Frequently Asked Questions

SEASONAL REQUIREMENTS

Which season will this summer leagues be part of?

Leagues beginning after March 14 and before August 1 are part of the Summer season. The bowling year begins August 1 and runs through the following July 31. The season of a league (and its averages) is determined by the starting date of the league.

What does the Start New Season menu option do?

The Start New Season program creates inactive copies of the previous season's leagues and bowlers to be used to create the new season's leagues. This reduces data entry time when starting the leagues up again for the current season.

The Start New Season program also does some file cleanup removing outdated files.

When should I run Start New Season?

This program can be run twice a year, once in preparation for summer leagues and again for winter leagues. (If your association does not have summer leagues, you will run this program only one time each year.)

How do I know if I need to run Start New Season?

The best way to determine when you need to run start new season is to check the status of the leagues in the season you are getting ready for. For example, if you are getting ready for summer, take a look at where last summer's leagues are listing. If they are active, you should run Start New Season for summer. If these leagues are inactive or if you have no summer leagues, you do not need to run Start New Season for summer. The same holds true for winter. If last season's winter leagues are active, you should run Start New Season in preparation for your winter season.

** Note: When you run start New Season for summer, your winter leagues will not be affected and vice versa. ******

What do I need to do to run Start New Season?

The purpose of this check-off guide is to take you through the Start New Season Process by directing you to specific chapters of the WinLABS User Guide for instruction, as well as providing additional information about the process itself.

When running Start New Season, if, for some reason, you do not receive the message "The new season has been started", please contact the WinLABS Helpdesk for assistance before proceeding. Do not attempt to run the utility a second time for the same season!

Note: Remember, you can start a new season for winter even though the summer season is still active! **

Preparing for Start New Season – WINTER

- Make sure all of your league registers contain a zero balance, unless you wish to carry it forward. You can do this by running the Open Receivables Report. Any remaining register balances will be carried over to the following session as a single register entry. (Chapter 3 Maintaining Memberships, League Accounting)
- If a dues change has occurred, change Membership Products to reflect the new cost of membership (Chapter 2 Setting Up Your Database, Setup Membership Products)
- Update the Association Properties and Officials information. As soon as your elections are held, this information can be updated. (Chapter 2 Setting Up Your Database, Local Association Properties)
- Create and send a New Transmittal. (Chapter 3 Maintaining Memberships, Creating and Sending New Transmittals)
- Make a backup of your database. (Chapter 8 Backup & Maintenance, Backup Procedures)

Running Start New Season WINTER

1. From the Tools menu, select Start New Season.

2. Confirm the season displayed in the new season field is the season you want to start. The system will default to the correct season based on your system date.

3. In the "Delete Old Data Option" section, remove the checkmark from any options you do not want to utilize

4. Click OK.

5. Click YES to" Are you sure you want to begin a new season?"

6. The program will begin to process, and may appear locked up, **do not interrupt the procedure manually!**

7. Upon completion, the program will display the message "The new season has been started**". If, for some reason, you do not receive this message, please contact Bowling HQ Helpdesk for assistance before proceeding. Do not attempt to run the utility a second time for the same season!**

NOTE: This procedure does not start a new season for year-round leagues. **

How do I change my Local Association address, phone, and email information?

Click on Association, then Properties and make any required changes. Then create and send a new transmittal, which will send any changes up to Bowling Headquarters.

When do I enter the results of our association's election of officers? Should I wait until they take office?

No, enter them immediately after your election has been completed in the Association Officials on your Association Properties screen. Then do a new transmittal, which will send any changes up to Bowling Headquarters.

Entering them immediately lets Bowling Headquarters know who the new officials are before they take office. This provides immediate contact information the day the change takes effect.

Note: If an official is being replaced, **do not remove them. Enter the new individual with their respective term of office. WinLABS allows you to view only current officials or All Officials. The All Officials option lists all previous, current, and future Officials where the Current Officials area only shows the Officers currently in office.

When printing my rosters, the ages are not correct. What do I do to correct them?

Update your system defaults in the Setup Options.

What do I do if my Local/State dues change?

Go to Setup, Membership Products. Run the USBC Product Setup Wizard. This will select/modify the products you need to reflect the correct type and amount of dues required.

Note: Also remember to change the dues on the Association Properties page****

How do I process averages for last season since I have already started the new season?

Go to the "Centers" tab and click on the center the leagues you want to process for bowled in last season. Now you are on the "Leagues in Current Center" tab, in the filter criteria select the correct league bowling year and season, then double click on the name of the league the averages need to be entered for. This takes you to the "Bowlers in Current League" tab. At the bottom of the screen click the "Update Averages" button, enter the Pins, Games and Average for each bowler. Enter the information even if they bowled less than 21 games and close the box once complete. When finished processing for that day be sure to send a **New Transmittal** so the averages will send to bowl.com and post to the bowler's records.

SYSTEM REQUIREMENTS/MAINTENANCE

Will WinLABS run on my system?

