

BOWLS SCOTLAND



Online
Club and
Membership
System

Help Guide



Event Booking

Page

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How do I log in?

Click on this link <https://bowlsscotland.azolve.com/Account.mvc/SignIn>

Type in your Username (this is usually your email address) and password in the appropriate fields and click 'Log in'.



How do I add my club to my profile?

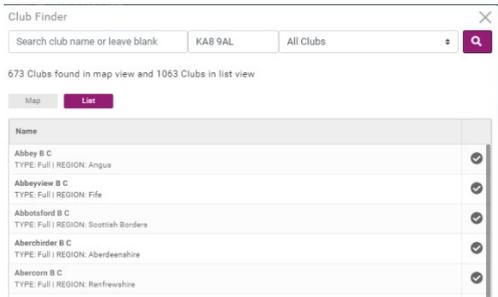
Click on 'Select Club' on the 'My Clubs' section at the top right-hand side of the screen.



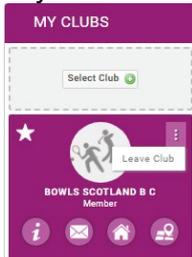
From this page you can search for any clubs that you are a member of. By linking to your club, if it is affiliated to Bowls Scotland, you may receive discounts on courses. Some courses will also be restricted e.g. only members of affiliated clubs are able to book.

Enter the name of the club and click on the magnifying glass icon. Click on the 'tick' opposite the club(s) that you are a member of.

Please note that once you add your club(s) the Club Administrator will be able to view your profile.

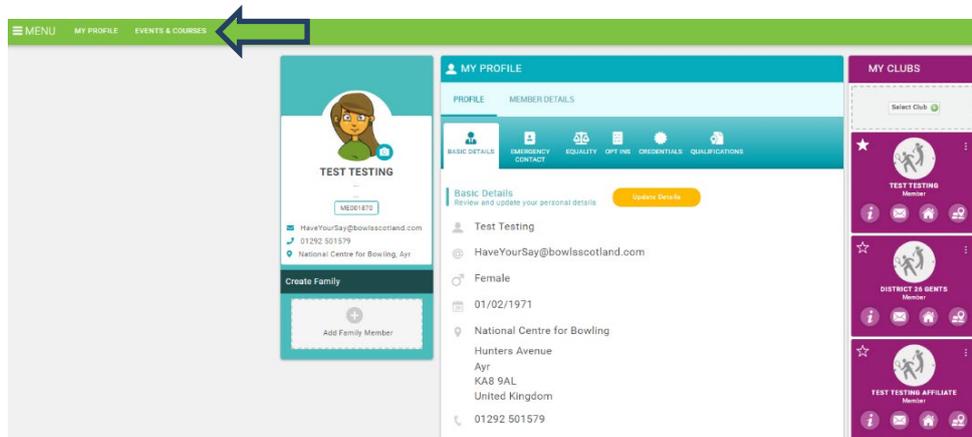


Once you have selected your club(s) they will be listed on the right hand-side of your profile under 'My Clubs'.

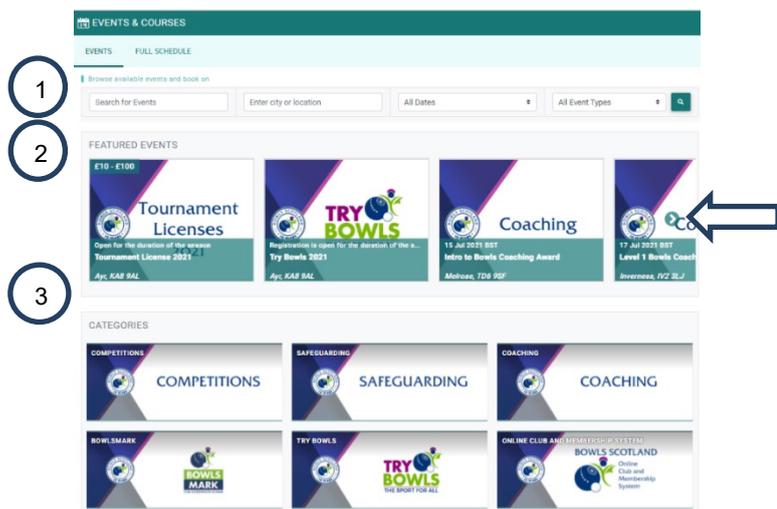


How do I book an event?

