User support

PC CADDIE://online Support

To relieve you as a golf course, the online booking customer can also use the PC CADDIE://online Customer service is also available. The user can contact us independently via a contact form, which can be found in the respective online service PC CADDIE://online Teetime/trainer reservation in the main menu under **Contact/Support**...

and in the PC CADDIE://online Tournament management under **Support & Contact** section:
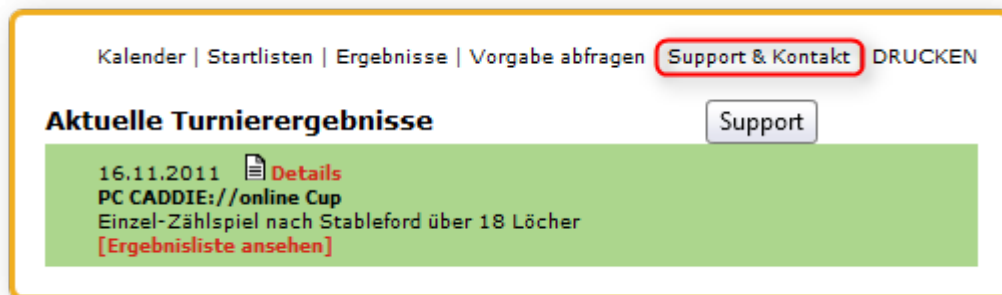
If your customer is unable to complete the form, please do not hesitate to send us the following data:

- First name and surname
- ID number
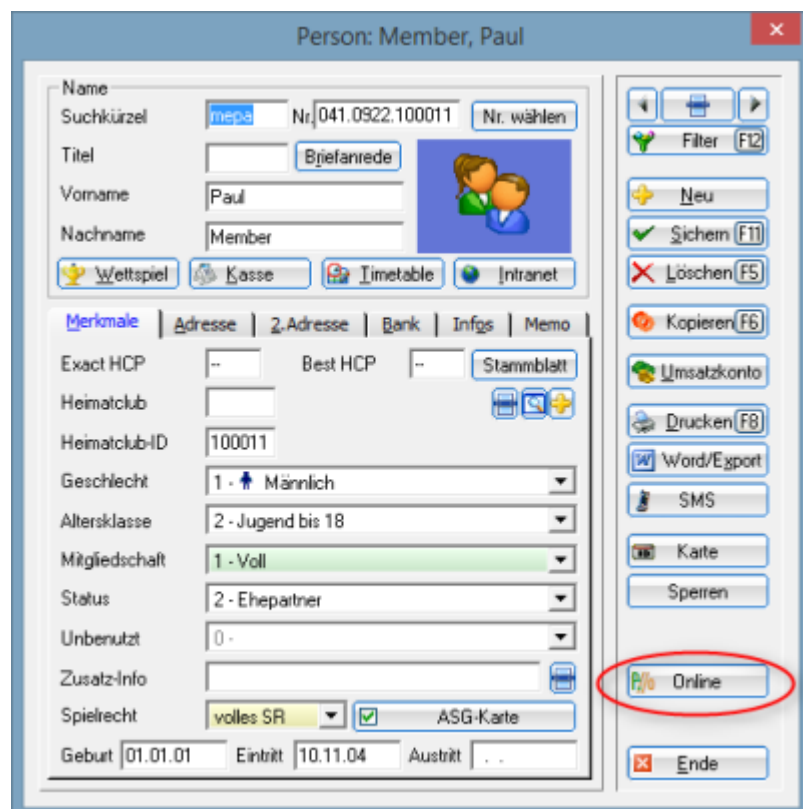- e-mail address
- Error message

We will be happy to help you.

😉 The more customers can book independently, the fewer calls you will receive. So let's help your customers take the first step together.

Edit users in PC CADDIE

If the member's user data changes, it must also be synchronised online. To do this, call up the person in question and then click on the button **Online:**

The button is only available if the modules PC CADDIE://online Teetime/trainer reservation or PC CADDIE://online Tournament management are licensed.

The following window opens for persons who are not yet registered. The data is transferred from PC CADDIE. Click on the bottom button and enter the member online.

For members who are already registered, a window with an extended function pops up. Check here whether the current data (above) matches the data from PC CADDIE (below). Pay particular attention to the e-mail address.

Once you have synchronised the data, you can send it directly to the user by email using the function in the next window.

Edit user in the Club Manager

Here you can find out how to edit a user in the PC CADDIE://online Club Manager.

Block user for online booking

Individual users can be blocked via additional information:

To block the start time booking you need the additional info: TTBLOCK The tournament booking can also be blocked: CPBLOCK

If, for example, the annual fee has not been paid, the golfer can be prohibited from booking online.

Questions? Concerns? Wishes?

If you have any questions or requests, please contact your PC CADDIE://online Customer service.