

Questions and answers for exhibitors entering shows using TOES

The following will help you use TOES to find out about and enter shows.

These questions and answers do not relate to the entry clerking and show management functions in TOES.

What is TOES?

TOES stands for “TICA Online Entry System”. It is one of many ways you can enter TICA shows.

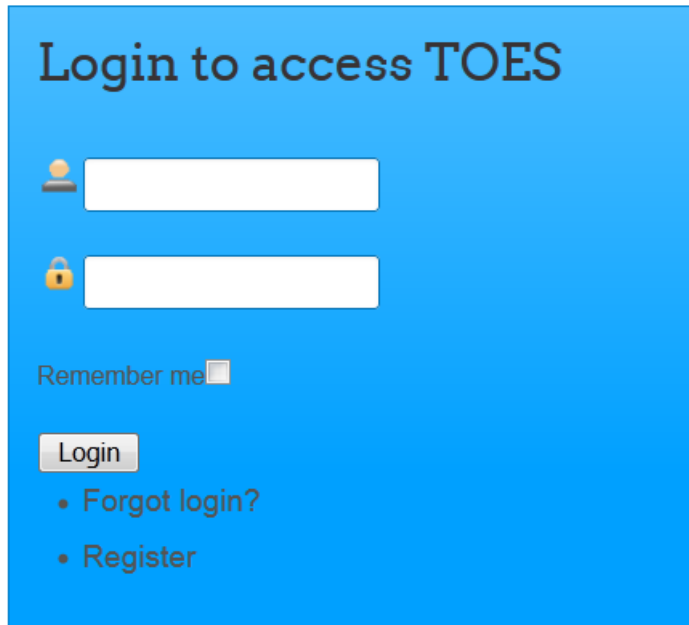
TOES provides:

- A calendar of shows using the TOES system.
- A way for you to enter data on your cats one time and then use that information to enter shows without having to retype the information each time.
- A way to see what shows you have entered and what cats you have entered in those shows.
- A way to “follow” shows you are interested in.


User Information

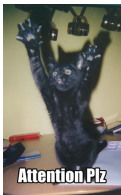
How do I get an ID and password?

1. In your web browser go to: <https://www.i-tica.com>
2. In the **Login to access TOES** box click **Register**.



The screenshot shows a blue login form titled "Login to access TOES". It features two input fields: the first is preceded by a person icon, and the second is preceded by a padlock icon. Below the fields is a "Remember me" checkbox. A "Login" button is positioned below the checkbox. At the bottom of the form, there are two links: "Forgot login?" and "Register".

3. Fill in the requested fields. If you are unsure about the data requested, click the  icon for additional information about the field.
4. Select the "accept the terms and conditions" check-box (after reviewing the terms and conditions) and click **Register**.

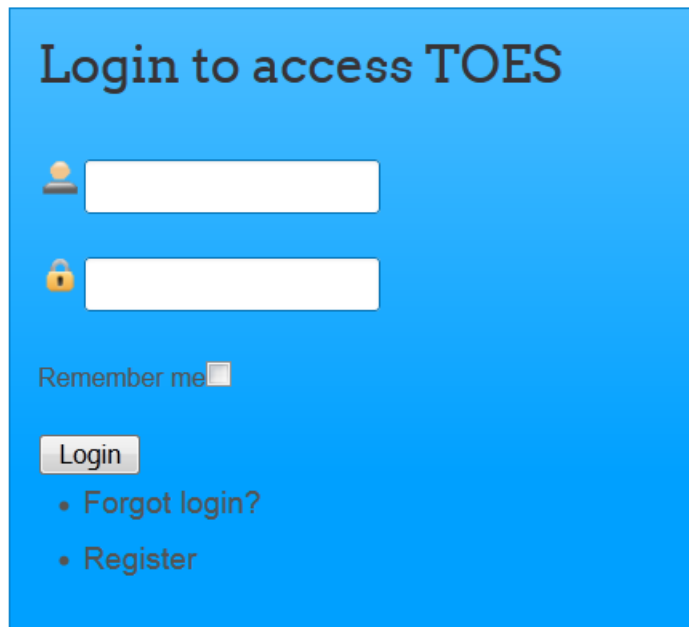


IMPORTANT: You will receive an email indicating that you are a registered TOES user.