Once logged in, your default page will be the 'My Profile' page. At the top right-hand side of the screen you will see some options: 'Menu', 'My Profile, and 'Events & Courses'. Click on 'Events & Courses' tab at the top left-hand side of the page.



The Events & Courses page will be displayed. From this page you will be able to access and search for all open courses and events.

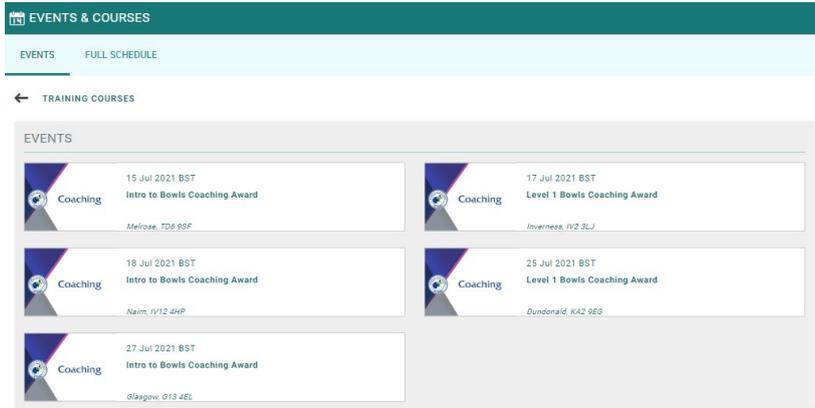


1 Search: The 'search for events' box above allows you to use a number of options to narrow down live event search results.

2 Featured Events: These are simply live events that are also displayed at the top section for additional visibility. Use the arrow heads at either side to view the events & courses on offer.

3 Categories: Clicking on a category tile will direct you to a pre-filtered view of all events specific to that category type selected.

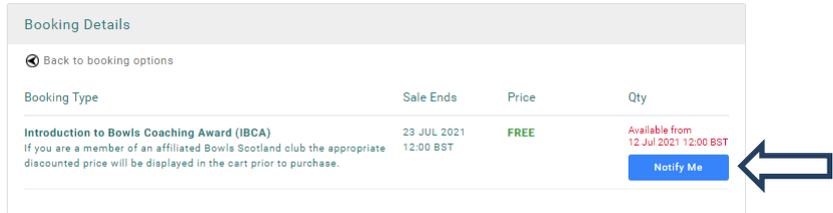
After a search, or by clicking on a category tile a number of live events will be listed, click on the one you wish to book onto.



Notify Me

A new feature is the 'Notify Me' option. This option will be set up for pre-event bookings to easily notify members when tickets go on sale. The system auto updates just before midnight each night and will send any email notifications during this time.

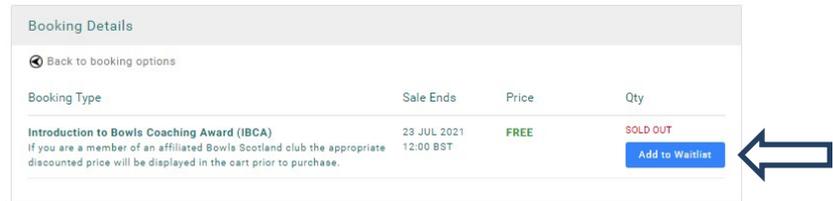
Click 'Notify Me' to receive an email notification when tickets go on sale.



Waitlist

Waitlists will be created for when events & courses become fully booked. The waitlist can be used to reserve spaces, notify of newly available spaces, or even move members onto a new event or course so they're first in-line next time round.

Click 'Add to Waitlist' and we will notify you if a space becomes available.



If tickets are on sale and the event or course is not fully booked, you will be redirected to the 'Booking Details' screen. Here you can review the event details (Location, Details, Contact, Information, Booking Details and Cost).

The screenshot shows the 'Booking Details' page for an event titled 'Test of Child Wellbeing and Protection in Sport Officer Training' on Wednesday, 24 March 2021 at 18:00. The page is divided into several sections:

- Location and Dates:** Includes a map of the venue, BOWLS SCOTLAND National Centre for Bowling, and the event date and time.
- Booking Details:** A table showing the booking type, sale end date (24 MAR 2021), price (FREE), and quantity (1). An 'Add to Cart' button is visible.
- Rounds and Stages:** A section indicating that no rounds or stages apply to this event.
- Event Details:** A descriptive paragraph about the workshop, its purpose, and pre-requisites (Age 18+).
- Contact Details:** Information about the contact person, William Boyd, including email and phone number.

