



# St. Alban's Boys' and Girls' Club

A good place to be

September 7 2011

As you are aware, we experienced significant problems with our online aquatic registration system yesterday. Having been through two successful sessions using the Lesson Times system, we were confident with the product and were surprised when the system did not work yesterday.

Our account representative at Clevernet, the provider of the system, informed us that the problem was due to an overloaded power supply at the data centre where their server clusters are located. This problem affected not only us at St. Alban's, but all of the company's other clients as well.

We have been assured that their system is back up and running at full capacity and they are planning to upgrade their electrical capacity to a higher amp circuit which unfortunately may take additional time. We are taking the next few days to test the system to hopefully ensure a successful re launch and confirm the few registrations that managed to get through (Any registrations which have been booked so far in the system will be honoured.)

We plan to re start the online aquatic registration on **Tuesday September 13<sup>th</sup> at 10:00am**. If there are any changes to this planned registration time, we will keep you posted on our website and by email.

We again apologize for the frustration you felt yesterday and the great length of time that was spent on a process that should only have taken a few minutes.

Thank you so much for your patience and understanding as we resolve this issue.

Shannon Caskey,  
Aquatic Manager