How do I log on to the system?


1. In your web browser go to: <https://www.i-tica.com>

2. Enter your username  and password  in the **Login to access TOES** box and click **Login**.



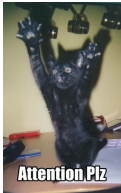
Login to access TOES





Remember me

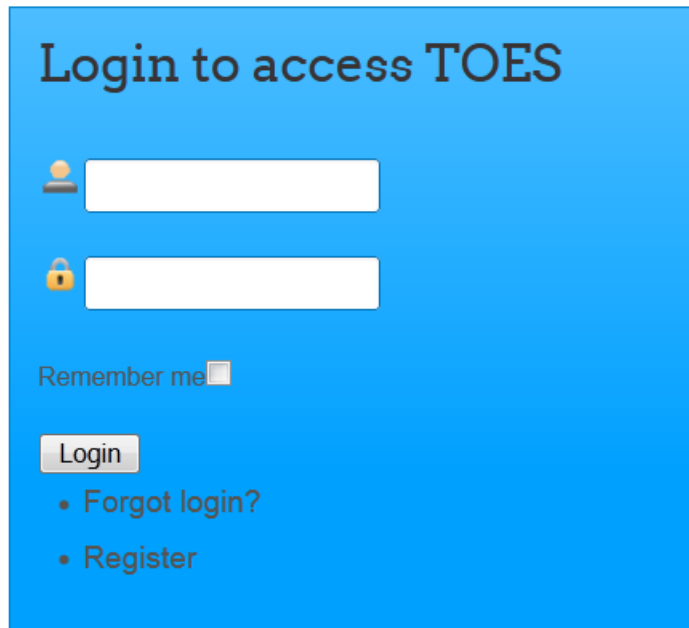
- [Forgot login?](#)
- [Register](#)



TIP: If you have any problems logging in to TOES, contact the system administrator (erwin@i-tica.com).

I forgot my ID or password, what do I do?

1. In your web browser go to: <https://www.i-tica.com>
2. Click **Forgot login?**

A screenshot of a login page with a blue background. At the top, the text "Login to access TOES" is displayed in a large, dark font. Below this, there are two white input fields. The first field is preceded by a person icon, and the second by a padlock icon. Underneath the second field is a "Remember me" checkbox. A "Login" button is positioned below the checkbox. At the bottom of the form area, there are two links: "Forgot login?" and "Register", each preceded by a small blue dot.

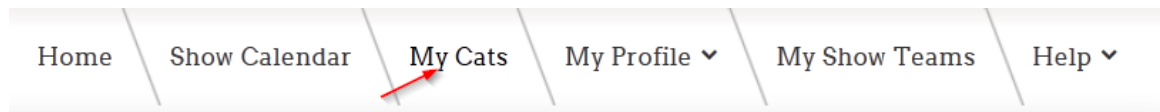
3. Select whether you need to recover your username or password.
4. Follow the instructions and click the button to send your username or password to the email address you registered with TOES.

Cat Information

The easiest way to enter shows is to enter your cat's information into the TOES database first. Then you can select the cats you want to enter from the database.

How do I enter my cat's information?

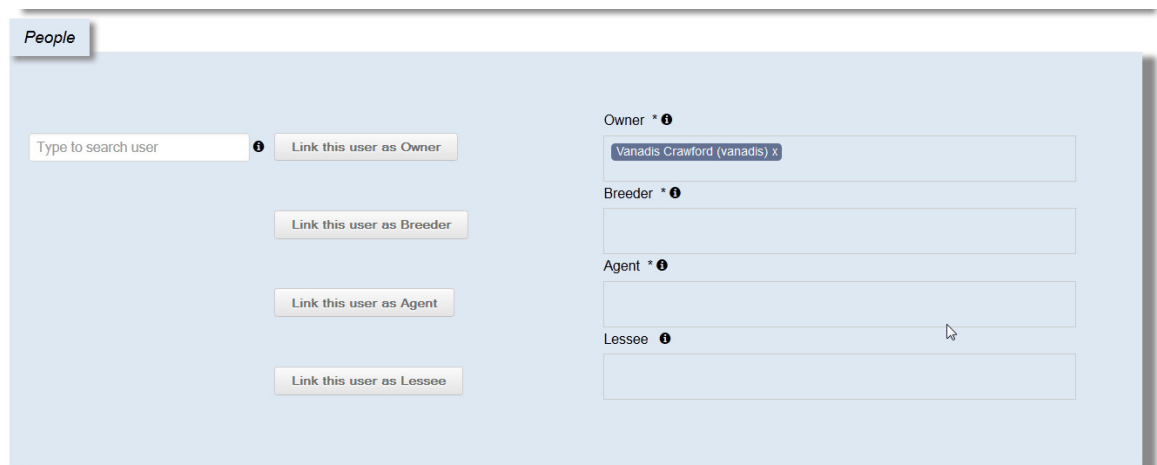
1. Log on to TOES.
2. Click **My Cats**.



