

The Problem

- Giving away a free service – which accidentally gets popular
- Lots of end users to support and a day job

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Example

- Squadlist.co.uk
- An online tool for organising rowing outings

- Several 1000 end users
- Generally quite young
- Well connected to email etc

Things which have helped...

Simple logins

- Make it look like something they already know how to use
 - ie. Facebook
 -
 - Explain why a login failed
invalid username / password etc

Rowing Club Availability

Please login to update your availability

You have entered an incorrect username. Please try again.

Username :

Password :

Remember me

Login

[Forgotten your password?](#)



Nice passwords

pwgen

```
OoYe3tee Liosoh8k thohvi50 Doo4iece  
IegahZe9 Shah1eev aiJ9eiTh ushohSh2  
Eesooye8 oN0pheik gia7eiL0 Ohcoodu0  
Teixah1o eec1Ai8u Yuthoog0 ohNai60h  
Mai7mili Ohv0eeVo paer0ohF Ohboo60h  
Iejeero1 shoo4Lao ohxie1Ie Ieg6Phee
```

Forgotten Passwords

- Needs to be easy
- Email or user name
- Prompt end users to talk to someone other than you
 -



Rowing Club Availability

Resetting your Password

To obtain a new password please enter your email address
(Your email address must match the address recorded in your contact details).

Details on how to obtain a new password will be emailed to you.

Email Address:

Reset Password

Cancel

If you have not previously supplied an email address you will not be able to reset your password.
Please contact your Squad Representative or Coach for assistance.



Divide and Delegate

- Can your users be split into groups?
- Form a relationship with one representative and delegate admin and support to them
 - Admins create end user's account and give passwords to them
 - Admins can reset end users passwords

Rowing Club Availability

[My Availability](#)[My Details](#)[Squad Contacts](#)[Squad Availability](#)[Entry Form Details](#)[Add a new Outing](#)[Admin](#)

Admin

Rowers

- [Add a new Rower](#)
- Admin Rower [Edit Details](#) [Make Inactive](#) [Reset Password](#) [Delete Rower](#)
- Coach Test [Edit Details](#) [Reset Password](#) [Delete Rower](#)
- Cox Test [Edit Details](#) [Make Inactive](#) [Reset Password](#) [Delete Rower](#)
- Initial Rower [Edit Details](#) [Make Inactive](#) [Reset Password](#) [Delete Rower](#)
- New Rower [Edit Details](#) [Make Inactive](#) [Reset Password](#) [Delete Rower](#)
- No Email [Edit Details](#) [Make Inactive](#) [Reset Password](#) [Delete Rower](#)
- No Squad [Edit Details](#) [Make Inactive](#) [Reset Password](#) [Delete Rower](#)
- Normal Rower [Edit Details](#) [Make Inactive](#) [Reset Password](#) [Delete Rower](#)
- Squad Rep [Edit Details](#) [Make Inactive](#) [Reset Password](#) [Delete Rower](#)

Inactive Rowers

The following rowers are marked as inactive. They will not appear in squad availability lists and will not be able to login.

Inactive members can be reinstated by clicking the make active option.

- Inactive Rower [Edit Details](#) [Make Active](#) [Reset Password](#) [Delete Rower](#)

Squads

- [Add a new Squad](#)
- Empty Squad [Squad Members](#) [Delete Squad](#)
- Men's Development Squad [Squad Members](#) [Delete Squad](#)
- Men's Senior Squad [Squad Members](#) [Delete Squad](#)
- New Men's Squad [Squad Members](#) [Delete Squad](#)
- Women's Development Squad [Squad Members](#) [Delete Squad](#)
- Women's Senior Squad [Squad Members](#) [Delete Squad](#)

Export Data

Export data in Excel CSV text format.

- [Rower information](#)

Export outing data in iCalendar format.

- [All squad outings feed](#)

This feed contains information specific to your club.

Although it does not contain any personal information you should not disclose the location to third parties.

Admin Users

- [Edit admin users](#)

Demo as Documentation

- Documentation is hard to write and needs be updated
- End users can work things out for themselves
- Reset the data – but let users know your doing it
 -
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Demo / Screenshots

The demo gives access to a fully functional copy of the system. You may access the demo as a squad rower or as a coach.

The coaches view gives access to the full set of administration tools for viewing availability and adding outings.

Open the demo as a Coach

Coaches have access to the full set of tools.

They can create outings, view availability and manage squad members.

Open the demo as a Rower

Rowers see a personalised outing calendar. They can confirm their availability for these outings and their contact details.

Availability for multiple outings can be updated with one form submission.

Note – The public demo uses a shared database. You can make changes but these changes will be reset every 60 minutes.

Screen Shots

Coaches Availability Report

Availability is colour coded and displays rowers and outings.

Rowing Club Availability

Welcome Mindy!
You are logged in as MINDYF | [Logout](#) | [Change Password](#)

[My Availability](#) | [My Details](#) | [Squad Contacts](#) | [Squad Availability](#) | [Entry Form Details](#) | [Add a new Outing](#) | [Admin](#)

Squad Availability

Squad: < [Previous](#) October 2007 [Next](#) >

	Tue 02-Oct 19:00	Sat 06-Oct 08:00 Pairs Head	Sun 07-Oct 08:00	Tue 09-Oct 19:00	Sat 13-Oct 08:00	Sun 14-Oct 08:00	Tue 16-Oct 19:00	Sat 20-Oct 08:00	Sun 21-Oct 08:00	Tue 23-Oct 19:00	Sat 27-Oct 08:00
Amethyst Monahan	Available	Other	Other	Available	Holiday	Holiday	TBA	TBA	TBA	TBA	TBA
Astor Fair (Stroke)	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
Barbara Shick (Stroke/Bow)	Business Trip	TBA	TBA	TBA	TBA	TBA	TBA	TBA	TBA	TBA	TBA
Elise Houston (Bow)	TBA	TBA	TBA	TBA	TBA	TBA	TBA	TBA	TBA	TBA	TBA

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SERVICE UPDATES

Updates to the system – 20 October

Service disruption – 7 Oct AM

Migration to a new server – 29 June

Updates to the system, performance issues and access to source code – 22 June

Updates to the system – 29 April

GB ROWING NEWS

GB Rowing vacancy: Sports Administrator September 10, 2009

GB add a silver and bronze on final day of World Championships August 30, 2009

A gold and four silvers for GB at the World Championships August 29, 2009

Two Paralympic class golds for GB at world rowing championships August 29, 2009

Good Email

- Automatic emails need to work
- Yahoo and Hotmail spam blocking
- Invest in getting your domain unblocked
v=spf1 mx ~all

Alternative

- Alternative way of talking to end users
 - Submission receipts

Squadlist

Rowing squad management software. Tested on real rowers.

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noreply@

- People do reply to noreply@
- Lots of traffic to noreply@ can mean trouble at the mill
 -

Don't scare the horses

- Always tell people before you change something
 - but don't tell everyone
- Website and mailing list of admin users

Don't break it

- Test scripts
- Test copy in production

Don't break it all at once

- Incremental upgrades
 - Tame users first

Allow data to be exported

- CSV / RSS / iCal export of user data
- Users can do things for themselves without asking you