The base requirements are Windows 7, Windows 8.1 or Windows 10 with at least 4GB hard drive space for associations with less than 5,000 members and at least 8GB of hard drive space for associations with over 5,000 members. Feel free to contact the WinLABS Helpdesk if you have questions about the computer you are using.

Note: WinLABS CANNOT be ran on systems that have center software installed on them and will NOT be installed on any computer that is not a personal or Association owned computer

Can two or more computers be networked together to use WinLABS?

Yes. Many associations use WinLABS on a local area network. (Wide-area dial-up networking is not feasible.) The larger the number of users, the more capable your server and network must be. If you are interested in networking your system, please contact the WinLABS Helpdesk to discuss system needs.

Can I process another association's data in addition to mine?

Yes. Please contact the WinLABS Helpdesk for assistance with the installation process once you have obtained a backup from the previous association manager that contains the most recent data.

Note: it is very important to back up each association you are processing - especially after transmitting. ****

I am a new association secretary. What should I do to use WinLABS on my system?

If you do not inherit the association's computer and you will be using your own pc, you need to get a recent backup from the former/outgoing secretary. A current database includes all transmittals sent to Bowling HQ. If there is any doubt regarding whether or not your data is current, please let the tech who is assisting you know so they can check the file and verify it is the most recent backup. Always contact the WinLABS Helpdesk to avoid possible loss of data and/or extra work on your part.

The WinLABS Helpdesk can also provide you with an overview of the program as well as a walk through on how to process leagues, memberships, awards and tournaments.

Please note WinLABS **cannot be installed on work computers or systems containing Center software. WinLABS can **ONLY** be installed on personal or Association computers **

I have lost all my WinLABS data. Can I just start over?

No. Once anyone in your association has transmitted data, you cannot start over.

Please contact the WinLABS Help Desk at Bowling Headquarters so we can verify whether your data has truly been lost, or if the program has just lost track of the data. We then can assist you in evaluating whether your database and/or backup is current and ensure that your future processing is successful.

I am receiving a pop up stating that I am about to enable an advanced feature and it asks for a password what should I do?

Please contact the WinLABS Helpdesk this message **requires** tech assistance. No passwords will be provided <u>as a</u> tech must look at the system to determine the cause of the issue.

Why am I receiving a message stating my backup folder is invalid?

Please contact the WinLABS Helpdesk for <u>assistance.</u> The system is not currently reading a data file and a tech must look at the system to reconnect the data file with the software.

TRANSMITTALS

Why haven't I received a confirmation for my transmittal?

Transmittal confirmations are normally available for pickup within one working day of the date your transmittal is received. You will need to connect through WinLABS once again to pick them up.

Click on Tools/Send and Receive Data/Send and Receive Now and then on Connect. If you connect after the next business day, and still have not received confirmation, contact the WinLABS Help Desk as soon as possible before entering any additional data.

Why do I need a password to transmit or communicate with USBC HQ?

You don't need a password to transmit.

Once you start seeing the "Leagues and Memberships must be transmitted within 20 days . . ." message, a transmittal is **required**. Click OK and do a Send/Receive Now.

If the message states "More than 20 days has passed since you last communicated…", click OK and click Send/Receive Now and send a New Transmittal. Once completed, the message will no longer appear.

Can I order my supplies through WinLABS?

You can access the online supply order area by clicking on Tools, Order Supplies Online in WinLABS.

BACKUP/RESTORE

What is the recommended media to use for backing up my WinLABS data?

Memory Sticks (also referred to as jump drives, flash drives, or thumb drives) are the most reliable way of backing up your data. You should have **at least two** and rotate them when backing up.

When I try to restore my backup, why am I getting a message that my backup file does not exist?

Clicking the Browse button will help you determine if a file is really on your flash drive and if it has a slightly different name on the flash drive than what is listed on your system. If you need help restoring your backup, please contact the WinLABS Help Desk at Bowling Headquarters for assistance.

I need to reformat my hard drive, how do I protect my WinLABS data from being lost?

There are a few options available, first being sending a "New Transmittal" to headquarters, a backup accompanies this transmittal to headquarters ensuring we have a copy of the database.

Next option is uploading a backup direct to headquarters by clicking the Upload backup button and connecting.

Final option is saving a backup to your USB drive by going to Association > Backup and clicking on browse to locate and select the USB drive so the backup can be saved to it.

When I start WinLABS, the program is asking for the activation code. How do I obtain an activation code?

Please contact the WinLABS Help Desk for assistance, so that we can determine how to get you going and provide the activation code if necessary.

GENERAL

How do I print labels in WinLABS?

You can request labels on the Output Options tab in the Report Wizard from any coordinating reports.

My bowler needs a replacement card right away, how can I get them a card now?

Go to Reports, Bowler, and run the Bowler Verification letter, which you can sign. This can be used as proof of membership and average at sanctioned tournaments **OR** a temporary card can be printed from bowl.com by using the "Find a Member" feature.