

Club V1 Members Hub Tipsheet

Introduction

ClubV1 is the IT system used by Clontarf Golf and Bowling Club. It also has an App for Golf Club Members to download to their phone or other mobile device, called “**ClubV1 Members Hub**”.

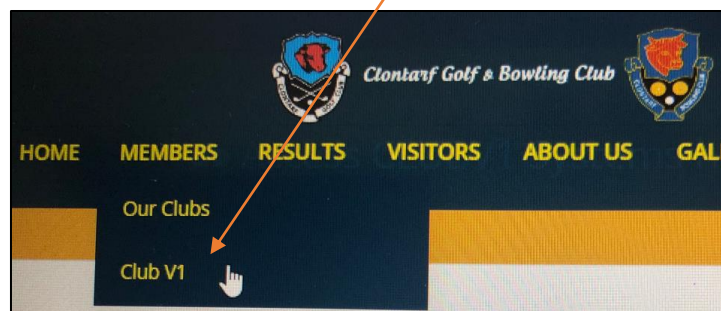
To download the Club V1 Members Hub App:

- For iPhone or other Apple device, open the App Store and search for “ClubV1 Members Hub”.
- For Android (non-Apple) device, e.g., Samsung, Huawei etc., open the Google Play Store and search for “ClubV1 Members Hub”.



← The Logo you need to download.

After you download the App, you must register your details on it. Our Club website has a Video showing how to Register. You can view it within the Members section, as shown:



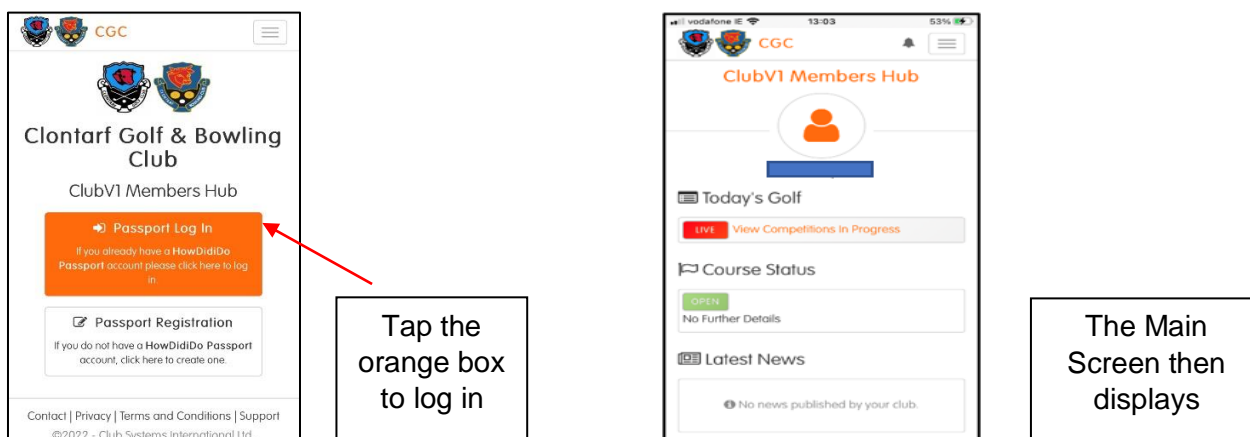
The Video also mentions some functions within the App. We are not using all the functions, so we have put together this handy “**Tipsheet**” to show what you can see and do using the App.

Some actions you can take without needing to contact club staff include:

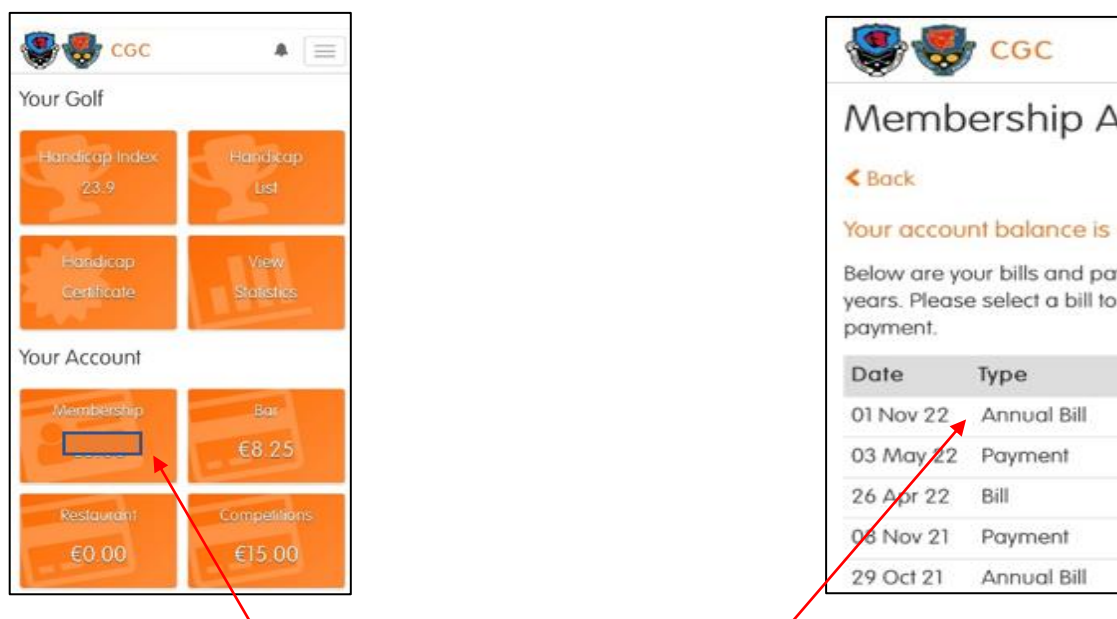
- Pay your membership sub when due (November and May). See *item 3*.
- Top up your Bar / Restaurant / Competitions purses securely online. We urge members to use this option rather than presenting cash at the club. See *item 6 (b)*.
- View member contact details, e.g., to contact your fellow players if you remove your name from a timesheet, or if you are playing 9 holes and they may wish to play 18. See *item 6 (e)* to view details, and *item 6 (i)* to enable your phone no. to be viewed in the member list.
- Request the Club to update your contact details, e.g., new phone no. See *item 6 (h)*

Functions in the ClubV1 App

1. Open the App. The Login screen below displays:

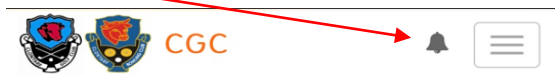


2. Swipe your finger up the screen to view more options, including “Your Account”, to view and make payments to top up balances of the 4 separate purses (Membership, Bar, Restaurant, Competitions) – see details below.
3. Pay your **Annual Club Membership** from here. ***This is a secure payment method if you have internet access to process payment.*** The amount you owe will show in that purse, but it is hidden here for privacy purposes:

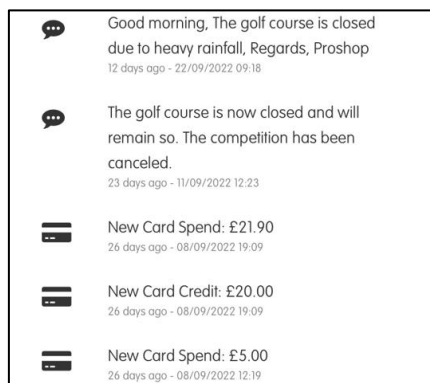


- a) Tap the Membership Box, then tap the top line to view details of your latest bill.
- b) The itemised bill displays. Tap Pay.
- c) Full details display. Scroll down the screen and tap Pay Using Card
- d) Confirm your address (Town/City and Postcode fields are mandatory).
- e) Input your long bank card number, Expiry, Security Code on back of card, Cardholder name and tap “Pay”. The payment will take a few seconds to process so please wait - a notification displays on screen when it has completed.

4. Tap the Bell at top right of screen to view recent notifications:



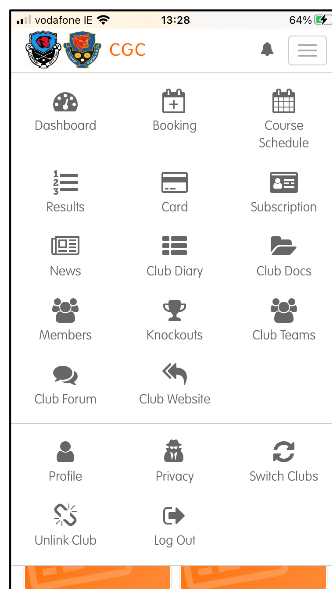
View recent spend on your card, Course Status updates, online credits you made to your card purses etc. See recent samples below:



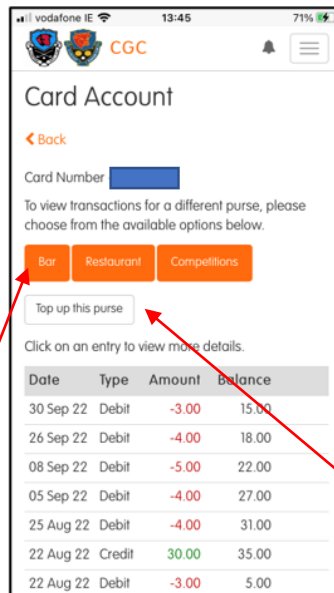
5. Tap the Menu box to display the full Menu of categories in the App:



6. The Menu screen below displays. Tap each item to view. Menu Items the Club are currently using are explained below the screenshot:



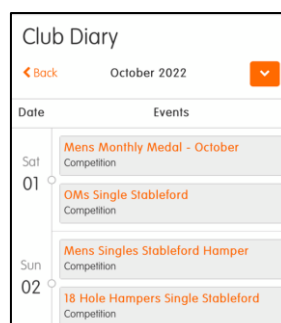
- a) **Dashboard:** Returns you to main screen.
- b) **Card:** View your balances in the purses on your plastic membership card - Membership, Bar, Restaurant, Competitions. **You can top up any purse with an online payment at any time.** We encourage you to top up your purses from here going forward, to reduce involvement of Pro shop / Club staff, particularly at busy times. To top up a purse:



- i. Tap the purse you wish to credit, then tap “Top up this purse”.
- ii. Select the amount (€10, €20, €50, Other).
- iii. Tap the “Payment Methods” box.
- iv. Confirm your address (the Town/City and Postcode fields are mandatory).
- v. Input your long bank card number, Expiry, Security Code on back of card, Cardholder name and tap “Pay”. The payment will take a few seconds to process so please wait - a notification displays on screen when it has completed.

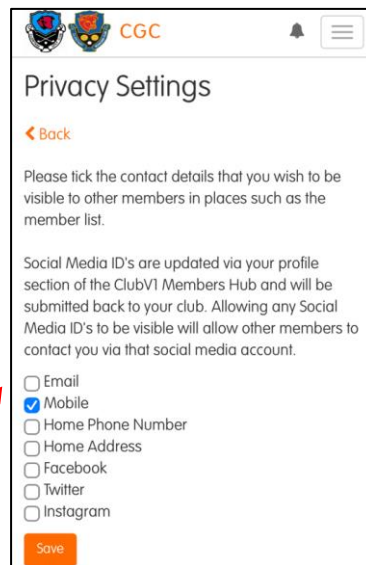
N.B. for your own security and peace of mind around your payment card, please note ***your card details are not stored within the ClubV1 App and cannot be viewed by Admin staff.*** The system will request you to input card details each time you make a payment to any purse.

- c) **Subscription:** View your recent membership bills and payments, same as on main screen.
- d) **Club Diary:** View Competitions already set up on the Competitions System. Competitions listed in the “Diary/Fixtures” option on the Club website, *but not yet set up in the Competitions system*, do not display.



- e) **Members:** View list of current Club members and their contact details. Tap a member’s name to view contact details, if they elected to display them, e.g., their phone number if you wish to contact them about a game or cancel a game. See “Privacy” option below to enable your details to be viewed. ***We encourage members to display their phone number to facilitate courtesy calls or texts.***

- f) **Knockouts:** Displays internal Matchplay Competitions.
- g) **Club Website:** Takes you direct to the Club Website.
- h) **Profile:** Your personal details in our Club records - name, address, date of birth, contact details. To amend your details, e.g., with a new phone number, edit that field, then tap Submit Update. This notifies Admin Users in the Club who will process the change in due course. **N.B.** Details will not update immediately for that reason.
- i) **Privacy:** Allows you to display your contact details in the Members List. Other members can view your details, so they can contact you about a game or golf booking. See screenshot below. Tap the little box beside mobile, then tap Save. **This will reduce calls to office staff requesting member details.**



Thank you for taking the time to read this **Tipsheet** and we hope you find it helpful.