



NEMISYS

CLUB REGISTRATION & SUPPORT / TICKETING

Version number: 1.0

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The Starters HUT - Introduction

Club Systems International Ltd

CLUB2000® Handicapping

Early in 2008 the English Golf Union set up a working group made up of representatives from the EGU and the CONGU Licensed Handicap Software Suppliers (ISVs), which included Club Systems International Ltd. The ISV's involved in the project represent over 90% of the clubs in England and the group also had the support of most, if not all, of the smaller suppliers. Throughout 2008 the group formulated a technical specification for their Central Database of Handicaps (CDH), which was then handed to Nemisys the EGU's web services provider to build. This was completed and signed off by the working group in December 2008.

All ISVs have been working on the details of the system and have been testing their interfaces ready for a full roll out to their client clubs.

Club Systems International's development is now complete and 'Beta Test' 1 has been successfully carried out at Woodhall Spa & Spalding Golf Clubs.

1st TEE

This document is written to serve as a brief introduction to the registration and ticketing system provided by the English Golf Union (EGU) Central Database of Handicaps (CDH) system.

Before you start the process of registering, Club Systems International client clubs should go to <http://www.club2000.co.uk/egu> and follow the email link at the bottom of the page, advising of your intention to proceed.

1 CLUB REGISTRATION

A club must register with the CDH prior to them gaining access. This process will create their web account and enable the club to send uploads from their handicapping software.

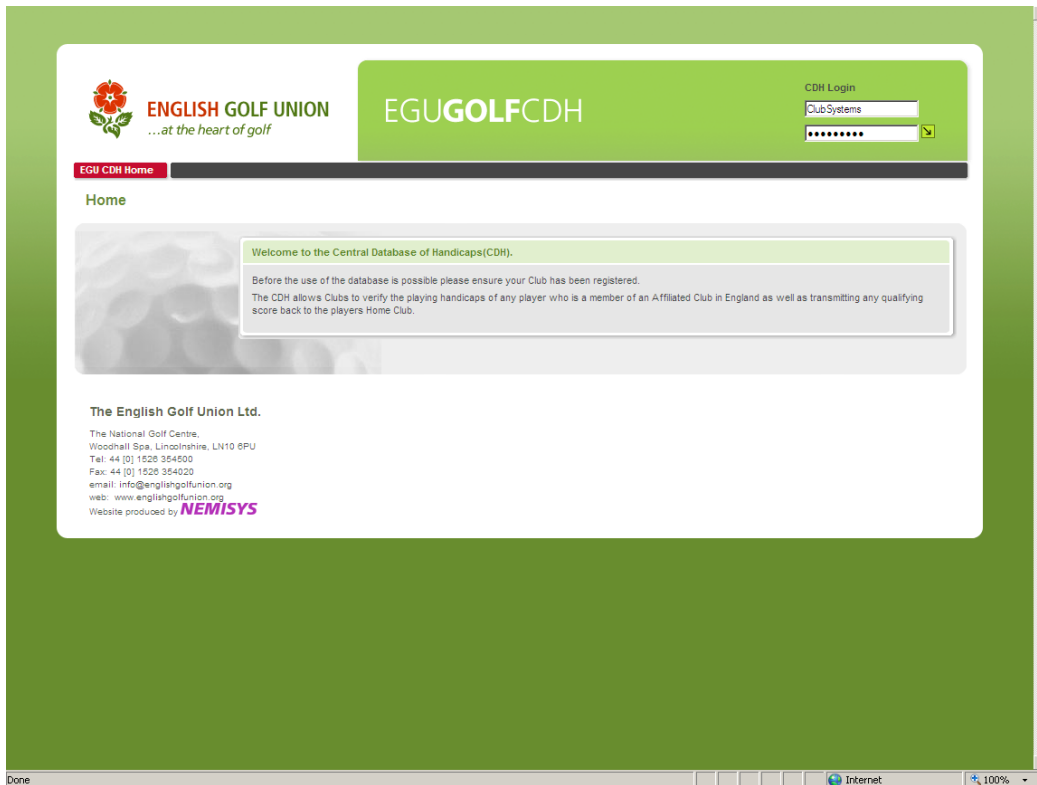
1.1 Registering a club

A club must first login to the CDH system <http://cdh.egu.org.uk> prior to them being able to go through the registration process. To allow routing of the club registration to the correct ISV, each ISV has been provided with a login which is to be used clubs for this process. Current club registration login for Club Systems client clubs is as follows:

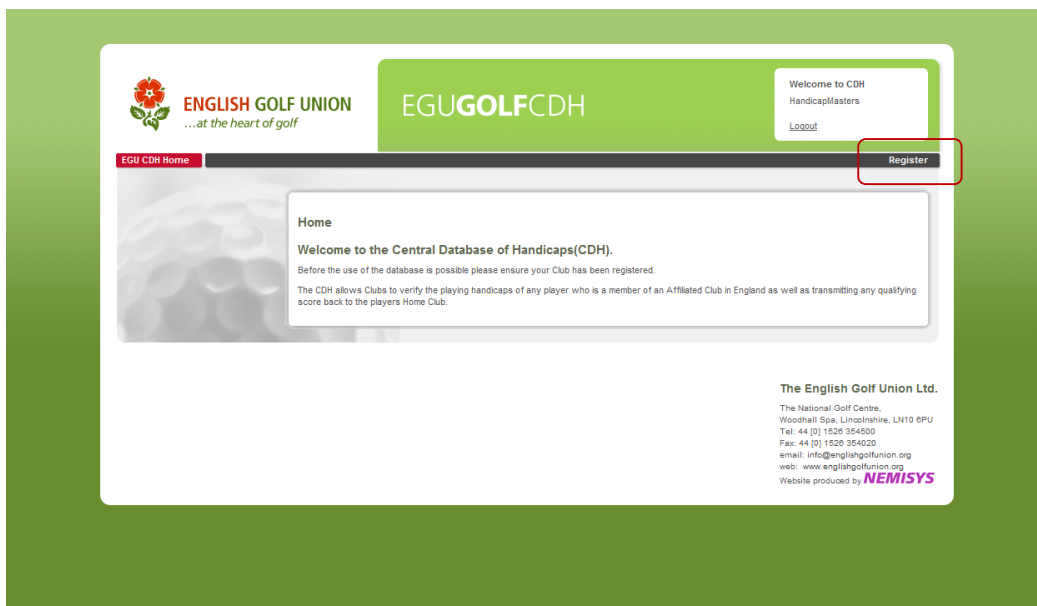
ISV name	Username	Password
Club Systems Int / CLUB2000®	ClubSystems	C1ub16Mar

The steps to register a club are as follows:

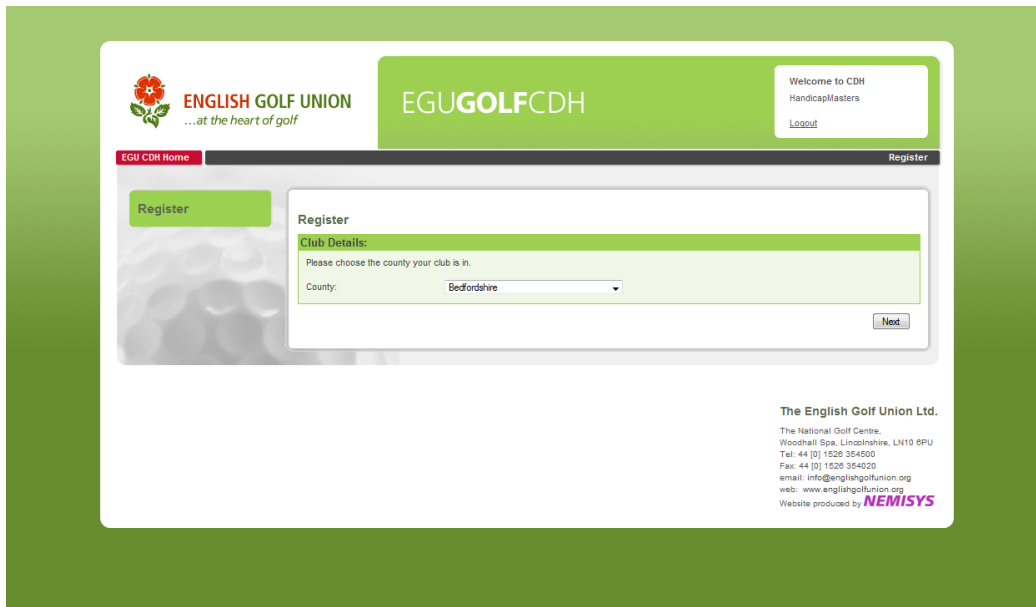
1. Login to CDH using the account details provided above. If this fails then the account may have been locked please see **Error! Reference source not found. (Error! Reference source not found.)**.



