

Guide to using RotaCentral for Seat Allocation

RotaCentral has been in use to organise our Security and CCTV monitoring rotas for over two years. The system is primarily designed for volunteer rotas but can be used for many other purposes. We have decided to use RotaCentral for our seat allocation system because, above all, it is fair. Those who have not had a seat for a service for the longest time, are the first to get allocated for the next service.

*Here is a quick guide for you, as a user, to RotaCentral for seat allocation. There are a few things that **you** need to do to ensure the system works fairly and efficiently and these things are indicated in **bold**.*

You have to be in it.

Whilst we are limited in the number of people who can be in a shul service, we have to have a way of allocating the available seats fairly. So, if you want to come to services, **YOU NEED TO REGISTER**. To do this, [click here](#). You will then be added to the rota for seat allocation.

How long will I have to wait to get a seat?

This depends on how many people are on the rota. If we can only have 30 people in each service and there are 90 people registered, you will probably have the opportunity to participate in a service about every three weeks.

How will I know I have been registered?

It may take a few days to add your details into the rota but, you will know you are registered when you receive a welcome email.

What if I haven't heard anything?

If you haven't heard anything after a week, email services@woodsidepark.org.uk to query this and we will check you are on the rota.

How will I know if and when I can attend a service?

You will get an email advising you of the date and times of the service and, if we are using more than one part of the campus, the location of the service. This email will normally be sent on the Sunday before the Shabbat that you can attend. Occasionally it may be only a few days before, because someone may have had to drop out and their seat has become available at short notice.

What if I can't come on that date?

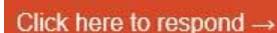
No problem. You can swap for the next or following weeks.

Can I have a seat on the same day as another family member?

Unfortunately, no. However, you can swap your week until both are on the same date.

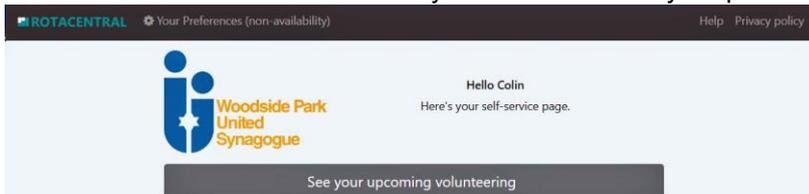
What do I have to do when I get the email?

There is an orange "button" near the top of the email. It looks like this:



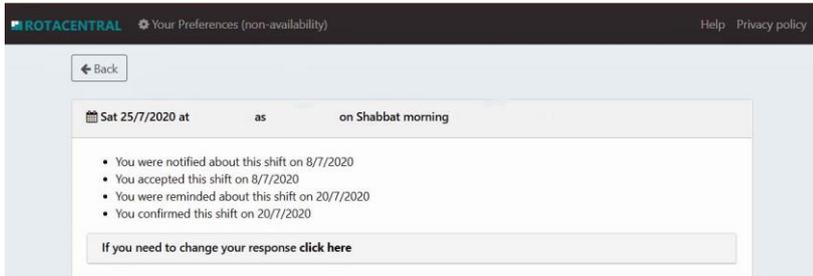
The orange button is the key to being able to interact with RotaCentral.

Just **CLICK ON THE BUTTON** and you will be taken to your personal "Self-Service" page.



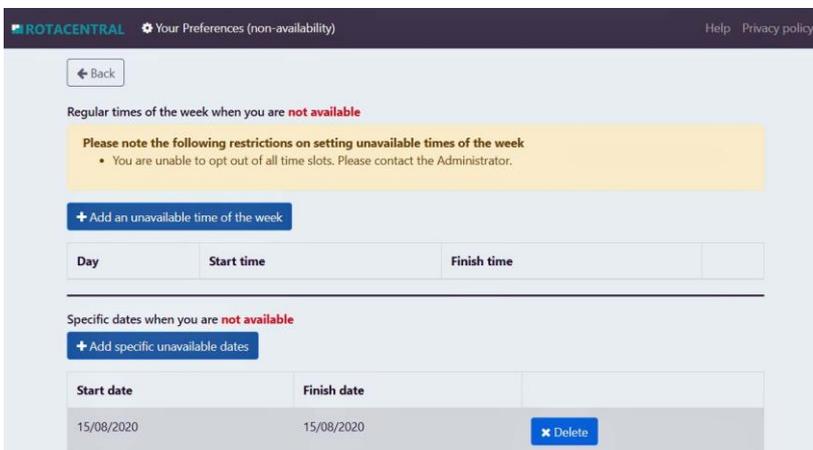
Here you can see if you have been assigned a seat and on what date. If you haven't any dates yet, this will be blank. Assuming you have been offered at least one Shabbat, you will be able to:

- See the date that you have been offered



by clicking “If you need to change your response **click here**” you can:

- Accept a date that has been offered
- Decline a date that has been offered and select an alternative date
- Cancel a reservation
- Confirm that you will attend
- By clicking on “Your Preferences (non-availability)” at the top of the page, you can:
- Record dates in the future when you are not available to ensure you are not offered a seat when you can’t make it.



- Contact Rota Administration

Please **do not contact Rota Administration just to say that you can or can’t accept the seat.** Use this only if there are issues that can’t be resolved by self-service.

Never click on “reply” or “reply all” to contact Rota Administration - always use the orange button. If you do, we may not get your email at all or may get it after a delay.

How soon do I have to respond?

Most emails are sent early in the morning. Because we have a time frame of only 6 days, please **RESPOND THE SAME DAY.** By responding quickly, you will:

- Avoid the system automatically sending you chase up emails
- Avoid losing your seat for that week
- Help the Services Team ensure that all the seats are filled
- Enable someone else to have the seat if you are unable to use it on that date

Why do I get a reminder email later in the week?

Well, to remind you. But also so that the Services Team can ensure that all the seats are used and to enable them to offer any remaining seats to others. Please **treat the Reminder email exactly the same as you did for the notification email.**

Why does RotaCentral call me a “volunteer” and my seat allocation a “shift”?

RotaCentral was designed as a volunteering rota so some of the terminology is based on that use. However, it is now being adapted for all sorts of things and, no doubt, some of the terminology will eventually change.