

YAIA DIBS Frequently Asked Questions

- **Why can't I log on to DIBS?**

You need to sign up under the User Name and Password that you used to register your child. Most families have one User Name and Password per family.

- **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 have worked your concession stand shift, the YAIA 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 have earned, you must be logged into NGIN at www.yanktonice.org. Once logged in, click on your user name at the top of the screen. In the screen that comes up click on DIBS and you will receive a listing of your DIBS credits.

- **Oh no! I just realized that my player has an out of town game 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 than the minimum cancellation period. You are responsible for finding someone to cover your shift if the timeframe is less than the cancellation period.

- **I have a Question about DIBS/Credits. Whom do I contact?**

If you have a question about using DIBS or questions about your credits contact the Dibs Coordinator, yaiadibs@gmail.com