



Hire Site Website Training

Use these notes along with the training with the accompanying training video.

Pause the video as necessary to take in the information and read these notes.

If you have any problems using the booking system please contact Lake District Mobility

- info@lakedistrictmobility.org

The chapters listed below are links if you would like to navigate straight to a particular section of the notes.

[Section 1: Logging in](#)

[Section 2: Calendar](#)

[Section 3: Your Bookings](#)

[Section 4: Tramper Training](#)

[Section 5: Managing Availability](#)

[Section 6: Cancelling Sessions](#)

[Section 7: Manual Bookings](#)

[Section 8: New Members](#)

[Section 9: Countryside Mobility Members](#)



Section 1: Logging In

To access the Lake District Mobility Bookings Dashboard visit the website:

www.wix.com

1. Click the 'Sign In' button
This is located in the top right hand corner of the webpage
2. As you already have an account, change the 'Sign Up' screen to 'Log In'
3. Log in using your Hire Site email and password.

A screenshot of a web page titled "Log In". The page has a light blue background. At the top center, the text "Log In" is displayed in a large, bold, black font. Below it, there is a link that says "Don't have an account? Sign Up". The main content area is divided into two columns by a vertical line. The left column contains an "Email" input field, a "Password" input field, a "Remember Me" checkbox (which is checked), and a "Forgot Password or Email?" link. At the bottom of this column is a rounded "Log In" button. The right column contains three social media login buttons: Facebook (f), Google (G), and Apple (apple logo).



Section 2: Calendar

When you have logged in you will be taken to the Bookings Dashboard.

Here you can manage your sites Calendar.

Your calendar will be set to your Hire Site and will show all available hire sessions. White sessions have no current bookings and coloured sessions do have bookings.

Booking Calendar More Actions Add Sessions

Time zone: (GMT+00:00) London

Today ← → Jan 09 - 15, 2022 All Locations Weekly Daily

	Sun 09	Mon 10	Tue 11	Wed 12	Thu 13	Fri 14	Sat 15
10 am							
11 am		Test 0/1 participants - Test Site	Test 0/1 participants - Test Site		Test 0/1 participants - Test Site	Test 0/1 participants - Test Site	
12 pm							
1 pm							
2 pm							

To change which week you are viewing, use the arrows next to the date range.

Booking Calendar

Time zone: (GMT+00:00) London

Today ← → Jan 09 - 15, 2022

	Sun 09	Mon 10
--	--------	--------



Section 3: Your Bookings

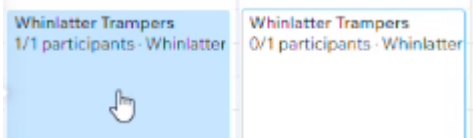
All available sessions are pre-programmed into the calendar, shown in white.

If someone books a hire session it will change colour.

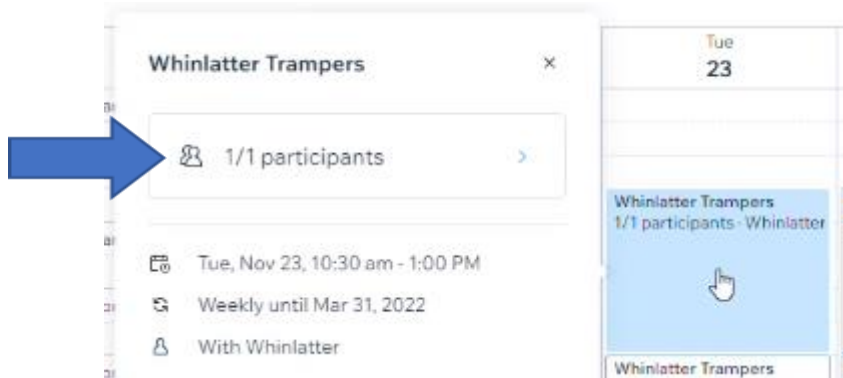
Booking Details:

To view the details of a booking

1. Click on the session that you wish to view.
White sessions have no current bookings and coloured sessions do have bookings.



2. Click the Participant button



3. Check the booking details, including:
 - Name
 - Any notes that the customer has left for the hire site when they booked the session. These notes can be viewed by clicking the form symbol on the right hand side:

Participants (1/1) Email All Participants

Client	Attendance	
<input type="checkbox"/> Mrs R Dunlop	BOOKED	View Booking Form Responses

Your emergency contacts name and phone number: tom - 0745555444

If there are any additional requirements please contact the Hire Site directly in advance. -

How many people do you plan to bring with you? 2



Section 4: Check In

When a member arrives for their booked session, please book them in.

1. Look at the participant list (see Section 3: Your Bookings)
2. Click Attendance
3. Mark as 'Checked in'

If the person does not arrive for their hire session, please mark the booking as 'No-Show'.



Section 5: Tramper Training

Members will be issued with a Tramper Training card when they have received Tramper training.

