

Message from the Webmaster webmaster@sailtass.com



As promised, monthly I am gathering the most frequently asked questions that come from members and guests and share each month some of the questions that seem to stump the crowd. Do not hesitate to ask your question. You can be a contributor to help make improvements in our

process, systems, and communications. We don't know what you don't know unless you ask. EMAIL: webmaster@sailtass.com

FAQ's can be found in the TASS library on our website at [TASS FAQ's](#)

? **I registered for an event online and received an email that my registration was canceled. Why did this happen?**



A Have you ever bought a concert ticket online and once you select your seat you only have so many minutes to complete your ticket purchase. Well, the TASS registration system is just like ticket purchase, sometimes you pay for the ticket [event] sometimes it is free. Either way, when you register it is like making a ticket purchase. In the system for paid events [think of it as a ticket to enter the event] you only have 15 minutes to complete and PAY for the transaction. Should the transaction TIMEOUT, you will receive notification that your event registration or [TICKET] has been canceled. If this happens your payment was NOT processed and you were NOT charged and you are NOT registered for the event. You WILL, however, need to go back into the system and register again.

? **How does my account with TASS actually work?**



A Everyone that is a member or guest has a TASS account. This account is established just like a bank account when: 1) you join as a member and fill out the profile information. Or 2) guests also fill out profile information when you register for an event. Account setup is a 1-time action. Completing all the information in the profile is important so we may contact all members and guests should anything related to an event or emergency change.

Now how does this account/profile work? Your profile is like your personal TASS account just like a bank account.

As you have a bank account number your account number with TASS is **YOUR EMAIL ADDRESS** is your account number. Your email is unique to you and no emails can be duplicated or used by a spouse or partner/friend. We do not have JOINT

accounts/memberships within TASS, so if you have a spouse or partner, they **MUST** have their own account/membership/ guest profile established by their individual **independent email address**.

. and any transaction that you register for FREE or PAID is recorded and stored just like a bank check register. This never changed.

? **How does the password in my account work?**



A Again I can best describe the password in your account as your password in your bank account. Each time you log in to the TASS system, you must use your email address and your password. **YOU** chose the password that you can **REMEMBER!** And like the bank or credit card, if you **FORGET** your password, **YOU** must reset the password. The system admin has **NO visibility** to look at your account and tell you what your password is. This is for security reasons. At the login screen, and you will see the FORGOT password link in blue letters. It looks like the diagram on the left. Simply click on the FORGOT PASSWORD and follow the instructions on the screen to reset your password. You will receive an email once you complete the instructions and in the email, it will guide you to reset your password. Again, it works just like your bank or credit card reset. You must go to the email and complete the reset. This is once again for the security of your account.

? **How do I know if I actually paid for an event?**

A Here is the fun part. Your TASS account has a statement of transactions just like your bank statement shows your transaction history. This is visible only if you are logged into your TASS account. You need to select the EVENTS tab for the history to display. Note ALL events that you register to participate in Paid or FREE are recorded in your statement. Paid events will show the invoice # and payment method and amount paid. Canceled transactions also appear in the statement. The green circle next to the event indicated that we recorded that you attended that event. Some events we record attendance to give us a record of the number of people that actually attended. This is important for us to understand if an event was a success, should we continue or repeat the event or do we need to make adjustments to our events to increase participation. **THIS IS ALSO WHY WE CONTINUE TO ASK YOU TO REGISTER FOR AN EVENT, FREE OR PAID.**



shutterstock.com • 564254104

? If I am registered for a Leisure Sail, who should I call if I have weather, departure/return times, cancellations, or other questions?



A You should always contact the SKIPPER designated for your sail if you have questions regarding the logistics of a sail. The Skipper's name is listed on the calendar for the designated sail and contact information with phone numbers and email address for ALL skippers can be found on the website under [CONTACT>Skippers](#). The Contact page can be viewed by members and guests.

? If I signed up for a sail and cannot make the sail what should I do?

A - If you sign up for a sail and cannot /will not attend, you should notify **The Skipper**. This way the skipper will not hold up the sailing departure waiting for you to show up at the dock.



Attending a MEETING or MEET& MINGLES and let people know your spot is available is the best way to recover your money. Check the [Calendar](#) for events. You can also post a note to the [TASS Facebook](#) page. TASS is not responsible for selling your space or any money exchange, however, if you find a substitute for your spot it is REQUIRED that you notify the Skipper immediately. See above Q&A on how your designated skipper.

? - Will I get a refund for the sail if I cannot participate?

A - We DO NOT issue refunds for sails or events. Refunds are only issued should a Skipper CANCEL a sail due to a condition that is determined to be unsafe or the event cannot take place. That said, if you want to find someone to replace you at the event or on the sail, it is entirely up to you to broker your spot to others. A few suggested ways to do this is by attending a MEETING or MEET& MINGLES and let people know your spot is available. Check the [Calendar](#) for events. You can also post a note to the [TASS Facebook](#) page. TASS is not responsible for selling your space or any money exchange, however, if you find a substitute for your spot it is REQUIRED that you notify the Skipper immediately. See above Q&A on how your designated skipper.



? - Where can I view photos taken on trips or from events?

A - Recently, we have set up a Google Photo Album to allow *members* to share their favorite photos from events or trips with other *members*. Yes, we do have some guidelines that we would appreciate that you stick with when uploading the photos. Note only members can access photo links from the TASS website and you must log into your TASS account to access the Photo Album Our History



1. No more than 15 of your very best photos.
2. Photos should be cropped and subject persons should be CLEAR – in focus.
3. Photos should contain sailing-related – people photos. While the scenery and amazing sailing vessels can produce brilliant photography work, remember we are SHARING our people’s experience with others. Let’s face it people LIKE to see themselves in photos.
4. You are responsible to police your photos and we ask that you be respectful of others in your photo sections. The board will monitor the photos and reserve the right to remove any photos we find in poor taste or that reflect poorly on the club.
5. DO NOT create a new album. Should you find a new album topic is necessary, email webmaster@sailtass.com and one will be created.
6. Albums are reserved for Trips and Special Events. Weekly sails/ meetings etc. you can post fun stuff and share on the [TASS Facebook](#) page. Facebook is a great advertisement for TASS and encourages new people to join so **SHARE THERE. Don’t just LIKE a post.**
7. NO, the TASS board will not upload your photos, so please do not send them to us.

Here are the links that are active:

[2019 Carol Becker Regatta & Tie One On For Buzz](#)

[2019 Chesapeake Bay - September](#)

[2019 San Francisco Group Sail - September](#)

[2019 TASS France June Summer Trip](#)

[2019 TASS 35th Anniversary Party - May](#)



Please feel free to contact me at webmaster@sailtass.com for questions or suggestions.