3. Under **Cats I Own**, click **Add**.
4. Fill in the fields with the information appropriate for your cat. If you don't know what the field is asking, click the **i** for more information.

NOTES:

- Dates are in European format: YYYY-MM-DD. The field shows this as an example.
- Fields you must fill in are indicated with an "*" – for example: **Breed ***
- If you select *Household Pet* as the breed, the page automatically removes the fields for sire, dam, and breeder.
- The people section allows your cat's information to be access by other registered TOES users. For example, the breeder of the cat, lessees, and agents.

A screenshot of the 'People' section in the TOES interface. It features a search bar with the placeholder text 'Type to search user' and an information icon. Below the search bar are four buttons: 'Link this user as Owner', 'Link this user as Breeder', 'Link this user as Agent', and 'Link this user as Lessee'. To the right of these buttons are four input fields for selecting a user. The first field is labeled 'Owner *' and contains the text 'Vanadis Crawford (vanadis) x'. The other three fields are labeled 'Breeder *', 'Agent *', and 'Lessee' respectively and are currently empty.

To allow someone else to access the cat's information, start typing that person's name in the **Type to search user** field. When you stop typing, TOES will

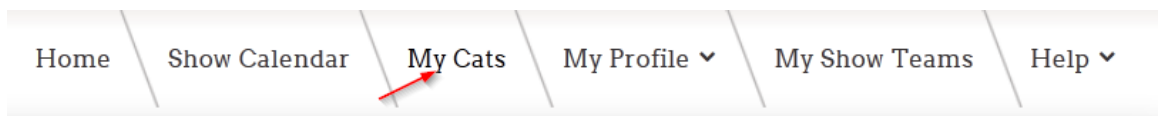
automatically search the registered users and present you with a list of possible names. You can only add individuals registered in TOES.


When you find the person you want to link, click the appropriate link button. That person will then be listed as an owner, breeder, agent, or lessee.

5. When you have finished filling out your cat's information, click **Save**.

How do I change information about my cat?

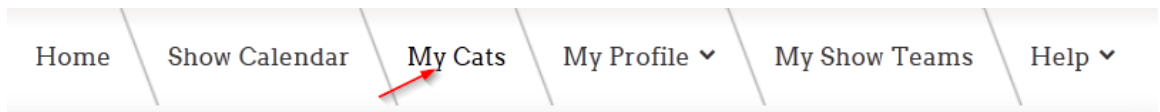
1. Log on to TOES.
2. Click **My Cats**.




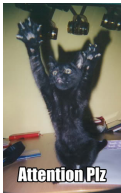
3. Under **Cats I Own** click the pencil icon  next to the cat you want to edit.
4. Make your changes and click **Save**.

How do I delete a cat from TOES?

1. Log on to TOES.
2. Click **My Cats**.



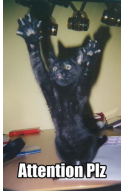
3. Under **Cats I Own** click the red X icon  next to the cat you want to delete. You will be prompted to make sure you really want to delete the cat.



IMPORTANT: The cat will be deleted only from your profile. That is, you will no longer see it listed under **My Cats**. TOES will still have the information on the cat for shows that were entered for both past and upcoming shows.

Does TOES automatically inform entry clerks of changes?

TOES does not “sync” changes made in **My Cats** and show entries. This is by design and is not a program error.



