

TOES – TICA Online Entry Service

User Manual

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Thank you!

I would like express my gratitude to all the people that have helped me in this project.

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And of course thank you to TICA, for being the world's best association and family of cat fanciers.

It is a privilege to have this opportunity and to be able to do something for the association I believe in and that I hold so dearly.

I truly hope that you will be able to enjoy this new tool, and I would be delighted to see your continued support for other initiatives I am planning.

Thank you everyone!

Table of Contents

Thank you!.....	2
Table of Contents	3
Introduction.....	8
TOES Basics.....	9
Creating an account.....	9
Logging on to TOES.....	10
Updating your profile/account.....	10
Language settings.....	12
Recover your password and/or user name	12
Recovering your username.....	13
Recovering your password.	13
Navigating the TOES website	14
Home	14
Show Calendar.....	14
My Cats.....	14
My Profile	14
Help	15
FAQ's and How-To	15
Service Tickets	15
Getting help.....	16
Support Department	16
Add Ticket.....	16
Ticket Manager.....	17
TOES for Exhibitors	19
The Show Calendar.....	19
Navigating the show calendar	19
Seeing show details	20
Applying filters on the calendar	21
Show statuses.....	22
'Following' a show	23
Bookmarking a show in your browser.....	23
Entering a show	23
Reserving a placeholder	25
Converting a placeholder into an entry.....	26
Cancelling entries/placeholders	26

Editing/Updating entries	27
Congresses and eligibility	27
The waiting list	28
Entry Statuses.....	29
Your Cats.....	30
Overview of your cats.....	30
Privileges.....	31
Adding cats	32
TICA registration number and birth date	32
Breed, gender and microchip number	34
Breed	34
Gender	34
Microchip number	34
Cat Color	34
New Trait	34
Category	34
Division	35
Color	35
Awards and Name	35
Prefix.....	35
Title.....	35
Suffix	35
Name	35
Pedigree.....	35
TICA registered owners, breeders and lessees	36
Privileges.....	36
Adding a registered cat that already exists in TOES.....	36
Editing cats	38
Removing cats from your account.....	38
TOES for Clubs	39
Registering your club in TOES.....	39
Club officials	40
Adding your shows on the calendar	40
Organizing club	41
Show dates	41
Show format	41

Cat count limit	41
Show motto	41
Show comments	41
Bring your own cage show	41
Using TOES as entry clerk tool.....	41
Extra information	42
Show venue	42
Rings info	42
Ring number	42
Show day	42
Ring format.....	42
Judge.....	42
Congress name	42
Congress definition - filter setup	42
Show team.....	43
Entry clerk club email address.....	43
Show manager club email address.....	43
Show manager – Entry Clerk – Master Clerk.....	43
Updating your shows on the calendar	43
Show statistics	43
Communicate with your exhibitors	43
Cost Aspects	43
TOES for Entry Clerks.....	45
The show calendar	45
Opening and closing the show	45
Adding entries for a third party.....	46
Notification emails	46
The entry clerk view	46
Show documents	46
Detailed entry clerk view.....	46
Chronological view	47
Entry corrections view.....	47
Detailed entry clerk view.....	48
Applying filters.....	48
Accepting or rejecting entries	48
Reviewing entries	48

Contacting the exhibitor.....	49
Updating entry information	49
Editing entries/summaries	49
Completing entry fees	49
Sending confirmation emails.....	49
Show documents.....	50
Show summary	50
Running the catalog.....	50
Catalog PDF	51
Exhibitor list.....	51
Microchip PDF	51
Running late pages	51
Master Catalog PDF	51
Late Pages.....	51
Master Exhibitor List.....	51
Late Exhibitor List	51
Judges Books	52
Normal Rings	52
Create ‘triple page’ PDF version for laser printing	52
Create ‘single page’ PDF version for laser printing	52
Judges book cover pages.....	53
Print directly to an attached matrix printer	53
Congresses.....	54
Create ‘single page’ PDF version for laser printing	54
Create ‘triple page’ PDF version for laser printing	54
Create an ASCII file for RAW printing	55
Print directly to an attached matrix printer	55
Judges book cover pages.....	57
Benching and financial report	58
Tattoo/ID-chip list.....	58
TOES for Regional Directors	58
Notification emails about shows.....	58
Show date/location approval mechanism.....	58
TOES troubleshooting.....	58
Browser settings.....	58
JavaScript.....	58

Pop-ups..... 58

Introduction

TOES – TICA Online Entry Service – is an online tool providing all the services needed for handling entries into a TICA show. It is hosted on a multi-lingual website at <https://www.i-tica.com>.

It provides a number of features for exhibitors, making the experience of entering cats into a show an easier one.

It also provides services to the clubs, allowing them to manage their shows on the show calendar directly. No more delays or waiting times between the request and the show going onto the calendar.

TOES also offers a service to the regional directors. Each regional director can indicate whether or not they want to approve the show prior to becoming publically visible on the show calendar. The only condition here is that they commit to doing so within a reasonable timeframe. The workflow for approving a show is a very easy and fast one, and is already being used in some regions.

Last but not least, there are of course the services to the entry clerks. Getting clear overviews, easy handling of entries, one click email confirmations, and many, many other features.

All of these services are being provided via the i-tica.com website, and are fully encrypted to protect your data.

TOES Basics

The website (<https://www.i-tica.com>) offers some public information, but most of its features are available exclusively to registered users.

In the following paragraphs you will find a description of how to register on the website and how to manage your account.

Alternatively, you can have a look at the following video that was made available by Liz Hansen:

<http://www.youtube.com/watch?v=HOoTQ8mhVkk>

It will walk you through the basics of creating an account and entering a show.

Creating an account

When you visit the website for the first time you will see the start page, with a login module on the right hand side.

In this module, you also see two links, at the very bottom of the module: “Forgot login?” and “Register”

Clicking the latter, will bring you to the registration form that you will have to fill out and submit to register a free account.

The registration form features a number of mandatory fields (marked with a small exclamation mark icon next to them), as well as some optional ones. As illustrated in *Picture 2 -*

Registration form on the top of the form there is a mandatory “captcha” field. It is intended to avoid spam and requires you to type the security code that is graphically displayed into the text field just below it.

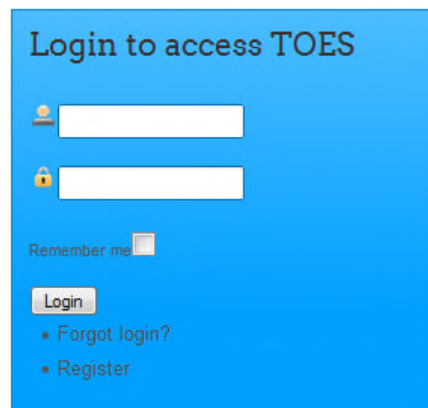
Near the end of the form there is also a “privacy” field. This field is important if you will take on the role of entry clerk or show manager for a show. If you check the privacy flag your phone number will NOT be listed on the show calendar. If you want the exhibitors to be able to give you a call make sure to uncheck this field.

When the form is completed just hit the register button to complete your registration.

As soon as you complete this step, an automated activation email will be sent to the email address you provided during the registration process.


Please check your mailbox, and click the activation link in the email you have received. This will activate your account, and you will immediately be able to log on using your account.

If you did not receive the email within 10 minutes, then please make sure to check your spam folder and/or spam settings on your computer. You can “whitelist” the domain i-tica.com so no emails will be marked as spam if they are originating from the i-tica website.



Picture 1- i-tica.com login module

Required field | Field visible on your profile | Field not visible on profile | Information: Point mouse to icon

Security Code: 

Enter Security Code:

Profile image:

First Name:

Last Name:

Email:

Username:

Password:

Verify Password:

Cattery Name:

Address 1:

Address 2:

Address 3:

City:

ZIP:

State:

Country:

Phone Number:

Privacy: ☐

☐ Accept Terms and Conditions

[Register](#)

Picture 2 - Registration form

Logging on to TOES

On the home page of TOES, in the login module (see *Picture 1- i-tica.com login module*), fill out your user name and password, and click the login button.

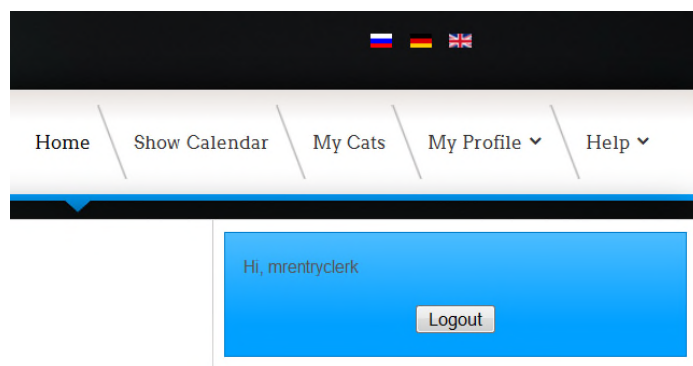
Updating your profile/account

Once logged in, you will see extra options in the menu that become available to you.

In *Picture 3- Menu options for a registered user* you see the typical menu items you will see when being logged on as a registered user.

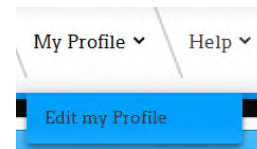
We will go into detail on each of these features later in this document.

For now we will focus on the options that are available through the menu item “My Profile”.



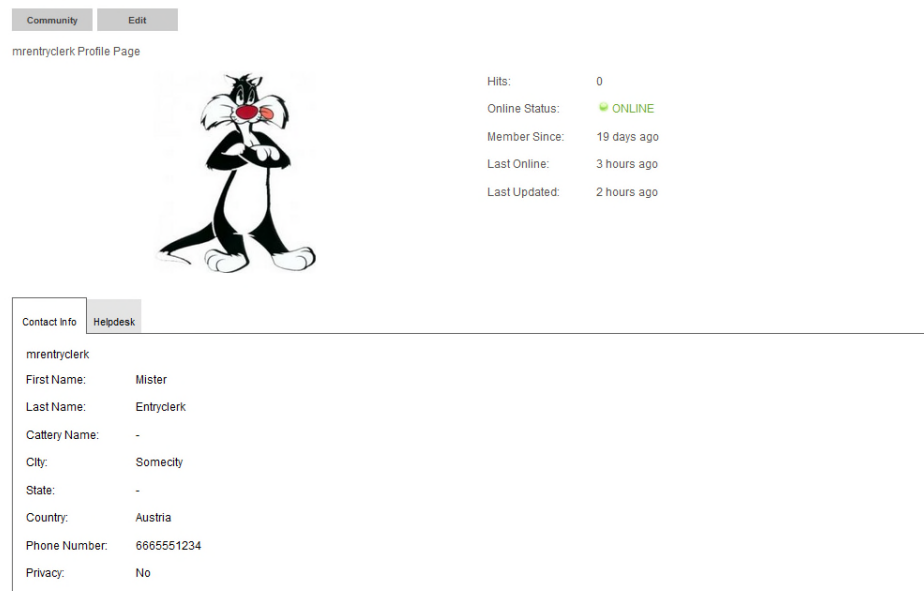
Picture 3- Menu options for a registered user

You can either click the “My Profile” menu item directly, which will take you to your user profile, or you can click the submenu item “Edit my Profile” (see *Picture 4- My Profile Menu*) to open your profile in edit mode.



Picture 4- My Profile Menu

When opening directly from the main menu by clicking you will get a screen similar to the one depicted in *Picture 5 - My Profile*.

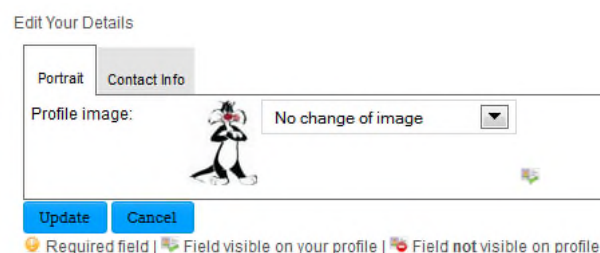


Picture 5 - My Profile

From here you can edit your profile and/or your avatar, by clicking the edit button at the top. Alternatively, you can also go to the helpdesk to see any support tickets you have submitted or to add a new support request, by going through the “Helpdesk” tab at the bottom.

When going to the “edit profile” screen, either via the submenu or via the Edit tab in the “My Profile” screen, you will see a screen similar to this one:

Here you can modify the picture you use as your avatar. By clicking on the tab “Contact Info” you will be presented with all other information of your account, and you will be able to edit it.



Picture 6 - Edit Profile

In the “Contact Info” tab (displayed in *Picture 7 - Edit Profile - Contact Info*) you will see that mandatory fields are tagged with an exclamation mark icon, other fields are optional and may be left blank.

An important field in your profile is the one titled “Frontend Language”. Make sure to pick the language of your choice!

If you live in a country where the concept of states are not used, just leave the state field blank. If you do have a state in your address, then please use the abbreviation for the state (e.g. CA for California).

In the field country use your country name, or where applicable use the abbreviation (examples: UK, USA)

The privacy flag at the very bottom of the screen is only relevant for entry clerks and show managers. Checking this flag will prevent your phone number from being displayed in the show details of the show for which you are acting as entry clerk and/or show manager.

Language settings

As described in the previous paragraph, the setting for “Frontend Language” can be set in your profile.

This setting will determine the language that is used for presenting the TOES website to you, but also for any automated emails that are sent by TOES. For example, if you pick English as your front end language, the confirmation emails you will receive for shows will always be in English, even if the club and entry clerk where you are entering are using another language.

Recover your password and/or user name

In case you find yourself wanting to log on, but can’t remember your username and/or your password, this is how you can recover them and get back into TOES.

In the logon module (see *Picture 1- i-tica.com login module*) there is a link just below the login button, called “Forgot login?”

Lost your Username or your Password ?

Reminder needed for:

- ☐ Lost Username
☐ Lost Password

Picture 8 - Forgot Login?

