Help I'm Stuck!

FAQs

Answers to those questions that pop up regularly

- Regular SeTLS use - FAQs
- Error messages
- Why won't our emails show images?
- Are Reservations and Holds the same thing?
- How do I load our logo?
- How do I lock a membership?
- How do we change our Billing details?
- How do we change our Toy Library email and phone number details?

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?

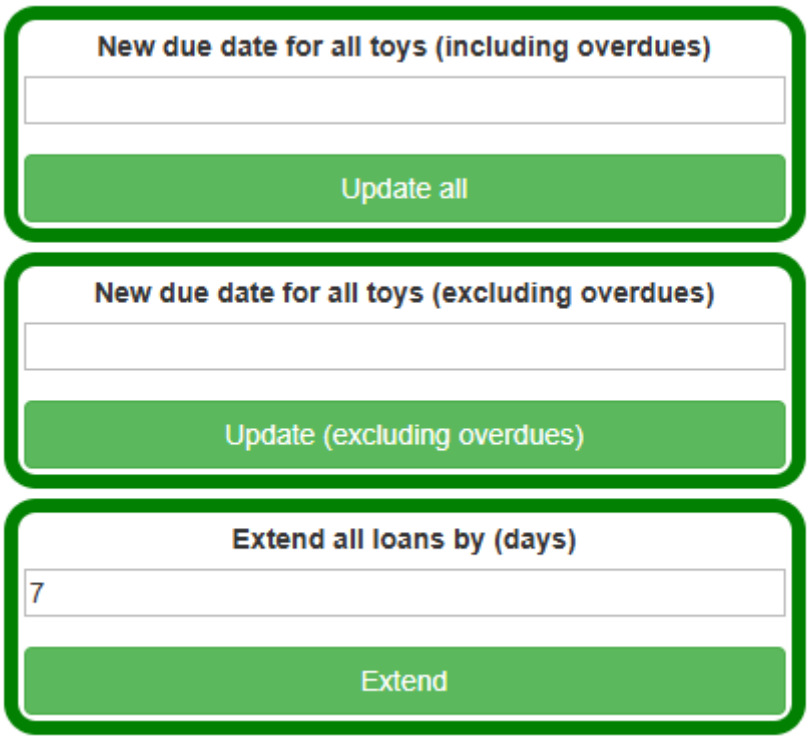
By clicking on the bold text on the Calendar for the day you want to nominate - details here.

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:



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?

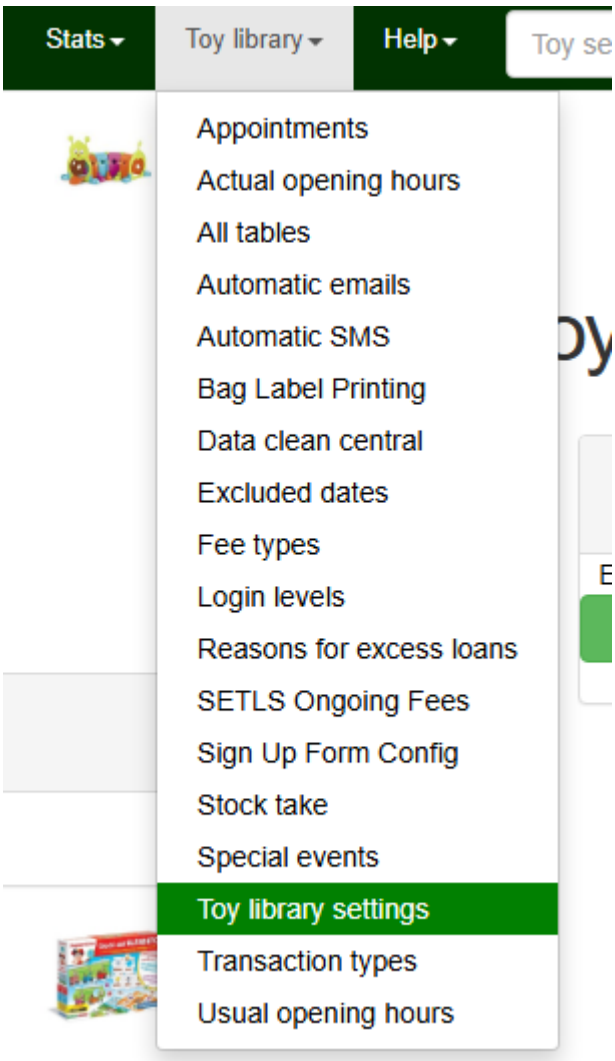
Currently SeTLS doesn't support images in emails. However, one of our members has provided this handy work-around to solve the problem.

Are Reservations and Holds the same thing?

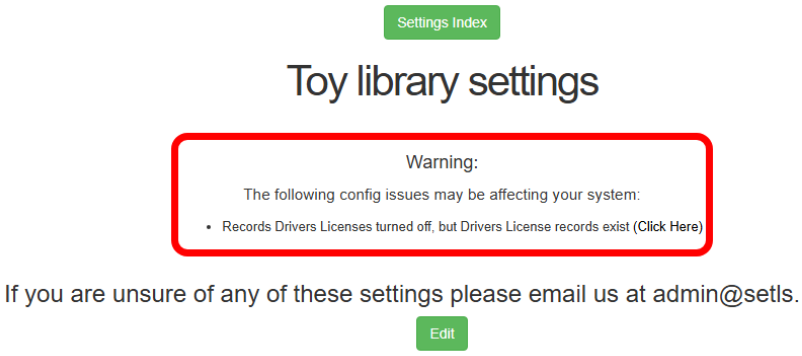
No, Reservations are different to Holds. They are used in different ways. In short, Reservations are linked to dates, and Holds are simply a queue-based system. Read more about Reservations and Holds on their own pages.