IMPORTANT: If you change your cat’s information in **My Cats**, such as changing the title, awards, or adding a registration number, this information is not automatically changed in the shows you have already entered.

There is a way entry clerks can check if changes have been made before they close the show or print the catalog; however it is a manual process.

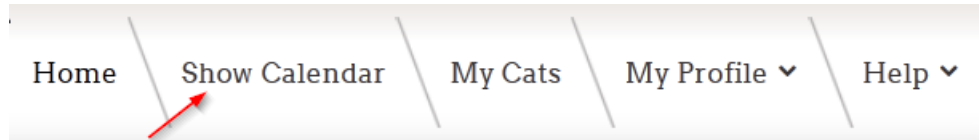
It is recommended that you contact the entry clerks of the shows you have already entered and let them know that you have updated your cat’s information. The entry clerk can then accept your changes for the show.


EQUALLY IMPORTANT: If an entry clerk manually changes information on your cat for a show (for example, title, awards, registration numbers, etc.), those changes will not be automatically changed in your **My Cats** records. If you told an entry clerk to make a change, and not to pull a correction that you made in **My Cats**, you will need to make those changes in **My Cats** so your cat’s information is correct for future shows.

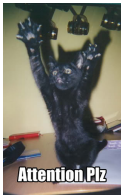
Show Information

How do I find out about a show?

1. Log on to TOES.
2. Click **Show Calendar**



3. Scroll through the displayed show calendar until you find a show you are interested in.
4. Click any of the blue text or the show details icon:  to see the information about the show.




IMPORTANT: The show calendar is not the official TICA show calendar. It lists the shows specifically listed through TOES and all shows using TOES for show entries.

Go to www.tica.org and click **SHOW CALENDAR** to access the full list of TICA shows.

I've found an interesting show, is there a way I can be notified if changes are made to the show information?


1. Log on to TOES.
2. Click **Show Calendar**









3. Scroll through the displayed show calendar until you find a show you are interested in following.
4. Click the  icon to add the show to the list of shows you want to follow. You will receive an email notice whenever information on the show is changed.

Other than scrolling through the show calendar, are there other ways I can look at the show calendar?

Yes, the **Filters** option allows you to display the **Show Calendar** in various different ways.

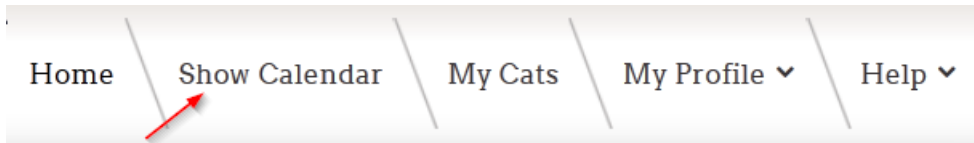
Filters 



Select Club  Select Country  Select State  Select City 

Display All Shows  Future Shows 

First, go to the **Show Calendar**

1. Log on to TOES.
2. Click **Show Calendar**

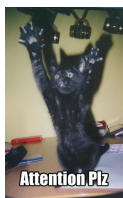


3. Scroll to the top of the **Show Calendar**, page and click the  after **Filters** 

To find all the shows you are following:	Change "Display All Shows" to "Display the shows I am following"
To find all the shows you have entered through TOES:	Change "Display All Shows" to "Display the shows I have entered"
To display shows that have already happened:	Change "Future Shows" to "Past Shows"
To see all shows listed through TOES:	Change "Future Shows" to "All Shows"

You can also filter the list to find a specific club or shows being held in a specific location (country, state, and/or city).

Entering shows

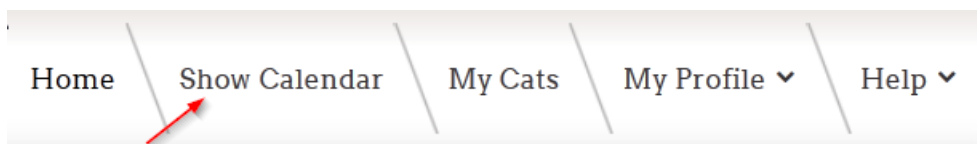



TIP: You can “add” a cat that is not already in your **My Cats** when entering a show. However, the way the system returns from adding the cat and refreshing the screens might be confusing for some.

