Place Availability

Overview

The new **Place Availability** page in SwimSoft Online is designed to help administrators find students' places as quickly as possible. Below is a list of new features, and information on how they work. Examples of how elements work to support day-to-day operations are also below.

The new **Place Availability** page allows administrators to:

- Search for places across all an organisation's locations.
- Find classes that are running concurrently (again across all locations).
- Apply additional filters.
- Review family bookings.
- Find places across different activities and locations on one page.
- Restrict different users' access to defined locations and activities.
- Send booking confirmation or invoice emails more easily.

Finding a space

The new **Place Availability** page is accessed by clicking **Courses** – **Search** – **Multi-Site Place Availability**

Once the **Multi-Site Place Availability** option is selected the system will ask you what type of *Class* you require. After making this selection, SwimSoft Online will show you all classes regardless of location. If you have a space available, you will be able to see it without having to change locations and activities, as in the previous version (subject to the user's Access Permissions set in the systems personnel sections).

Matched Classes

If a client requires a different class type for each of their children, the user can select multiple class types (i.e. beginner and advanced). In this case, the results page will open in **Matched Courses** mode, and the user will only see courses of the selected class types that are running at the same time. SwimSoft Online will advise the user if a client's wishes can be accommodated within a few mouse clicks. The user can select and view all courses if they need to, by pressing the **All Courses** button at the bottom of the page; They can also return to the matched courses mode with a second click of the same button.

Note*: the header at the top of the results page will show if you are in 'Matched Courses' or 'All Courses' mode.*

MOR Filters

Once the **Place Availability** page is open, the user will see all the courses of the defined class type at the location(s) and activities they have been permitted to see. We have added two new filters:

- Location
- Activity

The location filter allows the user to refine their search, please remember users will only see locations that the administrator has given them access to! Naturally, you can still filter on:

- Day
- Time
- Teacher

Cross activity place finding

The activity filter gives the ability to see more than one activity on-screen at one time, so if you require a dance class for one child, whilst another swims, all you need to do is select the correct activities and class types. The **Matched Courses** system will allow you to see if you have dance classes and the appropriate swimming lesson running concurrently. Other examples of uses could be Yoga for a parent during a child class.

Reviewing a family's booking

If you have accessed the **Place Availability** page by pressing either:

- Students – Waiting list – Class type – Student/Allocate
- Students - Search – Select – Add - View space

You will see an additional button at the top of the page labelled **Show Family Courses.** This shows all current and pending bookings for the family members. The page is designed to help administrators place a student on courses at a similar time to another family member, or if it is easier for the parent to be issued back-to-back courses.

If it turns out that you can't place students at the same time or on back-to-back courses, then it may be easier to filter on the class type of the current student and the new student to see if there are any matched courses!

Communication Emails

Once you have placed a client on a course, the system will open a preview of the associated invoice or booking letter. The template can be amended by pressing the **Amend Template** button. These emails can be sent to clients by pressing Send - pressing the **Exit** button will leave the document in the **Manage Communications** page ready to be sent later, or it can be deleted if it is unwanted.

User Access control

If you have Locations and or Activities managed by different team members, SwimSoft Online's Administrator can define what each team member can see and have access to. For example, an administrator in Glasgow will have very little use seeing a course being delivered in Southampton and vice versa, therefore the system can be configured so users only see appropriate information. This is managed in the **Personnel** section of SwimSoft Online.

Important note: *one of the most common support issues we are contacted about is users saying that they can't see data. Most, if not all, of the time it is simply the case that the user has not been given access to the location/activity by the administrator. This is resolved in the personnel section of SwimSoft Online (**System configuration** - **Personnel** – Access Permissions column **edit**). We recommend these are checked if a problem is encountered.*