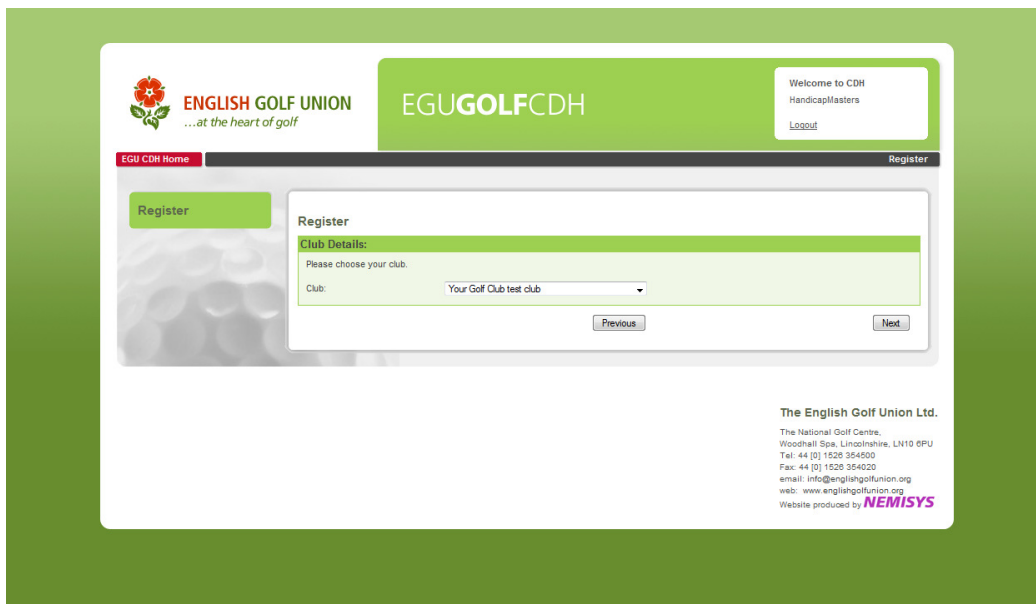
2. Select the Register menu item



3. Select the County/Area Authority associated with you club



4. Select the Club required. If the club is already activated an error message will be displayed after this stage.



5. Enter Contact details for the club.

The screenshot shows the registration page for the English Golf Union (EGU) CDH. The page has a green header with the EGU logo and the text 'ENGLISH GOLF UNION ...at the heart of golf' and 'EGUGOLFCDH'. A 'Welcome to CDH HandicapMasters' message is in the top right corner with a 'Logout' link. Below the header is a navigation bar with 'EGU CDH Home' and 'Register'. The main content area is titled 'Register' and contains a 'Contact Details' form. The form asks for 'Contact Name', 'Contact Telephone', and 'Your Role at the Club'. There are 'Previous' and 'Next' buttons at the bottom of the form. In the bottom right corner, there is contact information for 'The English Golf Union Ltd.' and a note that the website is produced by 'NEMISYS'.

6. Enter your club web login details – a username will be suggested which may be changed. If you enter a non-unique username an error will be displayed.

The screenshot shows the registration page for the English Golf Union (EGU) CDH, specifically the 'Web Login Details' form. The page layout is identical to the previous screenshot. The form is titled 'Web Login Details' and asks for 'Username', 'Password', 'Confirm password', and 'E-mail'. A message above the form states: 'Please enter details for you web login below. We have suggested a username. If this is too long please shorten it. Your password must be at least 5 characters long.' The 'Username' field contains the text 'WillowValleyDELETE'. There are 'Previous' and 'Create User' buttons at the bottom of the form. The footer information is the same as in the previous screenshot.

7. After this stage a thank you message is displayed and an email sent to the approving body (ISV or Golf Union) to approve the request. Until this approval is completed the user and ISV account's won't be activated.

1.2 Approving a Registration

The English Golf Union or Club Systems will approve your request from the club by activating the auto generated support ticket, this may take a few minutes to send and receive the registration confirmation email. This email will have the clubs chosen username and password, and the clubs unique ID number within. Please have keep this email on file for reference and future use of the EGU CDH.

2. CLUB UNIQUE I.D NUMBER

You have now successfully registered your club to the EGU CDH. Before moving to your CLUB2000® Handicap Software, please have the registration approval email to hand as you will need the clubs unique ID number at stage 1 of the upload process within your handicap software.

3 CLUB2000® EGU/CDH Interface

3.1 Updating CLUB2000®

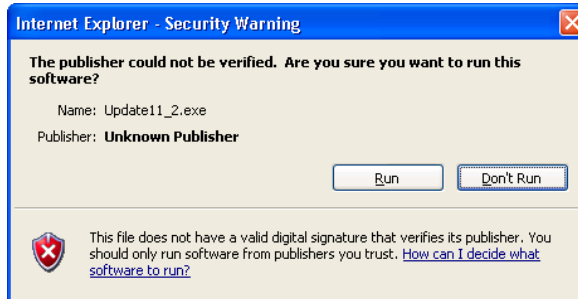
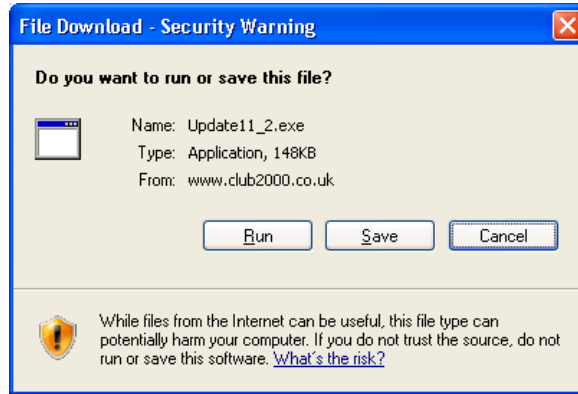
In order to operate the EGU/CDH system from within your CLUB2000® system, users must first upgrade to version 11.2. This version is available for download and installation via the www.club2000.co.uk website.