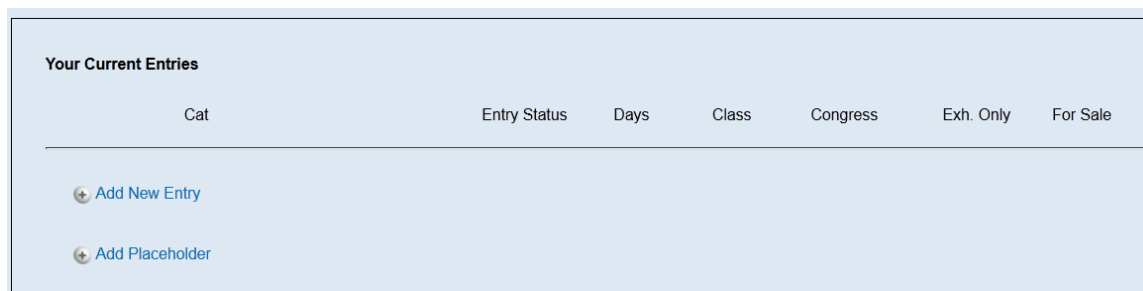
It’s easier, and cleaner, to add you cats to **My Cats** before entering shows. The following answers assume your cat entry information is in **My Cats**.

How do I enter a show?

1. Log on to TOES.
2. Click **Show Calendar**



3. Find the show you want to enter.
4. Click any of the blue text or the show details icon:  to see the show information.
5. Scroll to the bottom of the show information. You will see a box showing your current entries in the show (none if you aren’t currently entered):



6. Click **Add New Entry**. All the cats you have recorded in **My Cats** are displayed.
7. Select a cat you want to enter in the show.



IMPORTANT: You can only select one cat at a time to enter in a show. If you want to enter multiple cats, you will have to do these steps for each cat you want to enter.

8. Click **Next**.
9. If a show allows you to enter for specific days or sessions, that information will be displayed. Select the appropriate days or sessions for your entries.
10. Indicate if the cat is for competition or "Exhibition Only". If you select that the cat is exhibition only it will not be included for competition in the catalog or in the judge's books. In most cases you will want to select "Participating in TICA Rings".

If the cat is for sale or has an agent you can indicate that at this time as well.

Select Options

Participating in TICA Rings ▼

For Sale

Agent Name ⓘ

11. Click **Next**
12. Indicate the space you need for your entries. See the separate Q&A on the right way to specify how much space you need.



IMPORTANT: Each time you enter a cat you will be asked what space you need. The space you need is for all the entries you plan on entering in the show.

13. If you would like to be located in the showhall with someone, or have special needs on where you need to be in the showhall, indicate that in **Benching request**.

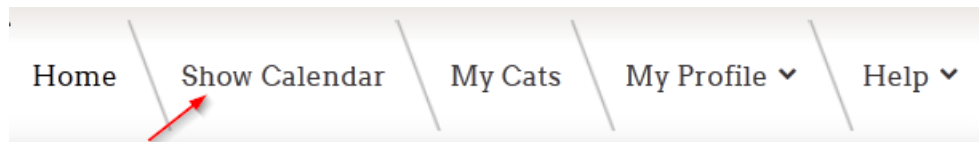
NOTE: Also use this field to indicate if you require handicapped end-of-row benching, or any other special benching needs. For example, "Exhibitors is in a wheelchair and needs easy access from the benching cages to the judging rings," or "Due to medical needs, please bench near to the bathroom."


14. Check the box indicating that you accept TICA's show rules. (Make sure you read them first and understand that you will adhere to them.)
15. Click **Save**

