USER GUIDE

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MANAGE MY SHOWS

Below is a summary of the key functions and features available via the "Manage My Shows" main menu:

VIEWING & EXPORTING CLASS LISTS:

- Go to Manage my Shows – Manage my Events
- Find your Show
- Either Click on the orange show name or use the menu on the right and select "Class Entries"
- These are available at the top of your Class List page as Orange Buttons
- There are 2 main options:
- Firstly, a simple class list export which exports a formatted version of a standard class list with all fields set up for you.
- Secondly, a detailed report which will also include stabling/ hook-up/extras for larger shows such as Champs/ Premier/ High Profile Shows/ Area Festivals.
- You will also see additional exports for Mailing List data (this is purely for the purposes of exporting marketing information for each rider entered into the show)

TRANSFERRING ENTRIES:

- Go to Manage my Shows – Manage my Event
- Find your Show
- Go into your Class List for the Show with the original entry
- Search for the rider in the list (you can use the class filter or open search box to find them)
- Next to each rider's entry on the right is an orange "options" button – select "Transfer to a diff class/event"
- Using the dropdown filers i.e. Dressage, Affiliated, Select the Show you want to move the entry too, the final dropdown will display the classes you are running on that day. Select the new class and click "Transfer"
- This will move the entry from one class/ show to another and update both yours and your riders invoices/ class list/ times sheets and results sheets automatically for you
- You can also transfer within the same show if the rider enters the wrong class

REMOVING AN ENTRY FROM A SHOW DUE TO THE RIDER WITHDRAWING

(Rider is withdrawing and you are refunding, not transferring):

- Go to Manage my Shows – Manage my Event
- Find your Show
- Go into your Class List for the Show with the original entry
- Search for the rider in the list (you can use the class filter or open search box to find them)
- Next to each rider's entry on the right is an orange "options" button – select "Remove"
- This will remove their entry from the class list (you can still access it via accounts for accounting purposes)
- Entries you "remove" are never fully deleted in case you make a mistake or the rider then wants to reinstate their entry – they are stored in "Entries Pending" at the top of the class list for reference if needed.

REMOVING AN ENTRY FROM A SHOW – CREDIT ON MSS

(Rider is withdrawing and you are NOT refunding and allowing them to use a credit at a later date):

- Go to Manage my Shows – Manage my Event
- Find your Show
- Go into your Class List for the Show with the original entry
- Search for the rider in the list (you can use the class filter or open search box to find them)
- Next to each rider's entry on the right is an orange "options" button – select "Transfer to carried over"
- This will remove their entry from the class list (you can still access it via accounts for accounting purposes)
- Entries you "Transfer to carried over" are moved to your "Carried over List", which you can access via Manage my Shows/ Carried Over List in the menu.
- You can store their original entry here and then reinstate their entry to another show at any time as needed.

ADDING A POSTAL/ TELEPHONE ENTRY:

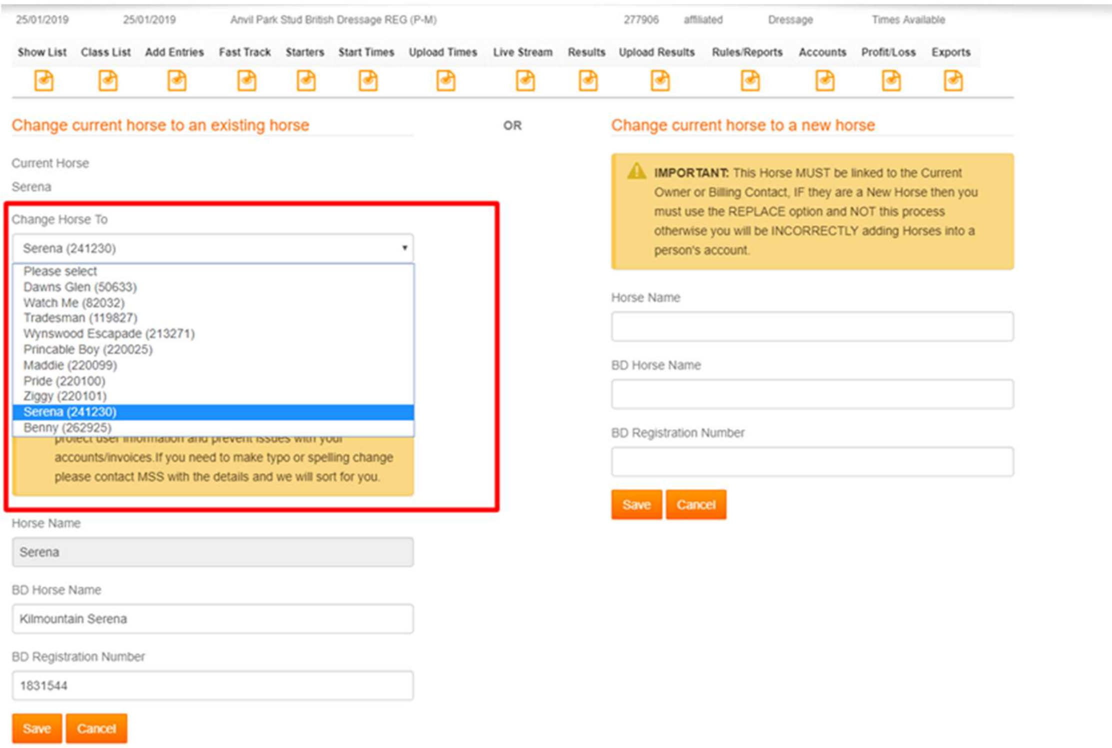
- Go to Manage my Shows – Manage my Event
- Find your Show
- Go into your Class List for the Show
- Click on "Add Entries"
- Use the search to find the riders existing MRL account in the first instance
- In open search box put the riders "First Name"
- In last name box put their "last name"
- Click search
- If the correct rider comes up in the list, click on the thumbs up select button
- You can then process the entry by selecting the class, section, horse, rider, owner and adding to basket. Repeat for each class.
- Proceed through the tabs completing all info required.
- On the final "Make payment" button, click this and then you will be prompted to select from a dropdown the payment method i.e. cash/ cheque/ PDQ
- Select payment type – enter a reference
- Then chose "Pay now" if payment received or "Pay later" if you haven't received the money as yet – this will flag the invoice in your class list and accounts reports and being unpaid
- This will take you back to the class list page, having added the new entries for you.
- An invoice will be created and stored in MSS but also sent to the riders MRL account directly too so they have a copy to view/ print as needed
- If you do a search and nothing comes up or it's not the rider you are looking for, you can click the "Orange" person not listed button in the bottom right to create a new MRL account for the rider. This will save all data you enter, so next month you can search and bring up the account to save re-typing the same info for each show. It will speed up the process for you.
- Make sure you do a robust search before creating a new account i.e. you can also search by email address/ mobile too if the name doesn't bring up a match.
- If you do a search and you get duplicate records for a rider, you can click on the "sweeping brush" icon and this will send us a notification and we will merge the accounts and clean the database for you.

CHANGING A HORSE/ RIDER/ OWNER ON AN EXISTING ENTRY (SUBSTITUTIONS)

- Go to Manage my Shows – Manage my Event
- Find your Show and click into your class list

- To change a horse, click on the horse name in the class link
- You will come into the page as shown below
- Using the dropdown menu, you can select another of that riders' horses from the list – Click Save
- This will update your class list, invoices, times and results sheets for you automatically
- If the horse isn't already listed in their MRL account, and is their horse, you can add this on the right under "Change Current Horse to a new Horse" – click save
- It's the same process for changing a rider or owner too

NOTE: If it's a totally different horse and rider and not linked to the original entry, **DON'T add to the account**, (this will contravene Data Protection and Mix Account Data Up) simply process a fresh entry and withdraw the horse/ rider no longer competing.



APPLYING BRIDLE NUMBERS

If you are applying numbers once entries have closed……

- Go to Manage my Shows – Manage my Events
- Find your Show
- Using the Left Menu select "Start Times"
- Scroll down past the timings grid

- Above the class list you will see a “Bridle Number” section. Simply put the Bridle Number you want to start from i.e. 1. Click Allocate Bridle Numbers
- The page will refresh and the system will allocate numbers per combination across the whole show.

We can also set the system to apply numbers upon entry so the riders see their Bridle Number on their Invoice. It will also generate a number for entries you add into MSS.

