



# ITNRides 2.0



## Updates and Improvements

### All Hands on Deck!!!

In an effort to speed up assistance to affiliates and ITNCountry sites, we have drafted more of the ITNAmerica staff to help with the effort.

- Cases are now being assigned to Morgan and Laura, in addition to Alan, Susan and Pooja.
- Marie is now working with Susan to review Ride Segments and identify issues.
- Nick is helping out as well, doing research to help find another software developer, using criteria set by Alan.

In addition to these changes, we are also going to see how the Training Department may be able to address additional training needs now that things have changed or been fixed in the software. Morgan is drafting up some ideas that will be sent out at the beginning of next week via a Survey Monkey survey to see what the affiliates and sites are most interested in and to plan our work accordingly. Morgan and Alan are working to make the Help Articles (the How-to's with screenshots) more accessible, and will add the ability to download and save the articles you use most.

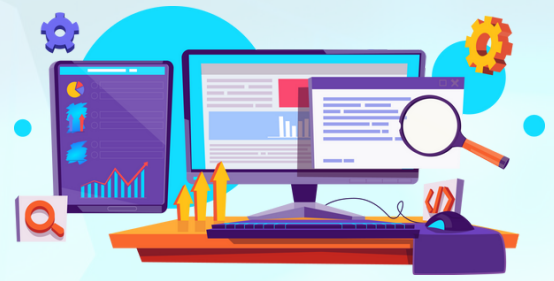
### New Reports

- Donations by Month

Please remember to let us know if there is a report you would find helpful. We're happy to create custom reports.



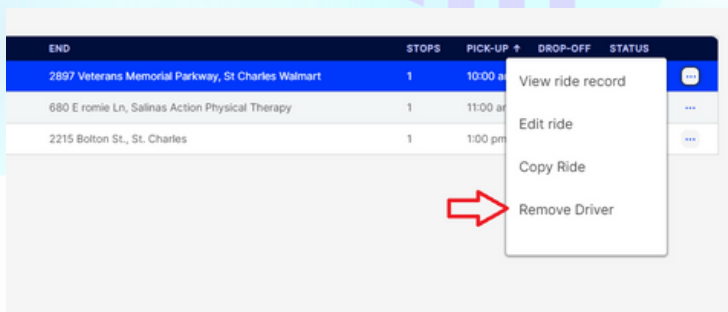
# Recent Fixes



## Remove Driver from Rides Working Now!

Previously, you could not remove a driver once they were assigned a ride in ITNRides 2.0, you had to replace the driver with another.

This has been changed, and there is now a button to allow you to remove a driver from a ride, without replacing the driver with another.



The Remove Driver button is in the menu accessed by clicking on the three little dots at the end of each individual ride row on the Daily Overview.

## Credit Card Payments via Staff Portal

While most of us prefer that our riders make payments through their portal or through our website, we often have one or two customers for whom that is not possible, and they need to call in with a credit card number.

These payments can now be processed through the staff site portal, by creating a payment using the quick action button on the rider's contact record and then processing the payment through the created opportunity.

Once the payment has been created, go to Related Records and select the Opportunity.

The payment function is near the bottom of the page.

