# Clubmaster Mobile APP Guide

Welcome to the Clubmaster mobile APP guide. This guide will take you through the registration process as well as all the various features available to club members.

Not all golf clubs in South Africa uses Clubmaster as a club management solution. Unfortunately, this mobile APP is only for access to clubs that use our management software. Also, it only provides member access. If you are not a member of a particular club, you will not be able to use the APP as you do not have a member profile at the selected club.
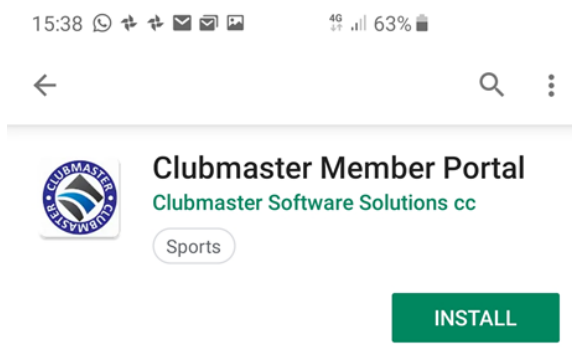
1. **DOWNLOADING THE APP**
   a. For Android phones, go to the Google Play Store and search for Clubmaster. The Clubmaster Member Portal APP will be displayed in the list of available APPS. Click on the APP link on the screen to be directed to the install section.
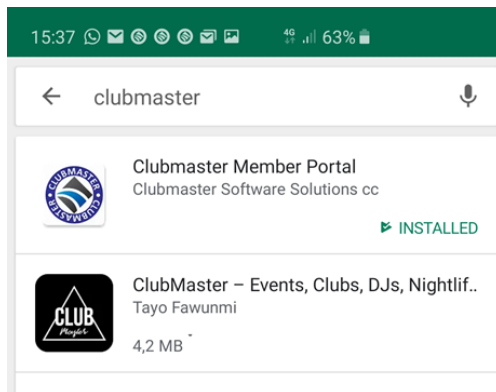

   b. For Apple devices go to the APP store and search for Clubmaster
   c. Click on the Install button

d. Click on the Open Button
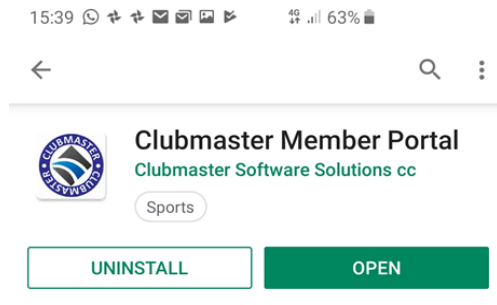
The first time the APP opens it will ask you for permission to use your mobile device's camera. This feature is only to scan pictures of QR codes to settle purchases to your account. In no way do we access your private photos or videos on your phone. The scanned QR codes are also not saved on your device.
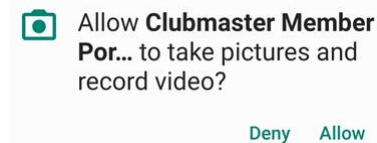
2. REGISTER FOR THE ONLINE PORTAL AND RECEIVE YOUR PASSWORD.

To make use of the APP you must first register and receive your password. If you are a current user of the www.teesheet.co.za site you do not need to register again and will use the same ID and password you make use of on the website and can skip the steps to get your password. If you forgot your website password you can follow the steps below to get the password mailed to you again.

a. Click on the hamburger menu at the top left of the APP screen to open the menu options screen.
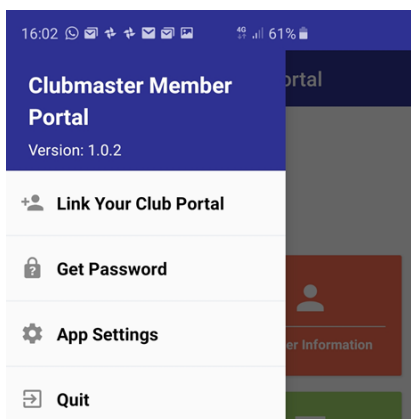
b. Select Get Password

c. Choose the golf club where you are a member and also type your SA ID Number or Passport number that the club has on record for you.

d. Click on **Send Me My Password**. The system will show you where your password will be sent to. Go to your e-mail program to retrieve your password for the APP. If your ID or Passport number is correct, you will receive a message that the mail with your password was sent. If your details were wrong, you will get a message indicating **"No Such member exist"**. If you receive this message you have to contact your club to update your ID number / Passport number on their side. Once done you can retrieve your password again.
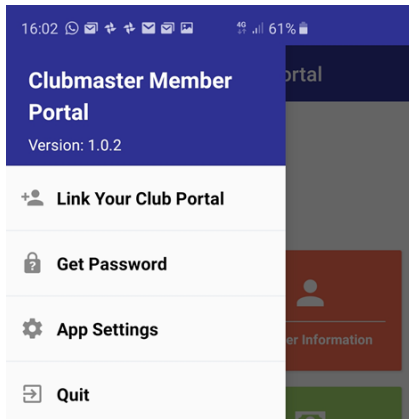
3. **LINK YOUR MOBILE APP TO YOUR CLUB ONCE REGISTERED FOR THE ONLINE PORTAL**

Once you have registered and received your password, you can register your APP with your club.

a. Click on the hamburger menu in the top left corner of your mobile device to open the Menu Screen

b. Click on **"Link Your Club Portal"** On the link screen you select your golf club, enter your ID number as well as the password that was mailed to you.
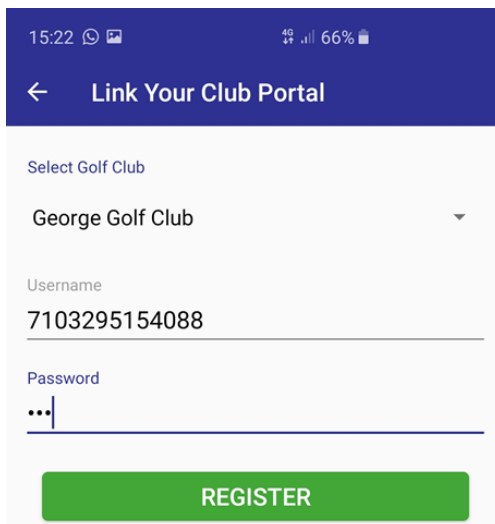
c. Click on register to complete your registration. A message will confirm your registration. If any of the particulars you provided were incorrect, a message "**could not retrieve member data**" will be displayed.
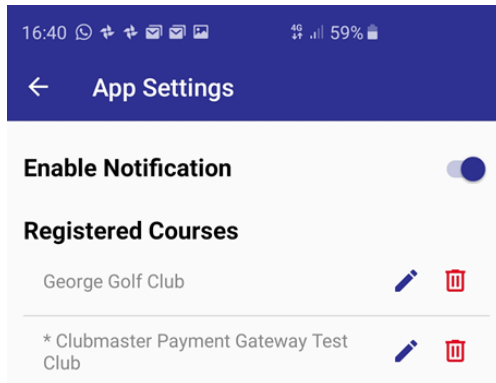
d. If you are a member at more than one club, you can repeat the process for all clubs where you are a member. To view all your registrations, go the hamburger menu in the top left of the screen and click on APP Settings to see all courses you are registered at.


