

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:

New due date for all toys (including overdues)

Update all

New due date for all toys (excluding overdues)

Update (excluding overdues)

Extend all loans by (days)

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.