We can set this for you for BD, but you can also set or check for Unaffiliated by going to:

- Manage Schedules
- Add/ Edit Schedules
- Find the Show
- Left Menu – select Edit Event
- Scroll to very bottom of the schedule
- You will see “Bridle Numbers by Combination”
- Select “Yes” in the Allocate Bridle Numbers On Entry box
- A 2nd box will appear prompting you to put in a starting Bridle Number i.e. 1
- Click orange Save Button

This will then automate the Bridle Number allocation the moment your first entry for a show is received.

DRESSAGE TIMES:

The instructions below should be helpful as a guide, but don’t hesitate to contact the team if you would like some 1-1 training on this area leading up to your first show.

- Go to Manage my Shows – Manage my Events
- Find your Show
- Using the Left Menu select “Start Times”
- You will see a grid at the top containing your class numbers in order, no. of entries per class and then start/ end times. This is useful as an overall guide

to your show and when classes start, the last rider goes in and then the final end time across multiple arenas.

- The end column before you add times will show the time interval that the test is currently set to i.e. 7 minutes. If there is no time shown, see below for a guide to setting this.
- You can also select "Arenas Name" for each class and apply a "Judge" Name – this will all feed into your final exports for BD if affiliated
- NOTE: All Test Times/ Scores/ Judges and Arenas are managed in MSS and are tailored to you and your needs – you can access this to Add/ Edit by going to "Rules/ Reports" in the sub menu across all shows.
- To begin adding your times, below the grid on the left is a "Class" dropdown menu – select the first class
- This will load the entries below
- In the box "Class Start Time (hh:mm)" put your class start time i.e. 09:00 in this format
- Click "Allocate Times"
- Riders in Class 1 will now have a time allocated to them – you can see this in the list below
- If the class is large, and you want to add a break mid-class, then scroll down the class list to where you want to add the break
- On the right next to each rider is an options menu – select "Add Break"
- On the next page enter the break i.e. 10minutes (don't set hours by mistake!)
- Put in the name "Judges break" for example
- Click Save
- This will take you back to the times list with your break now in place. Riders times after the break in this class will be adjusted automatically to take into account the break you have added.
- You can remove the break by click on "Add break" again in the same place and setting back to 0 and removing the name and clicking save
- Once you are happy with this class you can then work through each class applying the same process i.e. select Class 2, put in your start time (you can obviously leave natural Judge breaks in between classes by just starting 10mins later) and allocate
- Once all classes have their times and breaks as needed you can then "re-order" your entries to take into account special requests/ multiple riders etc
- Click on the orange button entitled "Reorder Entries"
- On this page you can click on any rider, and drag and drop them into any position within the class
- When you let go, the times will refresh and adjust accordingly based on their new position

- You will see against each rider in each class, their other times in other classes so you can see their gaps between tests
- Each rider is also colour coded – see key at the top of the page
- If the rider has a "red Asterix" against them it means they have left a message for you – if you hover over this it will appear
- You will also see for dressage only, a riders request for either an "early/ late or don't mind" time. This is purely for you to bear in mind and not a guarantee for the rider!!
- Once you have done reordering the times click on the orange "submit order to times page" button
- This will return you to the start times page
- You can then export a copy for your records (orange export button)
- Publishing Times:
- Go to "Upload Times"
- Click orange "Get live Feed URL"
- Click orange "Publish" button
- Click Save
- This will send the times/ numbers to the riders in their MRL account and also publish to your times page on your new website
- If you need to take times down temporarily you can do this by just clicking the orange "Hide" button. You can make your changes and then just click "publish" again to display
- If you substitute a horse or rider or change an entry status to "Withdrawn" etc, you don't need to re-publish, these changes will show as you make them on the class list page

