

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:

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

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.