

Duo / Trio / Studio Names

Hi, this is a general update, Re Duo / Trio / Studio Names [We need you to read and understand this is Important]

We have been working trying to find out what is happening with missing critiques, it's coming down to the data you have entered into the program. The sync/critiques work 100% perfect providing the data has been entered correctly. The problem has been Identified [when adding names to the program]

Full Names

INCORRECT [A OMARA AND R BAWDEN]

Error is [No Full names]

IT SHOULD BE AIMEE OMARA AND RIVER BAWDEN

The Problem is - [There needs to be 'AND' between DUO / TRIO names]

INCORRECT

AIMEE OMARA RIVER BAWDEN (OR) AIMEE OMARA, RIVER BAWDEN, SALLY SMITH

Error is [No AND between names]

CORRECT AIMEE OMARA AND RIVER BAWDEN

CORRECT AIMEE OMARA AND RIVER BAWDEN AND SALLY SMITH

You must put the word AND In between the name, if not the critiques will not show in the users' accounts.

Studio Names

You need to keep studios named [As Entered on the Entry form]

Having multiple names or using acronyms may not work all the time. You need to CHECK your program before sending it to us.

INCORRECT [Same Studio entered twice as two different names]

The problem is when the studio sets up their account, as SHINE COAST SHARKS but you entered them as S.C.S

CORRECT [Add it as Entered on the Entry form]

The DATABASE will NOT FIND their ENTRY.