Add event or course to Calendar

Members now have the option to add the event to their personal calendar, to do this click on the 'Add to Calendar' option at the left-hand side of the screen and select your calendar provider. Our online club and membership system supports Outlook, Google, Apple, and Yahoo!

The calendar appointment will be shown at the bottom left-hand side of the screen. Click to open.



The calendar appointment will be auto populated with details from the event or course.

The screenshot shows an Outlook appointment window with the following details:

- Title:** Child Protection and Wellbeing Officer Training
- Start time:** Wed 24/03/2021, 18:00
- End time:** Wed 24/03/2021, 20:00
- Location:** BOWLS SCOTLAND, National Centre for Bowling, Hunters Avenue, Ayr, KA8 9AL

To book a place on the event or course, click the 'Add to Cart' button.



Event Forms

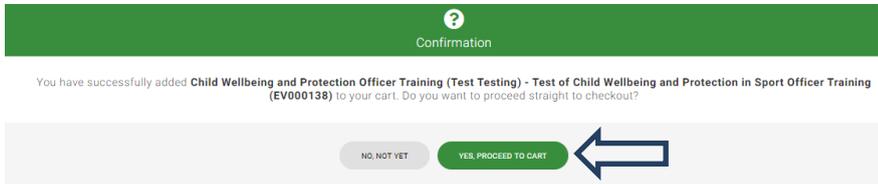
Some Events may have a form attached to allow us to gather some additional information. If this is the case, the form will be displayed. Some questions are mandatory, others are optional. If a form is attached to the Event simply complete the additional information requested and click the 'Complete Registration' button.

The screenshot shows an 'Event Registration' form with the following elements:

- Title:** Event Registration
- Text:** Please complete the following registration details: Ticket 1 - Online Club and Membership System
- Section:** Club information
- Form:** A text input field for 'Club name' with a placeholder 'Type to search...'.
- Buttons:** 'Back to Event' and 'Complete Registration' buttons at the bottom.



A confirmation message will be displayed. If you have no other bookings to make click 'Yes, Proceed to Cart'. If you want to make further bookings, click 'No Not Yet', the item will be added to the cart and you can continue searching events & courses for the remaining bookings you would like to make.



You can access the items in the cart at any time by clicking the 'Cart' icon at the top right-hand side of the screen, next to your name.

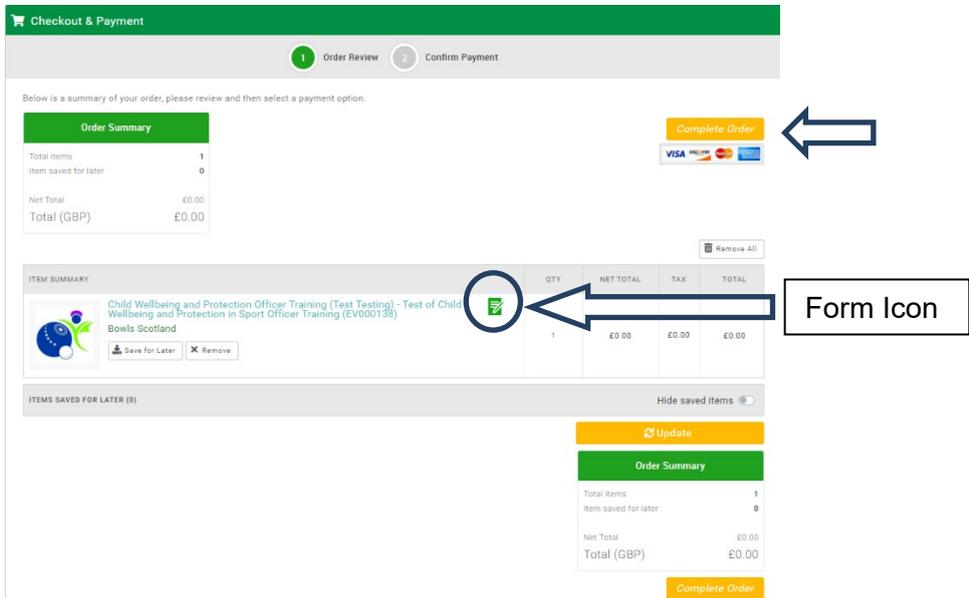


You will have the option to 'Save for Later' or 'Remove' items in the 'Cart'.