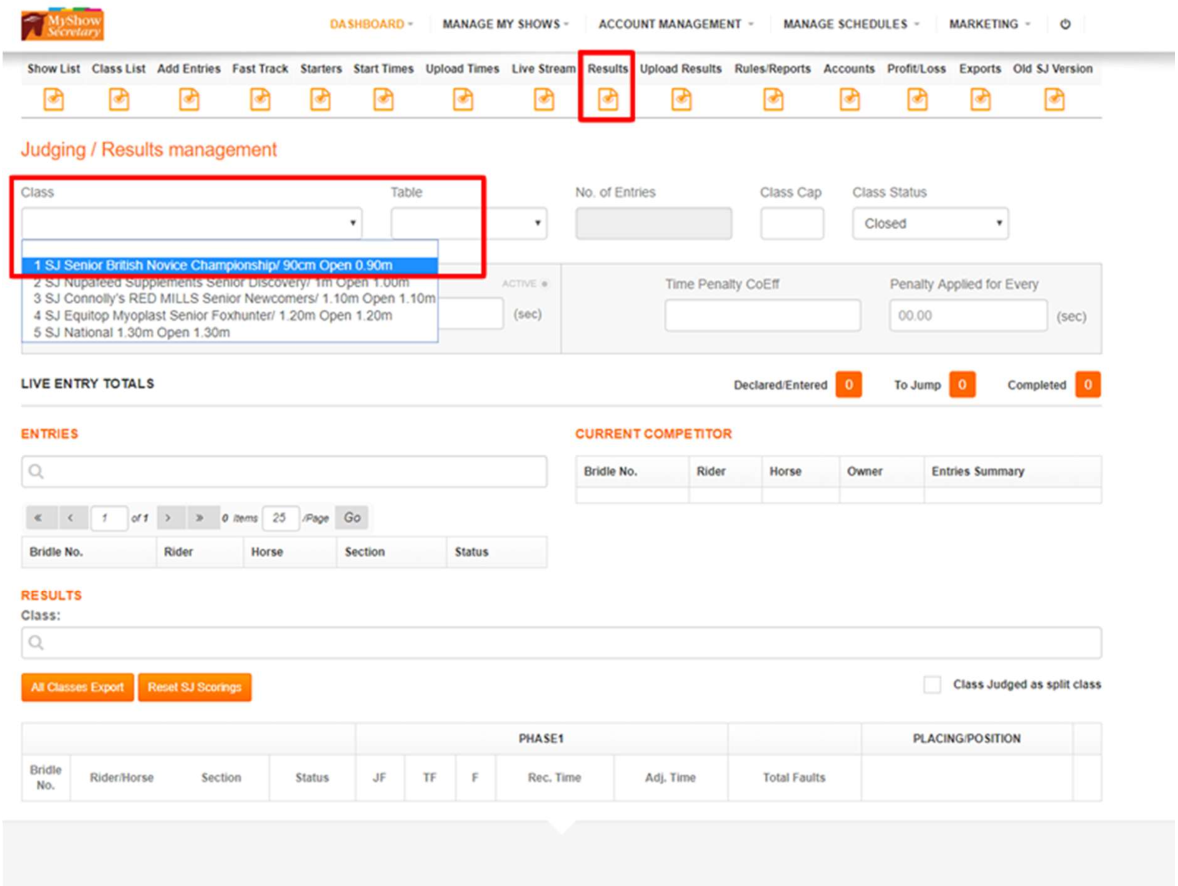
DRESSAGE RESULTS:

- Go to "Results" from the class list page
- All Test scores for automated calculations are stored in your "Rules/ Reports" page as mentioned above. We will populate most for you as a starting point
- Simply select the class from your dropdown
- It will default to a single judge – you only need to change this and save if needed
- The class entries will now load below
- You will see the empty boxes for you to populate - Final Score/ Collectives
- Click Save
- The page will refresh and now show a final % and section and overall placings for that rider/ horse
- Work through the full class, saving as you go.

