

# 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...**

The screenshot shows the 'PC CADDIE://online Teetimes' interface. At the top, there is a color bar, a dropdown for '18 Loch Platz' (set to '18'), a dropdown for '05.12.2011 - Montag' (set to '05.12.2011'), and a 'Anzeigen' (Display) button. To the right is the PC CADDIE logo. The main content area has a blue header 'Support & Kontakt'. Below it, a text box says: 'Wen möchten Sie kontaktieren? Klicken Sie bitte auf den richtigen Ansprechpartner zu Ihrem Anliegen:'. Under 'Club:', there is a list of items: Reservierung, Stornierung, Buchungsänderung, Cart-Reservierung, Turnieranmeldung, Fragen an den Club, z.B. zur Mitgliedschaft, Club-Server nicht erreichbar. Under 'PC CADDIE://online:', there is a list of items: Fragen zur Bedienung, Schwierigkeiten, z.B. bei der Erstregistrierung oder dem Login, technische Probleme und Fehler in der Anwendung. To the right, there are three vertical boxes: 'Haupt-Menü' with 'Start', 'Hilfe', and 'Kontakt / Support' (the last one is highlighted with a red box), 'Besucher-Menü' with fields for 'E-Mail / Benutzername' and 'Passwort', and a 'Login' button, and 'Passwort vergessen?' with a link to 'Zugangsdaten anfordern'. Below that is 'Neu hier?' with a link to 'Erstregistrierung'. At the bottom is a 'Sprachauswahl' box with a 'Deutsch' dropdown.

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**:

Person: Member, Paul

|   |   |   |
|---|---|---|
| Suchkürzel: <input type="text" value="mepe"/>   | Nr.: <input type="text" value="041.0922.100011"/>       | <input type="button" value="Nr. wählen"/> |
| Titel: <input type="text"/>   | Briefanrede: <input type="button" value="Briefanrede"/> |   |
| Vorname: <input type="text" value="Paul"/>  |   |   |
| Nachname: <input type="text" value="Member"/>   | <input type="button" value="Weitspiel"/>                |   |
|   | <input type="button" value="Kasse"/>                    | <input type="button" value="Timetable"/>  |
|   | <input type="button" value="Intranet"/>                 |   |
| <input type="button" value="Merkmale"/> <input type="button" value="Adresse"/> <input type="button" value="2. Adresse"/> <input type="button" value="Bank"/> <input type="button" value="Infos"/> <input type="button" value="Memo"/> |   |   |
| Exact HCP: <input type="text"/>   | Best HCP: <input type="text"/>                          | <input type="button" value="Stammdat"/>   |
| Heimatclub: <input type="text"/>  | <input type="button" value=""/>                         |   |
| Heimatclub-ID: <input type="text" value="100011"/>  | <input type="button" value=""/>                         |   |
| Geschlecht: <input type="text" value="1 - Männlich"/>   | <input type="button" value=""/>                         |   |
| Altersklasse: <input type="text" value="2 - Jugend bis 18"/>  | <input type="button" value=""/>                         |   |
| Mitgliedschaft: <input type="text" value="1 - Voll"/>   | <input type="button" value=""/>                         |   |
| Status: <input type="text" value="2 - Ehepartner"/>   | <input type="button" value=""/>                         |   |
| Unbenutzt: <input type="text" value="0 -"/>   | <input type="button" value=""/>                         |   |
| Zusatz-Info: <input type="text"/>   | <input type="button" value=""/>                         |   |
| Spielrecht: <input type="text" value="volles SR"/>  | <input type="checkbox"/>                                | ASG-Karte: <input type="checkbox"/>       |
| Geburt: <input type="text" value="01.01.01"/>   | Eintritt: <input type="text" value="10.11.04"/>         | Austritt: <input type="text" value=".."/> |

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.