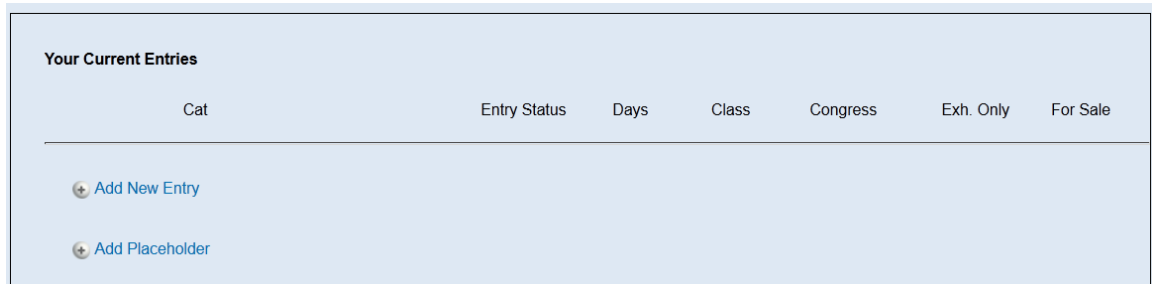
Your entry has been saved in TOES. Once the entry clerk has reviewed and accepted your entry, you will receive a confirmation by email that you are entered in the show.

I want to enter a show, but I don't know what cat I want to enter. How can I put in a placeholder for the show?

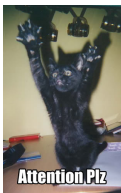
1. Log on to TOES.
2. Click **Show Calendar**



3. Find the show you want to enter.
4. Click any of the blue text or the show details icon:  to see the show information.
5. Scroll to the bottom of the show information. You will see a box showing your current entries in the show (none if you aren't currently entered):



6. Click **Add Placeholder**.



IMPORTANT: You can only add one placeholder (i.e. one "owed entry") at a time to a show. You need to repeat the steps to add additional placeholders.


7. If a show allows you to enter for specific days or sessions, that information will be displayed. Select the appropriate days or sessions for your placeholder.
8. Click **Save**


Your placeholder has been saved in TOES.


How do I replace a placeholder with the cat I want to enter?

1. Log on to TOES.
2. Click **Show Calendar**



3. Find the show where you have a placeholder. Click any of the blue text or the show details icon:  to see the show information.
4. Scroll to the bottom of the show information. You will see a box showing your current entries in the show and your placeholders:

Your Current Entries							
	Cat	Entry Status	Days	Class	Congress	Exh. Only	For Sale
	Placeholder	Confirmed	All				

5. Click the  icon to the left of your placeholder.
6. All the cats you have recorded in **My Cats** are displayed.
7. Select a cat you want to enter in the show in place of your placeholder.
8. Click **Next**
9. If a show allows you to enter for specific days or sessions, that information will be displayed. Select the appropriate days or sessions for your entry.
10. Indicate if the cat is for competition or "Exhibition Only". If you select that the cat is exhibition only it will not be included for competition in the catalog or in the judge's books. In most cases you will want to select "Participating in TICA Rings".

If the cat is for sale or has an agent you can indicate that at this time as well.

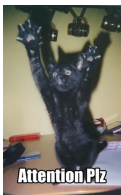
Select Options

Participating in TICA Rings

For Sale

Agent Name ⓘ

11. Click **Next**
12. Indicate the space you need for your entries. See the separate Q&A on the right way to specify how much space you need.



IMPORTANT: Each time you enter a cat you will be asked what space you need. The space you need is for all the entries you plan on entering in the show.

13. If you would like to be located in the showhall with someone, or have special needs on where you need to be in the showhall, indicate that in **Benching request**.

NOTE: Also use this field to indicate if you require handicapped end-of-row benching, or any other special benching needs. For example, “Exhibitors is in a wheelchair and needs easy access from the benching cages to the judging rings,” or “Due to medical needs, please bench near to the bathroom.”

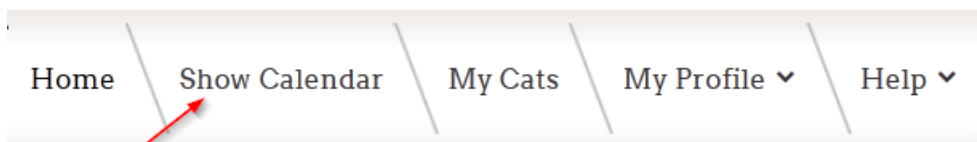
14. Check the box indicating that you accept TICA’s show rules. (Make sure you read them first and understand that you will adhere to them.)
15. Click **Save**



Uh oh ... I just entered the wrong show (or entered the wrong cat), how do I fix this?

Until the entry clerk has accepted your entry you can cancel the entry from the show.