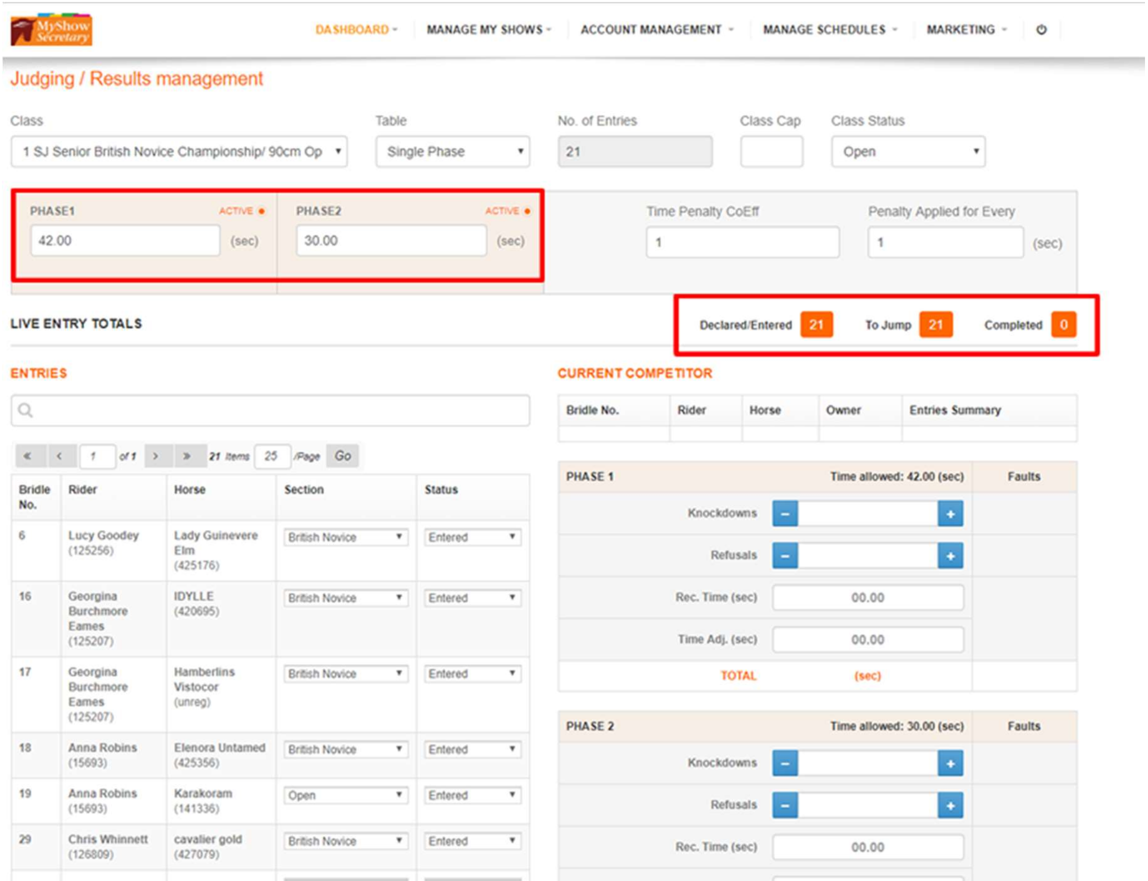
- You can change a rider’s section if needed using the dropdown – again change and click save
- If a rider “withdraws” or “retires” during the show, again you can change their status on the left. For BD shows, this will then feed into your final “BD Results Export” for BD purposes.
- At the end of the show you can then export Results
- For BD Shows, click on the “BD Export” – save to your PC and email to BD. This is all you need to do!
- For Unaffiliated, just click the “Export Class List in Excel” and use as you need
- To Publish Results
- Go to “Upload Results”
- Click the orange “Get live Feed URL”
- Click the orange “Publish” button
- Click Save
- This will send the results and final placings to the riders in their MRL account and also publish to your results page on your new website
- If you need to take results down temporarily you can do this by just clicking the orange “Hide” button. You can make your changes and then just click “publish” again to display
- If you substitute a horse or rider or change an entry status to “Withdrawn” etc, you don’t need to re-publish, these changes will show as you make them on the class list or results page.