Edit Your Details

Portrait Contact Info

First Name: Mister

Last Name: Entryclerk

Email: mr.entryclerk@e-ware.be

Username: mrentryclerk

Password:

Verify Password:

Frontend language: - Use Default -

Editor: - Use Default -

Time zone: - Use Default -

Cattery Name:

Address 1: Anywherestreet 11

Address 2:

Address 3:

City: Somecity

ZIP: 99999

State:

Country: Austria

Phone Number: 6665551234

Privacy: ☐

Update Cancel

Required field | Field visible on your profile | Field not visible on profile

Picture 7 - Edit Profile - Contact Info

Click that button, and the window as displayed in *Picture 8 - Forgot Login?* will appear.

If you have forgotten both your Username and your Password, then please first recover your username, only then reset your password.

Recovering your username.


Lost your Username or your Password ?

Reminder needed for:

☒ Lost Username
☒ Lost Password

• If you **forgot both your username and your password**, please recover the username first, then the password. To recover your username, please enter your E-mail Address, leaving Username field empty, then click the Send Username button, and your username will be sent to your email address. From there you can use this same form to recover your password.

E-mail Address:



Enter Security Code :

[Send Username/Password](#)

Picture 9 - Lost Username

Once you select the check box for “Lost Username” you will see a field appear where you are requested to provide your email address (this must be the address that you used when you registered your account), and a second field where you are to enter the security code that is graphically represented (anti-robot protection).

Once you have filled in the data, click the “*Send Username/Password*” button.

A success message box should appear:

Username reminder sent to your email address mr.entryclerk@e-ware.be. Please check your email (and if needed your spambox too)!

Picture 10 - Username reminder sent

Check your email (and you spam folder if needed) and you will find a message containing your username.

Recovering your password.

When selecting only the “Lost Password” checkbox, following screen will appear:

Lost your Username or your Password ?


Reminder needed for:

☐ Lost Username
☒ Lost Password

• If you **lost your password** but know your username, please enter your Username and your E-mail Address, press the Send Password button, and you will receive a new password shortly. Use this new password to access the site.

Username:

E-mail Address:



Enter Security Code :

[Send Password](#)

Picture 11 - Lost Password

In this screen, fill in your username, your email address, and type in the security code that is graphically represented. Then click the “Send Password” button.

You will see a success message like this one:

New User Password created and sent to your email address mr.entryclerk@e-ware.be. Please check your email (and if needed your spambox too)!

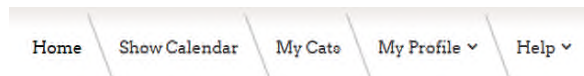
Picture 12 - New Password created

Check your mail, and if needed your spam folder, to find the message that was just sent to you by TOES and that contains your new password.

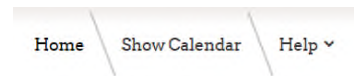
You can now log on using this new password, and you can choose another password by going to your profile, and editing your password there.

Navigating the TOES website

The TOES website is very easy to navigate. All pages can be reached through the menu items at the top of the screen. Only some of the pages are accessible for visitors that are not logged in. The remaining pages and their corresponding links in the main menu, remain invisible until you are logged in.



Picture 14 - Menu, logged in



Picture 13 - Menu, not logged in

Home

On the Home page you will find the login/logout module, which also allows you to register a new account or to recover your username and/or password in case you forgot it.

Furthermore, the homepage contains some articles – represented as a mosaic of pictures with just a few words as introduction text – which will expand to the full article when you click the picture’s read more button.

For readability, only a few articles are represented at a time. You can alter the selection through the titles you see at the top of the *mosaic* module (ALL, TOES, Shows, Calendar, Clubs, Entryclerk), or you can load more or even all of the remaining articles by clicking or shift-clicking the button at the bottom of the *mosaic* module.

Show Calendar

This will open the show calendar for you. The details of the show calendar are described in *The Show Calendar* on page 19 of this document.

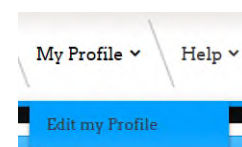
My Cats

This will open an overview displaying all cats linked to your account. All the features and details of this page are described in a dedicated chapter: Your Cats on page 30 of this document.

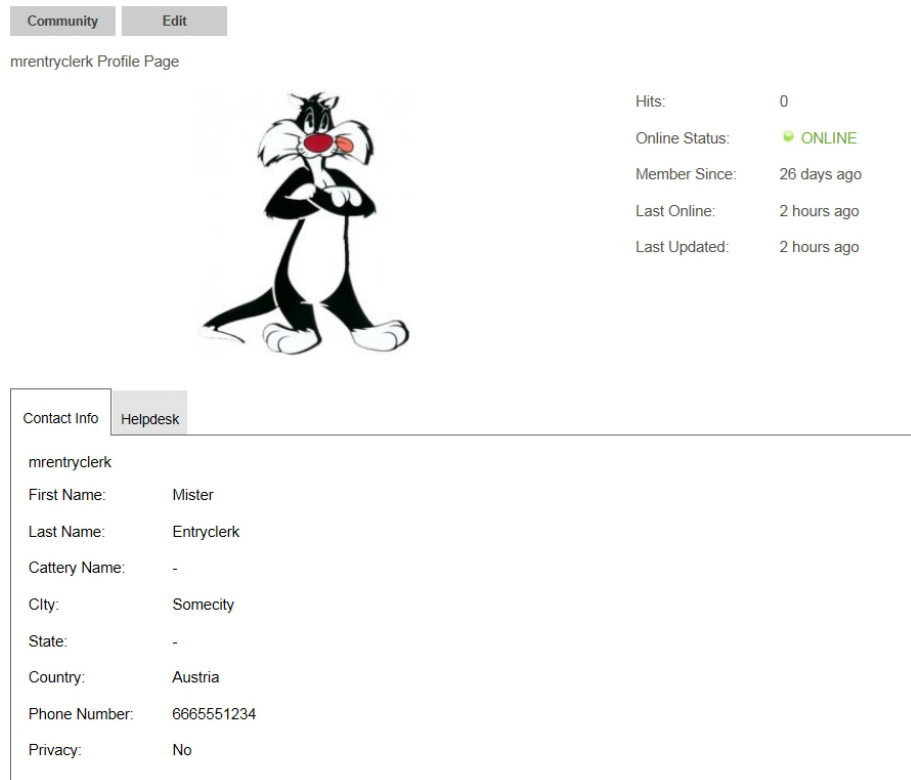
My Profile

This menu item has one sub-menu item: Edit my profile. We have already discussed the features that are available through clicking directly this sub menu item ‘Edit my Profile’ (see *Updating your profile/account* on page 10).

When you click the Main Menu item ‘My Profile’ then you will see the screen as displayed in *Picture 16 - My Profile page*.



Picture 15- My Profile



Picture 16 - My Profile page

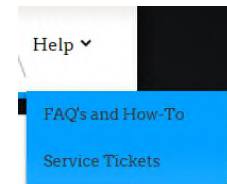
It is merely a screen displaying your account details, and offering access to updating your profile via the 'Edit' tab at the top of the screen. Furthermore, there is a tab 'Helpdesk' that links directly to the ticketing system so you have direct access to the support system from your user profile.

Help

The last item in the main menu is 'Help'. There are two available options through this menu:

FAQ's and How-To

Clicking this option will open a screen with a list of topics relating to frequently asked questions, as well as some how-to guides.



Picture 17 - Help menu

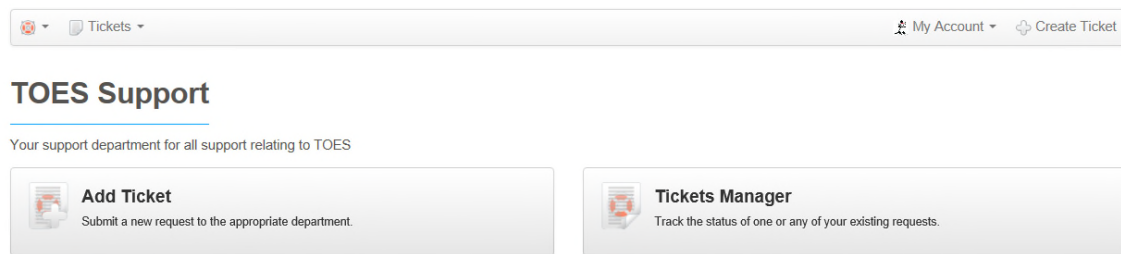
If you find yourself trying to figure out how to achieve a particular task in TOES, then this would be the best place to have a look. Chances are that someone has already struggled with the same question and that you will find the answer in this section.

Service Tickets

This menu item gives you access to our ticketing desk. If you ever need assistance of any kind, this is where you can request it. Please do not send an email, but log a ticket here instead and we will get back to you as soon as possible.

In the next chapter we will go into detail on our ticketing tool, and show you how to use it.

Getting help



Picture 18 - Ticketing desk (getting help)

In *Picture 18 - Ticketing desk (getting help)* above, you see a representation of the screen that will appear when you click the 'Service Tickets' option in the help menu.

Support Department

This ticketing system is currently only used for TOES, so the support department is automatically set to TOES Support. In the future we may add additional support departments for other questions. When that time comes we will review this section to explain to you how to select the correct support department.

Add Ticket

When you click the Add Ticket button as shown in *Picture 18 - Ticketing desk (getting help)* above, or by clicking on the Create Ticket link, visible in the top right of the same picture, a form will open where you can submit a new ticket.

The first thing you will have to fill out is a subject. Pick something short, but descriptive: "Register a TICA club in TOES", "Account recovery help needed" ... Remember that the support team will see a lot of tickets, so the clearer your subject the more likely it is to get good, fast support.

The priority field is set to "normal" by default. At this time this field is not used, so just leave it the way it is.

Category: it is very important that you have a close look at the categories listed here. Make sure you pick the correct one! If you pick the wrong one, it is very likely that your request will take much longer to be resolved.

New - TOES Support

The screenshot shows a form titled 'New - TOES Support'. It has four main input fields: 'Subject' (a text box), 'Priority' (a dropdown menu set to 'Normal'), 'Category' (a dropdown menu), and 'Message' (a text area with a rich text editor toolbar above it). Below the 'Message' field is an 'Add attachment' button. At the bottom of the form are two buttons: 'Save' (green) and 'Cancel' (blue).

Picture 19 - New Ticket

Once you pick the category, additional fields may appear. Those fields relate directly to the category you selected and must be filled out as they contain important information that is needed to handle your request.

Message: provide any useful additional information in here.

Note that since message is a mandatory field, you cannot leave it completely blank.

If/when relevant, you can also add (up to 4) attachments to your ticket. You can do this by clicking the 'Add Attachment' button.

When clicked, you will see on screen which file types are allowed as attachment, and what the maximum file size is for an attachment. Make sure to respect these limitations or your attachment will not be saved.

Once you selected the documents you want to attach and have completed the description fields for them, you can go ahead and click SAVE at the bottom of the ticket screen and your ticket will be submitted.

You will see a success message similar to the one displayed in *Picture 21 - Ticket successfully created*.

Allowed File Types: pdf,tar,gz,bmp,gif,jpg,png,zip,txt,xls,xlsx,doc,docx,ini
Maximum Allowed Filesize: 1.91 MB

File (1)

Description

File (2)

Picture 20 - Ticket attachments

18/Aug/13 09:09

Your ticket was created and awarded the N° 79513682.

You can view it here .

You can create a new ticket .

18/Aug/13 09:09

File Successfully Attached.

Picture 21 - Ticket successfully created

Ticket Manager

Tickets 1
My Account Create Ticket

Tickets Manager

Search:

Status: Work in Progress

Category: All

Legend ⓘ

Subject	Last activity	Status
<p> 79513682 TEST</p> <p> Author: Mister Entryclerk</p>	<p>3 minutes ago</p> <p> Mister Entryclerk</p>	Open

Picture 22 - Tickets Manager

The ticket manager will list all your tickets and their status. You can easily open the ticket and see all the details by clicking on the name of the ticket. Doing so will display your ticket, and its entire history, and will also give you access to the attachments that you have added in the ticket.

Note that in the ticket manager filters are applied (for status and category) so depending on the values that you have in those filters some tickets may not appear in your overview until you set the values accordingly. Typically, closed tickets will not appear by default, so if you want to see a closed ticket you will have to change the filter to show closed tickets.

Tickets have their status changed as they go through their lifecycle:

A new ticket gets the status:

- 'Open': this means that the ticket is not yet assigned to a support agent.
- 'Work in Progress' : the ticket has been assigned and is being handled by the support agent
- 'Pending client': the support agent needs additional information from you and has reassigned the ticket to you. Go to the ticket and provide the information needed in the ticket.
- 'Pending Support': you have just provided extra information, and the ticket is now awaiting action by the support agent
- 'Closed': the request has been handled, and the ticket closed.