Congratulations. You have now registered your APP and are ready to explore and use all the added functionality that the APP provides club members.
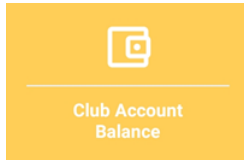
4. **MEMBER INFORMATION**
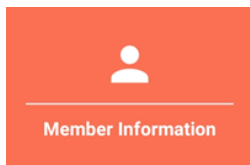
The member information menu option provides you with all the important biographical and other information the club has on record for you.
You cannot make any changes to this information and have to contact the club if any changes are needed.
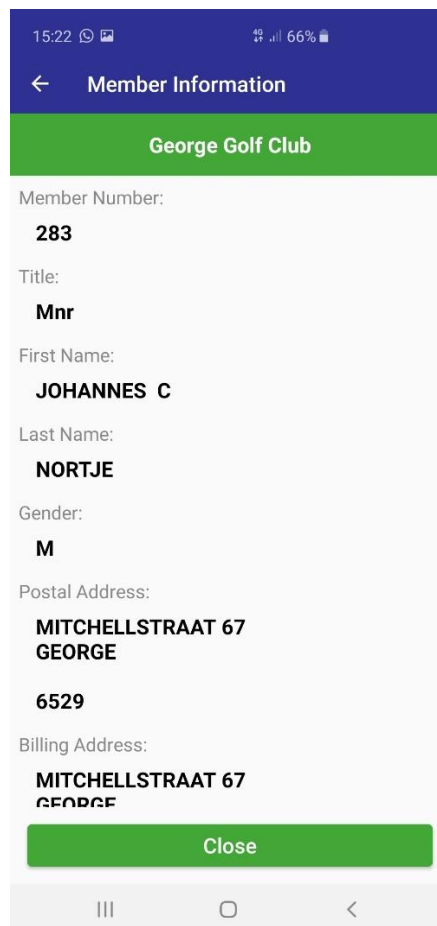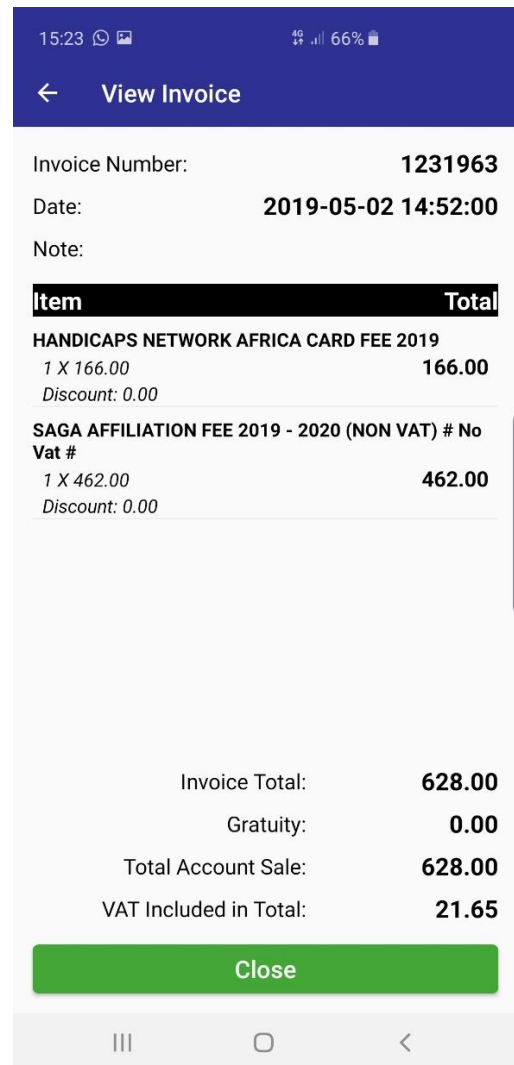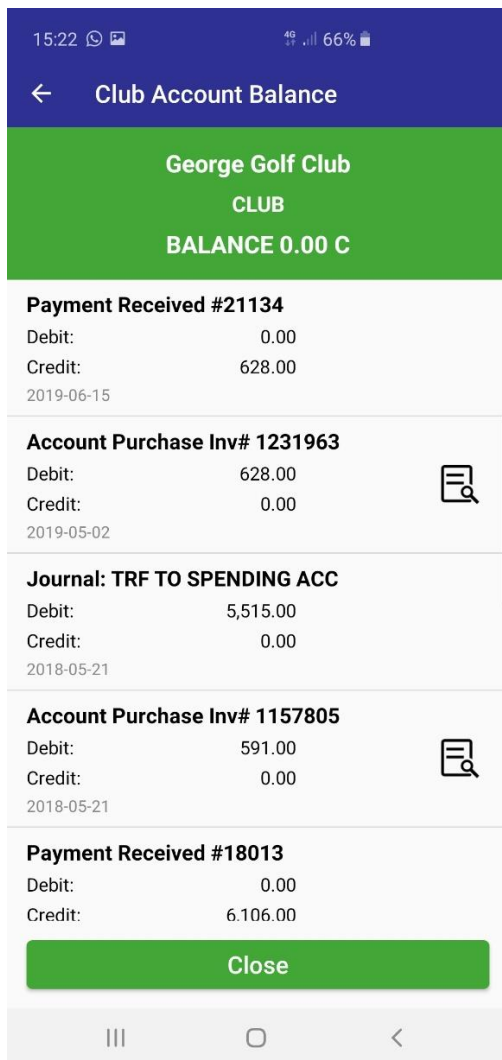
5. CLUB ACCOUNT BALANCE

This menu option provides you a mini statement of your club account. This is the account where administrative invoices like subscriptions, levies, rent etc are billed to. At the top of the screen you will see the balance of your account. If the heading is in green, you do not owe the club any money or even possible that the club owes you an amount that you are in credit with. If the top banner is in red, your account is in arrears by the indicated amount and owe the club.

You will notice that some documents have a page with a magnifying glass next to it. By click on this picture, the APP will display the details of the document you clicked on.

Some clubs do their billing in other software and there is a possibility that this screen will be empty in such a case.

6. **SPENDING ACCOUNT BALANCE**
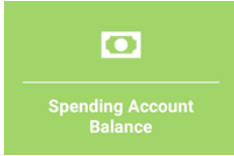
This option provides you with a mini statement of your spending account at the club. These are typically pre funded accounts where members deposit money into their accounts and use those funds to purchase cashless throughout the club. If the top banner is green, that means there is money left in your account to spend and the amount will be displayed. If the top banner is red it means your account is in arrears and you owe the club the amount indicated.

You will notice that some documents have a page with a magnifying glass next to it. By clicking on this picture, the APP will display the details of the document you clicked on.

Some clubs do not make use of cashless / pre-funded accounts in which case this option will display a blank screen.
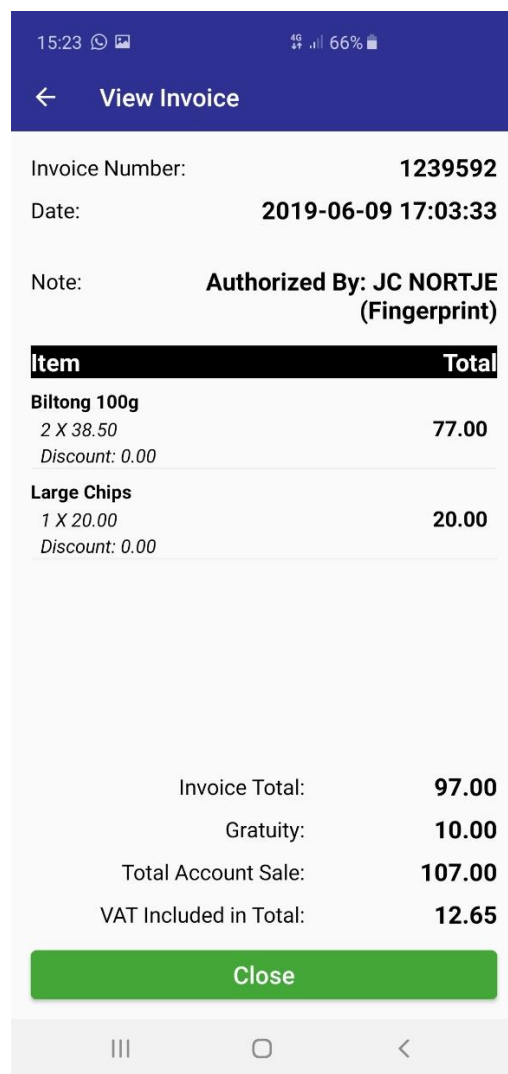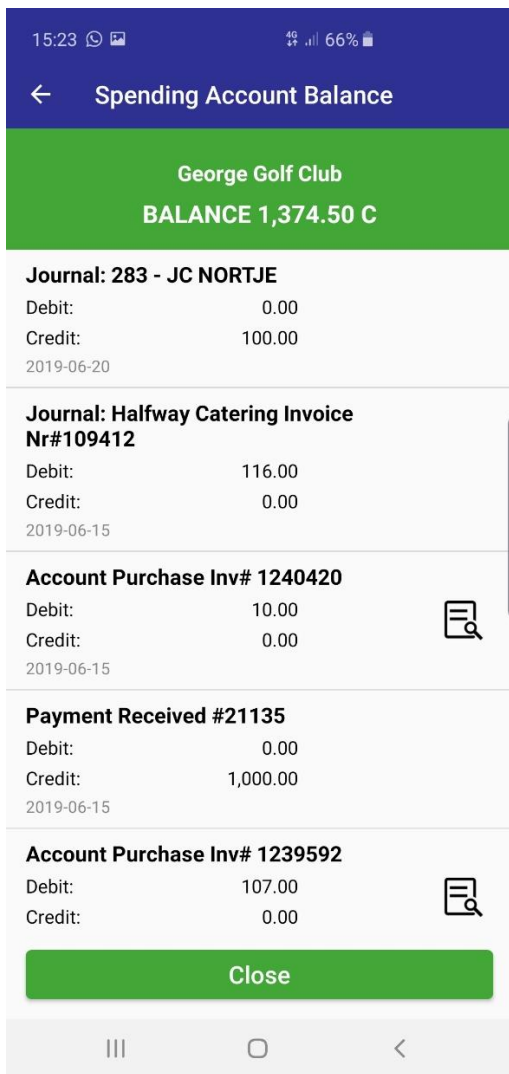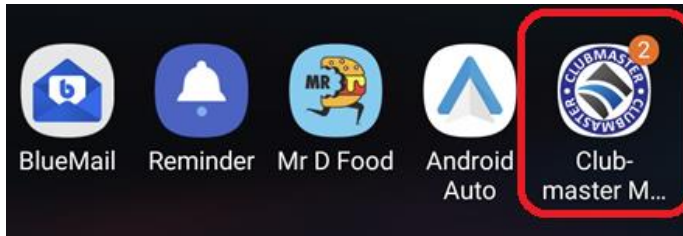
7. VIEW NOTIFICAIONS
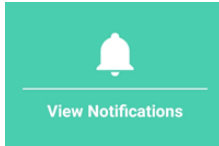
The notification section is the communication center of the APP. There are various notifications you can receive. These messages can be booking confirmations, tee time reminders, birthday messages, general communication from the club or update of changes made to existing bookings. There are 3 ways to know that there is a notification waiting for your viewing.