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



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

a new logo.

Public Homepage

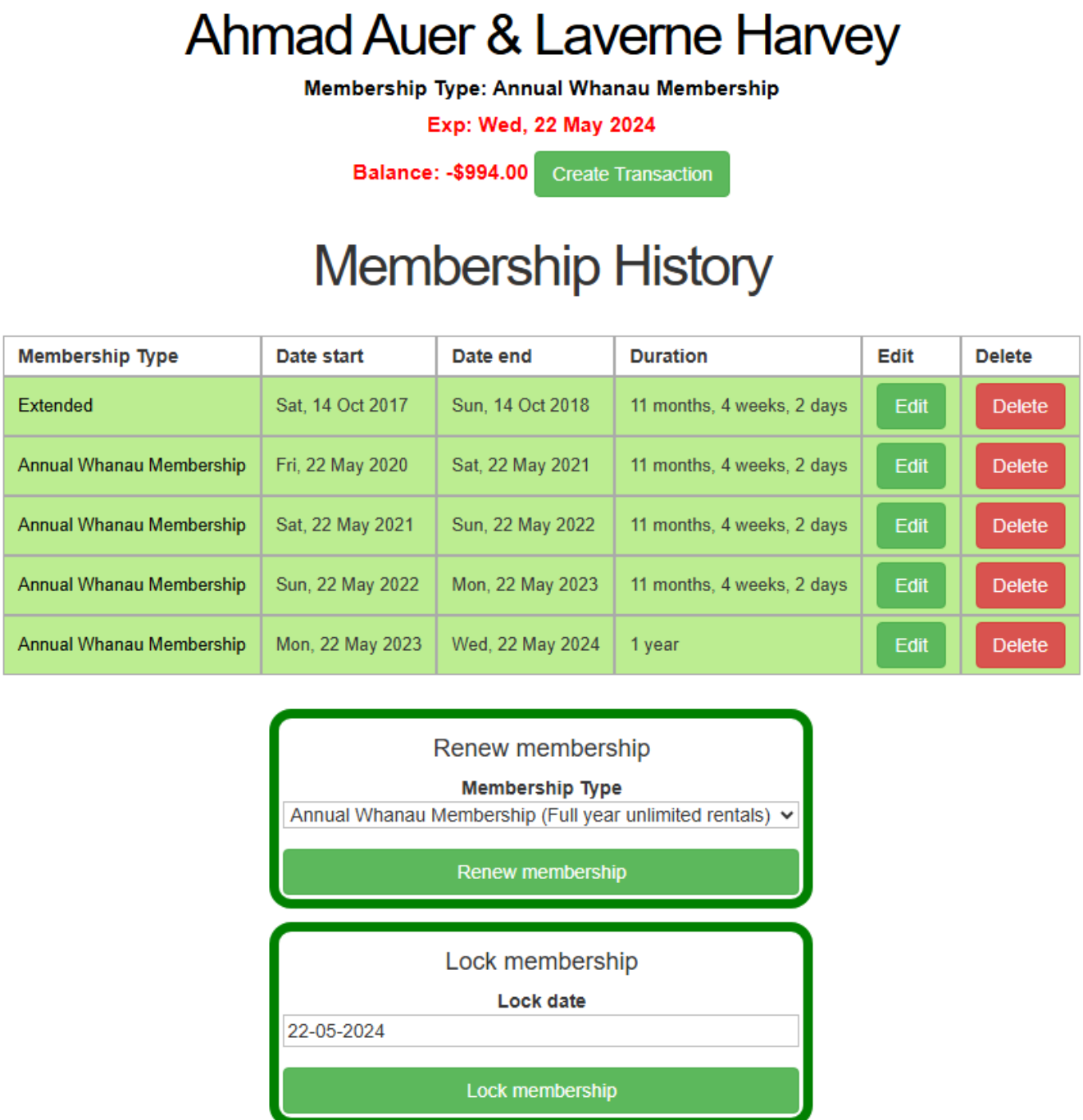
Logo (Website) 

Choose file No file chosen

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.



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.

How do we change our Billing details?

In some circumstances, the business that pays the bill, may not be the same as the organisation running the toy library. To ensure the right people are getting the invoice, please update your SeTLS Billing details.

To find them:
In SeTLS go Toy Library>SeTLS ongoing fees.
Then click on Billing Contact details - it's right at the top - change to what you need it to say, and save it.

This should make future invoices correct.

Remember: SeTLS invoices are auto-created and emailed to the toy library, treasurer, and committee email addresses, as recorded in your settings page.

How do we change our Toy Library email and phone number details?

The accuracy of your details are your responsibility. Have a change of email or phone number? Please update your SeTLS Toy Library details.

To find them:
In SeTLS go Toy Library>Toy library settings.
Then click on the Edit button to change the Organisation details - it's right at the top - change to what you need it to say, and save it.