HOW TO ENTER SHOW JUMPING RESULTS

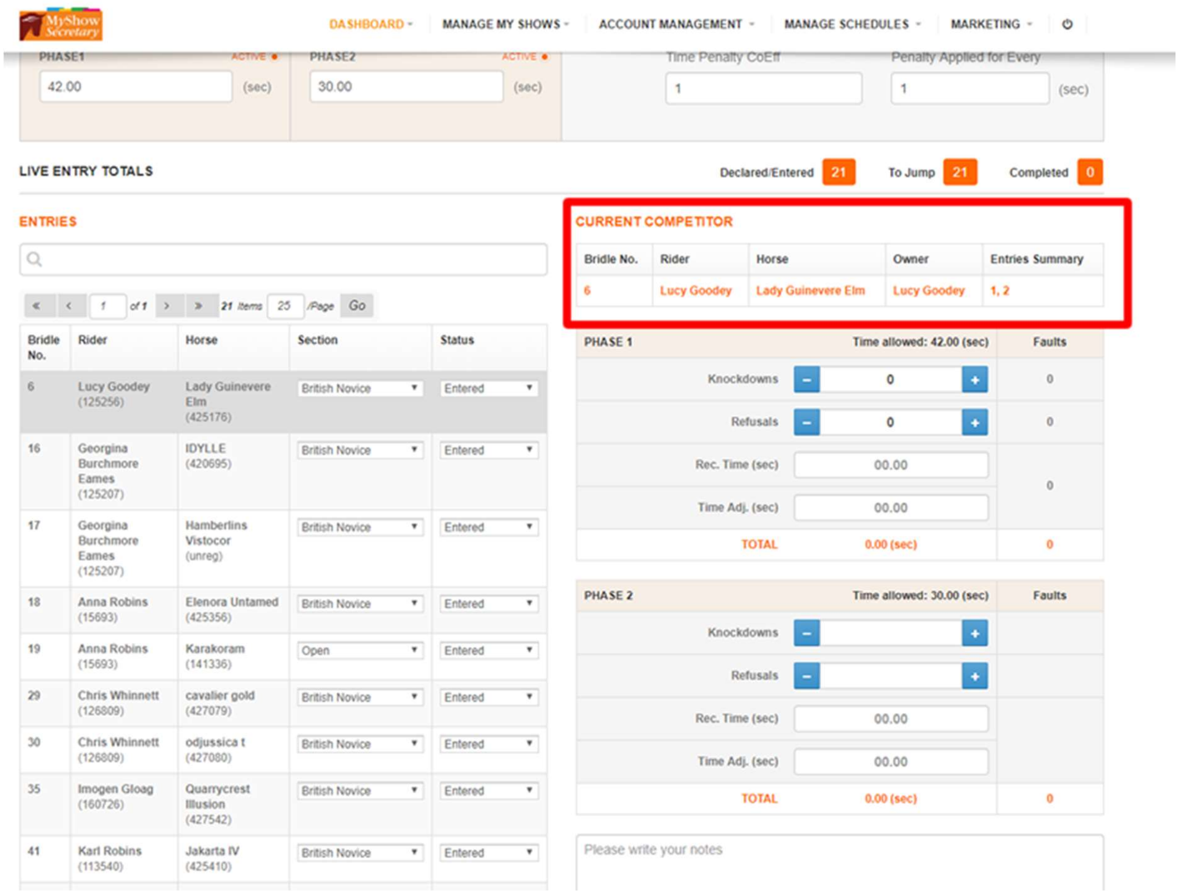
1. Click on RESULTS in the menu as shown below
2. Select the CLASS from the dropdown menu as shown. This will then load the class details (i.e. Table, Number of Entries, List of entered Riders).
    a. You can adjust the “Table” if this needs to change on the day and is different to the schedule.



3. Enter the Phase 1 and Phase 2 Times in the boxes (i.e. 42.00 seconds). You can also adjust the Time Penalty CoEff from class to class if needed otherwise leave as the default.
4. You will see the number of riders declared, left to jump and those that have completed their rounds.



5. On the left you will see the list of riders in the class, these will be in their drawn order as the class list and include their Bridle Number, Reg No's, Section and status of entry.
6. You can move riders in any order, if this changes. You can also use the search to filter riders/ horses by name
7. To move a rider to the Judging Panel (right) at the start of their round, click on their name once and this will move them across to the right.



8. Using the Phase 1 and 2 boxes you then simply select the + or – simple to add the number of knockdowns/ refusals. The system will allocate faults based on this. Add the recorded time and again the system will calculate any Time Faults for you. You can edit if needed.
9. You can add any private notes or the fence numbers if needed in the notes box
10. Tick the Qualifier Box if applicable
11. Click Save
12. The Horse/ Riders result and current placing/ Prize Money allocation will then be saved at the bottom. These will continue to dynamically update as riders complete their rounds.
13. You can edit a rider's Jumping round if needed by clicking on the "Edit" button and re-saving.
14. When you have finished the class, the final scores/ placings will be saved and the riders invoices updated with final Prize Money allocations.
15. If it's a Split Class, simply click "Class Judged as a split Class"
16. You can export the BS Final Results into Excel using the Export Buttons provided. You can also just export single class results if you prefer.

