COVID-19 | Hints and Tips for customers using Allocate's DevelopMe+ software

The team at Allocate understand the impact COVID-19 is having or is likely to have on our customers. As part of this support we have compiled a series of hints, tips and reminders that you may wish to consider when using **DevelopMe+**.

We will keep these hints and tips updated over the coming days and weeks. The Allocate customer community has a strong tradition of sharing experience and innovation, if you have any feedback or useful additions to this list of hints or tips please email corona.virus@allocatesoftware.com and we will add them to this document for wider sharing.

Mass Booking Cancellations

We are working on changes to support mass event and booking cancellations, but it will take some time to complete. In the meantime, please use the following steps:

- Home Page > Event Scheduling > select the course with events to cancel > "Bulk Add" > use the "status" drop down to amend the events from "Confirmed" to "Cancelled"
- This **will not cancel the bookings** but will enable bulk event cancellation to help you track what events are happening and which are not.
- We will keep you informed of any changes we are making to the system to make this process easier in the coming days and weeks.

Recording ad-hoc and on-site training

You can add DNA reasons to the lookup maintenance to include COVID-19 via the following steps:
- From your Home Page > Lookup Maintenance > "Competence" > "Add"
- You will be able to report on this as well.

Rescheduling Events

Should you wish to reschedule whole events, you can simply change the date of the existing event which will update the event and booking date for all delegates. You are then able to re-send the joining instructions to all delegates and include additional text.
- Home > event scheduling > choose the course > Bulk Add > change the date of the event(s) you wish to reschedule > save
- Click on the dates you have rescheduled > at the bottom of the online delegate list there is a drop-down menu where you can choose to resend all joining instructions. This drop down is followed by a free text field to enter any additional text you wish to include in your JI's.

Our team is on hand to support our customers throughout. Please use online support and support contacts as usual. Outside of usual support please send any specific COVID-19 related questions to corona.virus@allocatesoftware.com

Click here to access the support portal

Web: www.allocatesoftware.com
Twitter: @AllocateS