a. At the top of your mobile device status screen there will be a Clubmaster notification icon.

b. On your mobile app there will be a number indication how many notifications you have

c. Inside the app you will see a circle with a number if there are new notifications.
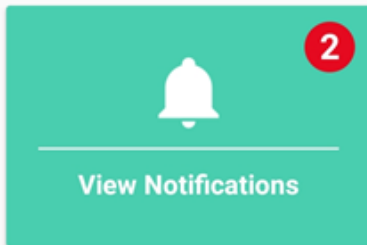
d. To view your notifications, open the app and click on the notification option under the menus. You will notice a red bin next to the notification. By clicking on the bin, the notification will be removed.

8. **TIME SHEETS**

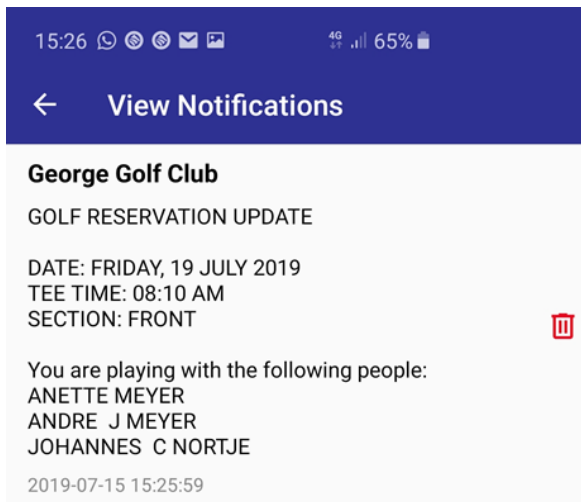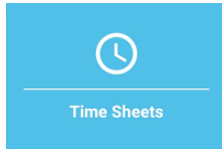 The time sheet section is where you will be able to view all the club's sheets for a specific day as well as make and manage your bookings. If a club has more than one course or additional sport courts like tennis or squash courts they will all be available in this section.

When you click on the button, you will be shown a calendar to select the day for which you want to see the booking sheets. Click on a date and then on select to go the that day's sheet.
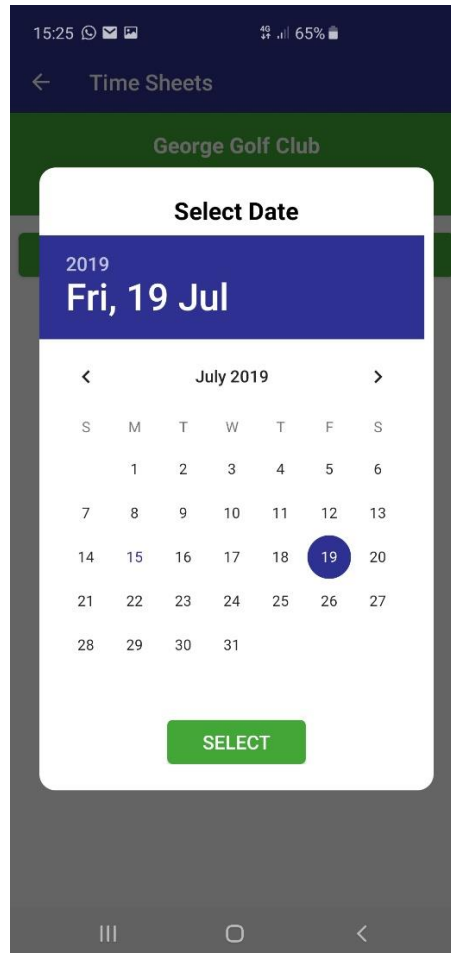
Next the timesheet will be displayed and you can scroll up and down to view the timesheet. There are some button that you can press on the timesheet for navigational purposes

a. DATE

In the top green band, you will see the name of the club and the date you have selected. You can click on the date if you want to select a different date

b. GOLF SECTION

Below the date there are two green buttons to select whether you want to view the Front Nine or the Back Nine of the course in case your club has 2 tee starts. For 1 tee starts the back nine will be blank.

c. **BOOKING SLOT SELECTION**

The times will be shown below each other as either a green or a red block.

Red blocks are not available for online booking, either because they are already filled up or the club want people to make bookings telephonically.

Green blocks on the other hand are available for members to reserve. Some green blocks may be totally open and some might only have one or two open slots remaining in them. You can click on any green block to move to the reservation section for that timeslot.

d. MAKING A BOOKING FOR YOURSELF

Once you click on the green time, you are taken to the booking screen. Here you will see blue buttons with the words **Book Yourself Here.** You must always book yourself before you can book any other players. If you look at the picture below you will notice there are already 2 people booked and you can book yourself as either the 3rd or the 4th player in the group. Click on the button where you want to book yourself and your name will be booked in that slot.
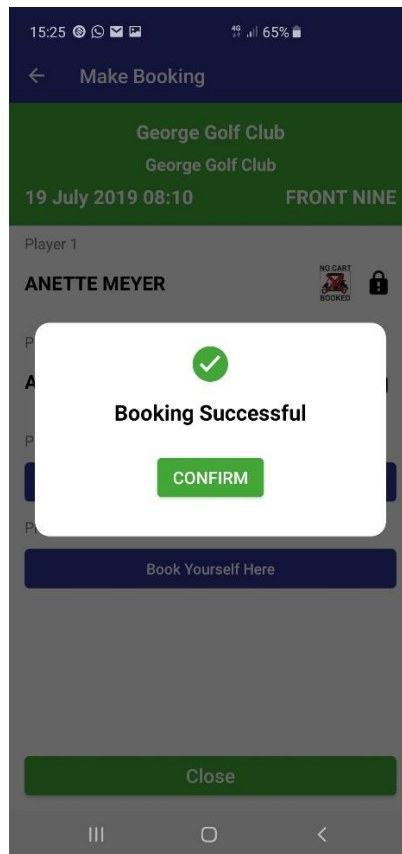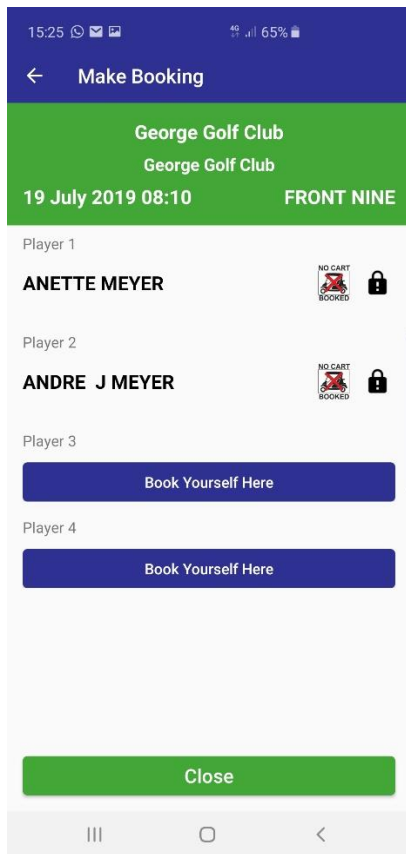

