



Clifton Springs Golf Club

MEMBER PORTAL – USER GUIDE

A detailed overview of the Clifton Springs Golf Club online member portal accessible from the Clifton Springs website – www.cliftonspringsgolf.com.au

Clifton Springs Golf Club
92-94 Clearwater Drive
CLIFTON SPRINGS VIC 3222

Table of Contents

	Page
Log On	3
View/Edit member details	4
Edit your PIN	7
View and/or Pay your Account	8
Ledger Payments	9
Make a Golf Booking	11
Competitions	13
Delete a Booking	13
My Bookings	14
Member Register	14
Messages	14
Session Expired	15

Welcome to the new **Member Portal** for members of Clifton Springs Golf Club.

The portal is designed to give you easy access to your membership details, your account, and bookings of tee times.

This User Guide is quite lengthy, but **don't be daunted**. It's provided as a reference so you can learn about a specific area or feature or read the lot!! You'll find much of the new portal to be intuitive so will find your way around by exploring.

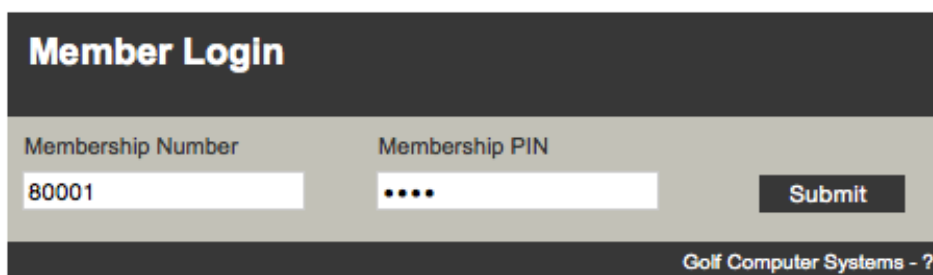
To log on to the member portal you'll need to enter your membership number and your PIN.

Your membership number can be entered in its shortest form. 00123 can be entered as 123, so you can lose the leading zeros.

Your default PIN is the day and month of your birthday, as a 4 digit number.

If the day or month is a single digit then add a leading zero. For example you would enter 7th of May as 0705, or 5th December as 0512.

If for some reason your PIN is not accepted you will need to contact Club administration. They will be able to advise you of your initial PIN to log in. Once logged in you can change your PIN yourself.



The screenshot shows a 'Member Login' form with a dark header. Below the header, there are two input fields: 'Membership Number' containing '80001' and 'Membership PIN' containing four dots. A 'Submit' button is located to the right of the PIN field. At the bottom right of the form, there is a link that says 'Golf Computer Systems - ?'.

When you have entered your membership number and your PIN, click on the **Submit** button.

A Welcome screen will appear.

Welcome Tom Watson

You have no messages.
 You have no current or future bookings.

The Welcome screen may contain further information or links that you can click on. The Club controls this. So it may change periodically.

If you have a GOLFLink number then it will display on the Welcome screen also, and you can click on it to display your GOLFLink record at the GOLFLink website.

To view and/or edit your details click on the **My Details** button on the button menu across the top of the screen.

Your membership details will display on the screen.

[Competitions](#)
[Tee Times](#)
[My Bookings](#)
[My Details](#)
[Messages](#)
[My Account](#)
[Log Out](#)

Your Details

Click on "+" to expand a section or "-" to hide a section

- PERSONAL INFORMATION

Member No:	80001
Title:	Mr
Surname:	Watson
First Names:	Thomas
Preferred Name:	Tom
Initials:	T.
Gender:	Male
Membership Category:	Full Member
Booking Category:	Member
D.O.B:	03/04/1956
Company:	
Profession:	
Qualifications:	
Company Type:	
Handicap:	
Golflink No:	
Marketing:	

+ CONTACT INFORMATION

Click on the + to the left of CONTACT DETAILS to expand this portion and display your current contact details held at the Club.