Once you have added an item to your 'Cart' or saved it for later, it will remain there even if you navigate away from the payment page or logout. There is no need to go back through the booking process if you have already saved an item, simply access the Cart from the tile on the home screen and pick up from where you left off.

If you want to review the form you completed, click on the form icon and the form will open (see below). From here you can update the form, if required, make changes and click 'Save'.

If the event is free click on 'Complete Order'.



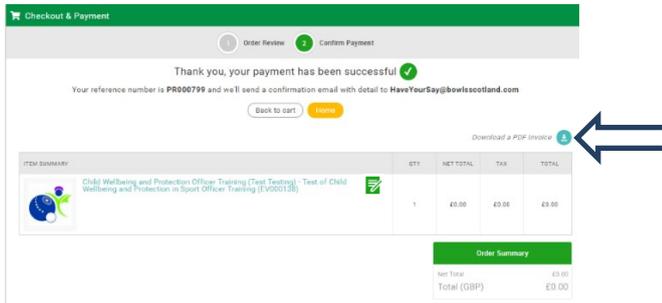
Registration Form

Club information

Club name
Bowls Scotland B C (CL003458)

Close Save

A confirmation page will be displayed. You have the option to 'Download a PDF Invoice'. Click on this (even if a course or event is free, the invoice is always produced).



Click on the Payment Receipts document at the bottom left hand side of the screen.



A PDF Payment Receipt document will open. You will have the option to download the document or print it.

Receipt



Test Testing
 National Centre for Bowling
 Hunters Avenue
 Ayr
 South Ayrshire
 KA8 9AL
 United Kingdom

Payment Reference: PR000799
 Payment Date: 13/10/2020
 Payment Status: Complete
 Member Number: ME001870
 PO Number:
 Notes:

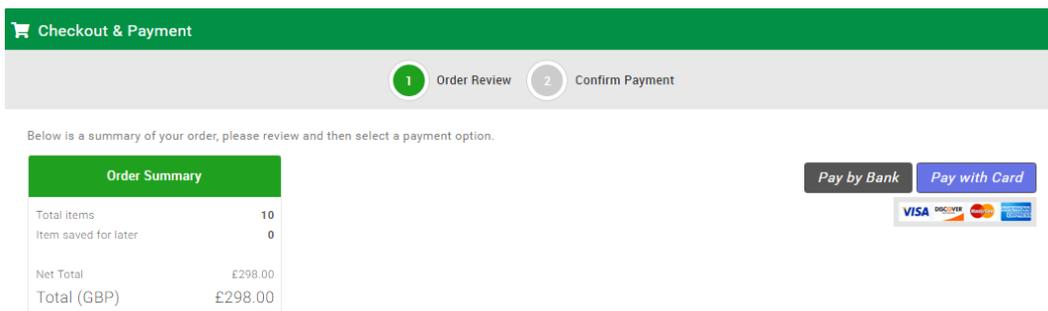
Description	Unit Price	Qty	Discount	Surcharge	Net	Tax	Gross
Child Wellbeing and Protection Officer Training (Test Testing) - Test of Child Wellbeing and Protection in Sport Officer Training (EV000138)	£0.00	1.00	£0.00	£0.00	£0.00	£0.00	£0.00

Discount: £0.00
 Surcharge: £0.00
 Shipping: £0.00
 Net: £0.00
 Tax: £0.00
 Gross: £0.00

Payment

Pay by Bank

For courses that have a cost associated with them, once you have added all of the items to the cart, reviewed them and are satisfied that the information is accurate you will have the option to either 'Pay by Bank' or 'Pay with Card'. You will also have the option to 'Save for Later' or 'Remove' items in the 'Cart'. These options are available no matter which items are placed in the 'Cart' for purchase.



Click on 'Pay by Bank'



GoCardless online Direct Debit Payment screen will be displayed. The email address contained in your profile (the one you use to log onto the system will be displayed). Enter the Country, Account Holder Name, Sort Code and Account Number and click 'Next'.

GoCardless online Direct Debit Payment confirmation will be displayed. Click 'Conform'.