Once you have booked yourself the remaining spaces will now show two blue buttons to replace the one where you book yourself. These buttons are to book someone from your buddy list or a guest or member who is not in your buddy list. You will also notice a trash can next to your name. Because you made the booking you can remove it at any time. You will notice the other 2 players has black locks next to their names. This means you cannot change their bookings since you did not make their bookings. You will also see an indication whether a golf cart is booked for a person or not next to the lock or the trash can.
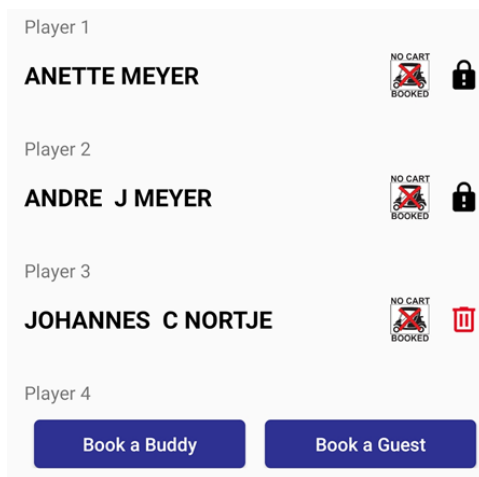
If you click on the book a Buddy button you will be presented with a list of your buddies. You can click on the buddy you wish to book in the slot.
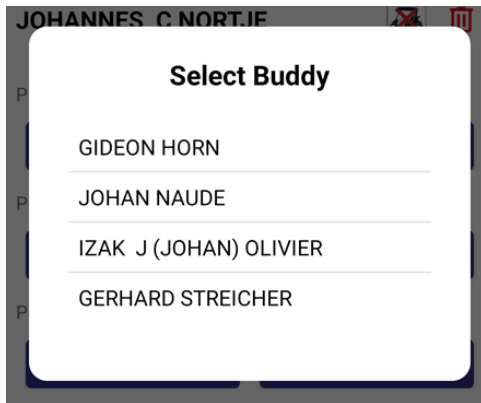
If you want to book another member not in your buddy list or a visitor you can click on the **Book a Guest** button to see options as to other people you can book. You can make your selection as to which type of guest you want to book.
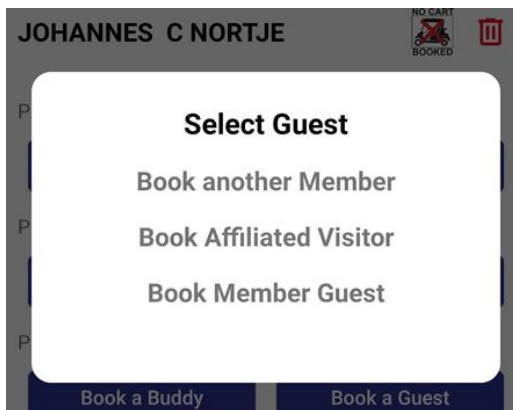
Once you have made all your bookings everyone will receive notifications of the bookings provided, they have the app installed as well. You might also get a mobile request to access your calendar. The APP will place your golf reservation in your mobile calendar.
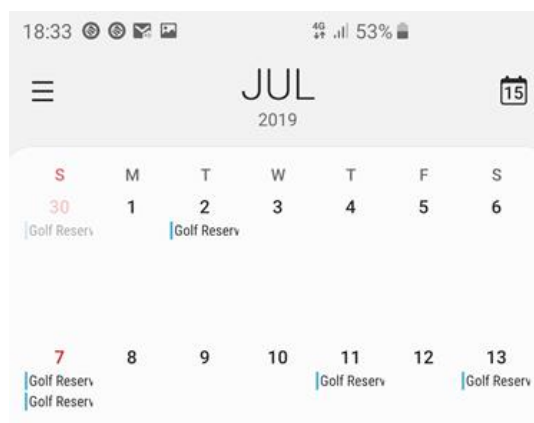
When you click on the calendar date the details of the reservation will be shown.
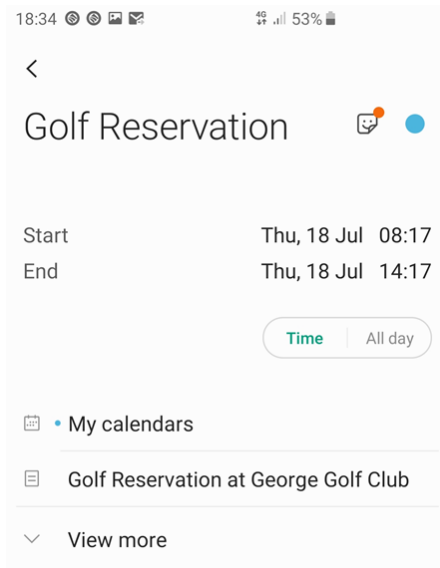
Once your golf reservation is made and you view the time sheet again, your bookings will be shown in a blue color to distinguish it from other bookings for that particular day.

You can at any time click on your blue bookings to make changes to them.

Lastly you are only allowed to make one booking per day. If you try to make more bookings a message will inform you that you are already booked for that particular day.

9. **BUDDY LIST**
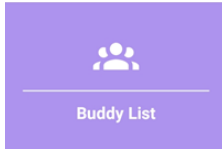
The buddy list feature allows you to define the people at your club who you regularly play golf with. This will make the booking process much faster as you can merely select your playing partners from the list of buddies without having to search for them. You can add as many members to you buddy list as you desire.

a. Clicking on the buddy list button will open your list of buddies.
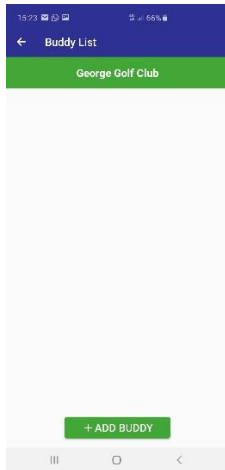
b. Click on the **+ Add Buddy** button at the bottom of the screen to add a new buddy to your buddy list. On the next screen type the surname or part of surname of the member you want to add as buddy and click on the search button (Green magnifying glass). A list of members with that surname will be displayed. Click on the green (+) next to the member you want to add to your buddy list.
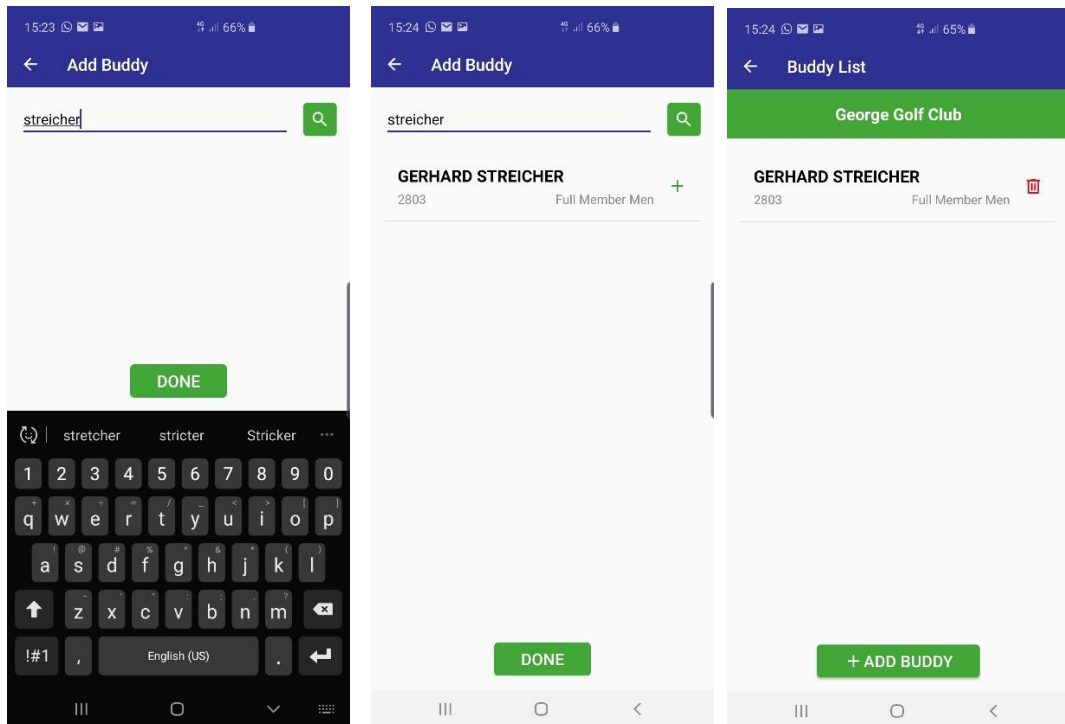
Next to your buddies you will see a red trash can. You can remove buddies from your list by clicking on the trash can.