TOES for Exhibitors

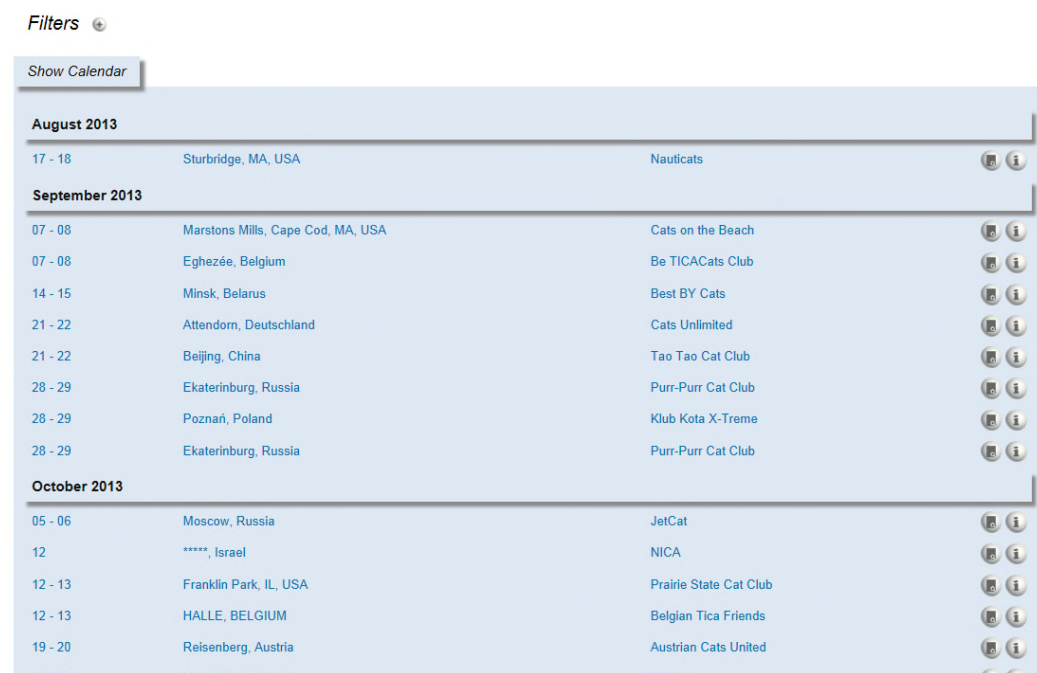
This chapter focuses on the features that TOES offers for exhibitors. These features are available to all registered users, so they are of interest even if you are a regional director, a club official or an entry clerk.

The Show Calendar

In TOES, anything that is show related is accessible through the interactive show calendar on the TOES website. This is TICA's first 'real-time' show calendar, meaning that clubs can add their shows on this calendar themselves! This means that the show information will be available to everyone as soon as the club submits it. No waiting periods for a system administrator to handle the request!

Navigating the show calendar

The show calendar is accessible from the main menu. In the following picture (*Picture 23 - Show Calendar*) you see a representation of what the calendar looks like when you open it.

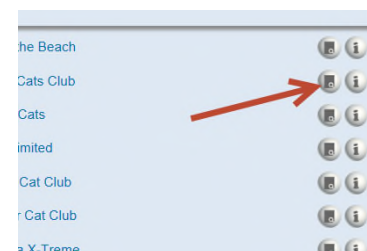


Picture 23 - Show Calendar

It has a look and feel very much like David Thomas' calendar on ticamembers.org. Shows are grouped per month, and sorted by their starting date.

In the TOES calendar, you can unfold and display the details of any listed show by clicking anywhere on the show information, or by clicking the 'view show details' button on the right hand side.

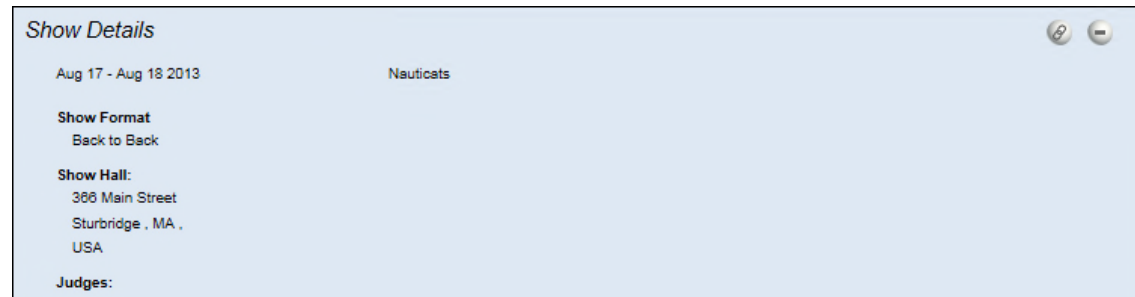
As soon as you click this button, or the show dates, the location of the show or even the name of the organizing club, the show details will open instantly inside the current calendar view.



Picture 24 - View Show Details

Seeing show details

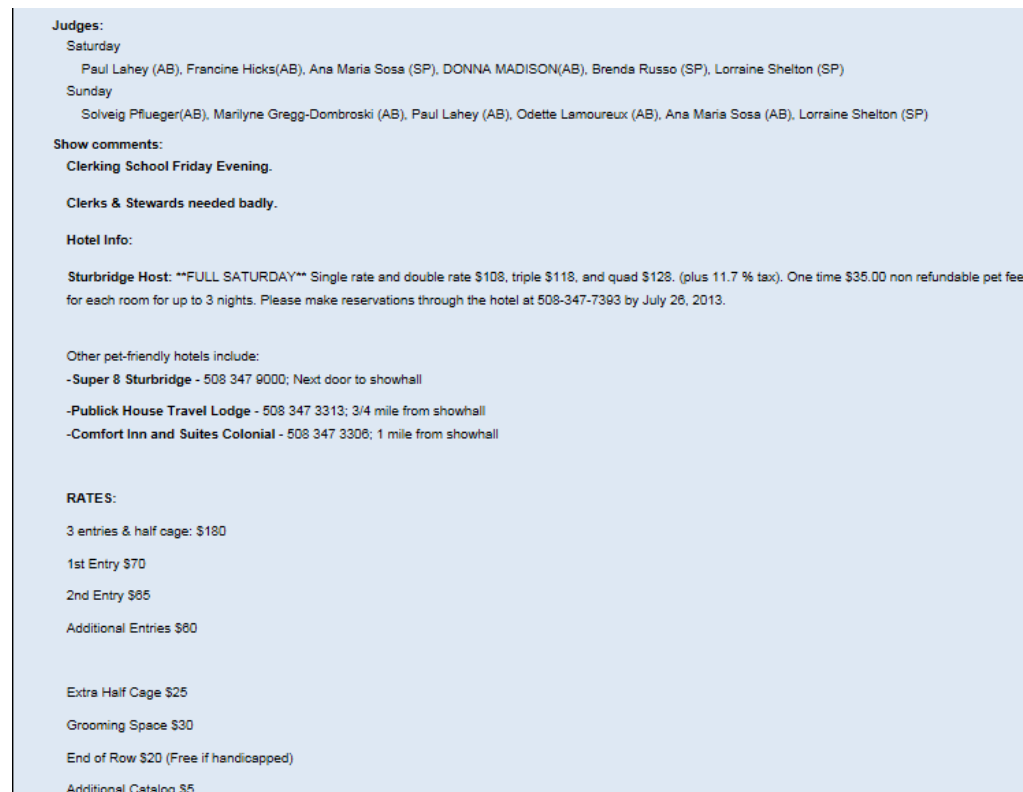
Let's go over all the details that will be unveiled to you when opening the detailed view of a show.



Picture 25 - View Show Details (1)

For readability we have split the detailed view in several blocks, and will go over them separately here, even though they do appear as one continuous block of information in the show calendar.

In *Picture 25 - View Show Details (1)* you see the first block of information that appears. It will display the show dates of the show, the name of the organizing club, the show format (alternative format, back-to-back format, or continuous format). Furthermore, the full address of the Show venue is indicated.



Picture 26 - View Show Details (2)

Next, you will see a structured list of rings and judges. This list will indicate which judge is judging which rings, and on which dates. It also indicates the type of ring (AB, SP) and it has a separate block of information that lists any congresses that are being organized.¹

Just below the judges/rings section, there is a 'Show Comments' area. This holds a variety of information regarding the show (see example in *Picture 26 - View Show Details (2)*).

Picture 27 - View Show Details (3)

A unique feature to the TOES calendar is that it will list any entries you may already have for this show, directly in your personalized view of the calendar. As you can see in *Picture 27 - View Show Details (3)* there is a block reserved especially for your entries and placeholders. If the show is not yet opened for entries, or if it is already closed, there will also be a notification informing you about this.

At the bottom of the show details you will see the entry clerk, and the show manager, each with email address and possibly even a phone number where you can reach them.

The show motto is also listed for information.

Applying filters on the calendar

As you may have noticed (see *Picture 23 - Show Calendar*), at the very top left of the show calendar, there is a section for filters (which is minimized). Click the '+' icon to display the filters.

In this block you can set any filter you would like to apply to the full show calendar, and only the shows matching your criteria will be displayed.

Picture 28 - Show Calendar Filters

As you can see there are filters available for:

- The organizing club
- The country where the show is held

¹ If a club is not using TOES as their tool of choice for handling the entry clerking, their show can still be listed on the TOES show calendar. In such case, the list of rings here may be empty, and instead the club can add a lightweight text version of their judges in the show comments section.

- The state where the show is held
- The city where the show is held

Additionally, you have two more select boxes. The first one allows you to:

- Only display shows for which you have submitted an entry and/or a placeholder
- Display all shows, regardless of your entries/placeholders

The second select box will allow you to:

- Display all current and future shows,
- Only display past shows
- Display all shows (past, current and future)

Show statuses

As mentioned above, you will see some notifications based on the current status of the show (show is not open for entries yet, or show is now closed for entries).

For clarity, we will list all statuses a show can have below.

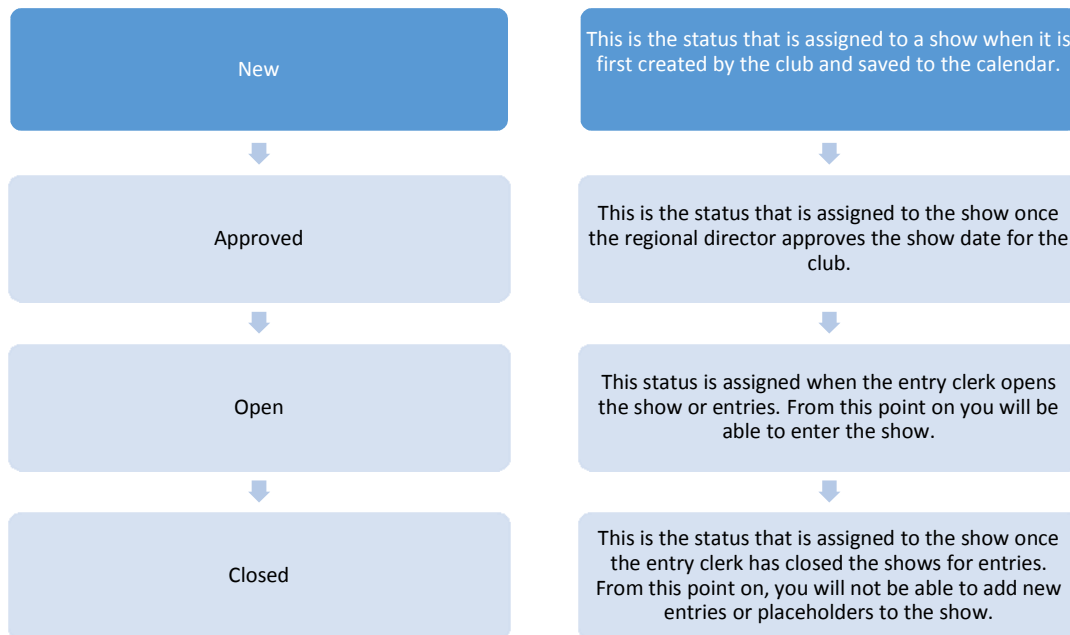


Figure 1 - Show Status

There are a few other statuses (cancelled, rejected, scored ...) that are possible, but that are not relevant in the current context.

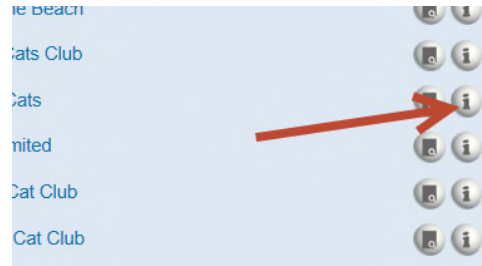
'Following' a show

On the show calendar, next to each show there are two icons. One of them, the 'view show details' button we have already discussed in detail. The second button, is the 'subscribe' button.

Clicking this button will add you on the subscriber list for this show. This in no way implies your participation in this show, but will merely make sure that you are automatically informed by email every time important information about this show is updated/changed on the calendar.

This may include location/date changes, additions of or changes in rings, change of show status...

If you wish to unsubscribe, just go back to the calendar where you will see an 'unsubscribe' button next to the shows you are currently following. Simply clicking that button will unsubscribe you.



Picture 29 - Subscribe button

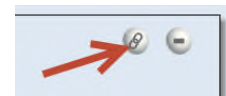


Picture 30 - Unsubscribe button

Bookmarking a show in your browser

Sometimes it is useful to have a direct link to a particular show on the calendar. Maybe because you want to send the link to a friend, or because you want to use it on another webpage, or maybe just because you would like to have it in your bookmarks.

In order to obtain such a link, you will have to open the show details for the show you are interested in. At the top right of the show details frame, you will see a link shaped icon (Picture 31 - Direct show link). Click that icon and a pop-up box will appear containing a link that you can copy and use to directly access this show.



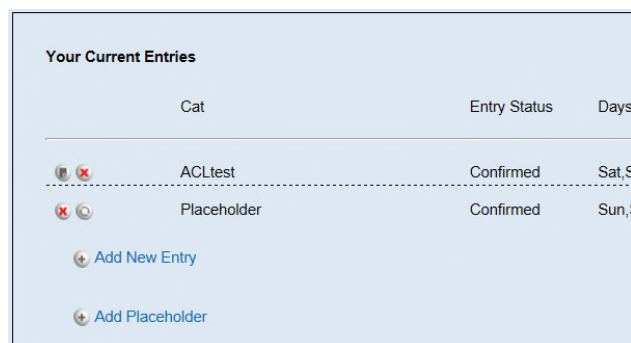
Picture 31 - Direct show link

Entering a show

When a show is opened for entries, you will be able to enter your cats to this show directly from the show calendar!