The screenshot shows a Windows application window titled "PC CADDIE.online". A message at the top states: "Dieser Benutzer wurde bisher noch nicht online registriert. Sie können die Registrierung nun vornehmen." Below this, the title "Online Benutzerkonto - neu anlegen" is displayed. The form contains the following fields:

|               |   |
|---------------|---|
| Geschlecht    | <input type="radio"/> weiblich<br><input checked="" type="radio"/> männlich |
| Titel         | <input type="text"/>  |
| Vorname       | Paul  |
| Nachname      | Member  |
| Geburtsdatum  | 01.01.2001  |
| E-Mail        | <input type="text"/>  |
| Straße / Nr.  | Trampelpfad 11  |
| PLZ / Ort     | 54333 <input type="text"/> Nachbarschaft                                    |
| Mobilnummer   | <input type="text"/>  |
| Fax           | <input type="text"/>  |
| Spielernummer | 0410922100011   |
| Ausweisnummer | 0410922100011   |

At the bottom of the form is a button labeled "Benutzer JETZT in PC CADDIE://online eintragen". Below the form, a footer contains the following text:

PC CADDIE://online ist ein Service der PC CADDIE://online GmbH & Co. KG  
Stubber Weg 39 \* D-23847 Politz \* Tel: +49 2642 9854 120 \* Fax: +49 2642 9854 169  
AG Lübeck, HRB 2149 \* GF: Dipl.-Kfm. (FH) Axel Heck \* E-Mail: support@pccaddie-online.de

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.

Dieser Benutzer wurde bereits online registriert.

### Online Benutzerkonto - aktuelle Daten

|              |                          |
|--------------|--------------------------|
| Geschlecht   | männlich                 |
| Titel        |                          |
| Vorname      | Paul                     |
| Nachname     | Member                   |
| Geburtsdatum | 01.01.2001               |
| E-Mail       | 1432825573@startzeit.com |
| Straße / Nr. | Trampelpfad 11           |
| PLZ / Ort    | 54333 Nachbarschaft      |
| Mobilnummer  |                          |
| Fax          |                          |

### Online Benutzerkonto - ändern

Benutzer sperren  
 Benutzer für den Mitgliederbereich freischalten

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|               |   |
|---------------|---|
| Geschlecht    | <input type="radio"/> weiblich<br><input checked="" type="radio"/> männlich |
| Titel         |   |
| Vorname       | Paul  |
| Nachname      | Member  |
| Geburtsdatum  | 01.01.2001  |
| E-Mail        |   |
| Straße / Nr.  | Trampelpfad 11  |
| PLZ / Ort     | 54333 Nachbarschaft   |
| Mobilnummer   |   |
| Fax           |   |
| Spielernummer | 0410922100011   |
| Ausweisnummer | 0410922100011   |

**Benutzer in PC CADDIE://online aktualisieren**

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:

Person: Tester, Tanja

|   |  |   |   |
|---|--|---|---|
| Name  | <input type="text" value="teta"/>          | Nr. <input type="text" value="049.9002.000121"/>                                  | <input type="button" value="Nr. wählen"/> |
| Suchkürzel  | <input type="text"/>                       | <input type="button" value="Briefanrede"/>  |   |
| Titel   | <input type="text"/>                       |  |   |
| Vorname   | <input type="text" value="Tanja"/>         |   |   |
| Nachname  | <input type="text" value="Tester"/>        |   |   |
| <input type="button" value="Weltspiel"/>  |  | <input type="button" value="Kasse"/>  | <input type="button" value="Timetable"/>  |
|   |  | <input type="button" value="Intranet"/>   |   |
| <input type="button" value="Merkmale"/> <input type="button" value="Adresse"/> <input type="button" value="2. Adresse"/> <input type="button" value="Bank"/> <input type="button" value="Infos"/> <input type="button" value="Memo"/> |  |   |   |
| Stammvorgabe  | <input type="text" value="7.4"/>           | <input type="button" value="Hcp-Spezial"/>  |   |
| Heimatclub  | <input type="text" value="gast"/>          | <input type="text" value="Gast"/>   | <input type="button"/>                    |
| Heimatclub-ID   | <input type="text"/>                       |   |   |
| Geschlecht  | <input type="text" value="2 - Weiblich"/>  |   |   |
| Altersklasse  | <input type="text" value="4 - Erwachsen"/> |   |   |
| Mitgliedschaft  | <input type="text" value="0 -"/>           |   |   |
| Klassifizierung   | <input type="text" value="0 -"/>           |   |   |
| BVGA  | <input type="text" value="0 -"/>           |   |   |
| Zusatz-Infos  | <input type="text" value="TTBLOCK"/>       |   |   |
| <input type="button" value="Geburt"/> <input type="text" value="01.01.90"/> <input type="button" value="Eintritt"/> <input type="text" value="20.11.09"/> <input type="button" value="Austritt"/> <input type="text"/>                |  |   |   |

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](#).