FAQ

Why are my Sheets aligned to the left? Why does the formatting look different compared to versions prior to 2.1? How do I fix the conflict my theme?

Sign-up Sheets PRO 2.1 and greater use theme files to display the sheets. If the theme is written without a fallback for these pages, then it breaks resulting in alignment issues. There are a few ways to fix this.

1. Update the theme files/edit the template files. We have created a page on our site with some information on how to edit the files. https://www.dlssoftwarestudios.com/sign-up-sheets-pro-overriding-templates-in-your-theme/
2. Uninstall the latest version of the plugin and install the previous version (2.0.23). This should work fine with your theme. Email me at enevarez@liventus.com if you would like me to send you the previous version. ***If you are running PHP 7+, you will need to continue using version 2.1 or greater***.
3. Update your theme to one of WP's standard themes (Twenty Fifteen, Twenty Sixteen etc.)

How do I login to dlsstudios.com to see my account?

https://www.dlssoftwarestudios.com/my-account

Where can I register to access My Account?

https://www.dlssoftwarestudios.com/wp-login.php?action=register

If you are registering AFTER you purchased Sign-up Sheets, we will need to update your account to include your download link. Please contact us at https://www.dlssoftwarestudios.com/contact-us and include the email address used when sign-up sheets was purchased.

How can I download Sign-up Sheets again?

The link in your Purchase Receipt email will expire after 72 hours. If you would like to download the plugin again, you can log in to the my-account page of our site as long as you placed your order using an existing or newly registered user account.

Never received purchase receipt email/download link is missing from the email?

Your download link will always be available under My Account section.

https://www.dlssoftwarestudios.com/my-account/

Who can I contact for Sign-up Sheets support?

For the fastest response, leave a message on the Support Forum https://www.dlssoftwarestudios.com/forums/forum/wordpress/sign-up-sheets/support You can also send us a message via https://www.dlssoftwarestudios.com/contact-us

Who should I contact for adding new features/upgrades? (pro version)

Send us a message through our Contact Us form https://www.dlssoftwarestudios.com/contact-us with the details of what you are looking for and we can send you an estimate.

If I update to PRO version will I lose my information from the free version?

No. You will not lose any information and will retain all of your current sign-up sheets and sign-ups.

How do I create a Sign-up Sheet page on my site?

Create a page or post and add the shortcode `[sign_up_sheet] to the content. Then, go to the "Sign-up Sheets" section of your WordPress admin and create a new sheet.

How do I upgrade from Sign-up Sheet Lite to Pro?
Automatic install
      1. Log into your WordPress Admin
      2. From the Administration panel, click the Plugins menu
      3. Deactivate and delete the free Sign-up Sheets plugin.
      4. Under Plugins, click the "Add New" button
      5. Click "Upload Plugin" from the menu at the top
      6. Choose the zip file you downloaded and click "Install Now"
      7. After installation is complete, click "Activate Plugin"
Manual Install – FTP
      1. Deactivate and delete the free Sign-up Sheets Plugin.
      2. Delete the "sign-up sheets" folder from your "plugins" directory
      3. Copy the "sign-up sheets-pro" folder to your "plugins" directory
      4. Activate the Sign-up Sheets Pro plugin

Where can I find my License Key?
      License key can be found on the purchase receipt and the [my-account](#) page of our site.

Does the License expire/require renewal?
      Yes, the license will expire 1 year from date of purchase and will require a renewal for ongoing support and updates.

Will the plugin work after the license is expired?
      Yes, the plugin will continue to work, however, an active license is required for support and updates.

How can I set task dates instead of using the sheet date? (pro version)
      Select checkbox "Use task dates instead" located next to the Sheet title. Dates will appear next to each task.

What is the difference between "Custom Task Fields" and "Custom Sign-up Fields" (pro version)
      Custom Task Fields (on the Sign-up Sheet) are fields that appear when you create or edit a sheet in the admin on each task that you create. They are for display purposes only on the front-end of the Sign-up Sheet. **Custom Sign-up Fields** (on the Sign-up Form) are fields that users fill out on the front-end on the form they use to sign-up for an open spot.