The following link (case sensitive) will trigger the download and installation process, please ensure that CLUB2000® is not running when applying this update (don't forget to check that PSI terminals are switched off) :

http://www.club2000.co.uk/Downloads/Update11_22.exe

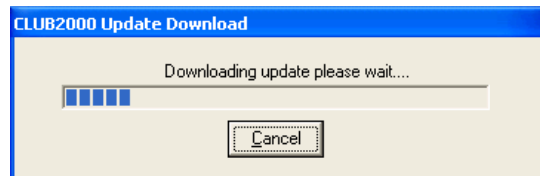
This update can be triggered from any network satellite or server. Once installed version 11.2 will automatically update other network workstations whenever CLUB2000® is launched.

Note: Security Warnings, please answer Yes or Run to any security warnings displayed by your browser.



The installation process, downloads a 9mb file and proceeds through the installation automatically.

A 'Progress Bar' shows the download progression.



Once users have installed version 11.2 and also completed the EGU registration process described above, Club Systems will set your software to automatically run the EGU/CDH Configuration Wizard.

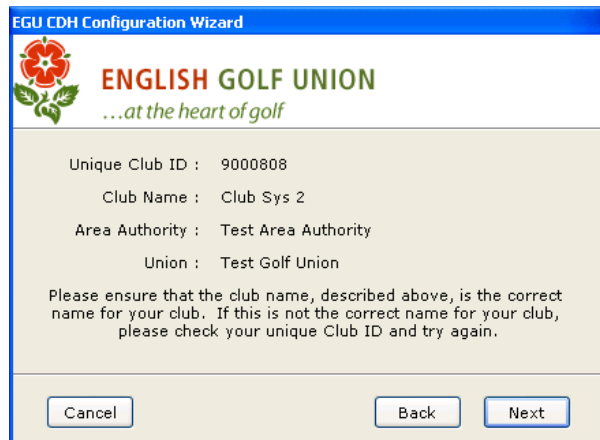
3.2 The EGU/CDH Configuration Wizard

The EGU/CDH Configuration wizard should appear automatically once your software has been set by Club Systems to enable CDH participation. The wizard will appear on system launch, after the normal password has been entered successfully.



Users should enter their 7 digit unique CLUB ID number (as described in section 3.3).

Once the 7 digit number has been entered and the 'Next' button pressed, the system will confirm you club details.

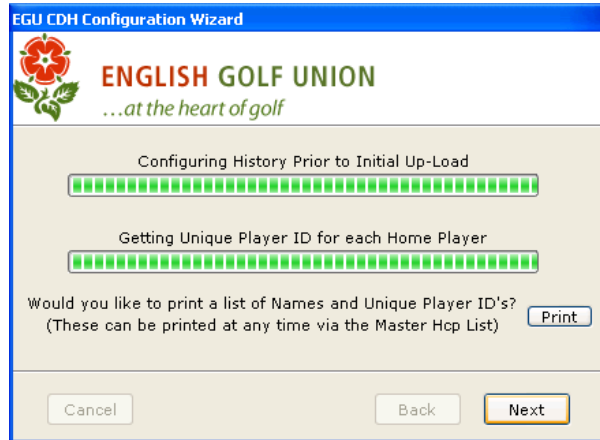


If the details are not correct, please check the number carefully, users can re-enter it by pressing the 'Back' button. If the number is correct but the details are not, please contact the EGU using the Ticketing methods described in section 5. If the details are correct, press the 'Next' button to continue.

The CDH requires that each player has at least 1 entry recorded on their playing history between the 1st January in the previous year and now. The wizard will check all records and place a 'Handicap Brought Forward' entry where appropriate. The 'HBF' entry will be dated as the 1st of January in the previous

year or the date that the player's record was first created, which ever is the more recent date.

The CDH also requires that each player is assigned a unique 'Life-Time ID'. This is a 10 digit number which is intended to identify a player to the Central Database of Handicaps. Players will only have 1 'Life-Time ID', it will be allocated by their 'Home' club. The wizard will now request a 'Life-Time ID' from the CDH for each of the 'Home' players in your CLUB2000® system.



Users can now print a list of Names and 'Life-Time ID' as allocated by the CDH. Users should also note that such a list can be produced at anytime in the future by including the 'Life-Time ID' on the Master Handicap List.