1. When a member arrives for their hire session, please ask to see their Tramper Training Card.
2. If they cannot produce the card, a photograph of it, or have not been trained before, then please complete Tramper Training with them.
3. Once you have completed their training, issue them with a Tramper Training Card and complete the details on the card:

<p>Tramper Training Card</p> <p>Ref: _____ Initials and date of training e.g. RL-011221</p> <p>Name: _____</p> <p>Hire Site: _____</p> <p>Staff Signature: _____</p>	
---	--

4. The Reference Number on the card should be the Members initials and date of training, e.g. RL-011221
5. Upon completing the Tramper Training please email info@lakedistrictmobility.org with the following information:
 - a. Training Card reference
 - b. Member Name
 - c. Hire Site and training staff member

It is vital that this information gets to LDM staff so that the members profile can be updated for our insurance.



Section 6: Managing Availability

This Section applies if you site has more than one Trampler.

How to change how many Trampers are available per session.

If you have more than one Trampler available at your Hire Site, you may wish to change that availability from time-to-time for various reasons.

If you wish to cancel a session all together, please go to the next section in the notes.

1. Click on the session
2. click Edit
3. change the Capacity to the correct number of available Trampers.
Doing this will change how many Trampers are available for that particular session.

The screenshot shows a web form titled "Edit 'Whinlatter Trampers' Session". The form contains the following fields and options:

- Location:** A dropdown menu with "Keswick" selected.
- Staff:** A dropdown menu with "Whinlatter" selected.
- Start Time:** A date picker set to "Nov 23, 2021" and a time selector set to "01:00 PM".
- Duration:** A time selector set to "2 Hrs" and "30 Min".
- Capacity:** A text input field containing the number "2" and a dropdown menu labeled "Participants".
- Additional Options:**
 - A link: "+ Add a note to yourself"
 - A checkbox: "Update participants about changes with an email" (unchecked).
- Buttons:** "Cancel" and "Save" buttons at the bottom right.



Section 7: Cancelling Sessions

If you cannot take Tramper bookings on a particular day or time you must cancel the session to remove it from the public calendar.

1. Navigate to the correct date
2. Click the session that you wish to cancel
3. Click 'Cancel'
4. Confirm that you wish to cancel the session. This will remove it from the public calendar.

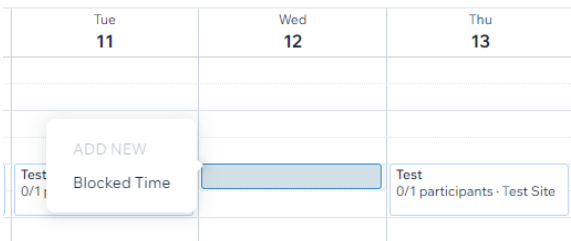
If a member has already booked a hire session that you need to cancel, please select the button to send them an email when you cancel it and call the customer.

If you need to reinstate a session that you have cancelled, please email info@lakedistrictmobility.org to do this.

It can be helpful to leave details about why you are unable to take sessions on that particular day for other staff to see. To do this, use the notes section in the 'Blocked Time' feature.

****Please note that using this feature is purely to leave notes. You must cancel the session first to stop people booking this session.**

1. Click on the correct time and date on the calendar and select 'Blocked Time'



2. Fill in the necessary details:
 - a. Give the time a title
 - b. Update the time and date for the duration of the closure
 - c. Leave any helpful notes.
 - d. Click 'Block'

Block off time ×

Staff: Whinlatter

Title: Centre Closed 10

Start Time: Oct 27, 2021 09:00 AM

End Time: Oct 27, 2021 04:00 PM

Add note to self ^ 120

Centre closed for tree felling

Cancel Block



Section 8: Manual Bookings

Hire sites no longer need to take Manual Bookings.

This feature has been removed to reduce staff time and also reduce complications within the booking system.

Members can book hire sessions themselves online.

Full 'How-To Videos' are available on the Lake District Mobility website to walk you, or the customer, through this process:

<https://www.lakedistrictmobility.org/how-to-guide>

If it is not possible for them to do this before they arrive, please do one of the following:

- Let them use an available tablet or computer at the Hire Site
- Walk them through the process in person if needed
- Ask them to contact Lake District Mobility (if they are trying to book in advance)

Lake District Mobility staff can be contacted by:

Email: info@lakedistrictmobility.org

Phone: 07843 754239

They must be a registered member with a booking to use the Tramper.



Section 9: New Members

Anyone who wishes to hire and use a Tramper must be a registered Lake District Mobility Member.

Ask the customer to create an account, purchase a membership and book their hire sessions online themselves.

When someone is hiring a Tramper for the first time please complete their Tramper training and issue them with a Tramper training card, once complete.

See [Section 5: Tramper Training](#)

If it is not possible for them to create their own account, please do one of the following:

- Let them use an available tablet or computer at the Hire Site
- Walk them through the process in person if needed
- Ask them to contact Lake District Mobility (if they are trying to book in advance)

Lake District Mobility can be contacted by:

Email: info@lakedistrictmobility.org

Phone: 07843 754239

Full 'How-To Videos' are available on the Lake District Mobility website to walk you, or the customer, through the process of becoming a member online:

<https://www.lakedistrictmobility.org/how-to-guide>



Section 10: Countryside Mobility Members

Countryside Mobility members will be able to sign up and book Trumper hire sessions themselves online.

More information can be found at:

www.lakedistrictmobility.org/countryside-mobility