To cancel an entry that hasn’t been accepted:

1. Log on to TOES.
2. Click **Show Calendar**



3. Find the show where you need to cancel your entry.
4. Entries that can be cancelled have the following icons before the entry's name:

5. To cancel your entry, click the  icon.

If you realize you entered the wrong show after your entry has been accepted by the entry clerk, you need to contact the entry clerk to remove your entry from the show.

If you entered the wrong cat for a show you intended to enter, you can substitute the correct cat (until the show is closed).

I can't bring the cat I originally entered, how do I make a substitution?

There isn't a direct way to do a substitution.

To do a substitution, add a new entry and put in the **Remarks/Details for Personal Cages (Number/Size)** section a note with the name of the cat to be removed from the show. For example: "Please substitute Fluffy Girl for Fluffy Boy".

How to I tell the entry clerk how much cage space I need?

This is one of the most confusing areas for exhibitors.

You specify your space while adding your entries:

Update Summary
Please provide the following information based on all cats you will be entering or have entered into the show.

Number of single cages/spaces

Number of double cages/spaces

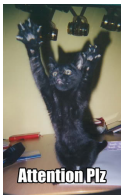
Personal cages ▼

Grooming space ▼

Benching request

Remarks / Details for Personal Cages (Number / Size)

I accept the TICA show rules **i**



IMPORTANT: Each time you enter a cat you will be asked what space you need. The space you need is for all the entries you plan on entering in the show, even though you are asked for this information with every entry.

You can specify your space requirements in single cages/spaces (i.e. ½ cage spaces for clubs providing divided cages), double cages/spaces (i.e. 2 single cages/spaces that can be used for a single personal cage or a wire cage that can be used as a large cage the size of two single cages.)



IMPORTANT: Specify your space needs in one field or the other. Don't fill in both.

For example:

- You just want a single cage space. Put a 1 in **single cages/spaces**.
- You want a double cage space. Either put 2 in **single cages/spaces** or a 1 in **double cages/spaces**. Do not put a value in both fields or you might be charged for more space than you want.

Personal cages indicates whether you are bringing your own cage to the show. (**Yes** means you are bringing your own cage. **No** means you need a wire cage.) Personal cages include Sturdy tents and other enclosures that will fit the dimensions of a wire cage for the show.

If you are unsure if your personal cage will fit in the space given for the show, contact the entry clerk or indicate your personal cage size in **Remarks / Details for Personal Cages (Number / Size)**.

Also indicate in **Remarks / Details for Personal Cages (Number / Size)** if you need a combination of wire and personal cage spaces. For example, if you need 3 double spaces and have personal cages for 2 of those spaces, but need a wire for the third, add a note similar to the following: "Have personal cages for 2 spaces. Will need 1 wire cage."

If you want a grooming space, change **Grooming Space** to **Yes**. The grooming space is in addition to your single cages/spaces or double cages/spaces numbers. For example, assuming the club offers grooming spaces the same size as a double cage, if you say **Number of double cages/spaces = 1**, **Personal cages = Yes**, and **Grooming Space = Yes**, you will be given 2 double cage spaces with no wire cages.

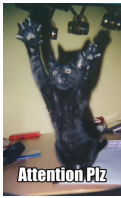
How do I know that I am entered in the show? Will I still get some type of confirmation like I did with other systems?

Yes. The entry clerk will review your submitted information and then accept and confirm your entries. When confirmed you will receive an email with your entry information, paid and owed fees, space and benching, and any communication the entry clerk has for you.

Other TOES Questions

I think the system seem to run slowly at times. I keep clicking links and buttons and I don't go where I want to. What's with that?

Remember, TOES is hosted on servers in Europe. For those outside of Europe the performance might be slower than desired at times. Also, performance may be different at different times of the day depending on how many people are on the system, or if the development team is making updates.



TIP: Don't be "click happy". In most cases your system has registered what you have clicked and is processing your request. By clicking multiple times the system might pass those clicks on to the next page to be displayed which can result in the system doing something you don't expect.

In other words, be patient.

I would like to report a problem with TOES, how do I do that? I have a suggestion for improving TOES, how do I submit that suggestion?

TOES has a "service ticket" system integrated within it. Errors and suggestions can be submitted through this system.

