Bobolink Guest Guide

December 2, 2024

Contents

Introduction

Welcome to Bobolink, your ultimate companion for the Bird Festival! This online Web Application has been meticulously crafted to enhance your festival experience, ensuring you make the most out of every moment. With Bobolink, you have access to a comprehensive list of all festival trips, complete with venue maps and trip leaders' details. These maps not only guide you to the meet-up points but also offer turn-by-turn directions, ensuring you never miss a beat. Worried about securing a spot? Bobolink lets you view purchased trips and browse available ones, allowing you to request special additions seamlessly.

But that's not all; Bobolink transforms your birding adventure into an interactive journey. Engage with fellow attendees through the integrated Blog, where you can create posts, share photos, and comment on others' experiences. Need assistance or want to provide feedback? Our Help Desk, powered by Zendesk, facilitates direct communication with festival staff.

Moreover, Bobolink simplifies your festival logistics. Use the Check-In feature to confirm your arrival at trip locations promptly. After each adventure, share your thoughts through a convenient evaluation form, shaping future festival experiences. Plus, managing your profile is a breeze to edit your details, update passwords, and enable two-factor authentication, ensuring your festival journey is secure and personalized. Bobolink isn't just an app; it's your key to unlocking a seamless, interactive, and enriching Bird Festival experience.

In the following pages, we will delve into the detailed features and capabilities of the Bobolink application. You can expect comprehensive descriptions, turn-by-turn how-to guides, and answers to frequently asked questions (FAQs). We're here to ensure you navigate the application effortlessly, making your festival experience as enjoyable and enriching as possible. Let the birding adventure begin!

Chapter 1

Bobolink - Getting Started

Welcome to Bobolink, your ultimate companion for the Bird Festival! This online Web Application has been meticulously crafted to enhance your festival experience, ensuring you make the most out of every moment. Using your mobile device (or home computer), you can view your list of events, get maps and directions to meeting venues, learn more about your event leaders and see the list of events with space available. Using Bobolink, you can easily contact the Bird Festival Support Center to make changes to your Festival package. Now that you are registered for the Festival, we encourage you to sign up to use this application. The instructions on how to do so are provided below.

1.1 Returning User Signup

If you are a returning festival attendee, and previously used Bobolink, you are ready to go! Just click the Log In link here: https://mybobolink.org/. Enter the email address associated with your registration along with your password. If you have forgotten your password, simply click the "Forgot Password" link found just below the login form. Fill in your email address (again, the one used when you registered) and click the button. A unique link will be emailed to you. Click the button in that email and you can then enter a new password of your choice. If this process does not work for you, send an email to: support@birdchautauqua.org and we will assist you with your password reset.

1.2 New User Signup

If you have never logged into Bobolink, you will need to create a new user account. It's easy! Just go to https://mybobolink.org/register. Fill in the requested information. Again, be sure to use the same email address you used during the registration process. Click the Register button. At this point, your account should be set up and your Festival information displayed. If your account is set up as a "Guest" role, then you did not use the correct email address. If possible, correct this mis-entry with a new signup procedure or contact the Support Desk (Support email: support@birdchautauqua.org).

1.3   Using Bobolink

Now that you are a Bobolink user, your home screen should be similar to this. The functions availalbe to you are briefly described below.

- My Trips - A list of the events in you elected during registration

- My Orders - A list of other items purchased (tee shirts, books, etc.)

- Available Trips - A listing by day of trips with available space

- Blog - Postings of interest by Bobolink users

- Help Desk - Includes documentation, users guide, quick connect to the Support Center and list of your tickets with the Support Center

For any questions or issues with Bobolink, please contact the Support Center for assistance. support@birdchautauqua.org

Chapter 2

Help Center

We have prepared this detailed documentation with the goal of providing guidance to address most questions you may have. However if you have questions beyond the scope of the documentation, technical issues or discover a bug in the system, the festival wants to know! In these cases we urge you to submit a support ticket. Support tickets are received by festival staff who will respond in a timely manner.

2.1   Documentation

In addition to easy-to-navigate help pages, this comprehensive User Guide is available for download or browsing on your laptop or deskotop.

2.2   Ask for Help

Use any of the following methods to create a ticket.

1. Send an email to support@birdchautauqua.org.

2. Click the Communicate button on the dashboard. This is only available to registered attendees.

3. Click the CONTACT FESTIVAL button in Available Trips to ask about that specific trip. This is only available to registered attendees.

4. Call the festival message line. Your message will be converted to a support ticket. Note: If you call from the same number in your profile the system will match up your phone number with your profile allowing the festival to respond via email.

Appendix A

Frequently Asked Questions (FAQ)

A.1 FAQs about Trips

Q1: What are "Available Trips" and "My Trips"?
A1: "Available Trips" are those with open seats that you can reserve, while "My Trips" lists the trips you've purchased seats for. Available Trips can be browsed by day or category, and you can contact the festival or purchase seats through Signup Master.

