

Online Registration Problems and Solutions

Please read before contacting Dawne Settecerri or Jason Moran

ISSUE #1 Strange Team Name appears instead of team I signed up for

Subject Strange team names
Description When users are registering their players, on the member summary information under the member profile information it is listing a team name that I did not set up. for instance, players who register for the RVFC 95G team, it shows up as central cal 15 gold. If they choose the Eagles it shows up as WGD2G2 for the team name. This creates mass confusion.

Solution:

Hi Dawne,

Thank you for contacting Clubspaces. The issue you've reported appears to be a bug. I've reported this issue to the product development team though I currently am unable to determine when the issue will be fixed. I suggest that you add some verbiage to your registration messages letting members know about this issue. I apologize for the inconvenience and I appreciate your patience.

Kind Regards,

~Kevin

ISSUE #2 Error when requesting a new password

When parents forget their password they click the link to have it emailed to them. This is the error they get and it happens to many of our users. An application error occurred on the server. The current custom error settings for this application prevent the details of the application error from being viewed remotely (for security reasons). It could, however, be viewed by browsers running on the local server machine.

Details: To enable the details of this specific error message to be viewable on remote machines, please create a <customErrors> tag within a "web.config" configuration file located in the root directory of the current web application. This <customErrors> tag should then have its "mode" attribute set to "Off".

```
<!-- Web.Config Configuration File -->
```

```
<configuration>
```

```
<system.web>
```

```
<customErrors mode="Off"/>
```

```
</system.web>
```

```
</configuration>
```

Notes: The current error page you are seeing can be replaced by a custom error page by modifying the "defaultRedirect" attribute of the application's <customErrors> configuration tag to point to a custom error page URL.

```
<!-- Web.Config Configuration File -->
```

```
<configuration>
```

```
<system.web>
```

```
<customErrors mode="RemoteOnly" defaultRedirect="mycustompage.htm"/>
```

```
</system.web>
```

```
</configuration>
```

Solution:

Hi Dawne,

Thank you for contacting Clubspaces. This issue has been reported to the product development team and a fix is scheduled for our next software release which is tentatively scheduled for 7/22.

Members can access a working password retrieval function by leaving the email address field blank and clicking the "Click Here" button. I apologize for the inconvenience and I appreciate your patience.

Kind Regards,

~Kevin

ISSUE #3 You log in and then try to add your player but it says you can't because they already exist.

You have created another account and the player is linked to the account you previously set up. You have to use the account you previously set up. If you forgot your username, it is the email account you used when you originally set up the account. If you forgot your password, click the "forgot password link" and it will get emailed to the account that is your username. If you no longer have that email account, send me an email so I can look up your username and reset your password. I can't look up your password, I can only reset it.

ISSUE #4. Your email address changed from the one you originally set up your account with.

The email account you used to set up the account is your username. Once you log in you can click on your name and change your email address, which will in turn update your username to your whatever email address you change it to. Just because you no longer have that email address doesn't mean you can't use it as your username. Just make sure you change it to the correct one after you log in so you get your confirmation emails as well as emails from the club. This is how we communicate with the members.

ISSUE #5 You register for the wrong program or team.

Email me so I can make that correction. dsettecerri@yahoo.com

* Any time you want to update, make a payment online or just look at your account you can log in any time.

** Once you create an account, it is there unless I delete it. You don't need to create a new account every year. Remember that whatever player you set up under your account, that player is linked to your account. You can't create a new account and add that player to the new one as they are linked to another account already. Other people can't add your player to their account.