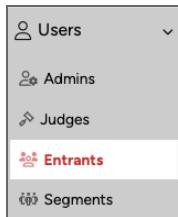


# My Entrant is Having Problems

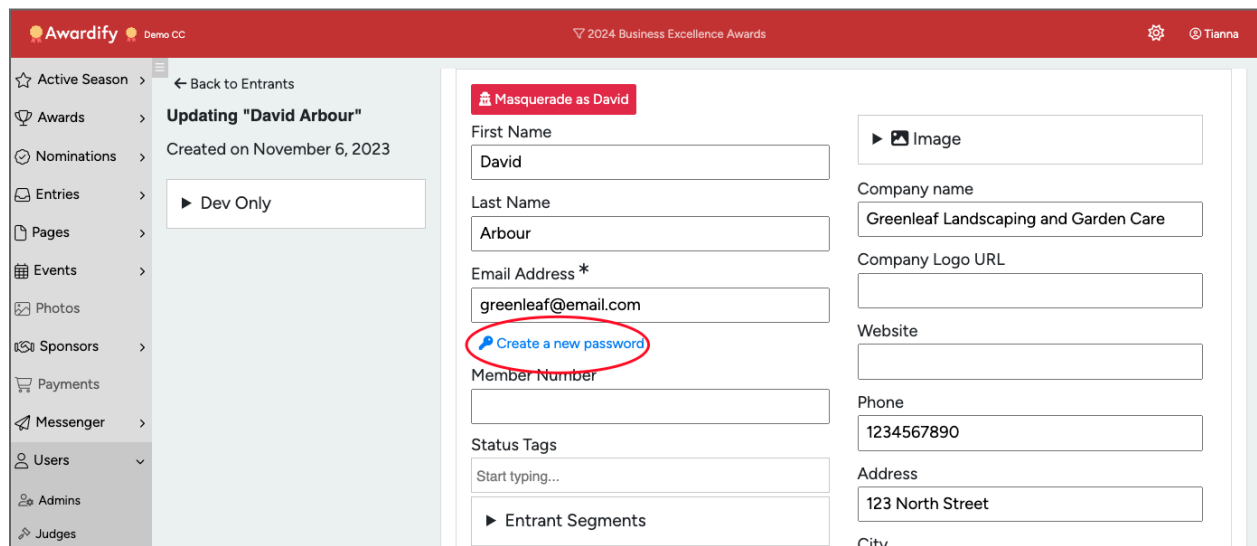
If you receive an email from an entrant who is having trouble, here are a few things you can check to determine the source of the problem. The issues covered here are 1) Entrant is having trouble logging in to their account, 2) Entrant is having trouble submitting their entry, 3) Entrant can't start a new entry



The first area to look would be in the entrants account itself. To view the account, open the 'Users - Judges' section. From here, you can search for the specific user who is experiencing a problem. By clicking on the entrant in question, you will be taken into their account.

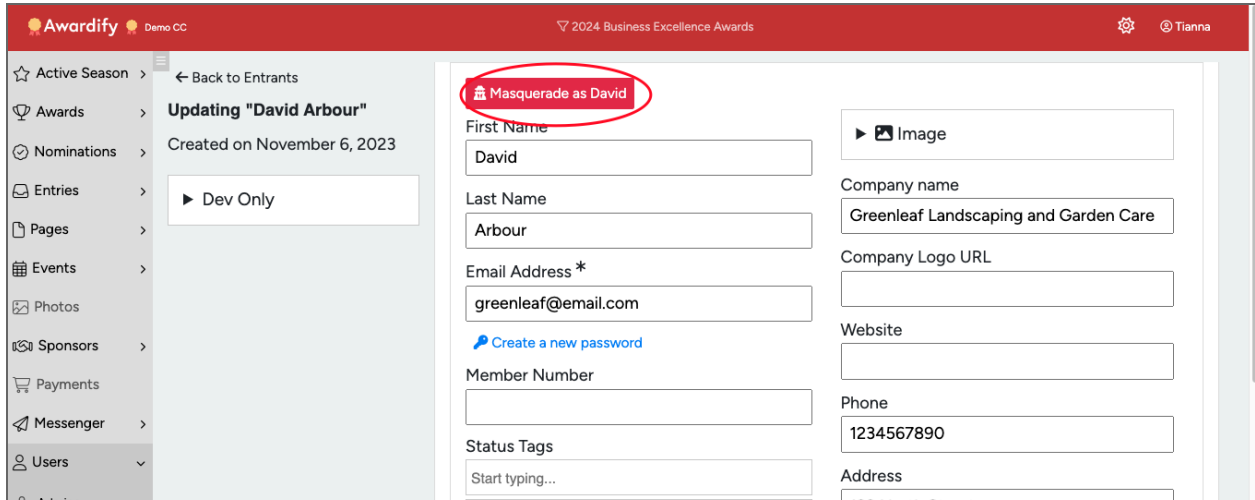
## 1) Entrant is Having Trouble Logging In

From here you will see the details of the account. If your entrant is having trouble logging in to their account, check here to confirm that they are using the correct email address as their username. As well, if they request a password change outside of the Password Reset option on the website you can do that on this page with the 'Create a new password' button.