10. **FUTURE BOOKINGS**
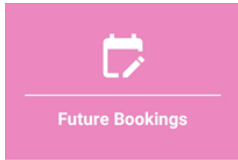
The future bookings option is a quick way for you to view all bookings you have on the system. This makes finding bookings very quick as you do not have to go to each day to see if you have a booking. By clicking this button, the system will search through all days of the year and display all your bookings below each other.

You will notice just below the green band at the top there are two green buttons.

a. **BOOKINGS YOU PLAY IN**

These are all bookings that you are playing in. You can click on any of the bookings to open the booking screen and edit the booking as it stands.

b. **BOOKINGS YOU CAN MANAGE**

These are bookings which you are not playing in but you have made the booking on behalf of some of the people in the booking. Since you have made the booking for them you also have the option to remove the players from the booking.

You can also add yourself to the booking at this stage again by clicking on it.

11. **LOCAL RULES**

It happens quite often whilst playing golf that your ball ends up in some peculiar position and there is uncertainty if there are any local rules in play for the particular situation. Due to the nature of local rules and periodic changes for instance whether there is placing or not these rules are displayed on notice boards and not printed on scorecards. This feature gives golfers peace of mind to know the exact local rules for the club. Clicking the button will display the club's list of local rules.

If your club has not set up any local rules yet you will get a message that says **"NO RESPONSE"**
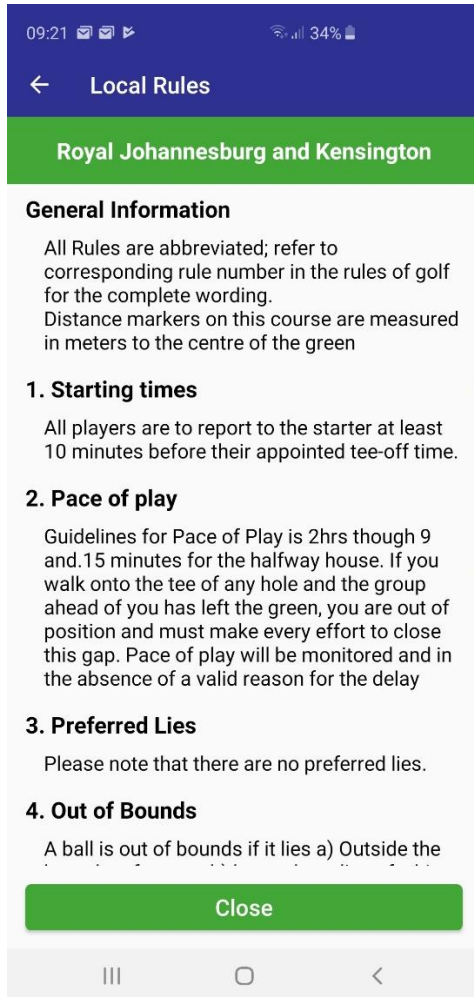
12. **AUTHORISE BILL**
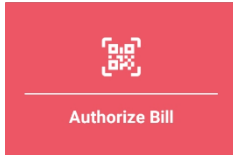
Authorize Bill

The authorize bill feature is used in clubs that make use of Spending accounts / Cashless accounts for their members. In stead of the member going to the POS to pay for their bill or hand their SAGA card to the waiter to go and settle their bill, this feature allows the member to scan the QR code on the bill presented to them at the table. The member has the option to add a tip to the bill and have the peace of mind that the bill presented is what will be settled to his account. This eliminated any chance of a bill to be manipulated or incorrect items closed off to your account.

Below you see the slip that is presented at the table and next to it the display on your mobile once you scan the QR code.
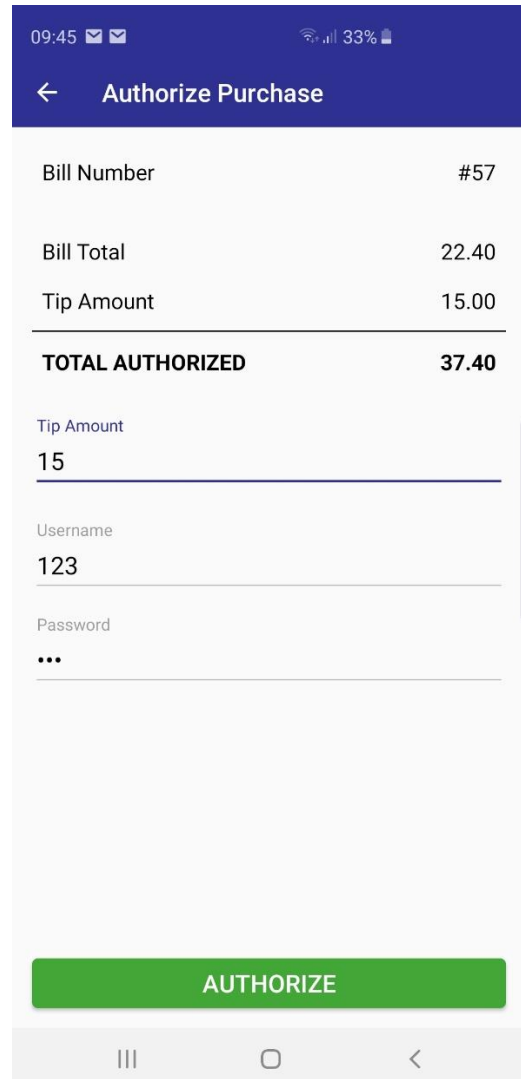
You can enter a TIP amount if you wish and then click on authorize. If you are not the person for who the bill was intended you will get an error message as below. If you are the correct person for whom the bill was made out the sale will be approved on your account as in the picture to the right.
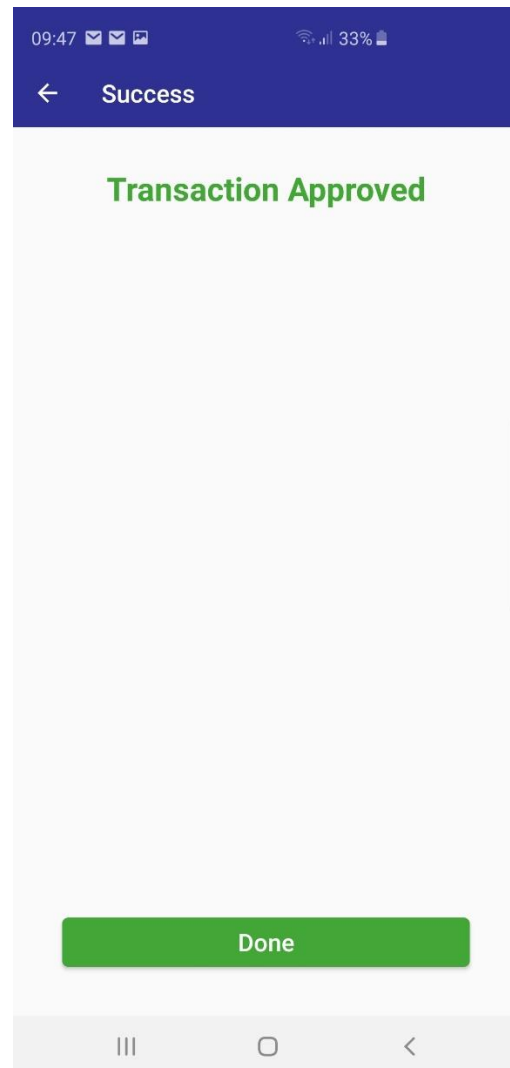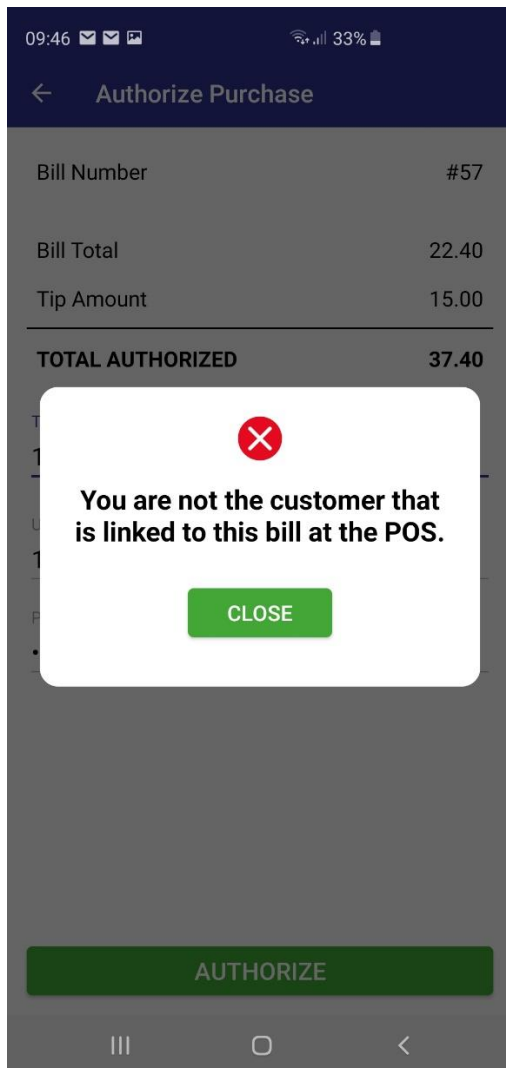
13. BOOKING GOLF CARTS