- CONTACT INFORMATION	
Phone:	Home No: 03 9876 5432 Mobile: 0456 789 123 Email: tom@watsongolf.com.au
Home:	C/- Clifton Springs GC Clearwater Drive CLIFTON SPRINGS. VIC. 3222 AUSTRALIA
Edit Member PIN Edit Details	

To edit your details click on the **Edit Details** button.

The form will change to display editable boxes. Note that not all information can be edited. For example you can't change your membership number or membership category as these would need to be done via Club administration.

- Competitions
- Tee Times
- My Bookings
- My Details**
- Messages
- My Account
- Log Out

Edit Your Details

Click on "+" to expand a section or "-" to hide a section

- PERSONAL INFORMATION	
Member No:	80001
Title:	Mr
Surname:	* Watson
First Names:	* Thomas
Preferred Name:	Tom
Initials:	T.
Gender:	Male
Membership Category:	Full Member
Booking Category:	Member
D.O.B:	03/04/1956 Edit
Company:	
Profession:	
Qualifications:	
Company Type:	
Handicap:	
Golfink No:	
+ CONTACT INFORMATION	

Click on the + to the left of **CONTACT DETAILS** to expand this portion to display and optionally edit your current contact details held at the Club.

CONTACT INFORMATION

Phone:

Home No: Silent

Work No: Silent

Mobile: Silent

Fax: Silent

Email: Do not bulk email

Home:

Address 1:

Address 2:

Address 3:

Suburb:

State:

Postcode:

Country:

:

Postal:

Address 1:

Address 2:

Address 3:

Suburb:

State:

Postcode:

Country:

:

Scroll down for further details if applicable, and to find the **Submit** button.

Country:

:

Work:

Address 1:

Address 2:

Address 3:

Suburb:

State:

Postcode:

Country:

:

The “Silent” check boxes allow you to set your contact number(s) as silent. They will not display on the member register and are flagged as silent to Club admin.

When you have completed the changes you wish to make, click on the **Submit** button to send the changes to the Club.

Note that a staff member will need to accept the changes at the Club before they are updated to your membership record. An alert is sent to staff to advise that you have requested a change to your details.

To edit your PIN click on the Edit member PIN button that displayed at the bottom of the “My Details” form.



Edit Member PIN

New PIN:

Confirm New PIN:

Enter your new PIN and confirm the PIN by re-entering it in the **Confirm New PIN** field.

Click on the **Save Changes** button to update your new PIN. This will save immediately to the Club database so the new PIN will become active for your next login.

To view and/or pay your account click on the **My Account** button.

[Competitions](#) [Tee Times](#) [My Bookings](#) [My Details](#) [Messages](#) [My Account](#) [Log Out](#)

Your Account

Account	Balance
Prizes	\$0.00
e-Wallet	\$0.00
Main	\$0.00

[Make Payment to e-Wallet](#) [Statements and Payments](#)

The ledgers that are managed by the Club display on the screen. The current balance of each ledger also displays.

Some ledgers will allow you to make payments to them such as the Main subscription ledger and the e-Wallet ledger. Other ledgers will not accept payments, such as the Prize ledger.

You can initiate a payment to your e-Wallet from the opening screen.

An e-Wallet is a ledger that holds your own funds that you can then spend at the Club through the Point of Sale system (POS). The e-Wallet and Prize ledger will always have credit or zero balances.

To get detail for each ledger, click on the **Statements and Payments** button.

Member Account Statements

ACCOUNT:
PERIOD:

Date	Ref.	Description	Credit	Debit	Balance
01/06/2015		Brought Forward			\$0.00

[Make Payment](#)

To view transactions from a different ledger or accounting period, click on the ACCOUNT or PERIOD boxes and change as required. When a change has been made there will be a slight pause as the account information for the changed ledger and/or period is retrieved and displayed.

To make a payment to a ledger click on the **Make Payment** button. If there is not a **Make Payment** button then payments cannot be made to the ledger that you are viewing.

A payment screen will display, into which you can enter the amount to pay.

Make Payment

Payment to e-Wallet account

Current balance \$ 0.00

Amount to pay: \$

[Cancel](#)
[Pay Now](#)

Click on the **Pay Now** button to proceed with the payment.