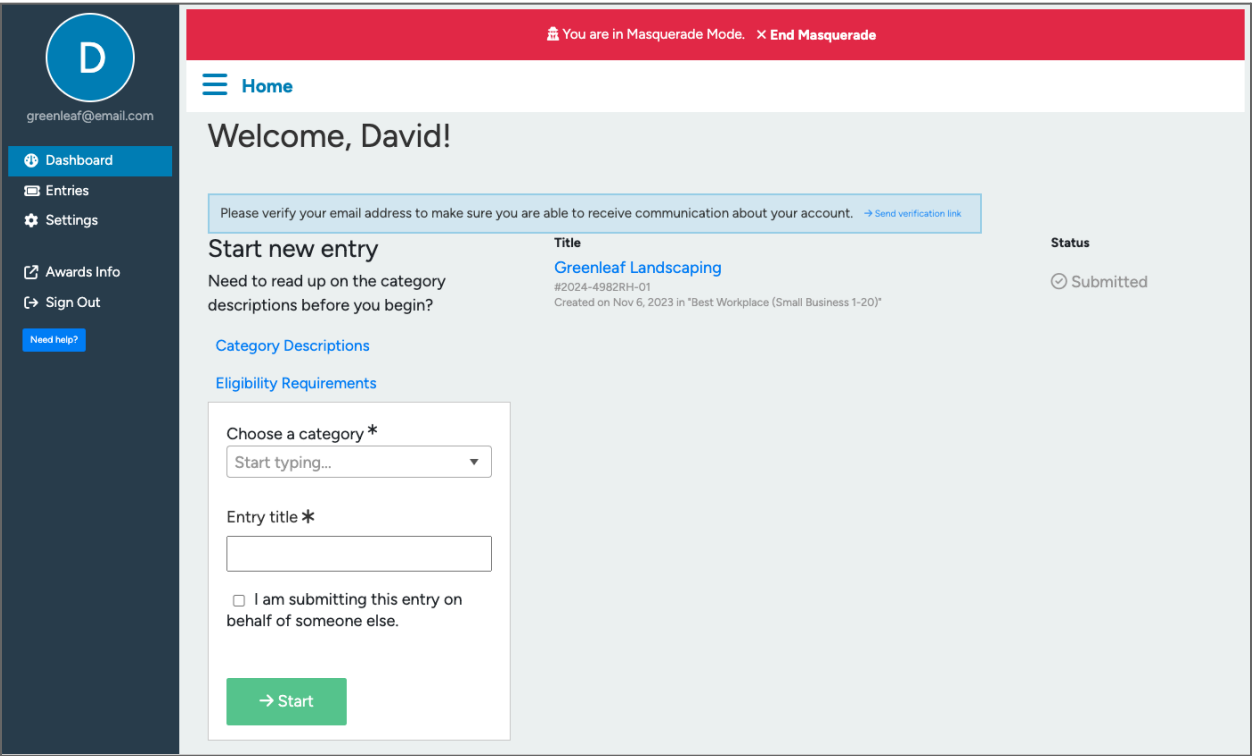


## 2) Entrant is Having Trouble Submitting Their Entry

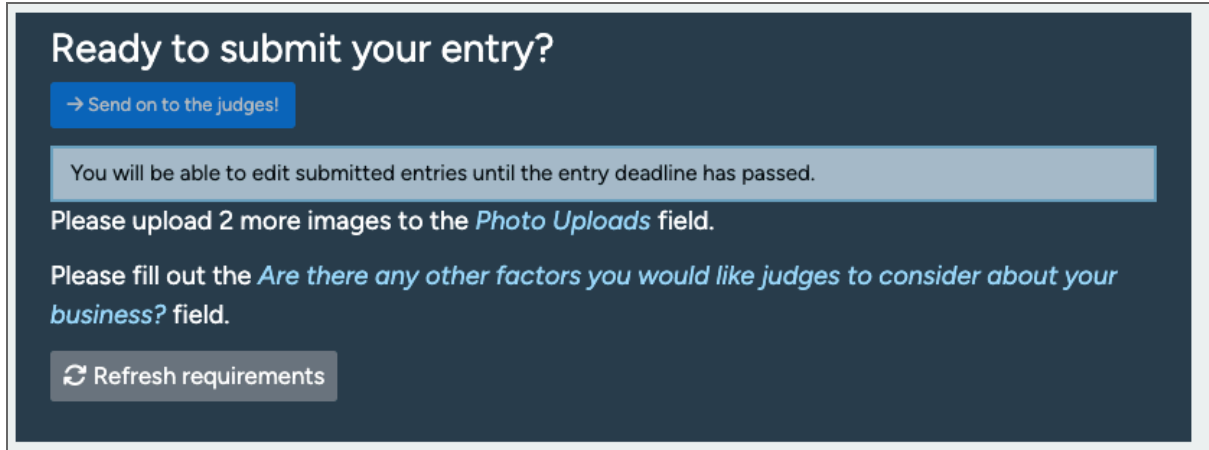
In the Entrant profile there is a 'Masquerade' button at the very top. This Masquerade button will jump you into the Entrants dashboard, letting you see what they are seeing.