In the section of the show details that also display your current entries, you will see near the bottom two buttons:

- Add new Entry
- Add Placeholder



Picture 32 - Add new Entry button

By clicking these buttons you will respectively be able to enter a cat for this show, or reserve a placeholder. In this paragraph we will describe the process of adding an entry, and you will find all the details about reserving a placeholder in the next paragraph "Reserving a placeholder".

After you click the 'Add new Entry' button, the entry process will start, and a first step will allow you to choose a cat from your account, or to add the information of a cat that is not yet listed under your TOES account.

If you do not have any cats in your account, or all the cats that are listed in your account have already been entered for this show, then you will see a message like the one displayed in *Picture 33 - New Entry (Step 1.a)*.

If you have cats in your account that have not yet been entered for this show, they will appear in this screen (*Picture 34 - New Entry (Step 1.b)*), and you will be able to select it, by simple clicking the select button next to the cat.

When you click the button 'Add new cat' you will be presented with a form where you can provide all the data of your cat, and subsequently save it. This process will be described later in this manual, in the chapter *Adding cats*. We will not go into this (extra) step now, and will assume that you already have a cat in your profile, or are already familiar with the process of adding a cat. After all, once you have added a new cat in the above process, you will be brought back to the screen displayed in *Picture 34 - New Entry (Step 1.b)* where you will then select the newly added cat prior to clicking the 'Next' button.

After clicking the next button, you will see something similar to the screen displayed in *Picture 35 - New Entry (Step 2)*.

The cat you selected in step 1 will be listed at the top, and you are presented with the choice of days on which you want to participate. Just check the days you want to enter for, and then click the 'Next' button. In this example, we will be selecting both days, Saturday and Sunday.

In the next screen (*Picture 36 - New Entry (Step 3)*) you will again see the already selected data at the top, and just below it you will be presented with some options:

- In first selection you can indicate whether your cat will be participating in the regular TICA rings, or whether it is being entered as 'exhibition only' (so not competing in the regular TICA rings)
- There is also an option where you can indicate whether or not you want your cat to be marked as 'For Sale' in the catalog.
- Finally there is a field where you can provide the name of the person that will be the agent for your cat in this show. If you are not using an agent, then you can just leave this field blank.

Picture 33 - New Entry (Step 1.a)

Picture 34 - New Entry (Step 1.b)

Picture 35 - New Entry (Step 2)

Picture 36 - New Entry (Step 3)

The step that is being described here () will only appear if your cat qualifies for a congress, or if there are congresses for which eligibility cannot be automatically checked by TOES. If your cat does not qualify and there are no 'manual' congresses on the show days for which you are entering, then this step is skipped automatically.

In this step:

- If your cat qualifies for a congress, you will be asked whether you want your cat to participate in the congresses.
- If there are any congresses for which eligibility cannot be automatically verified by the software, then you will be asked to indicate whether you will be participating in these (obviously you should only enter these congresses if your cat qualifies for it).

Picture 37 - New Entry (Step 4)

In the fifth and final step, you will be able to fill in a summary sheet (or update the summary sheet you already submitted with a previous entry for the same show).

In the first field you are to indicate the number of single spaces or cages you require.

In the second field you are to indicate the number of double spaces or cages you require.

In the third field, a selection list, you are to indicate whether you require a cage provided by the club, or whether you will be bringing your own cage(s).

The fourth field can be used to indicate you would like a Grooming Space.

The field 'Benching Request' can be used to describe where/how you would like to be benched, and what people you would like to be benched next to.

In the last field, Remarks, you can provide any other information that is relevant for the club or entry clerk.

Picture 38 - New Entry (Step 5)

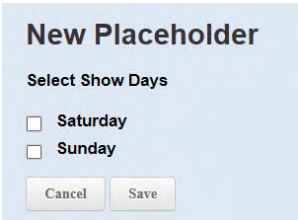
When you click save your entry will be stored, added to the show with status 'New' and the entry clerk will be notified that there is a new entry for the show.

Reserving a placeholder

When we were discussing the Show Details view, in *Picture 32 - Add new Entry button* on page 23, you may have spotted another link that is labeled 'Add Placeholder'. It is that link that you will have to click when you want to reserve a placeholder for a show.

The process is quite similar to adding an entry, but obviously without the steps that relate to the detailed information on the cat: you go to the show calendar, open the show details view, and then click the add placeholder link. You will then have the opportunity to pick the days for which you want to reserve a placeholder, and save your request.

As soon as you click save, your placeholder will be added to TOES and the entry clerk will be automatically notified.

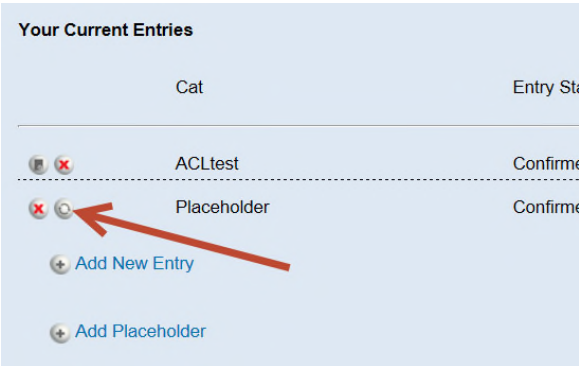


Picture 39 - Add Placeholder

Converting a placeholder into an entry

As always, the show calendar is the starting point for all your entries into TICA shows. Go to the show calendar, and open the show details of the show for which you want to convert your placeholder into an entry. Once you have the show details open, you will see your placeholders listed. Next to the placeholder you will see some buttons. One of those is the 'convert to entry' button.

Clicking that button will open a screen that looks exactly like the one represented in *Picture 34 - New Entry (Step 1.b)* on page 24.



Picture 40 - Convert to Entry

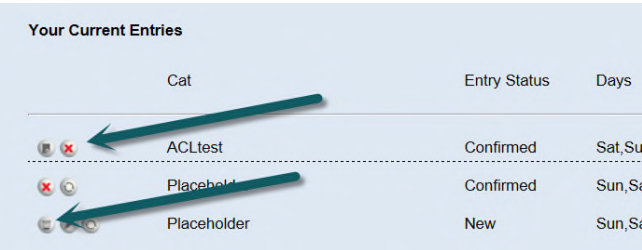
You will be guided through the same steps as when adding a new entry (please read through the detailed description for *Entering a show* starting on page 23. When you complete these steps and click Save in the last step, your placeholder will disappear and be replaced by an entry.

Cancelling entries/placeholders

When you add entries or placeholders, you will be able to delete them completely as long as they have not yet been accepted by the entry clerk.

When you delete an entry, it completely disappears from TOES, and is erased from the show. This means that you will not be charged for this entry by the club.

Once the entry clerk has accepted your entry, you lose the ability to simply delete your entry. You will still be able to indicate that you will not be bringing this entry, by cancelling it. Cancelling will set this entries/placeholders status to cancelled, but will not remove it from the view. At this point it is between you and the club to discuss payment of that entry (note that according to the TICA rules you have to pay this entry).



Picture 41 - Cancel and delete entries/placeholders

You can delete and/or cancel your entries and placeholders directly from the detailed show view in the show calendar. As illustrated in *Picture 41 - Cancel and delete entries/placeholders* there are action buttons next to each of your entries and placeholders. Depending on their status you will be able to either delete or just cancel it.

Editing/Updating entries

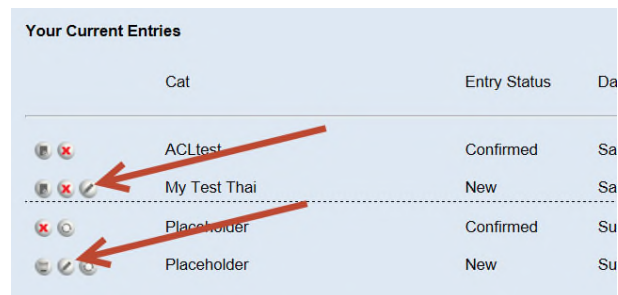
TOES has a mechanism that allows you to edit/update entries and placeholders that you have submitted. So if you make a mistake when you submit an entry, this is an excellent way of correcting that mistake.

Attention: editing/updating entries only pertains to information about your participation in the show (on which days do you participate, are you competing in TICA rings or is your cat exhibition only, do you have an agent for your cat, ...) and does in no way relate to any mistakes you may have made in the cat's data (i.e. Gender, birthdate, color ...). To fix mistakes in your cat's data we must refer to the chapter Adding cats on page 32 of this document.

Note that the editing of entries and placeholders is only available to the exhibitor as long as the entry clerk has not yet accepted the entry. Once the entry is accepted, you will no longer be able to edit your entries, and will have to inform the entry clerk of any corrections needed.

If you need to edit an entry or a placeholder, then this is the way to do it:

- Go to the show calendar
- Open the detailed show view of the show for which you need to edit your entry/placeholder
- Click the edit button next to the entry/placeholder you need to edit.
- This will then take you to the same process already described for *Entering a show* on page 23.
- Once you complete your corrections you can simply click 'Save' and your updates will be stored.



Cat	Entry Status	Da
ACLtest	Confirmed	Sa
My Test Thai	New	Sa
Placeholder	Confirmed	Su
Placeholder	New	Su

Picture 42 - Edit entry/placeholder

Congresses and eligibility

Congresses are rings where only cats matching set criteria are allowed to participate. For example:

- A Bengal congress: only cats of the Bengal breed are allowed
- A male congress: only male cats are allowed
- A tabby congress: only cats with an agouti gene are allowed, i.e. tabbies, torbies, lynx cats

TOES has a mechanism where the clubs can set a number of criteria for their congresses. This way when you enter your cat, TOES is able to check whether or not your cat matches any of the congresses criteria. If your cat is eligible TOES will then proceed and ask you whether you would like your cat to participate in the congresses (*Picture 37 - New Entry (Step 4)* on page 25). If you answer yes, TOES will then enter your cat into all congresses for which it qualifies.

Edit Entry

Selected Cat : My Test Thai
Selected Show Days : Saturday, Sunday
Exhibition only : No
For Sale : No
Agent Name :

Please manually select which of these congresses you would like to participate in. Please make sure your cat qualifies for participation in these congresses!

☐ Fun
















Sometimes clubs *Picture 43 - Manual congresses*

come up with

congress formats that are not covered by the current criteria sets of TOES. In that case the club will mark the congress as being a 'manual' congress. This means that TOES is unable to check your cat's eligibility for participation in this congress automatically. In these cases you will be presented a list of all such manual congresses, and you can indicate in which ones you are entering your cat. It is up to you to make sure to only pick congresses where your cat is eligible, and it is up to the entry clerk to validate this before accepting the entry.

The waiting list

Every show has a cat count limit. Some limits are imposed by the TICA rules, others are imposed by physical constraints like the size of the show hall for example. Once the limit is reached, no additional entries or placeholder may be accepted.

Your Current Entries					
	Cat	Entry Status	Days	Class	Congress
 	ACLtest	Confirmed	Sat,Sun	LH Kitten	-
  	My Test Thai	New	Sat	SH Cat	Female
  	My Test Thai	Waiting List	Sun	SH Cat	-
<hr/>					
 	Placeholder	Confirmed	Sun,Sat		
  	Placeholder	New	Sat		
 	Placeholder	Waiting List	Sun		

Picture 44 - Waiting List

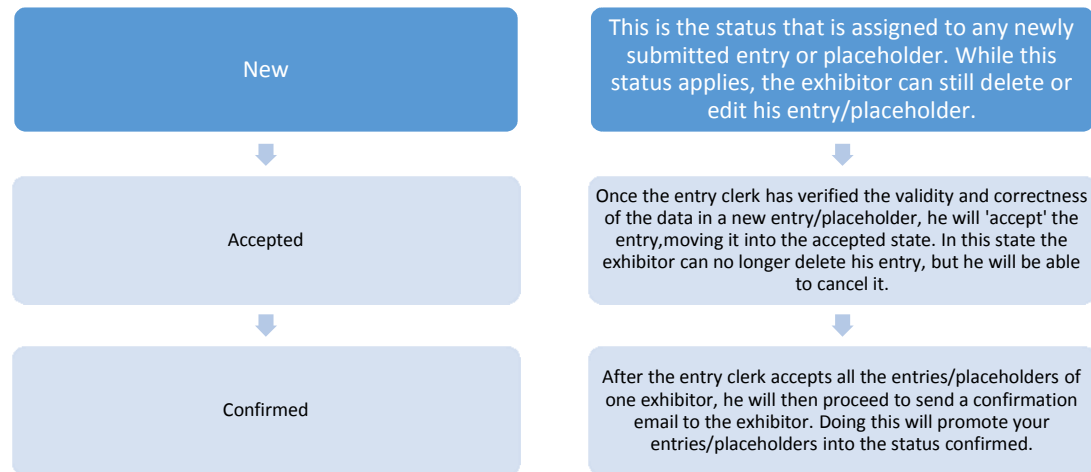
TOES has a smart automated system to deal with this situation. Whenever you enter a cat or reserve a placeholder for a show where the cat count limit has already been reached, TOES will inform you of this. You then have the option to not enter at all, or to enter anyway, and your entry will be placed on a waiting list. This list is then handled on a first come first serve basis, where entries/placeholders get accepted into the show as other entries/placeholders are cancelled.

All of this happens fully automatic, and as soon as your entry or placeholders clears, the entry clerk will accept it into the show.

Attention: The waiting list is not available for alternative format shows

Entry Statuses

In the previous topics we have at several occasions mentioned the 'status' of an entry or a placeholder. Here is a short description of what that exactly is, and how it helps you to follow the 'lifecycle' of your entries.



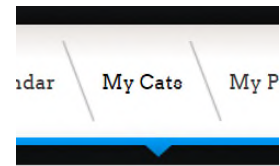
The three states listed above are the main statuses you will encounter. There are a few other ones as well:

- **Cancelled:** this is the status assigned to your entry/placeholder when you cancel it
- **Rejected:** this is the status if your entry is rejected by the entry clerk. Please contact the entry clerk for more information.
- **Waiting List:** this is the status that is assigned when your entry or placeholder was put on the waiting list. This typically occurs when you are entering a show that has already reached the cat count limit.