Make Payment

I have read and agree to the [Terms And Conditions](#) and [Privacy Policy](#)

Payment to e-Wallet account - AUD\$ 10.00

Cardholder Name	Expiry Date
<input type="text"/>	01 / 15
Card Number	CVV
<input type="text"/>	<input type="text"/>

Cancel Pay Now

Enter the credit card holder name and the credit card number of the card that is to be used for the payment.

Enter the credit card expiry date and the CVV number.

You must check the box accepting the Club’s terms & conditions and privacy policy in order to proceed.

Your payment will be processed through a **secure online payment gateway**. The gateway simply facilitates the transfer of funds from your nominated credit card account through to the Club’s nominated bank account.

Note that the Club can set a rule on the Main ledger that requires payment in full only. If such a rule is in place you will not be able to part-pay the balance of the main subscription ledger.

To make a golf booking click on the Tee Times button.

Select the date on which you wish to make a booking and click on the **Submit** button.

- Competitions
- Tee Times
- My Bookings
- My Details
- Messages
- My Account
- Log Out

Booking Sheet

1st Tee
Saturday 20 June 2015

Time	Player 1	Player 2	Player 3	Player 4	Info	Book
07:00						Book Now
07:07						Book Now
07:15						Book Now
07:22						Book Now
07:30						Book Now
07:37						Book Now
07:45						Book Now
07:52						Book Now
08:00						Book Now

To make a booking into a time, click on the **Book Now** button.

A form into which player details can be entered will display.

Page expires in 02:35

Make A Booking

1st Tee
Saturday 20 June 2015
09:52

To confirm the booking, please enter the player details below and then submit the booking.

If you know the member number of the player you may enter just their number, otherwise please fill in all the details as required (*).

	Player 1	Player 2	Player 3	Player 4
	Me Clear	Clear	Clear	Clear
Member #	80001			
Last Name	Watson			
First Name	Thomas			
Contact Phone	03 9876 5432			
Golfink Number				
Handicap				
Email	tom@watsongolf.com.a			

[Return to Booking Sheet](#)
[Add From Buddy List](#)
[Add From Booking History](#)
[Submit Booking](#)

If you to play in the time that you are booking then you can click on the **Me** button to add yourself to the first player position.

You can add other members to the booking in a number of ways. Firstly you can enter the member’s membership number into the Member # field and press **<Enter>** or **<Tab>**. The system will then retrieve the member’s details and display them. Note that there is a slight pause while this information is gathered and displayed.

You can add players from past bookings into this booking using the **Add From Booking History** button.

You can add players from your “Buddy List” into this booking using the **Add From Buddy List** button. Members of your Buddy List are established on the Touch Screen Kiosks at the Club, or via the online Member Register if activated by the Club. Please refer to the Member Register section of this document for further details.

Competitions

Alternatively you can click on the **Competitions** button to display current and future competitions. You can then access the booking sheets of competitions that are open for booking from this area by clicking on the **Book Now** button to the right of the competition you wish to select.

The Competition form shows the date and time that each competition opens for bookings, and the date and time that it closes for bookings.

- Competitions
- Tee Times
- My Bookings
- My Details
- Member Register
- Messages
- My Account
- Log Out

