

Frequently Asked Questions

I forgot my password. Can you tell me what it is?

Your password is not accessible by anyone at BCAW in a readable format. If you have forgotten your password, you can use the "Forgot Password" link on the Login Page to have a reset email sent to you. After clicking the link, simply enter your email address and click Submit. You will receive an e-mail message with instructions to reset your password.

How do I see the previous year's statistics?

You can find a download of previous year's stats here by clicking the Prior Year Stats on the left sidebar menu when logged in as an admin or Coach.

There are two Excel files for all Districts by level (BV, GV, BjV, GjV) - one for Team stats and one for Individual stats.

If you are familiar with excel, all you need to do is sort or filter by District to isolate your results.

How do I delete a Team?

Two ways to accomplish this. You can either "deactivate" Teams or you can hard "delete" them.

To deactivate a Team, go into Team Admin and select the Edit icon for the Team you want to change (it is the pencil icon on the right-most column). Then remove (delete) any entries in the Coaches Code fields and click the Update button. The Team will remain in the database but will not appear on the Coaches Page or in any reports. You could reactivate the Team by entering in one or more Coaches Codes.

To hard delete a Team, go into Team Admin and select the Delete icon for the Team you want to change (it is the trashcan icon on the right-most column). You will be prompted to confirm your delete. The Team is then removed from the database and would need to be re-entered from scratch.

Note that if you deactivate or delete a team, Players may still appear in your Individual reports since the deactivate or delete process only operates on the Team level. Players are independent. You should use the Edit Players feature on each Team to delete the Players before deleting the Team.

I entered a new Coach and he/she is not showing up on the Coaches Page. What happened?

After a new Coach is created and authorized by BCAW, you still need to associate that Coach with one or more Teams. Note that the Code you associate with the Coach must match the Code listed on the Edit Team Coach1 or Coach2 field.

1. Click the Coaches Page tab on the Menu Bar
2. Click the District Account Admin link in the lower left corner of the page
3. Edit the Coach/Admin field for each User Account you created
 - a. Click the Edit button on the right side of the row you want to edit
 - b. On the Edit Account screen, enter the appropriate Coach/Admin Code

HINT: for a Coach start with the letter "C" followed by your District followed by a sequential character (for example C1A would be a Coach in District 1)

HINT: for a Statistician start with the letter "S" followed by your District followed by a sequential character (for example S1A would be a Statistician in District 1)

HINT: for a District Admin start with the letter "A" followed by your District followed by a sequential character (for example A1A would be a District Admin in District 1)

- c. Click Update
 - d. Repeat steps a-c for each new account
4. Click the link to Go Back to The Coaches Page

How do I enter a Match with less than 5 Players?

The correct way to handle a Team (or individual Match for a Team) with less than 5 Bowlers is to create a "Dummy" or "Blind" bowler. Go into the Team roster and create a fifth entry and then use that in the Match entry.

If the Team will always have 4, then you should create a Blind player permanently for that team. If it is a spot occurrence, you can create a single Blind Bowler and transfer it back and forth between Teams as needed. You can find instructions for transferring Players in the Users Guide.

How do I enter a Match with more than 5 Players?

The Scoring System depends on having Marks entered for each Bowler who is listed on the Match Entry form. In Baker Scoring, up to 10 Players could theoretically participate in a single Match. So, when you add more than 5 Players to a Match, the "extra" Frames

need to be accounted for, but not included when calculating the Game Score. We do that by using alpha characters in the Frame fields for Players who are not participating in a particular Game.

When done correctly, each Game should have Frames 1-10 in the Frame fields for those who participated and a letter a-z in the Frame fields for those that are not participating in that Game. It does not matter which characters are used, so long as they are all unique within a particular Game. Characters, like Frame numbers, can be duplicated between Games.

Here is an example of what a properly filled in Game looks like with more than 5 Players:

Game:	1		2		3	
Player						
Stuart Brown	1	a	1	6	a	b
	8 /		8 1	x		
Brittney Jazdzewski	2	b	2	7	2	7
	6 0		9 0	8 /	6 3	8 /
Jacob Bauer	3	8	3	8	4	9
	6 /	x	9 /	x	5 3	x
Eric Wendt	4	9	4	9	c	d
	x	9 /	9 /	5 /		
Zach Est	5	10	5	10	1	6
	6 2	x 7 /	8 1	9 / 7	3 3	6 1
Hope Huizenga	c	6	a	b	3	8
		6 /			x	x
Matthew Harrington	d	7	c	d	5	10
		8 1			9 /	9 / x

I uploaded my schedule and it is not showing up. What happened?

