



ITNRides 2.0



Updates and Improvements

Month End Posting Delay

When are statements ready to be run? When can I pull the GL Posting report? The Month End Posting Delay (days) is what controls this, and can be adjusted under Settings. The number entered is the day of the month the system closes out the month and changes can no longer be made. The day should be set near the beginning of the month, and each month the previous month will close automatically on that day. Right now, most sites are set towards the end of the month, and the day needs to be changed now that fewer adjustments need to be made. The closing day can be changed to the current day or a day in the future, but cannot be set to a day in the past. Statements can be run any day after the GL Posting Delay date.

How to Get Help

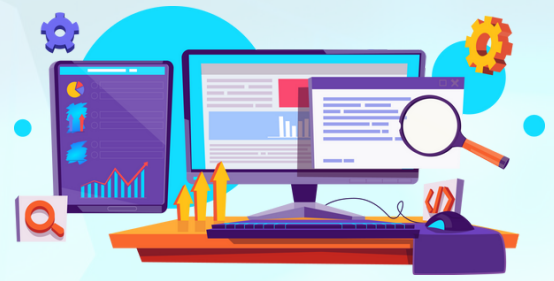
If you have an issue or need help with something in ITNRides 2.0, **please submit a case rather than emailing a specific staff person.** To submit a case, just click on the Submit Case button at the top right hand corner of the homepage of the staff portal, and complete the form. This is very important over the coming weeks, as we have staff that will be out of the office and your message may fall through the cracks if you do not submit it as a case. Cases are seen by 5 different staff people, so submitting in this way ensures you get prompt assistance.

Recent Fixes

- Rider phone numbers on manifests now display all digits.
- Several issues involving GL posting of Birthday Credits and Road Scholarship awards were fixed.



Recent Fixes



Manifests

We continue to work on the manifests that are emailed to drivers. We are adjusting the rows and columns to make sure that all the notes are visible and to make them easier to read. We are also adding designations for phone numbers, so you can tell the difference between home and mobile numbers. You will be able to see two numbers for those who have two in the database as well.

Manual

The ITNRides manual is live, and can be found by clicking Help Articles on the staff site portal. The manual is available for download as an entire document, or in categorized sections.

If you want to access the manual without signing into the staff portal, you can do so here-
<http://communityinthecloud.org/itnrides-manual/>

Training Scheduled

The following trainings are currently scheduled for the next few weeks.

All trainings are on Wednesdays at 1pm Eastern Time. Please email Morgan.Jameson@itnamerica.org to register and receive a Zoom link. These trainings are intended for those who already use ITNRides 2.0

Sept. 14th- *Riders, Drivers, and their Portals*

Sept. 21st- *Generating Routes and Sending Manifests*

Sept. 28th- *Finance: Payments, Donations and Adjustments*

New Reports

- ITN Locations with Contacts (in Contact Management)
- Posted TLI's (Financial Management) NOTE: Can download as Detail or Formatted depending on usage.
- TAI's posted by timeframe (Financial Management) NOTE: Can download as Detail or Formatted depending on usage.