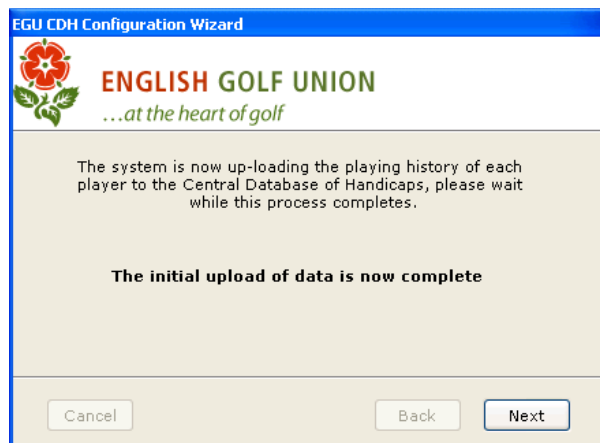
After each 'Home' player has been allocated a unique 'Life-Time ID', the system will allow the user the opportunity to enter any known Life-Time ID's for 'non-home' players (Visitors or Members whose handicaps are maintained elsewhere).



The final stage in the configuration process is to submit all the relevant playing history information to the CDH server. Relevant Playing History is that which has happened since the start of the previous year.



Users should wait until the 'upload complete' screen appears, the initial upload may take a few minutes to complete. Future uploads should only take a few seconds.



The final screen in the Configuration Wizard explains that in future, all scores will be submitted to the CDH at the completion of a competition and that prior to uploading scores, CLUB2000® will automatically retrieve any incoming AWAY scores and give the user the opportunity to apply them to player's records.



3.3 Interacting with the EGU/CDH

CLUB2000® will perform various functions automatically now that the EGU/CDH is configured. These include:

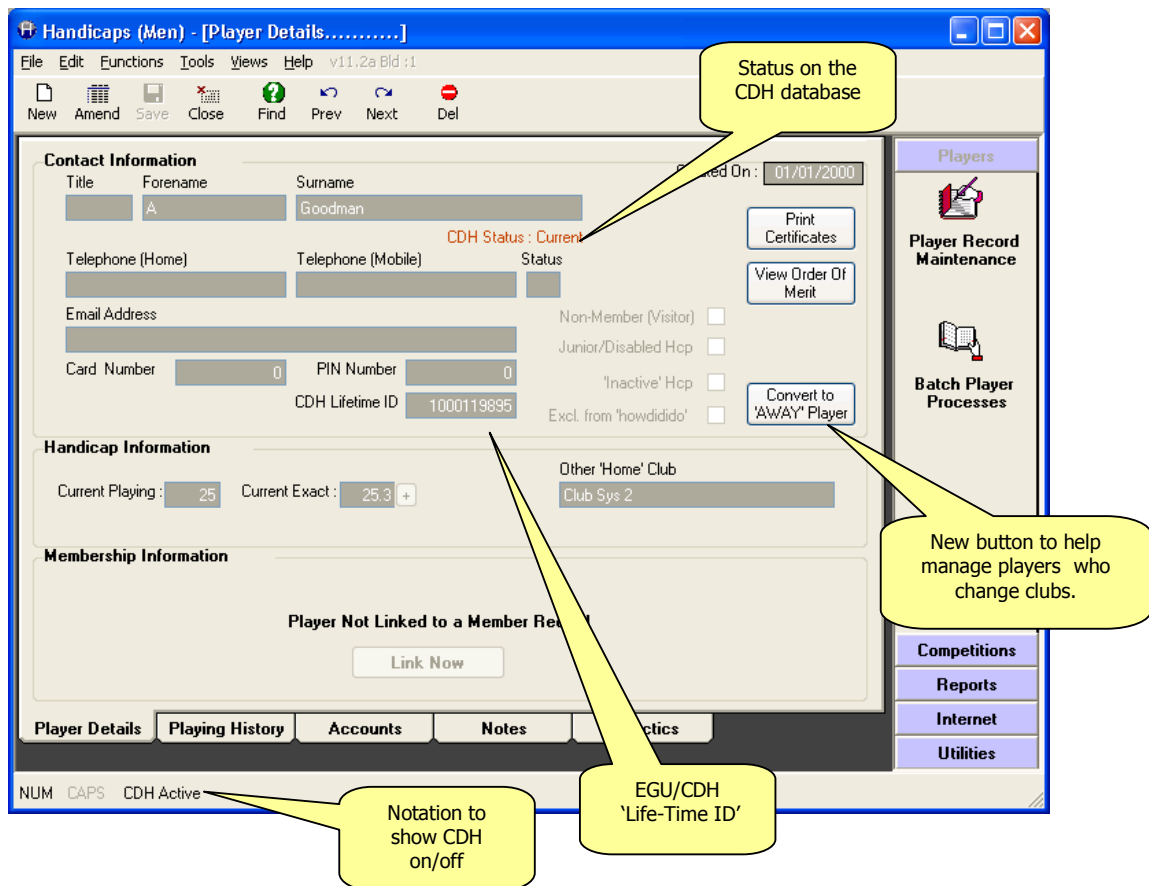
- Monitoring the status of any AWAY players or VISITORS held within CLUB2000® to ensure that they are (and remain) members of their 'Home' club (where their home club is within the EGU/CDH scheme).
- Checking for incoming 'AWAY' scores, created by Members of this club who have played qualifying competitions at another club.
- Automatically uploading any adjustments or changes to handicaps which may be the result of a General Play adjustment.

