

# **BVBA DIBS Frequently Asked Questions**

## **How come I can't log on to DIBS?**

You need to sign up under the User Name and Password that you registered your child under. Most families have one User Name and Password per child. However, if this is a problem for your family we are able to create a separate User Name.

## **Why aren't there any shifts listed for the date I am looking at in the calendar?**

If you are in the calendar view and there are no shifts showing for a given date it means that either all of the shifts for that day have been claimed or they have not been entered into DIBS.

## **How do I know if I received credits for working a shift?**

After you've worked your concession stand shift the BVBA DIBS coordinator will change your DIBS item status from "claimed" to "completed". This usually takes about a week to receive your credit. To view the credits you've earned click on the UTOOLS link at the top of the screen. In the screen that comes up click on DIBS and you'll get a listing of your DIBS credits.

**DON'T FORGET** to initial any volunteer logs that may be at your work stations to verify that you worked your shift.

## **Oh no! I just realized that my player has an out of town tournament and I'm not going to be able to work my concession stand shift, what do I do?**

You may cancel your DIB item if it is more then minimum cancellation period. You are responsible for finding someone to cover your shift if the time frame is less then the cancellation period.

## **I have a Question about DIBS/Credits. Who do I contact?**

If you have a question about using DIBS or questions about your credits contact the Dibs Coordinator, Mandi Haase [Mandi.haase@gmail.com](mailto:Mandi.haase@gmail.com)