Some clubs allow for golf cart bookings using the APP. This section explains how to book golf carts if your club allows for golf cars to be booked online.

The cart booking procedure is the same as booking your golf. On the booking screen there will be a green button to book a golf cart. If you already have a golf cart booked, the button will be red allowing you to cancel the golf cart as in the picture on the right.
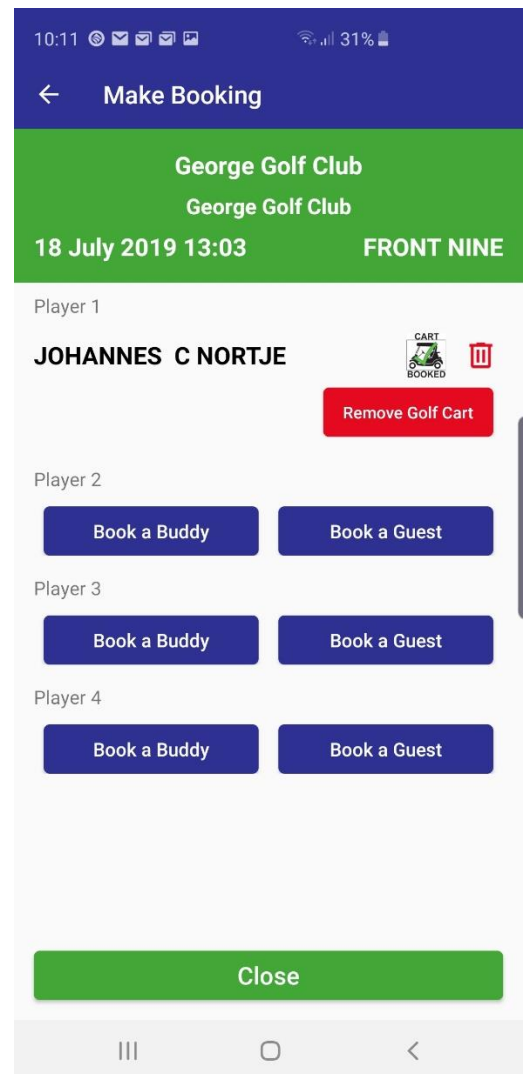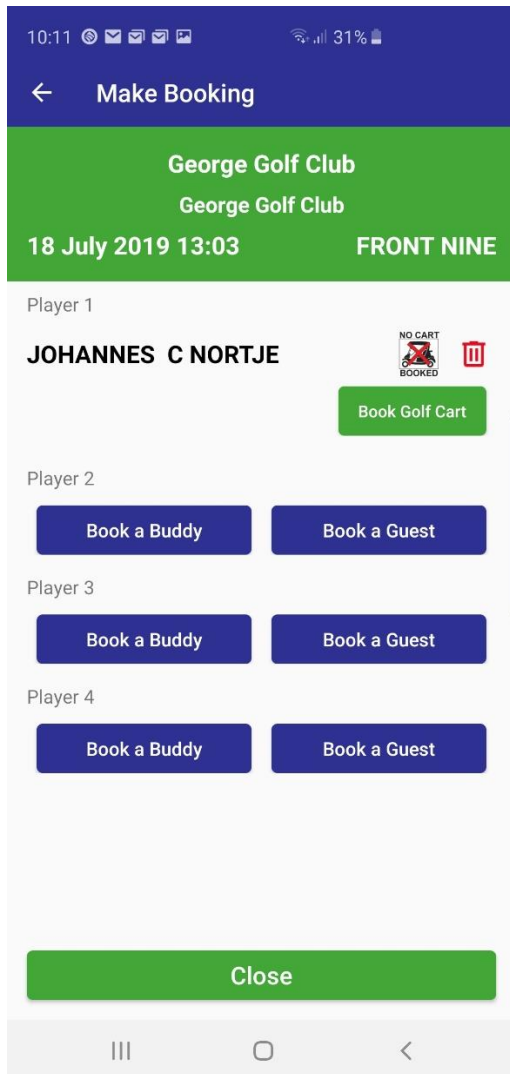
For clubs that do not allow for online bookings of carts the system will still indicate whether a cart was booked at the club for your golf game in two ways.

When you open the booking there will be an icon on the right with either an icon of a golf cart with a red cross or a green tick on it.
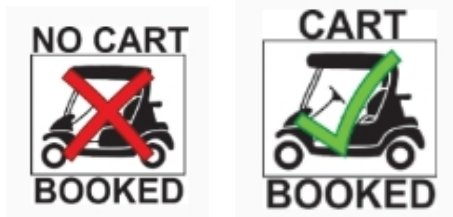

Finally, on the main Tee Sheet screen there will be the words [Golf Cart] written after your name if there is a golf cart booked for you as you can see in the blue block at the bottom.
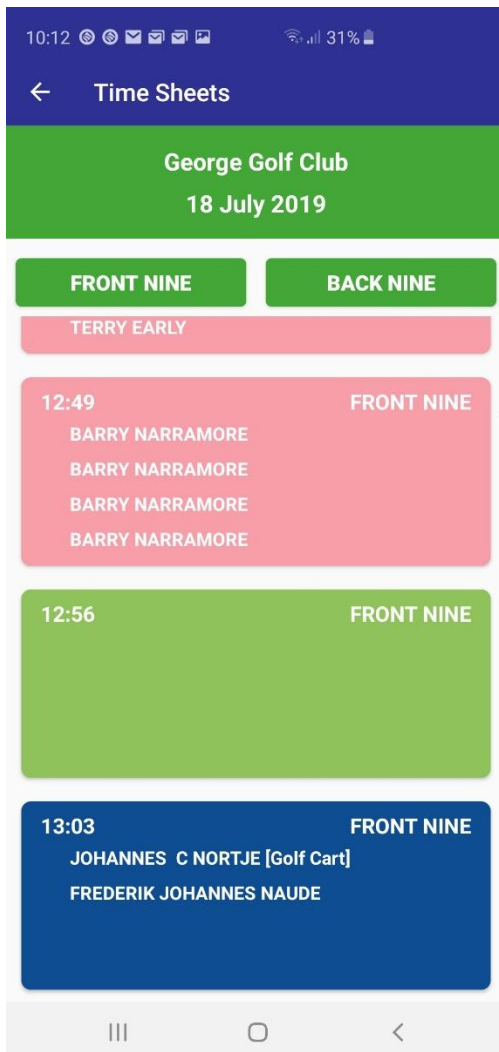
14. MULTIPLE CLUBS

