Email notifications

Emails are sent at given stages when using the Booking System. They are treated as notifications, or as messages for which a reply is not required. I recommend that all Booking System users should be made aware of this information so that they can ignore all other scam emails.

Below is a summary of when emails are sent. Users should not expect automated emails under any other circumstance.

(STAFF or ADMIN user only)

User is sent their username and password, each in separate New user (ADMIN, STAFF and PARENT) accounts emails. User is informed that an instruction to update their personal Update to personal details details (excluding password) was received. User is informed that an instruction to reset their password was received (and the new system generated password is given Reset password from the pre-Login page in the email message). Sole parent or both parents are informed of changes submitted re. an activity booking, and whether the request was accepted. Update to Activity bookings or reservations Note that ADMIN and STAFF users are not emailed, even if they are the activity detail "owner". If the Registering Parent submits the email address of the "other" parent (at registration), then the registering parent is emailed to confirm that the Booking System is awaiting the other parent's registration completion. Similarly, if the "other" parent submits the email address of the Registering parent, then the other parent is emailed. Parent registration submitted, awaiting activation If the Registering Parent does not submit an email address of the other parent, then they are not emailed about the other parent's pending registration. In all cases, the BTM rep is emailed and informed that one or both parents have completed their registration, and are awaiting activation. The BTM rep is expected to select and then activate one or both parent accounts at the same time. If the parent has not submitted sufficient info then the parent should be asked to log in again, edit their personal details, and re-submit their details. When the BTM rep has activated one or both accounts (as applicable) then emails will BTM rep activates parent account

been activated.

be sent to all concerned: the parent(s) and the BTM rep, confirming the accounts have

If another parent is registered at a later date then the BTM rep will (again) be expected to "activate" both accounts at the same time and (again) all concerned will be emailed.