Whenever you are uploading a file, you must specify both the Title (what will be displayed on the Schedules page) and the name of the file you have uploaded. Note

that the file name must also include the file extension (for example myNewSchedule.pdf) and should not include any special characters (like ? " & %).

To fix a missing/incorrect file name, open the Schedule Links page and edit the Link field. The easiest way to make sure your filename matches what is uploaded is to copy and paste the name directly from the Upload File field.

My browser crashed or I received an error message or I had to quit before my Match was completely entered. Now what?

There may be an occasion when some of the games for a Match are properly entered, but then others are missed or not recorded. This can happen in cases where your Internet connection is interrupted during entry or when the update process does not complete. Game Score Entry is broken up into three pieces: Games 1-3, Games 4-6, and Games 7-10. The method you use for entering a Missed Game depends on which section it is in. In all cases, you need to examine Edit Game Results to determine which games are missing.

Entering Missed Games 1-3:

1. Go to the Team Match Schedule
2. Click on Enter Scores for the Match in question
3. Select the Players in same order as they were in for any existing games – It is very important for the Players to be in the same order!
4. DO NOT ENTER ANYTHING for the games where Frames already exist
5. Enter frames for the Missed Game(s) just as you would have done normally
6. Check and then Submit the game(s) as usual
7. Update Stats can be used at any time to confirm Fill% - note that the stats will include all games entered for the Match not just games 1-3
8. If you need to enter Game 4 through the end of the Match, you can keep going by using the Next Games link
9. If all missing games have been entered, close the Enter Scores page

Entering Missed Games 4-6

1. Go to the Team Match Schedule
2. Click on Enter Scores for the Match in question
3. DO NOT ENTER ANY PLAYERS OR SCORES
4. Click the Check button for Game 3

5. Click the Submit button for Game 3
6. Click the Next Games link
7. The Games 4-6 screen will open with the Players in the order they were originally selected
8. Enter frames for the Missed Game(s) just as you would have done normally
9. DO NOT ENTER ANYTHING for the games where Frames already exist
10. Update Stats can be used at any time to confirm Fill% - note that the stats will include all games entered for the Match not just games 4-6
11. If all missing games have been entered, close the Enter Scores page

Entering Missed Games 7-10

1. Go to the Team Match Schedule
2. Click on Enter Scores for the Match in question
3. When the Game 1-3 page opens, click the address bar at the top of the screen
4. In the address, change the word "Brief" to "Last"

HINT - It will look something like this:

<http://www.wihsbowlclub.com/gameScoreEntryBrief.php?id=3257&matchDate=11-06-2011&teamAid=10213&teamA=Waupaca One&teamB=Wittenberg> but will have your match data in it.

The highlighted spot is what you want to change

5. Press the Enter key
6. When the Game 7-10 page opens, you will see the players in their correct order
7. Enter frames for the Missed Game(s) just as you would have done normally
8. DO NOT ENTER ANYTHING for the games where Frames already exist
9. Click the Update Stats button after you have submitted the Last Game and verify that all of the individual Fill%'s are correct for the Match
10. Click Return to Team Match Schedule link as normal

My Team is listed twice on the Coaches Page. How do I fix that?

In most cases, Teams listed twice are a result of having the same primary Coaches Code listed for more than one Account. Only the District Admin or the BCAW Admin are able to correct this situation.

As a District Admin, after opening the District Account Admin page, sort by CoachesCode1 and then look for duplicate Codes in the listing. You may need to cycle through multiple pages depending on how many Coaches you have in your District. In most cases, you will be looking for a specific Coach Name that is being duplicated on the Coaches Page, so that gives you a place to start.

Once the duplicate entry is found, either delete the Code from the Coach who is inactive or assign that Coach a new (unique) Code. Note that if you assign a new Code, you will need to go into Team Admin and make sure the new Code is assigned to the Team as CoachesCode2 or CoachesCode3.

I am a new Coach, District Administrator or District Statistician. Where can I find more information about entering scores?

We have tutorials you can download and watch as well as a full Users Guide that is very helpful. Both can be found by clicking on the "Training Links" item on the left-sidebar menu when logged in as a Coach or as an Admin. Coaches can also contact their District Coordinator or District Statistician for more help. In cases where problems still exist your District Coordinator can contact BCAW or the WIHS webmaster for further assistance.