Q2: How are trips numbered?
A2: Trips are numbered based on the festival's days. For example, if the festival starts on Thursday, trips on that day start with "1," Friday's with "2," and so on (e.g., 100, 101, 200).

Q3: What actions can I perform for My Trips?
A3: For trips you've purchased, you can view trip details, leader bios, maps, and turn-by-turn directions. You can also check in within 20 minutes of the start time and evaluate the trip after it concludes.

Q4: What information does the Trip Main Page include?
A4: The Main Page displays the day and time of the trip, category, description, Meet-At and Event Locations, transportation type, leader bios, maps, and contact information. For "My Trips," it shows check-in status and evaluation options.

Q5: How do I contact the festival about a trip?
A5: Click the "Contact the Festival About this Trip" button on the Trip's Detail Page. There, you will fill out the form to request information about the trip, and festival staff will respond promptly.

Q6: When and how should attendees check-in to their trips?
A6: Attendees are encouraged to check in within one hour prior to the trip's start time. This helps the leader and the festival track attendee arrivals, ensuring a smooth experience.

Q7: How can I provide feedback on a completed trip?
A7: After the trip concludes, attendees are encouraged to evaluate the trip using a score from 1-10 and provide comments. This valuable feedback assists the festival in making future improvements.

A.2   FAQs about the Bobolink Blog

Q1: How can I access the blog section on Bobolink?
A1: On the main page, you can find the most recent posts and categories, providing a quick overview of the blog content.

Q2: How do I read a blog post?
A2: Reading a post is simple. Just browse through the posts, click on the title, and you can read the entire content of the post.

Q3: How can I comment on a blog post?
A3: While reading a blog post, locate the Comments field, type your comment, and click the "POST COMMENT" button to engage with the content.

Q4: How do I create a new blog post?
A4: To create a new post, click the "ADD" button on the blog homepage. Choose a category, provide a title, summary, and the post text. If you need more time to work on it, you can save it as a draft by unchecking the Published button.

Q5: Can I add photos to my blog posts?
A5: Absolutely! When creating a post, click the "Choose File" button to upload a photo. Follow the prompts, and once you're ready, click the SAVE button to include the photo with your post.

Q6: Can I edit or delete my blog posts after publishing?
A6: The ability to edit or delete posts depends on the platform's settings. Generally, you can edit your posts for corrections or updates, but deletion might be restricted to maintain the blog's integrity. Check the specific guidelines or contact support for detailed assistance.

These FAQs cover the basics of using the Bobolink blog feature. For more detailed instructions or specific queries, refer to the user guide or contact our support team. Happy blogging!

A.3   FAQs about Bobolink Profile Management

Q1: How can I update my name on Bobolink?
A1: To change your name, click the "Edit" button in the "Full Name" section of your profile. You can modify your first and last name as needed.

Q2: How do I add or update my phone number?
A2: Click the "ADD MOBILE NUMBER" button, enter your phone number, and follow the prompts. A verification code will be sent to you via text message for confirmation.

Q3: What if my email doesn't match the one used for ticket purchase?
A3: For your "My Trips" listing to work correctly, your Bobolink email must match the one used for ticket purchase on Signup Master. If they don't match, your listing may be empty.

Q4: How can I change my password for Bobolink?
A4: You can change your password by selecting the "Change Password" option. We recommend maintaining a secure password for your account.

Q5: What is Two Factor Authentication (2FA) and how do I enable it?
A5: Two Factor Authentication adds an extra layer of security. To enable 2FA, click "Edit," then in the 2FA section, click "ENABLE." Follow the prompts, including scanning a QR code and en-

tering the code from your authenticator app. Save the provided recovery codes in a safe place.

Q6: How can I delete my Bobolink account?
A6: Deleting your account is irreversible and wipes out all data. Exercise caution. If you still wish to proceed, locate the "Delete Account" option in your profile settings. Please be sure about this decision as it cannot be undone.

For more detailed instructions and turn-by-turn guides, please refer to the relevant sections in the user guide. If you encounter any issues, feel free to contact our support team through the Help Desk.

A.4   FAQs about Volunteer Opportunities

Q1: What are the different volunteer roles available at the festival?
A1: Volunteers play vital roles such as Registration, Attendee Check-in, Sales, Hospitality, Speaker Introduction, Trip Starter, Set up/Take down, Sign placement, and more. These diverse roles ensure the smooth operation of the festival.

Q2: What perks do volunteers receive in exchange for their service?
A2: Volunteers dedicating 6 or more hours enjoy perks including Registration Discounts (half off for a full pass on opening registration day), Free Registration (available two weeks following opening registration day), exclusive post-festival birding adventures, and a Festival t-shirt. Please note that volunteers are responsible for any transportation fees or boat fees associated with their participation.

Q3: How can I sign up to become a volunteer?
A3: To apply as a volunteer, visit the official festival website's volunteer page. There, you can find detailed information about available roles, perks, and the application process. Don't miss this opportunity to be an integral part of the festival's success!