Your Cats

Just like the show calendar is the starting point for anything related to your entries and placeholders, the main menu item 'My Cats' is the central spot to manage your cats.

As a TOES registered user you can add as many cats as you want and link them to your account. Once added to your account, you will have access to your cats' data and will be able to keep it up to date from this one central place. If you have any correction or update to make on your cats' information, this is where you do it! Once you have updated the information here, it will be used for all your future entries.



Picture 45 - My Cats

Overview of your cats

When you click the 'My Cats' option in the main menu, your personal cat portfolio will open, listing all the cats that are somehow linked to your account.

A screenshot of the 'Cats I Own' section of a cat portfolio. It features a table with columns for Registration Number, Name, Breed, Gender, and Date of Birth. There are two rows of data. Each row has edit and delete icons to its right. An 'Add' button is at the bottom right. Above the table is a tab labeled 'Cats I Own' and an 'Add new cat' button. Below the table are tabs for 'Cats I Bred' and 'Cats I'm Leasing'.

Registration Number	Name	Breed	Gender	Date of Birth	
PENDING	ACLTest	American Curl Longhair (LH)	Male	05/16/13	
PENDING	My Test Thai	Thai (SH)	Female	04/23/03	

Add

Cats I Bred

Cats I'm Leasing

Picture 46 - Cats overview

You will notice that there are 4 categories in which the cats are grouped and displayed on your screen:

- Cats I own
- Cats I bred (but no longer own)
- Cats I am leasing
- Cats I am *agenting*

The reason your cats are grouped in this fashion is to show you what privileges you have to the data record of these cats. We will go more into detail on this in the next paragraph *Privileges*.

Suffice it to say that on this screen you get a clear overview of the cats that are currently linked to your TOES account, and you have access to functionality that will let you:

- Add more cats to your account
- Edit information of cats already in your account
- Remove cats from your account
- Grant/Revoke privileges to your cats information to other TOES users

Privileges

Privileges fulfill a key role in TOES. They define who has access to a cat's data, and what kind of access. It are these same privileges that define for example which cats you see on your selection list when entering a show.

Depending on how a cat is linked to your account, your privileges to the cat's data changes.

Before detailing, we must explain what is meant by a cat being 'linked' to your TOES account.

In TOES, information on people and cats is stored separately. Then, relations between these are added, and these relations define the type of access the people get to the cat's information.

For example, we have person A and person B, and cat A and cat B that are stored in TOES.

There is a link between person A and cat A, of the type owner. This means person A is the owner of cat A, and in TOES has full access to this cat's data.

Similarly, person B is linked as owner to cat B.

Person A has no access to cat B, and vice versa person B has no access to cat A, because there is no link defined between them.

In TOES it is possible to have multiple people linked to the same cat (multiple breeders and or lessees for example)

Below is a short resume of what each type of link (or role) between your account and a cat means in terms of possibilities in TOES.

On **cats you own** you can:

- edit any of the fields in the cat's record
- link/unlink other TOES users to/from the cat (i.e. grant/revoke their privileges on the data)
- enter the cat into shows

On **cats you lease** you can:

- edit any of the fields in the cat's record
- link/unlink other TOES users to/from the cat (i.e. grant/revoke their privileges on the data) – with one limitation: you cannot add nor remove owners for this cat
- enter the cat into shows

On **cats you bred (but no longer own)** you can:

- view (read-only) the information in the cat's record

On **cats you agent** you can:

- view (read-only) the information in the cat's record
- enter the cat into shows

Regardless of the way you are linked to a cat, you can always delete the cat from your account. This will NOT remove the cat from the TOES database, but it will merely sever the link between your account and the cat.

Special case:

If you are the ONLY person that is linked to a cat's record, then you will have owner privileges, regardless of the way you are linked to the cat.

Adding cats

In your cats overview (see above Picture 46 - Cats overview on page 30) you will see buttons labeled 'Add Cat'. Clicking one off these buttons will open the form allowing you to add a cat and link it to your account. If you click one of the buttons in the specific sections (Cats I Own, Cats I bred, ...) your account will already be 'pre-linked' to this cat with that specific role. This means that if you click on the 'Add Cat' button in the section 'Cats I own' you will already show as owner in the form where you fill out the cat's information.

If you click on the general 'Add Cat' button at the top right of the screen, then your account will not be linked by default, and you will have to manually link your (and/or other accounts) to the cat.

Note: if you add a cat, and you do not link it to your own account, you will not have any privileges to this data, and you will not be able to access or modify the data once you save it.

Now, let's go into the details of the add cat form.

The form is grouped in sections of information.

Mandatory fields are labeled with a small * in their name. Fields not having this are optional, and may be left blank.

In the following paragraphs, we will go over each of the blocks, and over each of the fields in those blocks, detailing what type of information is stored, and what checks TOES will perform to validate that the data you are providing is accurate.

The screenshot displays the 'Add/Edit Cat' form, which is organized into three distinct sections, each with a tabbed header. The first section, 'Add/Edit Cat', contains fields for 'Registration number *' (set to 'PENDING'), 'Breed *' (a dropdown menu), 'Date of birth *' (a date picker showing 'YYYY-MM-DD'), 'Gender *' (a dropdown menu), and 'Microchip/Tattoo number'. The second section, 'Coat', includes a 'New trait' checkbox, 'Hair length *' (a dropdown menu), 'Category *' (a dropdown menu), 'Division *' (a dropdown menu), and 'Color *' (a dropdown menu). The third section, 'Name', features 'Prefix *', 'Title *', and 'Suffix *', all of which are dropdown menus currently set to 'N/A ()'. Each field has a small information icon to its right.

Picture 47 - Add/Edit cat form

TICA registration number and birth date

The first field on the form, *TICA registration number*, is a mandatory field.

If your cat is not registered with TICA, or you did not yet receive the registration number, then you should leave the value of this field to its default value: PENDING. Do not change this into anything

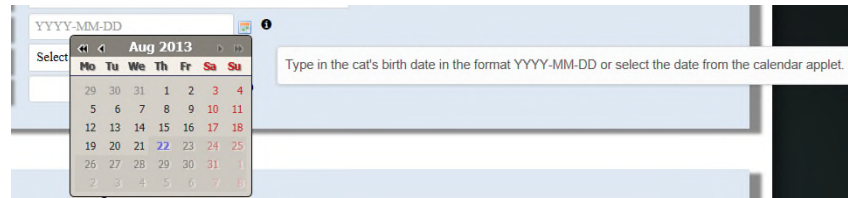
else (e.g. Not yet received), as this field is strictly verified and any variations will not be accepted as valid input.

If your cat is registered, please enter its registration number in this field. You do not have to worry about having the spaces in your input in the correct places, as this is something TOES will adapt for you if needed. You must however provide input that matches the allowed formats for registration numbers, i.e. use formats that are contained in the following list:

- PENDING
- SBT MMDDYY 999
- SBV MMDDYY 999
- SBP MMDDYY 999
- SH MMDDYY 9999
- LH MMDDYY 9999
- AOP MMDDYY 999
- BOP MMDDYY 999
- COP MMDDYY 999
- 01T MMDDYY 999
- 02T MMDDYY 999
- 03T MMDDYY 999
- 01V MMDDYY 999
- 02V MMDDYY 999
- 03V MMDDYY 999
- A1P MMDDYY 999
- B1P MMDDYY 999
- C1P MMDDYY 999
- A2P MMDDYY 999
- B2P MMDDYY 999
- C2P MMDDYY 999
- A3P MMDDYY 999
- B3P MMDDYY 999
- C3P MMDDYY 999
- SBN MMDDYY 999
- SBS MMDDYY 999
- 01P MMDDYY 999
- 02P MMDDYY 999
- 03P MMDDYY 999

ATTENTION: when you are adding a registered cat, TOES will check the database to check for the registration number you provide. If there is already a cat with this registration number on file, you will be prompted about this. Please read the details on this process further in this document (see Adding a registered cat that already exists in TOES on page 36)

The *birthdate* field of the cat will be automatically filled in if/when you provide a registration number. If the registration number is set to



Picture 48 - Birthdate

PENDING, you will have

to pick a birthdate from the calendar applet (this will open when you click the little calendar icon next to the field), or by typing in the value directly into the field, in the format YYYY-MM-DD.

Breed, gender and microchip number

In the same first block on the 'Add Cat' form, you will see three more fields:

Breed

This field is a dropdown box where you can select the breed of your cat from a list. You can either scroll and click, or you can type the first letters of the breed while the field is selected to have a faster way of looking up. Once you see the breed you want, click it to select.

Gender

In this field you can indicate whether your cat is a male or a female, or in case your cat is altered: a neuter or a spay.

Microchip number

In this field you should provide the number of your cat's ID microchip (or its tattoo number). If your cat does not have this, then please leave this field blank.

Cat Color

The next block of fields is labeled 'Coat' and contains fields defining your cat's color.

The fields in this section are using the TICA color classification methods and names. If you are unfamiliar with these, you can find additional information on the TICA website, or you could contact the entry clerk of the show you will be attending and he/she will help you.

Once you know how to describe your cat's color in TICA terminology, go ahead and fill in this block.

The following are the fields you will see.

New Trait

This field is a check box (which is by default unchecked). If your cat is a new trait, then please check this box!

New trait in this context relates not only to your cat's color, but also to other reasons to classify your cat as a new trait in its breed (e.g. polydactyle Maine Coon, long hair Bengal, ...)

Category

Here you will have the option of 4 possible choices: traditional, pointed, sepia, mink.

Possibly you will not see all these options, but only one or a few of them. This is the case if there is a restriction regarding categories that are recognized for the breed you have selected. The values you cannot see by default in this list would only be available for this breed if the new trait flag is checked.

Division

Here you will have to choose one of the following values: Solid, Tortie, Tabby, Silver/Smoke, Solid&White, Tortie&White, Tabby&White, Silver/Smoke&White

Possibly you will not see all these options, but only one or a few of them. This is the case if there is a restriction regarding divisions that are recognized for the breed and the category you have selected. The values you cannot see by default in this list would only be available for this breed if the new trait flag is checked.

Color

Again, here you will have a dropdown list, containing a list of recognized colors for the breed, category and division you have selected. All other colors would require the new trait flag to be checked.

Awards and Name

The next block of information on the 'Add Cat' form is labeled Name.

In this block you find the fields described below.

Prefix

In this field you are to indicate whether your cat has achieved any of the following TICA awards:

Lifetime Achievement (LA), International Winner (IW), Regional Winner (RW)

Title

In this field you are to indicate whether your cat has achieved any of the following TICA titles:

Champion, Grand Champion, Double Grand Champion, Triple Grand Champion, Quadruple Grand Champion, Supreme Grand Champion

Champion Alter, Grand Champion Alter, Double Grand Champion Alter, Triple Grand Champion Alter, Quadruple Grand Champion Alter, Supreme Grand Champion Alter

Master, Grand Master, Double Grand Master, Triple Grand Master, Quadruple Grand Master, Supreme Grand Master

Suffix

In this field you can indicate whether your cat carries the following TICA merits:

Outstanding Sire, Outstanding Dam

Name

This field contains the name of your cat (without any titles) but including a cattery suffix if applicable

Pedigree

In the pedigree section you have two fields where you can enter the names of your cat's sire and dam.

These two fields are 'smart look-up fields' which means they will look up matching names in the TOES database as you type. If the sire and/or dam is already on file, and shows up in the selection list that will appear just below the field as you are typing, then please select the matching value, rather than typing the full name and not selecting from the list.

If however the sire and/or dam are not found, then please go ahead and type the full name of your cat's sire and/or dam in the corresponding field(s). Note that you should enter the cat's name here without any titles, and only with a cattery suffix if applicable.

TICA registered owners, breeders and lessees

The fifth block on the 'Add Cat' page presents you with three fields, where you should indicate the owners, lessees and breeders of the cat, and this exactly as they are registered with TICA. If the cat is not registered with TICA, then just fill in the correct names in here, as they should appear in the catalog.

Attention: it is imperative that you use roman letters only, without accents for this information.

Privileges

In the section titles 'People' you can link the cat to TOES user accounts. In doing this, you grant the privileges that correspond to the type of link you add.

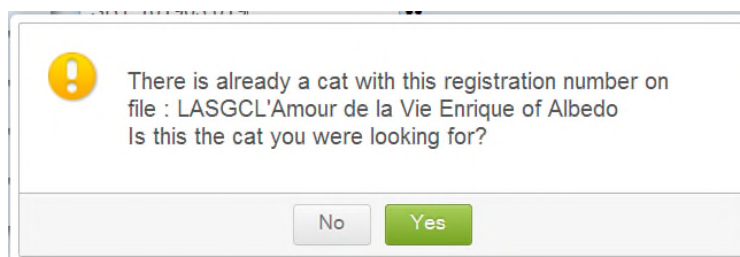
You can see all the details on the different types of 'link' between a cat and a user account in the chapter *Privileges* on page 31.

In resume, there are four types of links between a cat and a person:

- owner (all privileges on the cat's data),
- lessee (all privileges, except changing owners),
- agent (read only permissions on the cat's data, plus able to enter the cat in a show),
- breeder (read-only access on the cat's data)

Adding a registered cat that already exists in TOES

As already mentioned above in this document (), TOES will do check whether or not the registration number you are providing when adding a new cat is already on file. In the case where the registration number is already known in TOES, you will be prompted with the name of the cat that is currently listed with that number, and you will have to confirm that this is the cat you are trying to add.