For the most part, users will not notice any differences in the way that CLUB2000® processes scores. There are a number of subtle changes to the screens to help users to maintain accurate information on the CDH see section 4.4 for further details.

Where user action is required as a result of one of the monitoring operations described above CLUB2000® will prompt the user to respond automatically.

3.4 Changes to CLUB2000® where CDH is in operation

A number of small changes have been necessary in order to ensure that CLUB2000® can manage the CDH successfully.

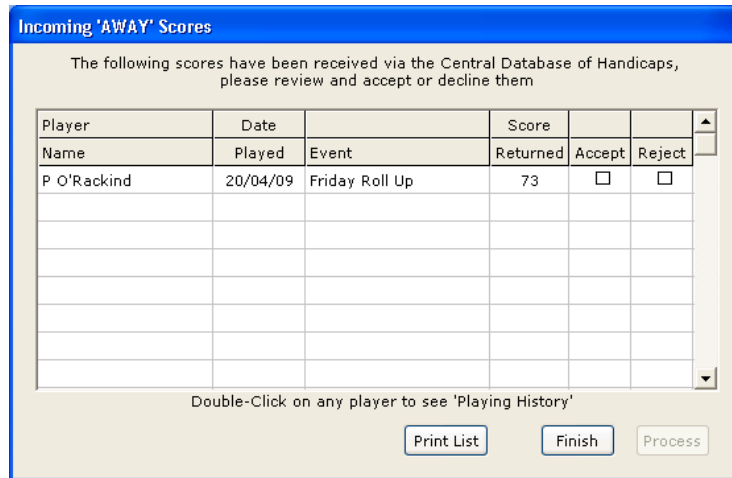


3.4.1 'Released Mechanism'

Other changes include the addition of a 'release mechanism' which allows players to be put into a 'holding' status so that they can move their designated 'HOME' club to another club or handicapping authority. The 'Convert to AWAY Player' button will manage this process.

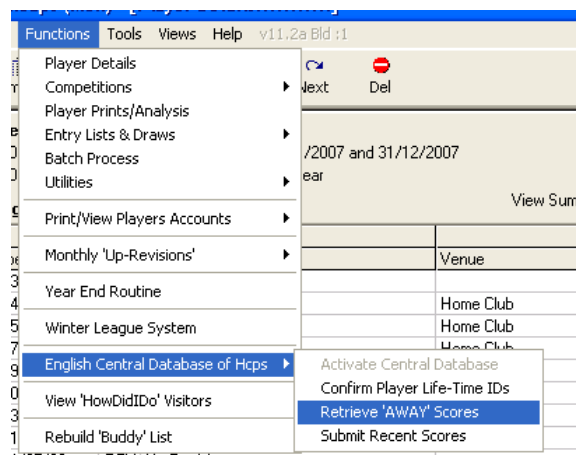
Players can be 'released' from one club and any other club operating the EGU/CDH system with that player marked as an AWAY or VISITING player, will be able to re-assign the player to be a 'HOME' player. Once the re-assignment has taken place, CLUB2000® will automatically change the status from 'Released' back to current with their exact handicap now showing as 'AWAY' and their new 'HOME' club shown in the 'Other Home Club' window.

3.4.2 AWAY Scores Mechanism



Prior to submitting scores to the EGU/CDH, CLUB2000® will check for any 'incoming' AWAY scores. These are notified to the user as shown above. The system operator must either accept or reject the score. Incoming scores will not affect the player's handicap until they have been accepted. In order to facilitate the checking of scores, users can double-click on any name in the list to see the complete playing history of that player.

Users can force CLUB2000® to check for incoming AWAY scores at any time by selecting the 'English Central Database of Hcps' option from the main 'Functions' drop-down menu, and selecting the 'Retrieve AWAY Scores' option.



4 TICKETING SYSTEM

The ticketing system is used to communicate issues between customers, the EGU, ISVs and Nemisys.