If you are a member at multiple golf clubs, and you have registered the APP for all the clubs you are a member at, there will be a selection menu that pops up each time you click on a function for you to select the golf course you want the information for as below.
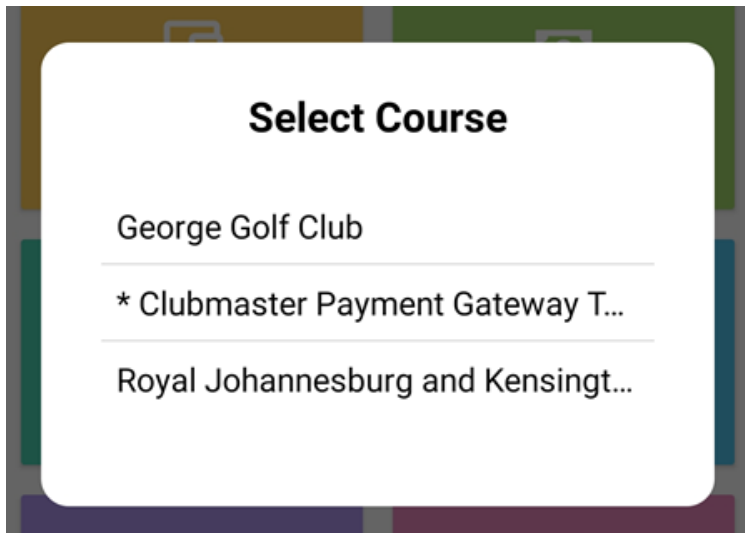
15. MULTIPLE COURSES / COURTS

For clubs that have more than one golf course or additional courts like tennis or squash, there will be a selection menu when you want to book times to select for which course you would like to make the booking.
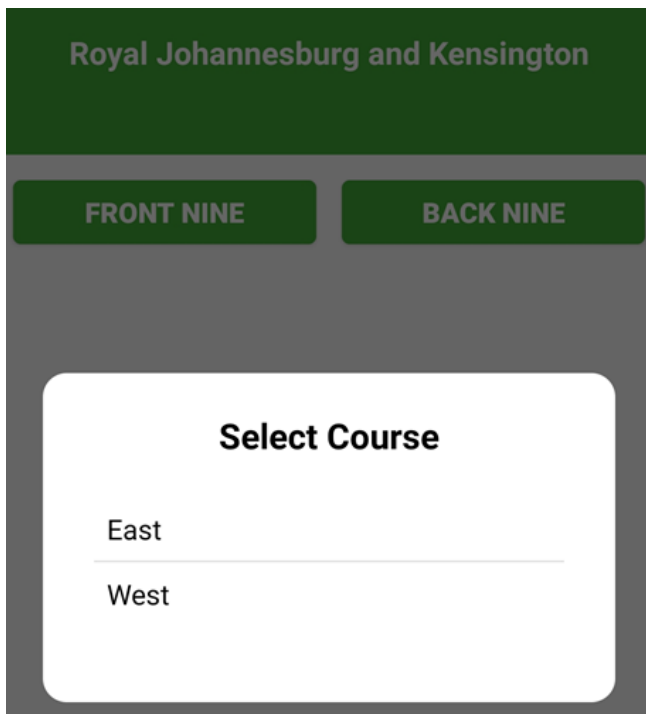
16. **VIEWING HANDICAPS**

Since there is a good chance that you usually play with the same people and in most cases, it is some friends and you want to view and know their handicaps on the tee box, we have included a handy feature to view to view handicaps of your buddies.

Firstly, click on your buddy list to open the screen displaying all your buddies. You will notice at the bottom of the screen is a blue button "SHOW HANDICAPS"


If you click on this button the APP will prompt you to choose at which course you will be playing. Your home course will always be at the top of the list. If you are playing at your home course (in This case George Golf Club), click on the club name to display the handicaps of all of your buddies.
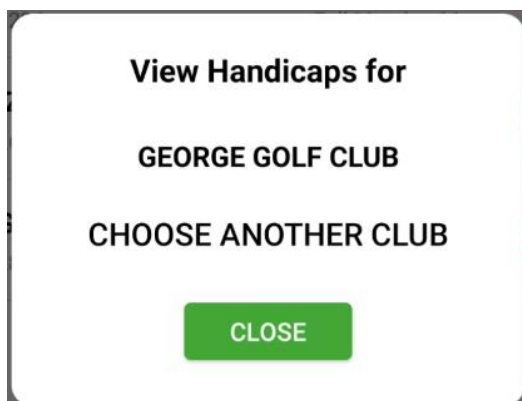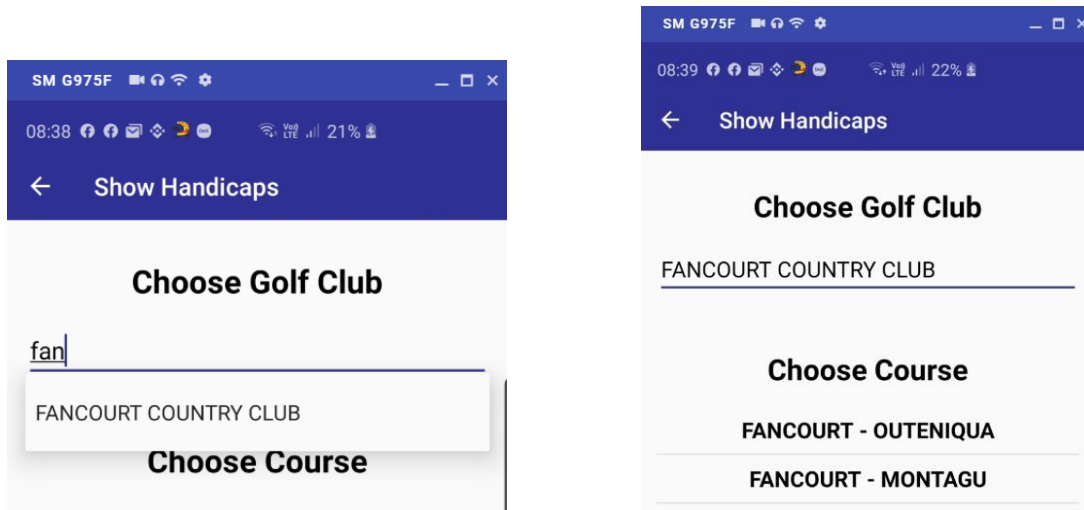

As you can see you get the handicaps of yourself at the top and of all your buddies below from all the different courses of the club as well as for the 9- and 18-hole options of the course.

If you are playing at a different club, you click on the Choose another club option from the handicap display selection you made
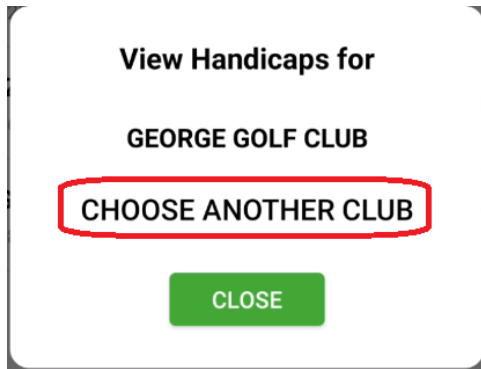
On the next screen you can type in the name of the club you are playing and click on it. If the club has more than one course you will be asked to click on the course you will be playing.

Once you have made your selection, the APP will display your handicaps at the selected course.

17. SELF CHECK-IN

At many clubs there is frustration amongst members when it comes for paying for their round of golf, especially on a busy golf day when the queues are longer than usual. Credit card machines is one of the culprits as it takes some time to process the transactions.

Clubmaster has now introduced a self-check-in option on the APP. If the member has sufficient funds in their spending account at the club they will be able to check themselves in on the APP in stead of having to stand in at the check-in counter.

