



ITNRides 2.0



Updates and Improvements

We're happy to introduce our ITNRides newsletter, which we will be sending out at least once a week for the foreseeable future. This is our way of keeping all of our affiliates and ITNCountry sites in the loop as we continue to develop enhancements and fix bugs in ITNRides 2.0.

We are thankful for your help in identifying the bugs in ITNRides 2.0 and your patience as our staff has worked hard (including late nights and weekends) to get those fixed. We know we still have work to do, and we will keep making fixes until ITNRides 2.0 works the way we have all been envisioning for many years.

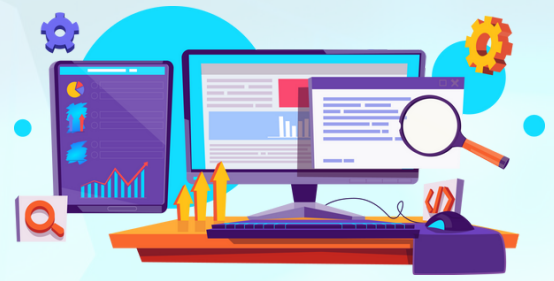
Please continue to let us know if you run into problems. To best keep track of problems and who is addressing each issue, we have a Help Desk ticket process set up. To report an issue with ITNRides 2.0, please click the "Submit a Case" button on the homepage of the Staff Site portal of ITNRides 2.0. **It is important that issues be submitted in this way, rather than emailing a staff person.** This makes sure that everyone sees the issue, that it is tracked in our system, and does not get lost in an individual's email account.

To Submit a Case-

1. Click on the Submit a Case button in the upper right corner of the ITNRides Staff Site Portal.
2. Complete the form, including the following information:
 - a. What you were doing when the error happened, including names, dates, locations, etc
 - b. A screenshot of the error message



Recent Fixes



View Account Number When Entering Payments

At the request of several users, we have added the ability to view Account numbers when entering payments to ensure the payment is being applied to the correct Account. View the updated video on entering payments here-

<https://youtu.be/dxujFYdKwug>

Recurring Rides

Our original documentation stated that we could enter up to 75 occurrences of a recurring rides. That turned out to be incorrect, and we now know that recurring rides are working if the occurrences per ride are kept to around 30 rides. A recurring rides report has been developed to help sites track their recurring rides and when they need to be reset. View the video on setting up a recurring ride here-
<https://communityinthecloud.org/courses/setting-up-a-recurring-ride/>

Batch Check Entry

The Batch Check Entry process can now be used to enter check payments, credit card payments being transferred from PayPal, donations, and to award Road Scholarships.

Same Day Driver Availability

Staff can now change driver availability for the same day. From the Contact record's page, click on Update Availability in the upper right corner, and choose any date within the next two weeks that you want to update the availability for the driver.

Coming Soon!

We are currently working on-

- Implementing additional membership types
- Member Monthly Statements
- GL Posting Report