Picture 49 - Add a cat that is already in the TOES database to your account

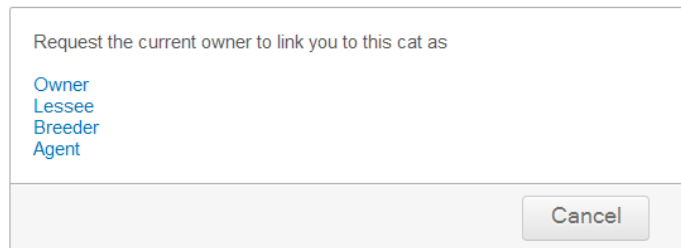
If the cat already on file in TOES is indeed the cat you are trying to add, then please confirm.

Attention: If the cat on file is not the cat you are trying to add in TOES, then please verify that your data is correct and that you have provided the correct registration

number. If your registration number is indeed correct, then this means that the cat already on file was added with a wrong registration number. If this happens please log a service ticket immediately, and provide the registration number of your cat as well as a short description of the problem. Until this issue is resolved by a TOES administrator, you will have to cancel your attempt to add the cat, or you will have to add it with registration number PENDING.

Once you have confirmed that the cat is the one you are trying to add, you will be asked to indicate how your account should be linked to this cat:

- As owner,
- As lessee,
- As agent or,
- As breeder



Request the current owner to link you to this cat as

- Owner
- Lessee
- Breeder
- Agent

Cancel

Once you confirm your choice, the person currently linked as owner to this cat will receive an automatic email containing a confirmation link. If the owner accepts your request to have this cat linked to your account with the privileges you have indicated, all he will have to do is click the link. The cat will instantaneously be linked to your account.

If you are having any types of issue with this, or need to resolve a dispute in this regard with the currently linked user, please log a support ticket.

Editing cats

In the overview of your cats (see *Picture 46 - Cats overview* on page 30) – accessible through the ‘Your Cats’ menu item on the main menu – you will see a pencil icon next to the cats for which you have the privileges required to make changes to that cat’s data.

When you click the pencil icon, the detailed information for that cat will be displayed and you will be able to update/correct its information (in accordance with the privileges you have). The form that is used for editing a cat’s information, has exactly the same layout as the one used to add a new cat into your account (see *Picture 47 - Add/Edit cat form* on page 32).

The entire form uses the exact same interface as the ‘Add Cat’ form, so please read that chapter for more details (*Adding cats* on page 32).

Removing cats from your account

Just like the edit (pencil-icon) button, there is also a delete (recycle bin icon) button in the overview of your cats (see *Picture 46 - Cats overview* on page 30). Clicking the delete cat button will remove the link between the cat’s information record and your user account. The information of the cat will remain on file.

TOES for Clubs

TOES offers a number of useful tools to TICA clubs organizing shows.

A self-service and real-time show calendar

- Add shows to the calendar without the need to wait for an administrator to do it for you
- Update your shows whenever needed, and have the updated/corrected information on the calendar instantaneously
- Show details available in the calendar without having to reload the entire page
- Notifications to TOES users about updates on your show
- Highlighting of Regional and Annual shows
- Fast and modern website, supporting all platforms
- Multi-lingual platform, reaching more exhibitors worldwide!
- Seamless integration of your show information into the entry clerk tool
- Entire website is encrypted to keep your information safe

The most modern and feature rich entry clerk tool available

- Works on MS Windows, Mac OS X and Linux
- Assign your show team: entry clerk & master clerk
- Full security, and access control to a shows data and entry data
- Define rings and congresses for your show, and have TOES check eligibility of entries for you
- Have exhibitors enter their cats directly, without intervention of the entry clerk
- Easiest and fastest tool for entering cats for exhibitors by the entry clerk
- Automated waiting lists if cat limit is reached, with first come-first serve acceptance of entries on the waiting list
- Completely integrated placeholder system
- Entry fees tracking tool
- Fully automated, personalized and multi-lingual confirmation emails
- Real time show document generation : PDF format files for all show documents
- Microchip report (mandatory for French shows)
- Benching report
- Financial report
- Laser printing of judges books!
- Fully personalized judges books (laser printing only)
- Integrated and preformatted final sheets in judges books (laser printing only)
- Judges show expense form included in judges book (laser printing only)
- Optimized space and free lines where needed in judges books
- Support for matrix printing on MS Windows

Registering your club in TOES

In order for your club to be able to post its shows on the calendar, and use TOES as entry tool, your club first has to be added to the TOES database.

This is a one-time process, and it is managed by a TOES administrator.

If your club has not yet been created in TOES, then follow the following step:

- 1 – Go to <https://www.i-tica.com> and select the language of your choice
- 2 – Log in to the TOES website (or create an account if you do not yet have one – see details in *Creating an account* on page 9)
- 3 – In the Help menu, select the sub-menu item ‘Service Tickets’
- 4 – Click the ‘Add Ticket’ button
- 5 – Fill in the Subject, and Message Fields; and select the category ‘Adding a TICA club to the TOES database’
- 6 – Fill in your club’s information, and make sure to fill in at least the mandatory fields. (If you provide a PayPal address and/or bank account information, this will be included in the confirmation emails to your exhibitors, so they know how to pay the entry fees)
- 7 – In your ticket message, please list all the people that should be granted ‘club official’ privileges. These persons will be able to add shows in the name of your club to the calendar.
- 8 – Save the ticket.

Tickets are usually handled within 24 hours of receipt.

Once your club has been added to the TOES database, and the listed accounts granted the privileges as club officials for your club, your ticket will be updated and you will be notified. You will have access to the features TOES offers for clubs immediately!

Club officials

As mentioned in the paragraph above, TOES users can be granted the role of ‘Club Official’ for a club. With this role, you will be able to add shows to the calendar in the name of your club, to assign show officials, and to access (most) of the entry clerks features for your club’s shows.

Note that a show manager has the privileges to activate the entry clerk tool portion of TOES, thus committing your club to paying the associated fees. Please bear this in mind when you are assigning someone as show manager, to avoid discussions later on.

If you want to add or remove club officials, please log a service ticket via the Help menu.

Adding your shows on the calendar

As a club official you will see an ‘Add Show’ icon, on the top right of the show calendar. Clicking that icon will open the Add/Edit Show form.

In this form you can provide all the details of a show and save it. Once saved, the show will appear on the show calendar immediately, without the need for a TOES administrator to intervene.

Note: By default the show is published to the calendar instantly. However, each regional director can chose to have an approval step between you saving your show and it becoming publically visible on the calendar. In such case the show would only become visible to everyone after the regional director has approved the show on the TOES calendar.

Organizing club

This field is a drop down select box. Only clubs for which you have been granted will appear in the select box. Select the club for which you are adding a show to the calendar.

Show dates

The easiest way to select the start and end date for your show, is by using the popup calendars. You can see these by clicking on the miniature calendar icon next to the start and end date fields. Just browse through those calendars, and pick the dates you need. Select the start date first, then select the end date.

Alternatively, you can type in the date you want in the following layout: YYYY-MM-DD

Show format

From this drop down box select the correct format for your show:

- Alternative : two judging sessions per day
- Back-to-back: one judging session per day
- Continuous: one judging session spread over two days

Cat count limit

In this section, for each day, fill in the maximum number of entries you can take for your show.

Note that these numbers should not exceed the maximum amount allowed by the TICA rules, i.e.

- 125 for alternative format,
- 250 for back to back format, or
- 500 for a continuous format show.

Show motto

This field is optional, and can be used to provide your show motto.

Show comments

This rich text field can be used to provide information that will be shown on the show details in the show calendar. Any information you would like to have on the show calendar for your show, in addition to the information that is automatically compiled and displayed by TOES, should be entered here and formatted appropriately. We suggest you keep formatting as light as possible, as this greatly increases readability of your show's information on the calendar.

Bring your own cage show

This checkbox should be checked if you will not be providing any wired cages for your exhibitors. TOES uses this field to determine which options to present to your exhibitors, so it is important you provide accurate information here.

Using TOES as entry clerk tool

Please check this box if you will be using TOES for this show.

If you do not check this box, you will not have access to TOES' entry clerk tools.

If you do check this box, but are using another entry tool, the show will always display as 'not yet pen for entries' on the calendar.

It is paramount that you provide accurate information here!

Extra information

This field is again a rich text format input field, where you can provide any that you want to be included in the confirmation emails for this show. If you want to provide information in multiple languages it is up to you to translate the information and include all translations in this field as well.

Attention: try to be brief in your description, to increase readability of the information for your exhibitors.

Show venue

In this section you can select a show venue which is already on file or you can add a new one.

You will not be able to change information for existing venues. If you feel corrections/changes to venues already in the TOES database are needed, please log a support ticket with your request.

Rings info

This section is only mandatory if you will be using TOES as entry clerk tool. If you use another tool, then this block is optional, and you could instead have a short list of your judges in the *Show comments* paragraph on page 41.

Ring number

This number should be a unique number for each ring/show day combination.

Typically, you would assign number 1 ring to the judge with most seniority.

Show day

Select the day on which the ring will be judged.

Ring format

Pick the correct format for the ring from the drop down box.

Judge

Start typing the judge's name, and select his/her name from the list.

Congress name

Type a name for the congress, i.e. Tabby, Bengal, Male, Female ...

Note that you should NOT include the word 'congress' at the end of the name.

Congress definition - filter setup

Clicking the little edit icon next to the congress rings will open a popup with a number of filters that you can activate. Only catch matching ALL the criteria you have activated in that window will be eligible for the congress.

To activate a specific filter, just check the check box on the far left side next to that parameter. Subsequently, select the value(s) you want for your congress, and once select click the 'right arrow' button to select that value. Repeat this for all parameters/Values you want for your congress.

Once done, save the filters.

Note 1: the very first field, Competitive Class, must **always** be provided.

Note 2: only congresses that have identical filters can have identical names.

Show team

Entry clerk club email address

This check box should be checked if a club provided email address should be used/displayed on the calendar for the entry clerk, rather than the entry clerk's personal email address.

Show manager club email address

Similar to the previous point, this allows the use of a club provided email address for the show manager, rather than having to use personal email accounts

Show manager – Entry Clerk – Master Clerk

Start typing the show manager's name, first name or username in the field. Once you see the name you are looking for, select it from the list, and hit the assign as 'show manager', 'entry clerk' or 'master clerk' button.

If you do not find the person you are looking for, then please make sure they have already registered an account on the i-tica.com website. If they have not yet done so, please ask them to create one and you will see them appear in the list.

Updating your shows on the calendar

Updating a show on the show calendar works exactly as creating a new show. It is performed using exactly the same form, but obviously already has information on it.

Important note: If you change show dates, or show location, your show will go back to a status here it needs approval from your regional director. If your regional director has activated the 'workflow' option for your region, then this show will become invisible on the show calendar until the regional director approves your new dates and/or new locations.

Show statistics

In the show documents section of the entry clerk view, there is a report available that will provide you with valuable information about your show. This report should be generated after the show has been closed for entries and all data/entries has been processed. Typically, it is the last document you will print for your show.

You can use this report to do a detailed analysis of the 'business' value of the options you are offering for your shows: extra spaces, entries...

Communicate with your exhibitors

Through TOES your exhibitors can 'subscribe' to your shows on the show calendar, and they will receive automated emails every time key information on your show are added or modified.

Additionally, when using TOES as your entry clerk tool, your exhibitors will receive emails in the language of their choice, regardless of the language you are using as a club.

Cost Aspects

At the 2013 annual meeting, a proposal was submitted to the board to offer clubs using TOES as entry tool the option of requesting a show license without show supplies. This significantly reduces costs for the executive office (supplies + shipping) and would result in a lower show license fee. This should allow the clubs to move away from outdated printing options, and use laser printers/inkjet printers with NCR paper instead. With the lower show license fee, even after offsetting the cost of the NCR paper, the club should still be saving money as compared to the current situation.

For the use of the entry clerking features, TOES offers a cost model which is reducing costs for small shows, and at the same time has a maximum per show cost which keeps it very competitive even for the biggest shows! The way this is done is by charging 25 ct per entry per day, with a maximum of 55 EUR (approx. 70 USD) per show.

How big if a difference is this for smaller shows you ask? If you are running a one day alternative format show, 10 rings with 100 entries, your total fee for using TOES as your entry tool would be 25 EUR (approx. 33 USD)! On top of that, you will not be charged for any entries that are solely in the show as exhibition only entries.

TOES is the most modern and easy to use clerking tool available today, and it has the most cost saving potential for clubs!

TOES for Entry Clerks

When you are entry clerk for a show, you will see additional options become available to you for that show. Similarly, club officials will have additional possibilities on the shows of their clubs. Where to find these options and how to use them is the subject of this chapter.

Before we start... setting up your computer

TOES runs in a browser, and since that browser offers numerous configuration options that can be changed individually, it is virtually impossible to predict all possible behavior on one's computer.

There are, however, a few settings I would like to mention as they occur frequently and can be easily remedied with a few changes in your browser settings

Page refresh pop-ups

Are you getting a pop-up like this one when accepting/confirming an entry? This is how to fix it:

For firefox:

*Right-click on your Google Chrome shortcut icon
Click "properties" from the drop down menu
In the box labeled "target" add "-disable-prompt-on-repost" to the end of the box.*

For example:

*"C:\Documents and Settings\[Your Account]\Local Settings\Application
Data\Google\Chrome\Application\chrome.exe"*

Changes to:

*C:\Documents and Settings\[Your Account]\Local Settings\Application
Data\Google\Chrome\Application\chrome.exe" -disable-prompt-on-repost*

*Of course "Your Account" refers to your windows account name. Restart your
browser and you're good to go.*

The show calendar

The entry clerk/club official options will be available to you through the show calendar view, in the form of extra action buttons next to the show.

As an entry clerk (or club official) you will have access to a view titled 'Entry Clerk View'. It is this view that will give you access to all features available to entry clerks.

Another option you will see on the show calendar, is an action button to open (or close) a show for entries. As long as a show has not yet been opened for entries, you will not be able to access the entry clerk view. You will however still be able to access the entry clerk view after you close the show for entries.

Opening and closing the show

When a show is first added to the show calendar, it is **not** open for entries. Using the buttons ('Open Show') on the show calendar, you have the ability to open the show and start accepting entries/placeholders.