Competitions

Date	Facility	Name	Union	Scoring	PAX	Fee	Open	Close	Book
THU 25/06/2015	1ST TEE	MEDLEY STABLEFORD	MEDLEY	STABLEFORD	54	\$0.00	10/06/2015 10:00	25/06/2015 06:00	-
SAT 27/06/2015	1ST TEE	STROKE	AGU	STROKE	133	\$0.00	12/06/2015 10:00	27/06/2015 06:00	BOOK NOW
SAT 27/06/2015	1ST TEE	STROKE (L)	WGA	STROKE	27	\$0.00	12/06/2015 10:00	27/06/2015 06:00	BOOK NOW
SUN 28/06/2015	1ST TEE	MEDLEY STABLEFORD	MEDLEY	STABLEFORD	0	\$0.00	13/06/2015 10:00	28/06/2015 06:00	BOOK NOW
TUE 30/06/2015	1ST TEE	STABLEFORD	AGU	STABLEFORD	93	\$0.00	15/06/2015 10:00	30/06/2015 06:00	BOOK NOW
WED 01/07/2015	1ST TEE	WOMENS 4BBB PAR	WGA	4BALL BB PAR	0	\$0.00	16/06/2015 10:00	01/07/2015 06:00	BOOK NOW
THU 02/07/2015	1ST TEE	MEDLEY STABLEFORD	MEDLEY	STABLEFORD	21	\$0.00	17/06/2015 10:00	02/07/2015 06:00	BOOK NOW
SAT 04/07/2015	1ST TEE	STABLEFORD (L)	WGA	STABLEFORD	17	\$0.00	19/06/2015 10:00	04/07/2015 06:00	BOOK NOW
SAT 04/07/2015	1ST TEE	STABLEFORD - MONTHLY MEDAL	AGU	STABLEFORD	101	\$0.00	19/06/2015 10:00	04/07/2015 06:00	BOOK NOW
TUE 07/07/2015	1ST TEE	STABLEFORD	AGU	STABLEFORD	25	\$0.00	25/06/2015 10:00	07/07/2015 06:00	BOOK NOW
THU 09/07/2015	1ST TEE	MEDLEY STABLEFORD	MEDLEY	STABLEFORD	0	\$0.00	24/06/2015 10:00	09/07/2015 06:00	BOOK NOW
SAT 11/07/2015	1ST TEE	2 PERSON AMBROSE	MEDLEY	AMBROSE	0	\$0.00	26/06/2015 10:00	11/07/2015 06:00	-
SAT 11/07/2015	1ST TEE	2 PERSON AMBROSE (L)	WGA	AMBROSE	0	\$0.00	26/06/2015 10:00	11/07/2015 06:00	-
SUN 12/07/2015	1ST TEE	MIXED CHAPMANS	MEDLEY	CANADIAN FOURSOMES	0	\$0.00	27/06/2015 10:00	12/07/2015 06:00	-
SAT 18/07/2015	1ST TEE	PAR	AGU	PAR	0	\$0.00	03/07/2015 10:00	18/07/2015 06:00	-
SAT 18/07/2015	1ST TEE	PAR(L)	WGA	PAR	0	\$0.00	03/07/2015 10:00	18/07/2015 06:00	-
SAT 25/07/2015	1ST TEE	STROKE(L)	WGA	STROKE	0	\$0.00	10/07/2015 10:00	25/07/2015 06:00	-

To delete a booking

click on the **Delete** button alongside your booking in the **My Bookings** area. You will be asked to confirm that you wish to delete the booking. Following deletion you will then be returned to the booking sheet.

You can also delete a booking from the booking sheet by selecting the sheet for the date on which you have a booking, or selecting the competition within which you have a booking. The deletion procedure is the same as above.. you can click on your name in the booking sheet and then use the **Delete** button to delete yourself from the sheet.

The Member Register displays an alphabetical list of Club members together with their contact details; mobile, and email address. Additionally membership number is available for use in bookings, as is GOLFLink number.

The member register can also be used to manage your “Buddy List”. This is a list of playing partners that you can use to quickly include in your bookings.

To add a member to your Buddy List, click on the icon to the left of their details in the list. The icon on the record of members already linked to your Buddy List displays in orange.

You can also remove members attached to your Buddy List by clicking on the icon and confirming that you wish to remove them.

My Bookings button displays your current and future bookings.

You can view details of the booking by clicking on the **View** button displayed alongside of your bookings. The booking sheet for the day of play will display so you can see your booking and bookings of others on the same date.

Your booking will display in a different colour and will be underlined. If you have booked others in your group then you will be able to delete them also should the need arise. You can always delete a booking for yourself regardless of whether or not you made it, and you can delete any other player that you personally booked.

Messages displays any messages sent to you from Club administration.

Click on the **Messages** button to display any messages.

If you do nothing for too long the session into the member portal will expire and you will get the following message.

If this occurs you will need to log in again.

Session Expired

Your session was ended due to an inactivity timeout or an invalid login attempt

OK