On the main screen there is now a Self Check-in button. Once you click on the button, you will be shown the following information on the check in screen :

1. **Sales items** – these are the products that will be rung up for the check-in
2. **Total** – this is the total price of the transaction
3. **Current Account Balance** – This is how much money you currently have available in your account
4. **Check In Opens at** – This indicates at what time you are allowed to check in. Some clubs might put a time limit on how early a member may check in.
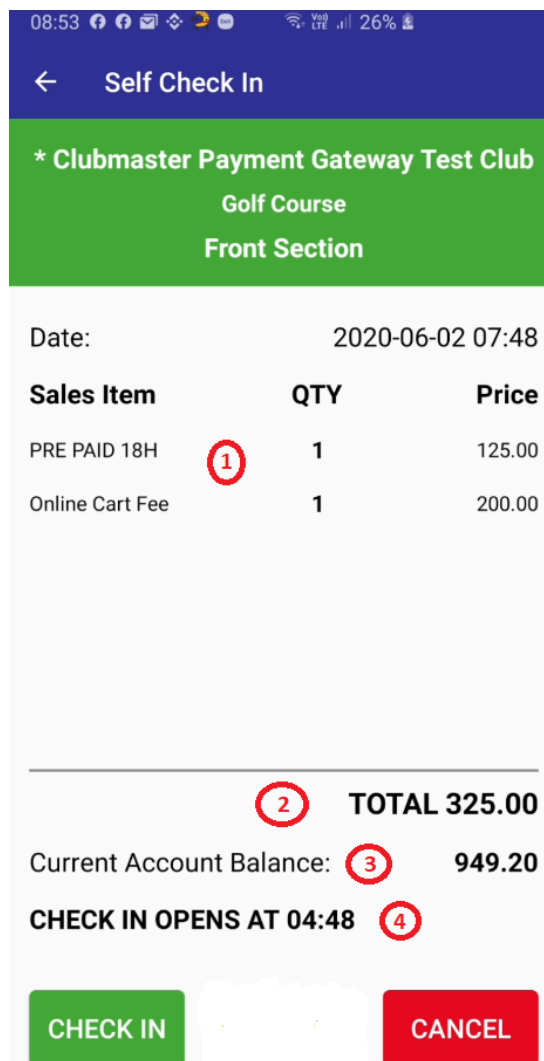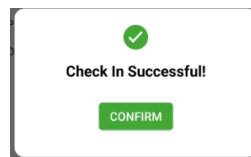
When you are ready to check in, click on the check-in button.

If you have a golf cart as part of the booking, the system will present you with the golf cart agreement to accept. You need to scroll down to the bottom of the agreement to reach the accept button
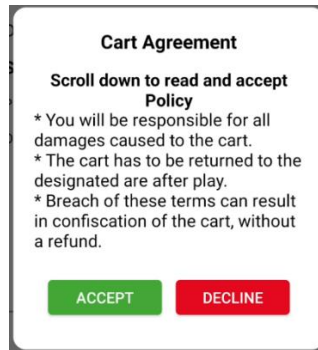
Once you have accepted the Golf Cart Agreement, you will be informed that the check-In was successful.

You will be taken back to the main screen. As part of the check in process, the system has now generated an electronic starter slip for you. If you want to view this slip either for yourself or to show to the starter on the tee or the cart barn operator to collect your cart, click on the self check-in button again. The check in details will be displayed again, but at the bottom of the screen you will now see a **Starter Slip** button. If you click on the button, it will display your electronic starter slip.

18. SELF CHECK IN WITH ADDITIONAL ITEMS

On certain days, there might be additional items that you can check in for. This might be a competition fee or a 2 club or something similar that is optional to the golfer. When you go to the check in screen, you will notice a small + and – sign next to the items that are optional. You merely have to click on the + or – to increase or decrease the number of items you wish to check in for. As you adjust these items, you will see the price of the check-in change accordingly.

The rest of the check in occurs as per normal.

19. COVID-19 CHECK IN

During the COVID-19 pandemic, we also have an option for clubs to go totally paperless for the check in process. In this scenario, the members will make use if their mobile APP to self-check in. There will therefore not be any contact with paper or people by having to stand in queues to check in,

The idea is that the club will have a point of entry where all members have to report to, to have their temperature taken. At this point they will be presented with a QR code to scan in their APP and enter their measured temperature. Once this has been done, check-in for golf will open on the APP and the member can check-in anywhere in the club at his own convenience without the need to stand in line or touch any paperwork or items.

The check-in screen looks exactly like the normal self check-in screen apart form a yellow COVID SCREEN button at the bottom of the display. You will not be allowed to check-in unless you have clicked on the COVID SCREEN button.

When you click on the COVID SCREEN button your APP camera will activate and you will be asked to scan a QR code that is displayed at the scanning station. Once you scan the code, the APP will ask you to enter the temperature that you were screened at.
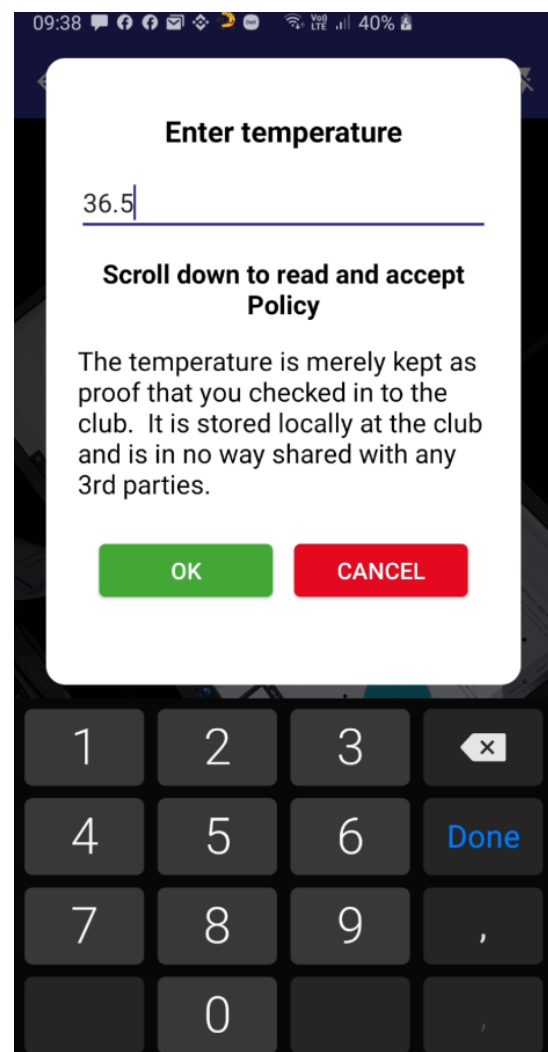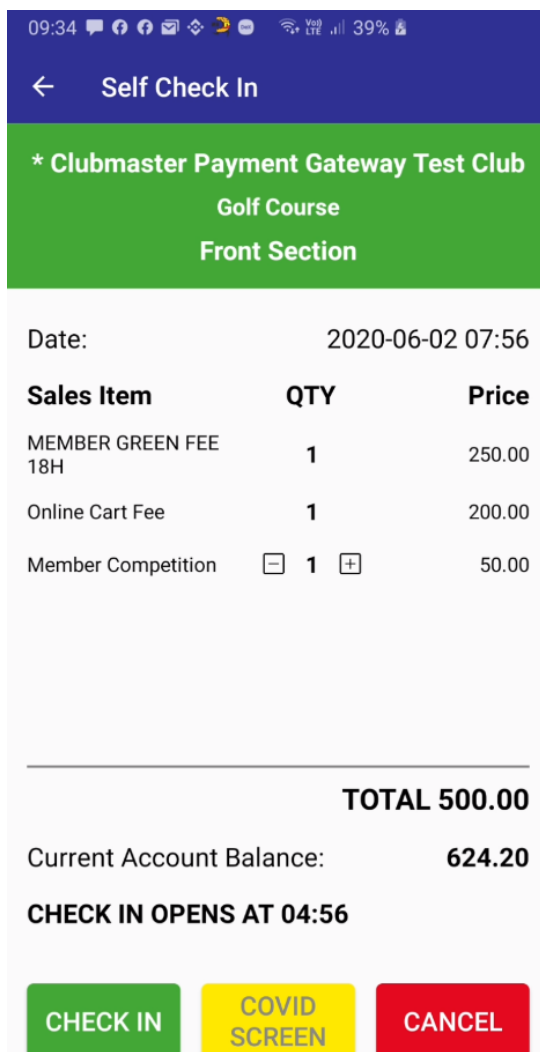
Once you have done the COVID-19 Screen the yellow button will disappear and a member will be able to complete their self check-in at their leisure.

The nice part of this is that you can do the screening anywhere in the club. If you want to, you can put the QR code at the main gate and have everybody scanned and temperatures checked at the main gate before they enter the premises. Once they are on the premises, they can even check themselves in on the tee box if they wish.

The positive aspects of this APP check -in is the following:

1. Person cannot check in for golf unless they were screened and scanned the QR code at the screening station.
2. Zero Contact is needed for the entire check-in Process
3. Social Distancing / Social Separation is adhered to as you can check yourself in anywhere on the premises and do not have to stand in a queue. Also, the time limit to check-in force people to not come to the club too early as they will not be able to check in before the allotted time from tee off.
4. Starters can have the app on their phone or mobile device and be able to see who has checked in and paid for their golf without the need to have players share starter slips or pens to sign in. Everything will be on the starter's android or iOS APP.
5. Since the club will have the times and temperatures of all members checking in, it is possible to draw reports on who was at the club during any time-interval in case people needs to be contacted.