

The AMHA show program offers the capability of retrieving up to date information on horses, owners and exhibitors from the AMHA office. Here's how it works:

From the Office Side

Every 15 minutes, a program executes that extracts recently changed information from the AMHA office database and copies that information to a web-based database. This has a couple of ramifications:

1. You can call the office about out-of-date information, and they can correct it while you're talking with them on the phone, but the updated information is not going to be available until the program mentioned above executes. It may take up to 15 minutes.
2. The program mentioned above is not controlled by the office staff.

From the Show Managers side

The show program uses its own internal database to hold all of your show information. This is done so that the shows operation is not dependent on having internet connectivity. In order to receive the updates however, you must have a relatively good internet connection. Since most show managers put in their entries from home before travelling to the show, this does not pose a problem.

There are two things the show manager must do for **each** show to allow the program access to the office files:

1. If you go to the File->Administration->Show Management Screen and enter your password, you will see the following screen:

UNDERSTANDING THE OFFICE REFRESH PROCESS FOR THE AMHA SHOW PROGRAM

AMHA World Show-Administration Screen

Show Name
AMHA World Show

First part of Show title for the Splash screen
AMHA World

Second part of Show title for the Splash screen
Show

Use the system's built-in accounting feature

Use the system's built-in Security feature (password protection)

Keep automatic editing on

Use a dropdown box for the rider field on the basic entry screen

Keep automatic editing on (basic entry screen only)

Have the system prompt me when a class is eligible for advancement. (requires an up to date promotion table).

Enable auto-backup # of backups to keep 70

Enable automatic office lookup during entries

Enable tablet use

Type of Show

AMHA

Click this button to view/edit data

Click this button to view/edit accounting details

Click this button to exit

The option highlighted above **must** have a checkmark in it. A filled in blue box does not count as a checkmark.

Side Note: Why would we ever want to NOT check this option?

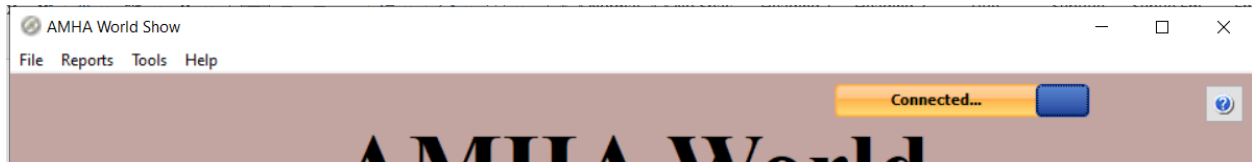
Side Note Answer: If this option is selected, the program will try to look at the office database for updated information during entries, member/horse inquiries, and so forth. If there is no internet connection, the program will keep trying to connect to the remote databases until it reaches a timeout value, which is usually around 30 seconds. So, every time you would look up a member and they weren't found in the database, it would take around 30 seconds for it to come back and tell you that it couldn't find it.

2. On the main program screen, there is a slider bar towards the top right that normally reads "Click to connect", as follows:



UNDERSTANDING THE OFFICE REFRESH PROCESS FOR THE AMHA SHOW PROGRAM

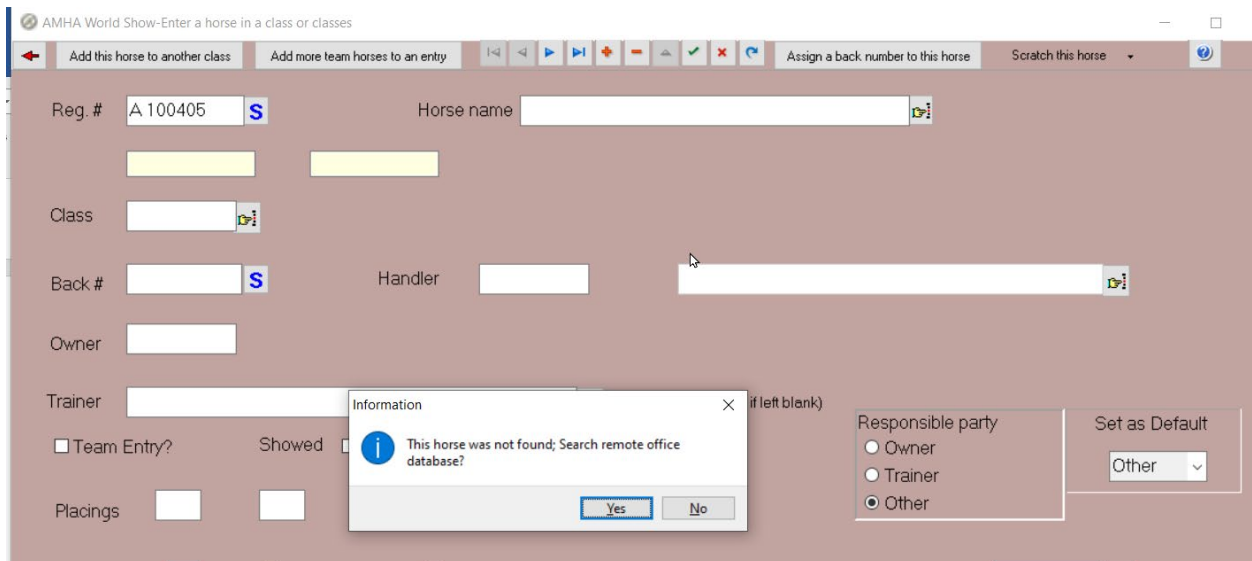
You **must** click on this bar to connect to the lookup databases. It should look like this when it's ready:



If the refresh does not work, it's usually because one of these two conditions is not in effect.

So how do we make this work?

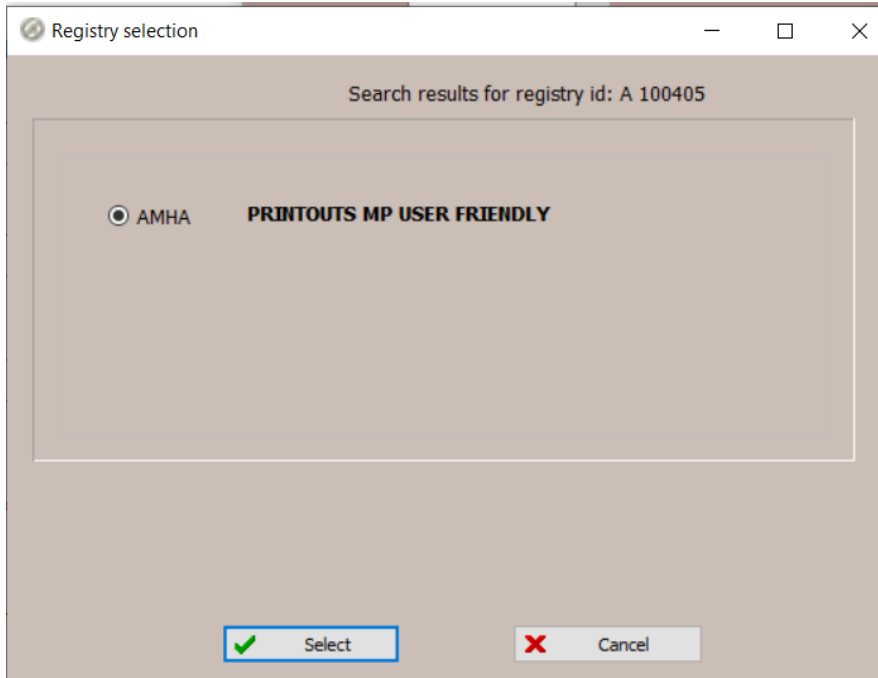
Some functions of the show program lookup information automatically. A good example is when you're making entries. When you start an entry for a horse, you click on the red plus sign on the navigator bar, and either enter the registration number, or lookup the horse by name. The system will tell you if the horse is not found in the local database, and ask if you want to search the office database, as seen below:



Here, I entered the registration number I wanted, and pressed "Enter". I get the message that it wasn't found locally, and then asks if you want to look for it. You would click "Yes".

