

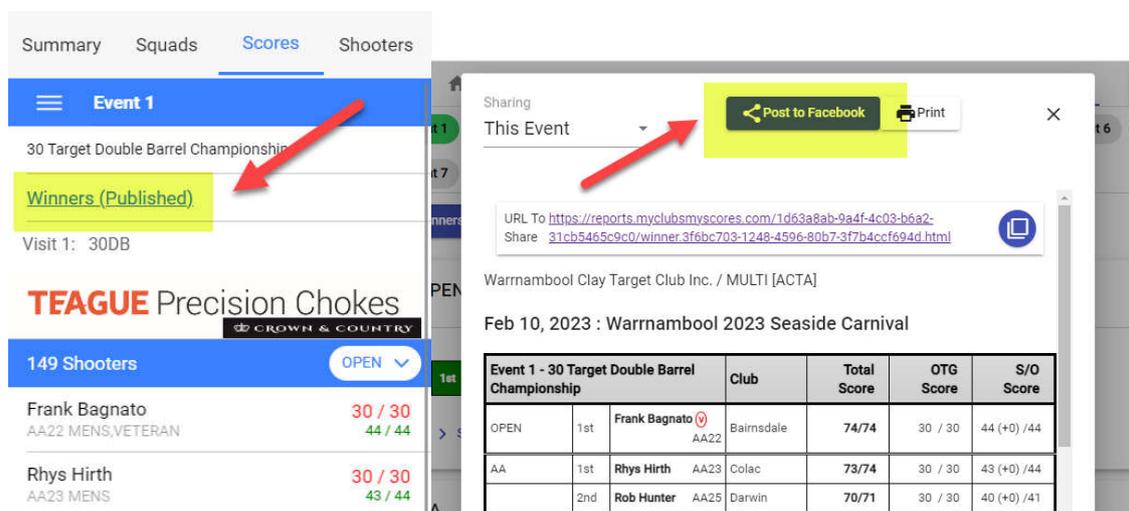
Hi Martin (System Admin)

Updated App

As you probably saw from FaceBook we released an update to our app last week. This release contained a few minor bug fixes and brought the app on to the latest framework. One of the results of this release is that some very old versions of the app will no longer work and the newer version will generally require the latest version of the device's operating system to be installed.

If you need assistance on how to upgrade the version of the app or your device's operating system instructions can be found [here](#).

One small new feature that was included in the latest version of the app involved the display of a link to the winners report at the top of the leaders and squads pages when generated by you within the admin interface.



To generate the link in the app go to the winners report for an event (once it is finalised) and ensure "This Event" is selected. Then click "Post to Facebook" button and within a short time the link will be available in the app.

Update to "My Clubs" Page

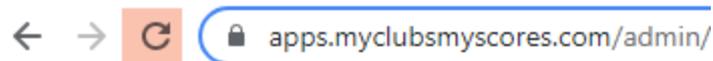
We recently had to bring our authorisation framework up to the latest version which caused issues for some users who were unable to progress past the "My Clubs" page and on to their list of shoots.

This has been addressed but to do so we have reformatted the "My Clubs" page so each club you have access to (for most people this is just the one) has its option listed across the page with the Edit button on the left (for managing the contact details that appear in the app) and the "Manage Payments" and "Programs" buttons on the right (to manage self-nominations if you have registered and accessing your list of shoots).



Accessing The Latest Version

Please go into our system and then hold down the Shift Key and then hit the reload icon (top left next to the forward arrow). This needs to be done on all machines accessing the system. You should see version number 2.6.6 after you enter a program.



If you have the time, then a complete cache clear as per the instructions at the end of this email will make doubly sure you have the latest version (we would recommend this as this release is a major one).

As always if you have any questions, feedback or suggestions for improvement please feel free to contact me.

Kind Regards

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Key Settings

- click the three dots in the top right and select “settings”.
- From there go to the "privacy and security" section select "cookies and other site data".
Then:
 - ensure "allow all cookies" is selected; and
 - ensure "clear cookies and site data when you quit chrome" is **OFF**

Can't login?

- Our system, for security reasons, compares the time on the computer to the world time to identify if a user should be “timed out”.
- If your computer time is wrong, it will assume you are timed out and not let you login.
- Try adjusting the time to ensure the time and time zone are syncing automatically and then press synch now.

Need to run fully offline?

- go into google chrome's settings and in the “On start-up” section select “Continue where you left off”.

- Once that is done you just need to make sure you go into your shoot program whilst online at home and then click the X.
- Take the same machine out to the club and when you open Chrome you will open straight back into the program even if you are offline.
- We strongly recommend being online if at all possible.

How to Clear your Cache

- open chrome then click the three dots in the top right, then more tools and clear browsing data
- In the pop-up select advanced at the top and then “**all time**” in the drop down and tick all items **except passwords** and then click “Clear data”
- You then need to login and click administer on one of your existing programs. This will kick start the install and reload the latest member list (as it is a complete reload rather than a synch of new members you should do this at home when you have good internet).

Recommended Equipment

- A “decent” newish computer. If you can get 8GB of RAM and a SSD (solid state drive) with Windows 10 (not S version) you will be more than ready. As with all technology the more you can afford to spend the better your experience will be. If you head to the [Acer site](#) and find something you like email Raj Singh at Acerstore.aca@acer.com and quote “My Clubs My Scores” and he will be able to knock at least another 5% off the price!
- A printer. We suggest a cheap [mono laser printer](#) from Officeworks as they are generally more reliable than inkjet and cheaper to run. Just remember they often don’t come with a cable so if you don’t want to setup the wireless connection remember to add one to your cart.
- A barcode scanner. It makes the noms process so much easier (and more accurate!). Just make sure you purchase one that can scan mobile devices as that is the way things are progressing... Something like [this](#) would be a good option.
- Whilst the system will run offline if needed we strongly recommend being connected to the internet if at all possible (so you are backed up and the shooters can see scores on their device). As the system uses very little data hot spotting a phone will work but if you can spring for a [WiFi dongle](#) they are more reliable with a better signal and can more easily connect multiple devices (useful if you start using a TV for the leaderboard in conjunction with a Google [Chromecast](#)).