How do I add a custom "Comments" or "Description" field to the sign-up sheet? (pro version)
      1. In the WordPress Admin, go to Settings>Sign-up Sheets
      2. Under the heading "Sign-up Sheets" and then "Custom Tasks" you will find a row of fields with heading like "Name", "Slug", "Type" etc.
      3. Enter the text "Comments" or "Description" under the field in the Name column.
      4. Leave the "Slug" field blank as it will auto-populate after saving.
      5. Under Type select "Textarea"
      6. Leave options blank since this is not needed for a Textarea. If you are adding a Checkbox, Radio button or Dropdown options, you can enter each new option on a new line and they will display on the front-end.
      7. Under Sheets you can select "All" to display the new "Comments" or "Description" field on all sheets or select one or more existing sheets if you only want it to display for certain ones.
      8. Click the "Save Changes" button at the bottom.

9. Go to Sign-up Sheets within Admin and click the "Edit" link on the Sheet you are updating.

10. Add the Text on the blank field next to "Comments" or "Description"

11. Click the "Save Changes" button at the bottom.

How do I add a custom "Comments" field to the sign-up form? (pro version)

1. In the WordPress Admin, go to Settings>Sign-up Sheets

2. Under the heading "Sign-up Form" and then "Custom Fields" you will find a row of fields with heading like "Name", "Slug", "Type" etc.

3. Enter the text "Comments" under the field in the Name column.

4. Leave the "Slug" field blank as it will auto-populate after saving.

5. Under Type select "Textarea"

6. Leave options blank since this is not needed for a Textarea. If you are adding a Checkbox, Radio button or Dropdown options, you can enter each new option on a new line and they will display on the front-end.

7. Under Sheets you can select "All" to display the new "Comments" field on all sheets or select one or more existing sheets if you only want it to display for certain ones.

8. Click the "Save Changes" button at the bottom.

9. Confirm by going to your sign-up sheet on the front-end and clicking the "Sign-up" link to view the form. You should now see a Comments textarea added to the bottom of the form.

Can I change the "from" address on the confirmation email?

Yes, in Settings>Sign-up Sheets, you can specify any email you want. If defaults to the email address set in Settings>General.

Why are some of my task's showing as closed and users are unable to sign-up? (pro version)

Your task date has passed. Updating the task date to a future date will correct this. This is specific to sheets that use a date set on the task as opposed to the sheet.

Why do users have to answer a math question during sign-up?

It's a simple form of captcha/spam protection. You can replace this with a stronger version called reCAPTCHA or disable all protection by selecting "disable all captcha" within the "Captcha and Spam protection" tab under settings.

Can I remove spam protection?

Yes. You can remove all protection by selecting "disable all captcha" within the "Captcha and Spam protection" tab under settings.

Why are my Sign-up Sheets only visible when logged in as an admin?

This is typically due to a cache issue. We recommend disabling caching on pages that use the [sign_up_sheet] shortcode so it is always displaying the most updated results.

Why are reminder emails not being sent?

Reminder emails are only sent if someone accesses the site the day of the scheduled reminder email. The WordPress cron depends on someone visiting the site in order to trigger the cron job. For sites with lower traffic, it's usually recommended they setup a more precise cron system on their web server that can run the WordPress cron in the event that no users access the site.

Why are emails not being sent? (pro version)

You can test if emails are successfully sent by WordPress in the Help section of Sign-up Sheets. If the test email is successfully sent but still not being received….

1. Ask the recipient to check their SPAM mailbox or SPAM filters. Your "From" address may need to be added to their list of safe senders.
2. Check with your host to see if they can trace emails being sent from your site. It is possible your emails are being delayed or blacklisted by your recipient's mail host.
3. Try sending email via SMTP instead by using a plugin like EASY WP SMTP
4. Try sending email via a 3rd party service like Mandrill with the wpMandrill Plugin

Why are my sign-up sheets missing after upgrading to version 2.1?

There was an error during the data migration but can be corrected by re-running the data migration. Under Sign-up Sheets>Settings>Advanced, click the "Re-run v2.1 Data Migration" button.

Why are the Sheets and Sign-up Forms aligned to the left? Why am I getting a black screen?

The issue is specific to the Theme you are using and will require making edits to the template files to correct. To edit the template files, please reference the following guide: Sign-up Sheets Pro: Overriding Templates in Your Theme

How do I edit the template files? (pro version)

To edit the template files, please reference the following guide: Sign-up Sheets Pro: Overriding Templates in Your Theme