MARKETING

Below is a summary of the key functions and features available via the "Marketing" main menu:

CREATING A VOUCHER

- Go to Marketing in the main menu
- Select "Vouchers" from the dropdown menu
- See screen shot below as a guide – you can create and save as many voucher codes as you wish and associate them to either "All" or "selected" events/ clinics.
- Start by creating a voucher code – this is the code you give to the riders to redeem. Its case sensitive
- You can then choose a discount type - % or £ value
- Enter the amount or percentage depending on what you choose
- Set an expiry date (you can come back in and edit as needed should you wish to extend the date anytime)
- Add a description so you know what the voucher is for
- Then scroll down to view your dates – you can either pop a tick in the top box (left) to select "ALL" dates or use the tick boxes next to certain dates and then click save
- This will then enable riders to redeem vouchers/ discounts online which are then tracked in MSS
- Before making payment, on the final summary page, riders will see a discount box if a voucher is attached to that date – if they enter their code they can redeem it on their entry.
- If the voucher is 100% - it will skip payment altogether and simply send a confirmation to the rider of entry and send the details into your MSS.
- When the voucher is less than the overall amount due, the rider will simply pay the balance.
- If the voucher value i.e. £50 is greater than the entry, the rider can draw down on a voucher. However, the voucher can only be used once per event or clinic

MANAGE SCHEDULES:

Below is a summary of the key functions and features available via the "Manage Schedules" main menu:

CREATING A NEW EVENT, CLINIC OR HIRE (Or Editing an existing Date)

- Go to Manage Schedules
- Select Add/ Edit Schedules
- You can filter your shows using the Discipline i.e. "Training Clinic"
- You can bring up old shows/ clinics by using the "Date Selector" and finding the closest type of event to duplicate
- Click Search
- Your Dates will come up in the list – go to the date you wish to edit or duplicate
- On the Left, in the orange "Go to" menu, select "Edit Event" to change any general text/ closing dates and so on.
- In this page you can adjust the narrative boxes. Click Save. This will update the schedule live for you.
- To Duplicate an old date, to create a new one, select from the menu "Duplicate an Event" – the From and To dates for single day shows/ clinics will be the same – you can carry across caps and classes if the same by selecting yes and click "Save and go to event"
- You can then edit as above as required.
- To edit a class/ entry fee etc – once you have clicked save, in the orange dropdown menu at the top of the page select "Maintain Classes"
- You will see all your training sessions or classes listed – click on the edit button for each to edit them if needed.
- You can also add new ones by clicking on the "Add Class" option. You can copy the others as a guide. You don't need to complete all the boxes available, as these vary depending on the show or clinic.
- Click Save. This will update the schedule live for you which you can view on your website to check you are happy

- **SETTING UP/ EDITING STABLING FOR A SHOW**

- **(If you look at the Spring Fling I have set up it will help to see what I have described below)**

- Manage Schedules
- Add/ Edit Schedules
- You can filter your shows using the Discipline "Show Jumping" and Status "Affiliated"
- Click Search
- Your BS Dates will come up in the list – go to the date you wish to edit
- On the Left, in the orange "Go to" menu, select "Stabling" – ensure its set to display "yes"
- Select the day, enter type i.e. Temp Stable for the Show Duration, and pop in costs (the multiple costs are for shows where you offer a package for multiple night bookings – the system calculates the cost on this)
- Set your caps, and total stables (these can obviously be different if you hold some back for sponsors/ friends)
- Cost Center is "Stabling"
- Status is "Open" – if you need to close a stabling option, you would edit this to "Closed"
- Stabling display set to "Open" – again, if you need to hide, select "Hide"
- Display Order – these will start at 1 and then for each stable day thereafter you select 2,3 and so on. They will then show in that order
- Save

SETTING UP/ EDITING BEDDING FOR A SHOW

(If you look at the Spring Fling I have set up it will help to see what I have described below)

- Manage Schedules
- Add/ Edit Schedules
- You can filter your shows using the Discipline "Show Jumping" and Status "Affiliated"
- Click Search
- Your BS Dates will come up in the list – go to the date you wish to edit
- On the Left, in the orange "Go to" menu, select "Bedding" – ensure its set to display "yes"

- Select Bedding Type i.e. Shavings
- Enter Cost per bale i.e. 8.00
- Cost Center is "Bedding"
- Set your caps and totals
- Status is "Open" – if you need to close a Bedding option, you would edit this to "Closed"
- Bedding display set to "Display" – again, if you need to hide, select "Hide"
- Save

SETTING UP/ EDITING HOOK-UP FOR A SHOW

(If you look at the Spring Fling I have set up it will help to see what I have described below)