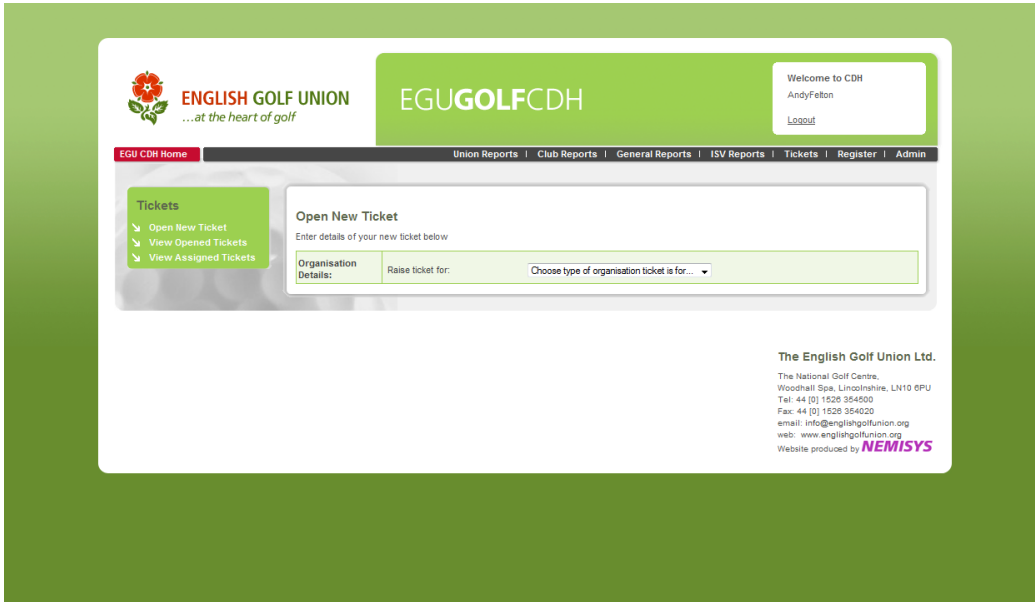
4.1 Opening a Ticket

A ticket can be opened from the Open New Ticket menu Item under Tickets.

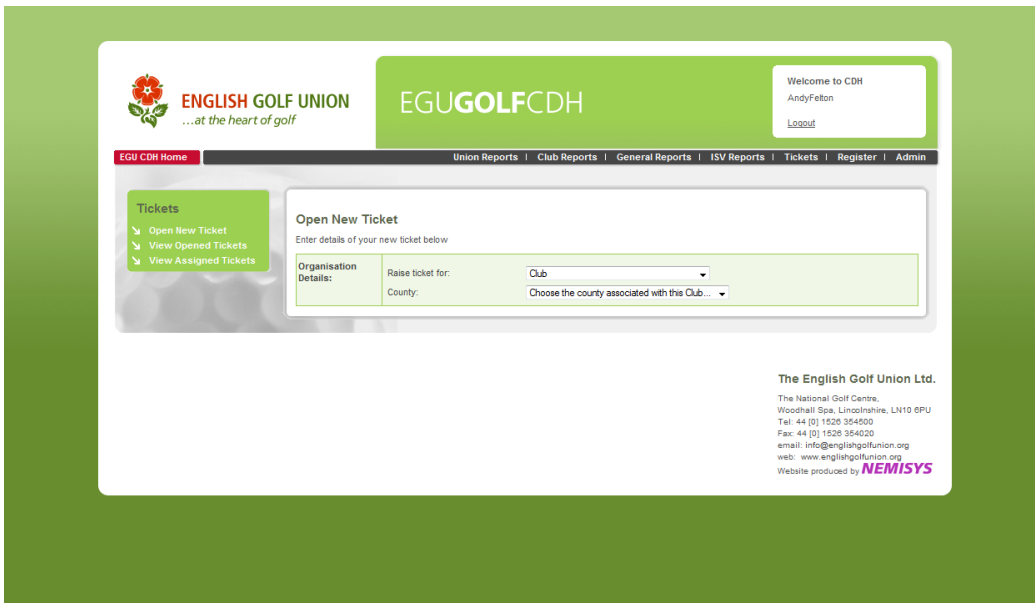
The screenshot shows the 'View Ticket' page in the EGU CDH system. The page header includes the English Golf Union logo and the text 'EGUGOLFCDH'. A navigation menu is visible at the top, and a sidebar on the left contains 'View Opened Tickets' options. The main content area displays the following ticket details:

Ticket ID: 46 Raised on 11-03-2009 09:46:08 for Your Golf Club test club by Your	
Ticket Details:	Club requesting CDH access. Your Golf Club has requested access to the CDH. Please confirm the user's identity, accept access then contact the club with information on accessing the CDH.
Error Reference (if known):	<input type="text"/>
Priority:	Low
Issue Affects:	Unknown
ISV Supplier:	HandicapMaster Ltd
Status:	<input checked="" type="radio"/> Approved <input type="radio"/> Rejected
Assigned To:	English Golf Union
Contact Details:	Name: Test Contact Email: felton.andy@googlemail.com Contact Telephone: 01
Post New Message	Enter a subject and message to send an update to a recipient. The recipient can be selected as the ISV, Nemisys or originator. If the originator isn't selected this message will be hidden. A document may also be attached to provide further information. Subject: Approval of CDH request <input type="text"/> Your CDH request has now been approved.

