

# Help I'm Stuck!

## FAQs

Answers to those questions that pop up regularly

- [Regular SeTLS use - FAQs](#)
- [Error messages](#)

# 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, each containing a text input field and a corresponding green button. The first box is titled 'New due date for all toys (including overdues)' and has an 'Update all' button. The second box is titled 'New due date for all toys (excluding overdues)' and has an 'Update (excluding overdues)' button. The third box is titled 'Extend all loans by (days)' and has an 'Extend' button; its input field contains the number '7'.

<b>New due date for all toys (including overdues)</b> <input type="text"/> Update all
<b>New due date for all toys (excluding overdues)</b> <input type="text"/> Update (excluding overdues)
<b>Extend all loans by (days)</b> <input type="text" value="7"/> Extend



# 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.