You will be shown a notification that opening the show implies an agreement to the Terms & Conditions of using the TOES software as your entry clerking tool of choice, and that you agree to pay the fee that is charged for its use.

Similarly, you can use the 'Close Show' button to close the show and stop taking entries. Once you have closed the show it is impossible for users to add new entries and/or placeholders into the show. They will however still be able to convert their placeholders into entries.

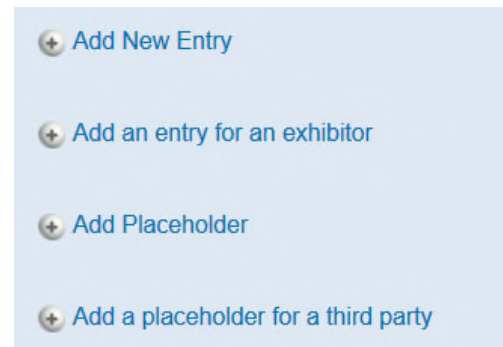
Adding entries for a third party

As an entry clerk, you have the possibility to add entries into a show for other people. You can add entries, and/or placeholders for exhibitors that do not enter their cats themselves, but merely provide you with the information of their entry.

When you open the show details of a show on the calendar for which you are entry clerk, you will see buttons that allow you access to these features.

In the first step of these processes, you will be asked to choose the exhibitor. If the exhibitor's name is not yet on file, go ahead and add him as a new TOES user.

Once that is done, the rest of the process is identical as adding entries/placeholders for yourself.



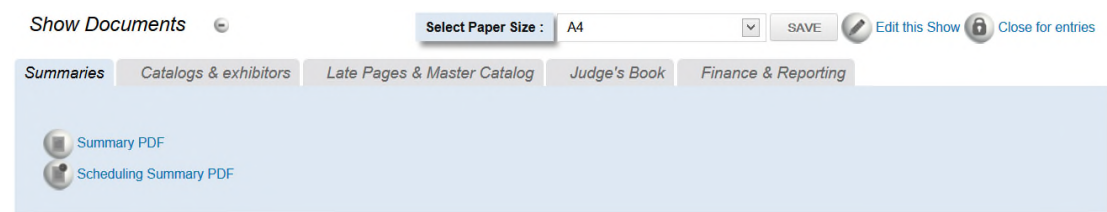
Picture 50 – Adding entries & Placeholders for third parties

Notification emails

The entry clerk view

From the show calendar you can open the entry clerk view. In that view you will see the sections described below.

Show documents



Picture 51 – Show Documents section of the entry clerk view

On the very top of the screen there is a section titled "Show Documents". This section can be minimized and restored using the icon just next to the "Show Documents" title. The details of this section will be described below in *Show documents* on page 50.

Detailed entry clerk view

In the detailed entry clerk view, the entries into the show are listed. They are grouped per exhibitor.

Gilbert Ponton
Somewherestreet 1,
12345, Catcity, Catsland
e-mail : gponton@e-ware.be

Summary
Number of single cages/spaces - 1 Number of double cages/spaces - 2 Personal cages - Yes Grooming space - No
Benching request -
Remarks / Details for Personal Cages
(Number / Size) -
[Edit Summary](#)

	Entry Status	Cat	Days	Class	Exh. Only	For Sale	Congress
	Accepted	jkq hdsg fjh dsjkl sdxklb	Sat	LH Cat	No	No	Male
	Accepted	Placeholder	Sat				
	Waiting List	Placeholder	Sun				

Total Fees : USD 160 Fees Paid : USD 20 Fees Owed : **USD 140** [Confirm Entries](#)

Picture 52 - Detailed Entry Clerk View

For each exhibitor, you will find the address and contact information, followed by the summary for his entries, and finally a list of all their entries and placeholders.

This is the main view that is used by the entry clerk to review and accept entries, fill in fees and send out confirmations.

Chronological view

	Entry Status	Cat	Days	Class	Exh. Only	For Sale	Congress	Ex
	Confirmed	LA SGC L'Amour de la Vie Enrique of Albedo	Sat,Sun	LH Alter	No	No	-	Ka
	Cancelled & Confirmed	Placeholder	Sat,Sun					Ka
	Cancelled & Confirmed	AmayaLynx Sakaori	Sat,Sun	LH Cat	No	No	-	En
	Confirmed	RW SGC Amayalynx Sensai	Sat,Sun	LH Cat	No	No	-	En
	Confirmed	Ragmagic One Last Kiss	Sat,Sun	LH Cat	No	No	Female,Snow	Ra

Picture 53 - Chronological view

This view is mainly for review purposes, and lists all entries in the order they were received.

Entry corrections view

MaineTales Spaghetti Eddie	Field	Entry Value	Cat Value	Update Entry
	Title	QGCA	SGCA	
	Dam	RW SGC MaineTales Priscilla Presley	RW, SGC MaineTales Priscilla Presley	
Rock Star of Argentia Bon Voyage/FI	Field	Entry Value	Cat Value	Update Entry
	Sire	CH Fox Bon Voyage	CH Fox Bon Voyage, SK	

Picture 54 - Entry Clerk updates & corrections overview

The third tab provides a view of all the entries for which there are differences between the data provided at the time of entry into the show, and the most current data on file for the cat. These can be all kinds of differences, typically newly achieved titles would be among of the differences.

Detailed entry clerk view

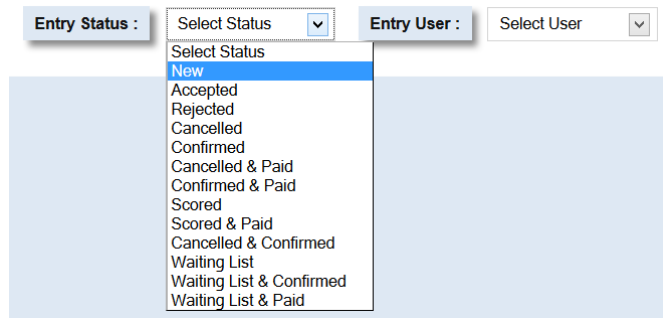
Applying filters

At the very top of the screen, you will see filters that are available to you.

These filters allow you to:

- Display only entries that are in a specific status
- Display only entries of a specific exhibitors

The details of the statuses an entry can have, are described in *Entry Statuses* on page 29.
















Picture 55 - Entry Clerk View Filters

Accepting or rejecting entries

Reviewing entries

As an entry clerk, you can view the details of the entry by clicking on the view details button.

When clicked (see *Picture 56- View entry details in the entry clerk view* below) the details of the cat will be displayed, and any differences of information between the entry and the latest information available for the cat will be highlighted. The entry clerk can decide to copy the updated information into the entry as he/she sees fit.

Entry Status	Cat	Days	Class	Exh. Only	For Sale	Congress	
            	New	CH BlueDane Maxine Kirstejn	Sat,Sun	Ex Only	Yes	No	Female
	New	TGC Romanenko's Achimov Kirstejn	Sat,Sun	Ex Only	Yes	No	Male

Entry Information		Most Recent Cat information	
Breed	Russian Blue (RB)		Russian Blue
New trait	<input type="checkbox"/>		False
Category	Traditional		Traditional
Division	Solid		Solid
Color	Blue		Blue
Name	Romanenko's Achimov Kirstejn		Romanenko's Achimov Kirstejn
Gender	Male (M)		M
Registration number	CAT 000110 000		CAT 000110 000

Picture 56- View entry details in the entry clerk view

Besides looking at the details of the cat, the entry clerk can also go over details of the actual entry, by clicking the 'edit entry' button, as illustrated in the following picture. The entry clerk has the ability/authority to change the entry. Obviously he/she will have to clearly communicate with the exhibitor to make sure these changes are agreed upon by both parties.

Entry Status	Cat	Days	Class	Exh. Only	For Sale	Congress
	New	CH BlueDane Maxine Kirstejn	Sat,Sun	Ex Only	Yes	Female
	New	TGC Romanenko's Achimov Kirstejn	Sat,Sun	Ex Only	Yes	Male

Edit Entry

Selected User : Esben Nielsen

Selected Cat : TGC Romanenko's Achimov Kirstejn

Select Show Days

☒ **Saturday**

☒ **Sunday**

Attention! The show is full for this day. You may select it anyway to be placed on the waiting list.

Picture 57 - Edit entry in the entry clerk view

Once completely reviewed, the entry clerk can accept the entry by simply clicking the 'accept' button right next to the entry.

Contacting the exhibitor

If the entry clerk needs to contact the exhibitor, that can be done easily by clicking on the exhibitors mail address which is available in the Detailed Entry Clerk view, just below the name of the exhibitor. This will open the entry clerk's default mail program, and allow you to send email.

Alternatively, all contact information for the exhibitor is readily available in the same detailed entry clerk view.

Updating entry information

As mentioned above, the entry clerk has access to both the cat's data of an entry, as well as to all other details of an entry. In those views the entry clerk can update/correct the information as desired/needed for the show.

All these changes will be applied to any show related document, but they will NOT be applied to the actual cat's record that is in the exhibitor's profile. Only the exhibitor himself can make such updates.

Editing entries/summaries

The process of editing an entry is exactly the same one that is being followed when entering a cat. Please refer to *Entering a show* on page 23 for more details.

Completing entry fees

Once all entries/placeholders for an exhibitor have been accepted, the entry clerk can go ahead and calculate the show fees that are due, and enter that fee in the text box labeled 'Total Fees'.

	Total Fees : USD 0	Fees Paid : USD 0	Fees Owed : USD 0
--	--------------------	-------------------	--------------------------

Picture 58 - Entry fees

To do this, the entry clerk has to first click the edit icon button at the left side, and then fill out the text fields.

Sending confirmation emails

In the last step, the entry clerk will be clicking the "Send confirmation" button, which will send a personalized email to the exhibitor, providing him the confirmation of his entries and the entry

details. The mail will also include the total fees due, and (provided this information was provided by the club when the club was registered in TOES) also indicate the PayPal address and/or the bank account information to be used for payments.

Additionally, the text that was entered field 'Extra information for confirmations' that is available in the show setup screen will be included in the confirmation email as well.

The email will be send to the exhibitor in the language he selected in his user profile, regardless of the language being used by the club or entry clerk.

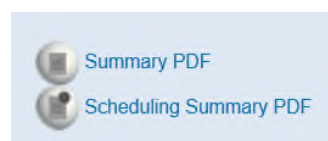
Show documents

Earlier in this document the top section in the entry clerk view was briefly mentioned. In this chapter we will explain in detail what these documents are, when they are/become available and how to use them. (See on *Picture 51 – Show Documents section of the entry clerk view* page 46)

Show summary

The first tab, labeled Summaries, contains a link to two reports:

- Show Summary Report
- Show Scheduling Summary Report



Picture 59 - Summaries

Both of these reports are PDF reports, which respectively provide the show cat count per class, or per class/breed.

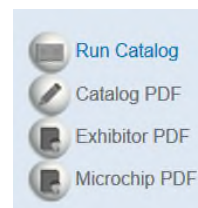
These reports are available at any point in time.

ATTENTION: TOES opens almost all its reports in a new tab/window of your browser. The first time this is attempted you will get a warning in your browser. Please make sure to "accept all pop-ups on <https://www.i-tica.com>

Running the catalog

In the second tab, "Catalogs & Exhibitors", a few additional reports are available. The very first option in this tab is the 'Running the catalog' link.

Clicking this link will invoke the process where **ALL** entries that are currently recorded for the show will be (re)numbered and grouped according to TICA rules. If any numbering was already done prior to this action, those numbers will be erased, and all entries are renumbered.



ATTENTION: do not run the catalog after you have printed you catalogs, or your entries might change numbers and render you printed catalogs inaccurate.

Running the catalog is ONLY possible after all entries have been processed, i.e. accepted and confirmed. If you try to run the catalog before this, you will get an error message. This mechanism will prevent that you forget any entries when running the catalog.

Catalog PDF

This option will generate a show catalog in PDF file format. The file is stored on the server, and displayed in a new tab/window of your browser.

This option is available after the catalog has been run.

Exhibitor list

This will generate a PDF file listing all the exhibitors, and the numbers of their entries.

Microchip PDF

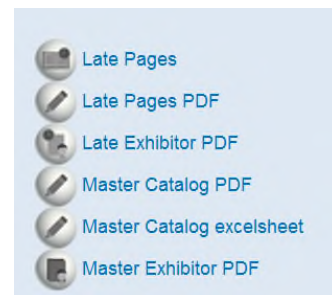
This will generate a PDF file listing all the entries and their microchip/tattoo identification numbers. This information is mandatory in some countries when attending a show.

Running late pages

On the third tab, "Late Pages & Master Catalogs", the first action is running late pages.

This action is similar to running a catalog, but it will NOT change/renumber the entries that were already assigned a catalog number as part of the "Run Catalog" process. It will however renumber/assign late numbers to all other entries.

Again, this action is only available once all entries have been processed up to the status confirmed.



Picture 60 - Running late pages

ATTENTION: do not run this action once you have printed your master catalog, or judges books, as it will/may change the numbers and would render your printed documents obsolete.

Master Catalog PDF

Similar to the catalog, this PDF file however is the master catalog, including the "late" entries.

There is also an option of having the master catalog in a very rudimentary XLS format. This format is NOT intended to be used as base for printing a catalog, but it can be used by clubs that want to produce an electronic marked catalog

Late Pages

This is a PDF file with late pages for the catalog.

Master Exhibitor List

This is the master exhibitor list, including the mail addresses of all exhibitors, and is intended for the master catalog and the executive office only.

Late Exhibitor List

A PDF listing the exhibitors that have late entries, as well as the numbers of those late entries.