- Manage Schedules
- Add/ Edit Schedules
- You can filter your shows using the Discipline "Show Jumping" and Status "Affiliated"
- Click Search
- Your BS Dates will come up in the list – go to the date you wish to edit
- On the Left, in the orange "Go to" menu, select "Sundry Items" – ensure its set to display "yes"
- Select an Item – I have populated this for you so you can specify Hook-up Nights, which will be helpful on the reporting. Select the first option
- It will then populate most of the fields for you automatically
- Just set "Display On SB" to "Yes" and "Is Open" to "Yes" (If it was a compulsory fee such as Postage & Packing for sending out passes, you could set this to yes)
- Save
- The repeat for further nights.
- If you need a duration option let me know and the cost, and I can set this for you so its ready for future shows if needed.

SETTING UP/ EDITING HORSEBOX REPORTS FOR A SHOW

(If you look at the Spring Fling I have set up it will help to see what I have described below)

- Manage Schedules
- Add/ Edit Schedules
- You can filter your shows using the Discipline “Show Jumping” and Status “Affiliated”
- Click Search
- Your BS Dates will come up in the list – go to the date you wish to edit
- On the Left, in the orange “Go to” menu, select “Horsebox” – ensure its set to display “yes”
- Select Day or simply Duration – it will default to display and open
- Save
- The repeat for further nights if needed. If duration, you are all done!

SHOW, STABLE, SUNDRY & ACCOUNTING REPORTS

SHOW ACCOUNTING REPORT:

- Go to Manage my Shows
- Tailored Export Events
- On this page you can run specific reports for each show – click the report for "Export Acct Info"
- Then tick all the fields below you would like in your report (I tick the top box for each section as this selects them all in one go for you!)
- Sort by "Date/Time Processed" (so it matches your Bank statement for easily reconciling)
- Click Export
- You can then choose to delete any columns you feel you don't need at this point
- For Larger Shows where you are offering Stabling/ Bedding/ Hook-up etc it will break out each invoice for you so you can see total income for each area.

GENERAL ACCOUNTING REPORTS:

- Go to Account Management
- Select Online Entries Report
- Use the "Date Range" box to select a period for the report i.e. 01/01/2019 – 31/01/2019 if you want to see a monthly report all of payments
- You can then filter further by selecting a payment method if you only want the report to contain "Online" payments. You can also run a report for "Manual" entries you process in MSS
- You can also use the "Status" filter to only show "Completed" entries/ payments. If you want to see all i.e. failed, aborted, or those who still haven't paid (if they are ones you have entered via post/ email and they are due to pay on the day) then leave this as it is.
- Click Search
- It will then bring up all the relevant transactions below.
- You can then export into Excel using the orange export button
- If you want to view or print a specific invoice from a rider, click on the orange "invoice" link next to their entry

STABLING & BEDDING REPORTS:

- Go to Manage my Shows
- Find your Show
- You will see a column for Stables Booked with an orange number showing i.e. "44" which is the number currently sold. If you have no number showing i.e. "0", then stabling isn't active for the show
- Click on the orange number which will take you into the Stabling Area
- You will see at the top an orange button entitled "Stabling/Bedding Report" (if you want to close stable bookings, where it states Display Stabling within the Shopping Basket? Just change to "No" and click save. You can also click on individual days below if you just want to close a single night as required. There is a cap option too per night, which we can set if you advise on the number available to sell)
- Click on this and it takes you through to the report page with all the columns pre-ticked for you
- Click Export

HOOK UP & OTHER SUNDRY ITEMS REPORTS:

- Go to Manage my Shows
- Tailored Export Events
- On this page you can run specific reports – click the report for "Sundry"
- Select from the "Sundry Items" dropdown "Hook-up (Show Duration)" and/or "Hay" (you can run joint or individual reports)
- Then tick all the fields below you would like in your report
- Order by "Code" (in case you are selling lots of items, this will separate them into groups for you)
- Click Export

HORSEBOX REPORT:

For larger shows you may wish to activate this so you have horsebox registrations on file for all vehicles on the Showground and those who have booked Hook-up.

- Go to Manage my Shows

- Tailored Export Events
- On this page you can run specific reports – click the report for "Horseboxes" which is under "more" at the end under a heading of Export
- Click on this and it takes you through to the report page with all the columns pre-ticked for you
- Click Export – this will show you which boxes are on site on any given day