

Food Festival Voting Procedure

We value your vote and want the process to be as quick and easy as possible. If you're having trouble casting your vote please see our guide below and some of the error messages that may occur. These may provide a solution/explanation for you.

1 How to Vote.

- Go to http://www.allaboutstalbans.com/food_festival/vote.aspx
- Enter your first name, last name, email address in the boxes provided.
- Click the 'submit' button - this will send an activation code to the email address you provided.
- It is vital at this stage that you **do not close your browser window or navigate away** from the voting page as the activation code is only valid as long as the voting page is open.
- Check your email and copy and paste the activation code into the voting form in the box which should now be visible.
- Click on 'submit' again. The voting form should now be unlocked.
- To cast your votes select the venue you want to vote for in each section and click the 'go' button at the bottom right hand corner of the respective section. Venues are ranked in order of popularity from top to bottom.

2 Trouble shooting.

i)When I go to the voting page it says :

Our records show you have already voted for your favourite venues. Only one vote per email address is allowed for this round.

Reason:

Only one vote is allowed per email address for the voting process for the duration of the competition.

Solutions:

If you have another email address you can use that to vote with too.

ii) I entered my details but didn't receive an email.

Solutions:

Check the email address that you entered is correct. Check your spam filters to see if the email that was sent has ended up there rather than your inbox. Check whether you have reached your inbox quota. One of the leading reasons for emails not being delivered is that the recipients email account is full. Wait for a couple of minutes - email is quick but not instant.

If you still haven't received the email after 5 minutes, close your browser, reopen it and re-enter your details.

iv) I entered the code I received but nothing happened.

Solutions:

Check that the code you copied into the box was correct. Check it has not got any leading or trailing spaces around it. Click on the lower submit button. When the voting form is active the 'go' buttons turn blue. Make sure you have not closed and reopened the browser window in-between entering your details and copying your activation code in. If this does not clear the problem refresh your browser window and enter your details again.

