or amend to the date that reflects the end of the membership.

## Ahmad Auer & Laverne Harvey

Membership Type: Annual Whanau Membership

Exp: Wed, 22 May 2024

Balance: **-\$994.00**

Create Transaction

## Membership History

Membership Type	Date start	Date end	Duration	Edit	Delete
Extended	Sat, 14 Oct 2017	Sun, 14 Oct 2018	11 months, 4 weeks, 2 days	Edit	Delete
Annual Whanau Membership	Fri, 22 May 2020	Sat, 22 May 2021	11 months, 4 weeks, 2 days	Edit	Delete
Annual Whanau Membership	Sat, 22 May 2021	Sun, 22 May 2022	11 months, 4 weeks, 2 days	Edit	Delete
Annual Whanau Membership	Sun, 22 May 2022	Mon, 22 May 2023	11 months, 4 weeks, 2 days	Edit	Delete
Annual Whanau Membership	Mon, 22 May 2023	Wed, 22 May 2024	1 year	Edit	Delete

Renew membership

Membership Type

Annual Whanau Membership (Full year unlimited rentals) ▼

Renew membership

Lock membership

Lock date

22-05-2024

Lock membership

If you need to find this member (for example if they rejoin), choose Members from the main menu then Members (first option on the dropdown)> Other Member Lists and then ALL members including Locked.

More information on Locking and Unlocking members can be found [here](#).