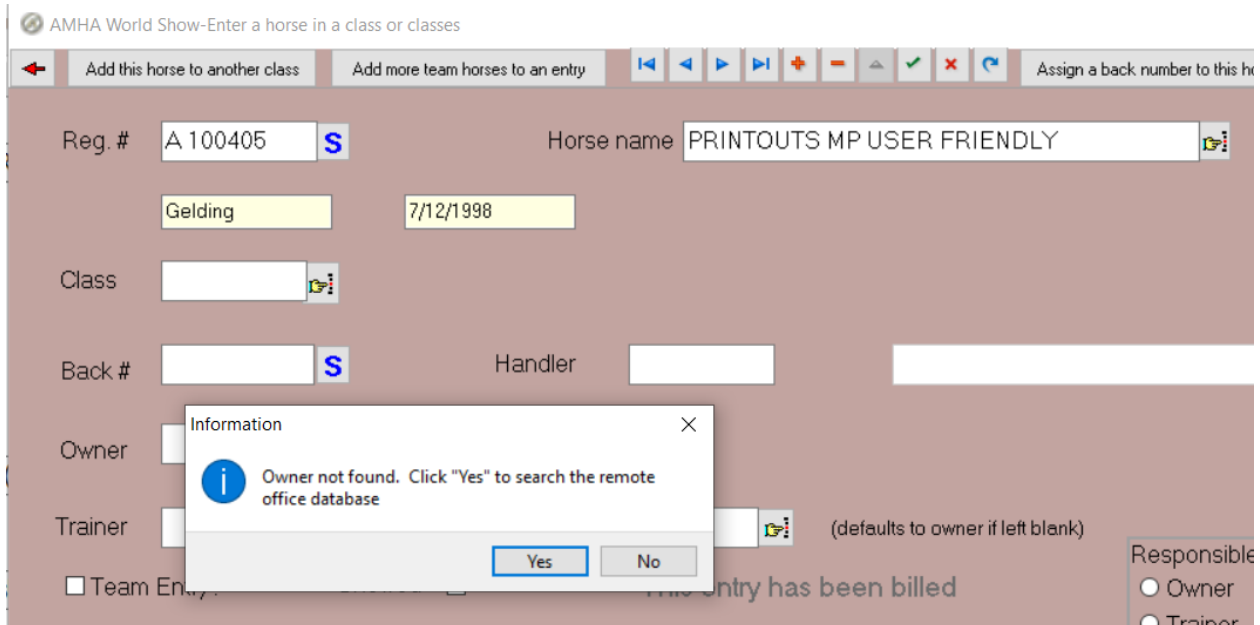
Clicking "Yes" above yields the following confirmation screen:

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Clicking "Select" adds this horse to the local database, and fills in some of the entry fields:

As the program is adding the horse, it checks to see if the owner resides in the local database. If it does not, you get a message like this:



Clicking "Yes" here adds the owner to the local database.

The same process happens when you enter the handler or the trainer. If it's not found locally, it will ask if you want to go get it.

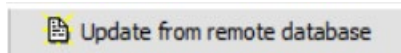
The major result of this is that you do not have to pre-load your members, trainers, horses, and handlers. It can all be done at entry time.

So, what if the local information is wrong?

You've all seen it; a youth or amateur swears to you that they've obtained their card, but the program won't let you do entries because it says they don't have a valid card. What can we do?

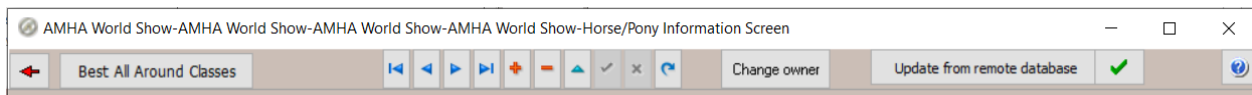
Well, the entry screen will ask if you want to check for updated information, so that's a help, but what if you just want to check yourself?

The main thing to remember is that the office lookup is a passive thing. You bringing up a horse or a member will not cause the program to automatically update the record. There is a button on the toolbar at the top of both the horse and owner screen that says "Update from Remote Database":



You **have** to click this button to tell the program that you want to look for updated information; the program will not do it for you.

Once you do click it, you will see a green checkmark on the toolbar, indicating that the office update was successful:



Please let me know if it appears that the information retrieved from the lookup databases is not current. Things such as power outages, office database errors/shutdowns, etc. can happen to interrupt the normal process flow.