Judges Books

☐ **Saturday**

- ☐ Aline Noel Garel (AB)
- ☐ Harley Devilbiss (AB)
- ☐ Karen Mcinchak (AB)
- ☐ Sharon Kalani (SP)
- ☐ Extra Book (AB)
- ☐ Extra Book (SP)

☐ **Sunday**

- ☐ Carol Barton (AB)
- ☐ TBA - To be Announced (AB)
- ☐ Extra Book (AB)
- ☐ Extra Book (SP)

These options will become available when there are no more entries in status new and/or accepted

Generate Judge's Book Generate Judge's Book Cover Page Copy Generate Judge's Book Single Copy

Pre-formatted Judge's Book

☐ **Saturday**

- ☐ Male
- ☐ Female

☐ **Sunday**

- ☐ Bengal
- ☐ Snow
- ☐ Fun

Generate Congress Judge's Book Generate Congress Judge's Book Cover Page Copy Generate Congress Judge's Book Single Copy

Pre-formatted Congress Judge's Book

Picture 61 - Judges book tab on the entry clerk view

This tab provides the club all the options needed to print the judges' books for a show. In this tab the options are split into two groups:

- 'normal' rings
- Congresses

ATTENTION : Generating the judges' books PDF file for all rings at once may cause a timeout on the server, resulting in an incomplete PDF file or no file at all. Please try generating the books 4 rings at a time, and save the result locally each time. We apologize for this inconvenience, and once the root cause for this issue has been found, we will of course fix it.

Normal Rings

In this section, all AB and SP rings of the TICA show are listed.

Create 'triple page' PDF version for laser printing

The button labeled 'Generate Judge's Book' will generate:

- A PDF file, containing the judges books for the selected ring
- This file is intended for printing on laser printers and inkjet printers only
- It contains three (3) copies of each page – this means you will have to print only 1 copy of the document, and you will have to use pre-collated paper (so already sorted white/yellow/pink)

Create 'single page' PDF version for laser printing

The button labeled 'Generate Judge's Book Single Copy' will generate:

- A PDF file, containing the judges books for the selected ring
- This file is intended for printing on laser printers and inkjet printers only
- It contains only one copy of each page – this means you will have to print 3 copies of the documents (one on white, one on yellow and one on pink paper)

- When using pre-collated NCR paper (so already sorted white/yellow/pink) sets, then this document is still to be printed in 3 copies, but with the collate option disabled in the print options (this way the job will print pages as follows: 1,1,1,2,2,2,3,3,3,4,4,4,...).

[Judges book cover pages](#)

The button labeled 'Generate Judge's Book Cover Page' will generate:

- A PDF file, containing the cover pages for the judges' books for the selected rings

[Print judges' books on an attached matrix printer](#)

Before trying the steps in this paragraph, please also check out Prepare your computer to use an attached matrix printer on page 5555.

From the entry clerk view, go to the "Judge's Book" Tab.

Show Documents

Select Paper Size : A4 SA

Summaries Catalogs & exhibitors Late Pages & Master Catalog **Judge's Book** Finance & R

☐ **Saturday**

☒ Asa Broing (SP)

☒ Katharina Krenn (AB)

☒ Thomas Andersen (AB)

☒ Viada Beninya (SP)

☐ Extra Book (AB)

☐ Extra Book (SP)

☐ **Sunday**

☐ Asa Broing (SP)

☐ Katharina Krenn (AB)

☐ Thomas Andersen (AB)

☐ Viada Beninya (SP)

☐ Extra Book (AB)

☐ Extra Book (SP)

Generate Judge's Book Cover Page Copy

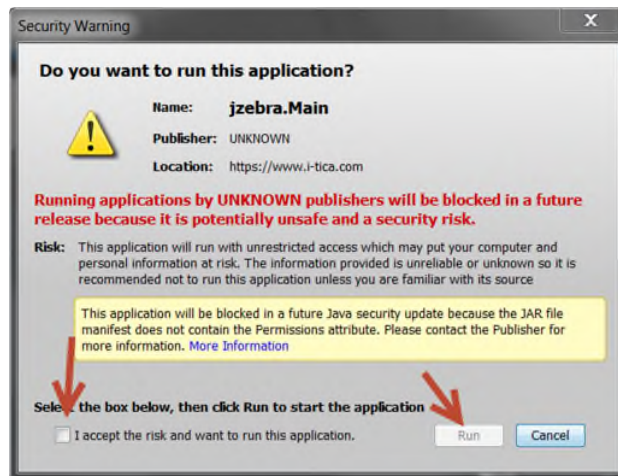
Generate Judge's Book Single Copy

Print the selected books on TICA supplies using a matrix printer.

Picture 62 - Judge's Book Tab

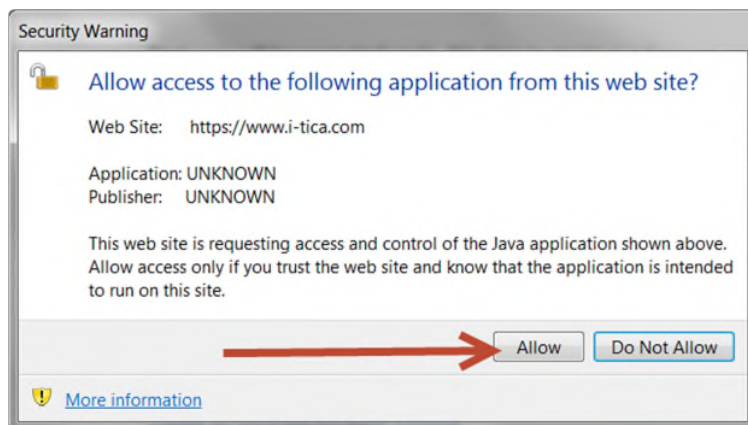
Select the rings for which you want to print the books, and then click on the button "Print selected books on TICA supplies using a matrix printer".

A pop-up like this will appear, warning you that you are about to run a plugin called jzebra. This is the software that will send the judges' books to your printer, so you must accept this in order to print to your matrix printer.



Picture 63 - jzebra pop-up

Next, you will be prompted again, this time to grant your browser permission to talk to the Java plugin you just loaded (jzebra). Again, you will have to accept this.



Picture 64 - Allow browser Java access

Note that TOES will also write a file version of this print to the server, which is kept for reference/debugging.

[Congresses](#)

[TO DO]

[Create 'single page' PDF version for laser printing](#)

[TO DO]

Create 'triple page' PDF version for laser printing
[TO DO]

Create an ASCII file for RAW printing
[TO DO]

Prepare your computer to use an attached matrix printer

Printing on dot-matrix printers from TOES is ONLY possible from MS Windows machines, using a dot matrix printer that is compatible with the industry standard Epson ESC/P.

Before going into the details of printing your judges' books on TICA EO supplies, using a dot matrix printer, we will explain how to prepare your computer to handle this task.

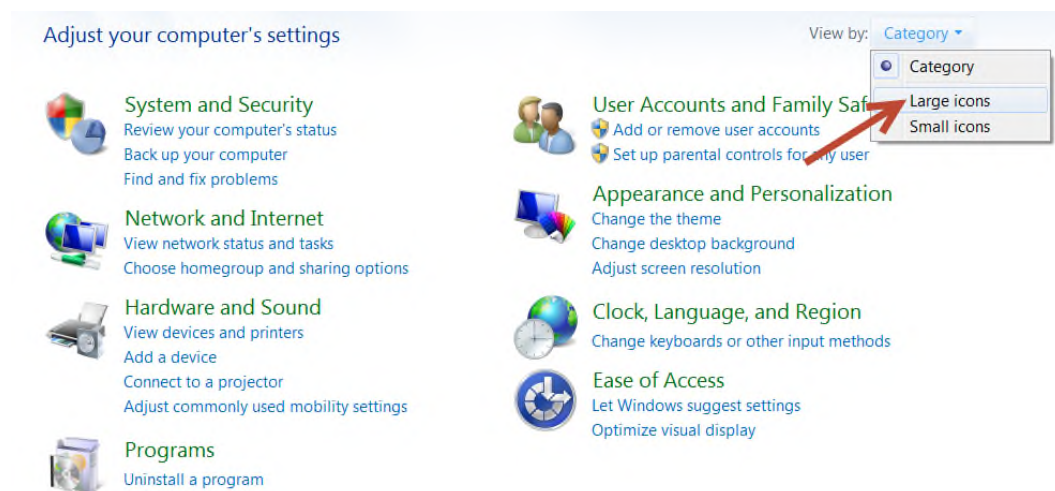
Default printer

The first thing to do is to attach your dot matrix printer, make sure it has the correct drivers installed and that your printer functions correctly under windows. Once that is the case, make sure to set your dot matrix printer as default printer in Windows.

Java temporary internet files

To print judges' books, TOES uses a Java applet/plugin that is loaded in your browser. It is important to correctly set up Java on your computer. Most likely, you already have Java installed on your computer. If, however, this is not the case, you can go here (http://www.java.com/en/download/help/windows_manual_download.xml) and follow the steps explained in order to install Java on your computer.

Once you have Java installed, the next thing to do is to go to your control panel. On the control panel, switch to 'icon' view:



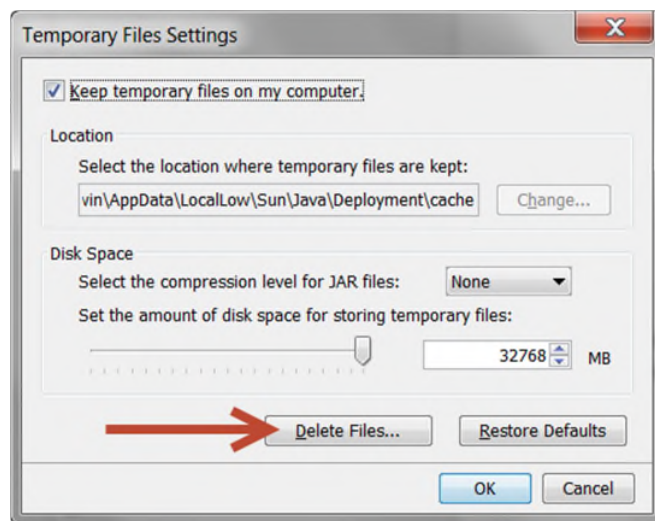
Picture 65 - Control Panel – Icon view

In the con view, locate the Java icon, and click/double click it. Once you have the Java control panel open, you will see something as shown in Picture 66 - Java Control Panel.



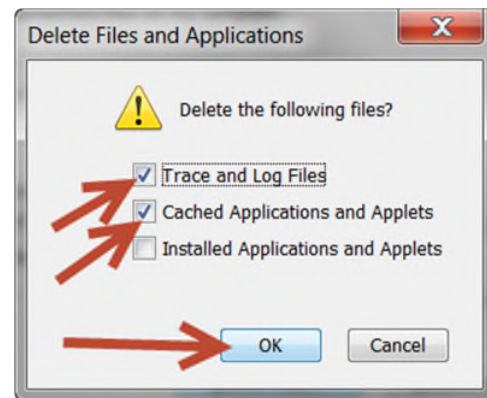
Picture 66 - Java Control Panel

Click the settings button, and the temporary files settings dialog box will pop up.



Picture 67 - Java - Temporary Files Settings

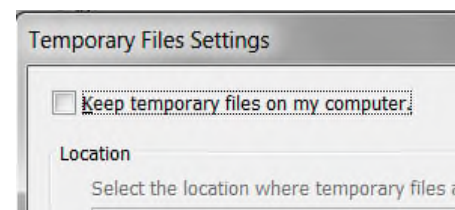
Click the "Delete Files..." button.



Picture 68 - Java - Delete Files and Applets

Now select the two first checkboxes as illustrated in the picture, then click OK.

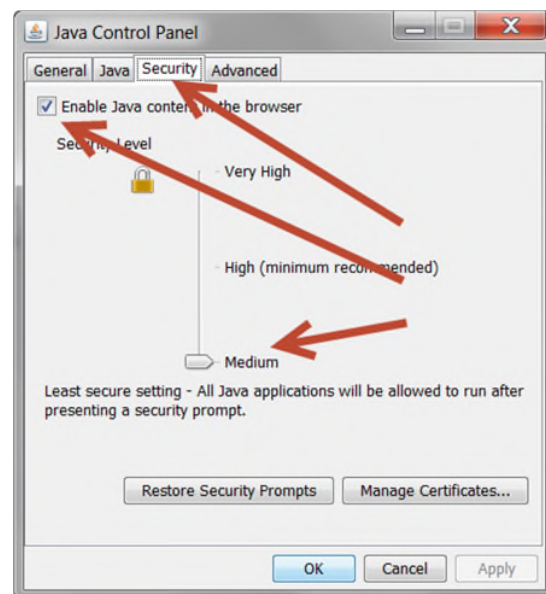
This will take you back to the screen in. This time uncheck the checkbox “Keep temporary files on my computer” and then click OK.



Picture 69 - DON't keep temporary Java files on your computer

Java security settings

In the Java control panel, go to the tab ‘Security’, make sure Java content is enabled and security level is set to medium.



[Judges book cover pages](#)

[Benching and financial report](#)

[Tattoo/ID-chip list](#)

[TOES for Regional Directors](#)

[Notification emails about shows](#)

[Show date/location approval mechanism](#)

[TOES troubleshooting](#)

[Browser settings](#)

Your interaction with the TOES software is completely browser based. This implies that anything TOES is executing has to be allowed by your browser. In some cases, you may have to change a setting in your browser. Below is a listing of common requirements and settings.

Note that TOES has been tested on Microsoft Internet Explorer 9, Microsoft Internet Explorer 10, Firefox 23, Chrome 28 and Safari.

[JavaScript](#)

TOES makes extensive use of JavaScript. This should by default be allowed by your browser, but if you are running into issues, please verify that the use of JavaScript is not blocked by your browser.

[Pop-ups](#)

In most modern browsers pop-up windows are disabled by default, and need to be allowed on an ad hoc basis. When TOES is trying to open a new tab in your browser, this is considered as a pop-up and must be allowed.

It is recommended that you 'always allow pop-ups for i-tica.com'.