A confirmation of payment message will be displayed.

- 1. At this stage, you will have the option to download a PDF confirmation of the bank transfer. Click 'here' to view PDF version.
2. At this stage, you also have the option to 'Download a PDF invoice'.
3. You will also have the option to click 'Back to Cart' or 'Home'. If you click 'Home' you will be re-directed to the menu options.

The next time you purchase via 'Pay by Bank' you will have the option to pay using the saved mandate or set up a new one. A bank mandate is valid for up to one year and can be used as many times as required during this period. However, for security reasons (once the year is up), the mandate will expire and require to be set up again.

Select Mandate

Pay now

Pay by Card

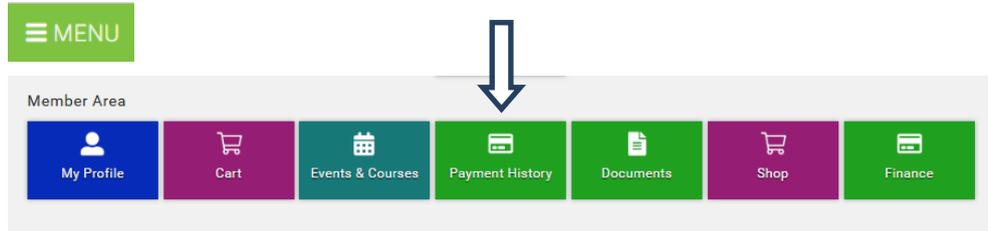
If you select 'Pay with Card' a pop up will appear, input your card details, and click 'Pay'

A confirmation of payment message will be displayed.

4. At this stage, you also have the option to 'Download a PDF invoice'.
5. You will also have the option to click 'Back to Cart' or 'Home'. If you click 'Home' you will be re-directed to the menu options.

How do I view any payments made?

If you click on the 'Home' button you will be redirected to the various tile options that appear under the 'Menu' option. If you click on the 'Payment History' tile you will be able to view payment history for any events you have booked to attend. The 'Payment History' tile is also available by selecting 'Menu' at the top left-hand side of the screen.



Any payments made will be displayed even if the event is free. To view details of payments made double click on the entry.

Reference	Payment Date	Payment Method	Net Amount	Discount	Surcharge	Tax Amount	Gross Amount	Status	Description
PR000800	13/10/2020	Zero Value Pay...	0.00	0.00	0.00	0.00	0.00	Paid	Event (x1)
PR000799	13/10/2020	Zero Value Pay...	0.00	0.00	0.00	0.00	0.00	Paid	Event (x1)
PR000796	13/10/2020	Zero Value Pay...	0.00	0.00	0.00	0.00	0.00	Paid	Event (x1)

Details of the entry selected will be displayed.

If you would like to add a note to this transaction for your records. Click the 'Notes' icon.

At this stage you can click on 'Print Receipt'. This will produce a PDF invoice that you can download and save or print.

View items purchased in this transaction by scrolling through them using the side bar.

Once you click on the 'Notes' icon and type the note that you would like to add in the box provided and click 'Post' then 'Save'.

How do I view any events booked / attended?

If you click on Events & Courses at the top left-hand side of the screen you will be able to view any events you have attended / booked to attend.

EVENTS & COURSES

24 Mar 2021

Test of Child Wellbeing and Protection in Sport Officer Training
 Child Wellbeing and Protection Officer Training
 Wed, 24 Mar @ 18:00
 Ayr, KA8 9AL

How do I view any qualifications / credentials?

Some courses have qualifications / credentials attached to them for example coaching and safeguarding courses. From the Profile page you can view qualification and credential information. To view details, click on the Credential or Qualification tab.

The screenshot shows a user profile page with a teal header 'MY PROFILE' and sub-tabs 'PROFILE' and 'MEMBER DETAILS'. The 'CREDENTIALS' tab is active, displaying a list of credentials. On the left, there is a user card for 'TEST TESTING' with contact information and a 'Create Family' section. On the right, there is a 'MY CLUBS' section with a 'Select Club' button and a club card for 'TEST TESTING Member'.

Star	Credential Name	Status	Starts	Ends
★	First Aid	PENDING APPROVAL	23/07/2020	23/07/2021
★	DS Year	ACTIVE	01/01/2016	01/01/2022
★	IBCA	ACTIVE	22/06/2020	22/06/2099