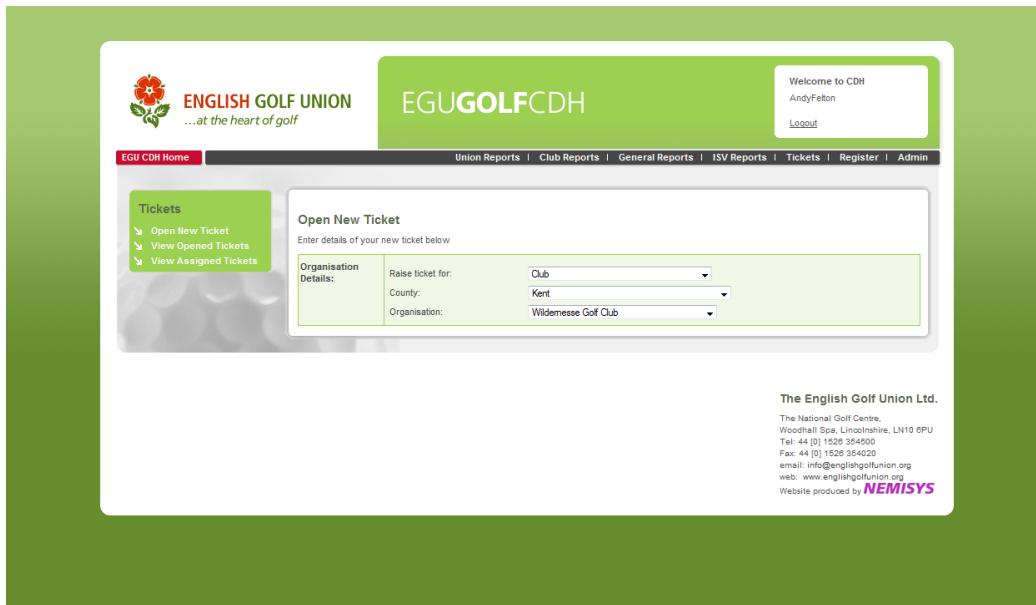
1. The next screen to appear depends on the privileges you have as a logged in user. An Administrator, ISV, Area Authority or National Union can open a ticket on behalf of other parties whereas a club can only raise tickets for themselves. If you are allowed to choose an organisation to raise a ticket on behalf of the type of organisation can be chosen from the first drop down.



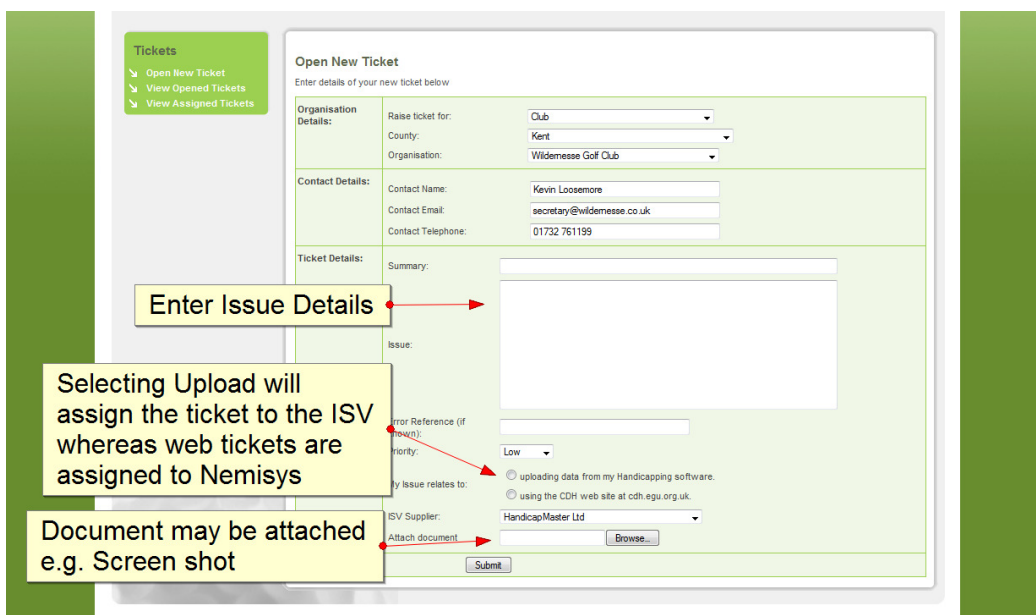
2. For choosing a club another drop down will appear allowing you to choose the County the club belongs too.



3. The club can then be chosen.



4. If contact details are known they will be automatically completed on the club page



5. When the ticket is submitted an email will be sent to the originator and also to the assigned group.