From the Entrants dashboard, you will be able to look over their shoulder to see their perspective.



This will let you view the exact issue they have informed you about. Perhaps they are unable to submit their entry because there is a text field with a maximum word count of '0', meaning it is not accepting any content. There is a summary of the required fields at the bottom of each entry form.

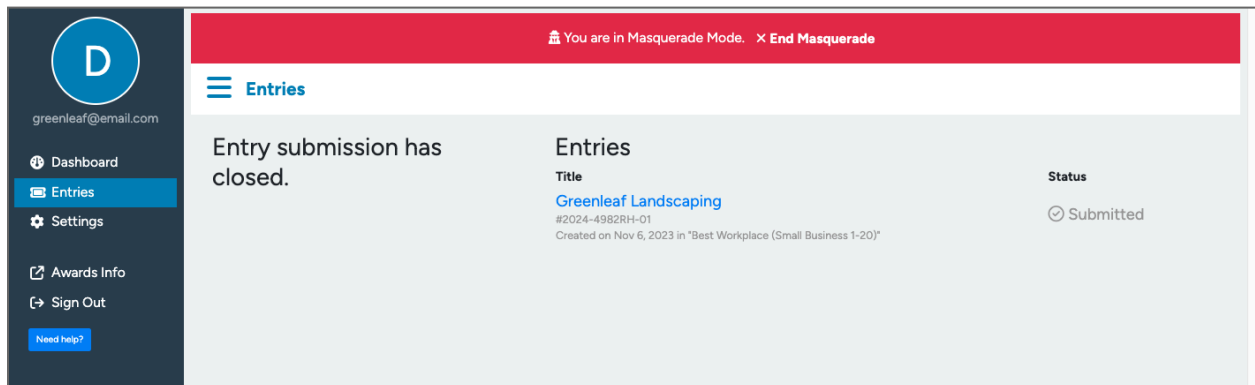


After seeing this, you as the Admin can do a review of the settings in your category fields, and fix the issue.

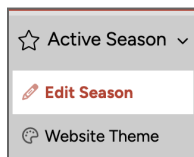
As well, keep in mind that the system will not accept new entries or edits to existing entries after your entry deadline has passed.

### 3) Entrant can't start a new entry

The availability of your entry form is dependent on the dates in your Season Settings. Outside of those dates, your entrants will not be able to start any new entries. For the entrant, the 'Start new entry form' option will be hidden.

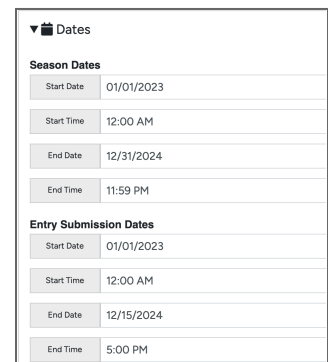


If the entrants should still have the ability to enter new submissions you can change the entry deadline dates in your Active Season Settings. You can also change the deadline for individual categories, or individual entrants.

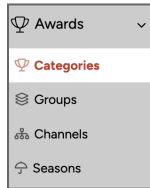


#### 1) Overall Entry Deadlines:

To change the general submission dates you will need to open Active Season and Edit Season. From here open the Dates dropdown menu and adjust the Entry Submission Dates - End Date.



Be sure to hit save once you've made your changes.

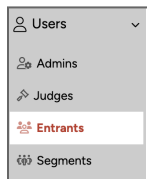


### 2) Individual Category Deadlines:

If you need to extend the deadline for one specific category, you can do this by opening Categories under Awards. Then select the category in question. On the left side you will see a dropdown menu labelled 'Override Dates and Fee'. In this menu you can set

Entry Start and End Dates that will apply to only this category.

Don't forget to check off the 'Activate' button to ensure these changes take effect.

A form titled 'Override Dates and Fee'. It contains a text input for 'Amount (\$)' with the value '0.00'. Below it is a checkbox for 'Override channel fee'. A section titled 'Need to update the standard price?' has a button labeled 'Edit channel'. Under 'Entry Dates', there are four input fields: 'Start Date' (01/01/2023), 'Start Time' (12:00 AM), 'End Date' (12/31/2023), and 'End Time' (11:59 PM). At the bottom is a checkbox labeled 'Activate override dates.'.

### 3) Individual Entrant Deadlines:

If you have an entrant who requests more time to complete their submissions, you can set a deadline extension for them specifically. Do this by finding the entrant account in the 'Users - Entrants' view. Then find the Deadline Extension settings and set the new End date and End time. This will not automatically notify the entrant that they have more time. You as the Admin will need to let them know.

A form titled 'Deadline extension'. It features a blue informational box that says 'Grant David Arbour more time to submit entries. This date and time will apply to this entrant only.' Below this are two input fields: 'End date' with the example 'e.g., 02/28/2024' and 'End time' with the example 'e.g., 9:00 AM'.

If you come across issues that your entrants are having that are not addressed in this document, please don't hesitate to contact us.