

# 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...**

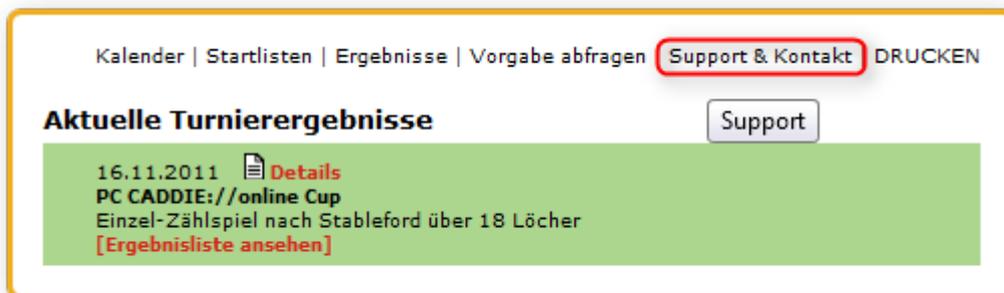
The screenshot shows the PC CADDIE://online Teetimes website interface. At the top, there is a header with the title "PC CADDIE://online Teetimes" and a logo. Below the header, there are two dropdown menus: "18 Loch Platz" and "05.12.2011 - Montag", followed by an "Anzeigen" button. The main content area is titled "Support & Kontakt" and contains the following sections:

- Wen möchten Sie kontaktieren? Klicken Sie bitte auf den richtigen Ansprechpartner zu Ihrem Anliegen:**
- Club:**
  - Reservierung
  - Stornierung
  - Buchungsänderung
  - Cart-Reservierung
  - Turnieranmeldung
  - Fragen an den Club, z.B. zur Mitgliedschaft
  - Club-Server nicht erreichbar
- PC CADDIE://online:**
  - Fragen zur Bedienung
  - Schwierigkeiten, z.B. bei der Erstregistrierung oder dem Login
  - technische Probleme und Fehler in der Anwendung

On the right side of the page, there are three menu sections:

- Haupt-Menü:**
  - » Start
  - » Hilfe
  - » **Kontakt / Support** (highlighted with a red box)
- Besucher-Menü:**
  - Bereits registriert?**  
Bitte loggen Sie sich ein:
  - E-Mail / Benutzername:**
  - Passwort:**
  - 
  - Passwort vergessen?**  
» Zugangsdaten anfordern
  - Neu hier?**  
» Erstregistrierung
- Sprachauswahl:**

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

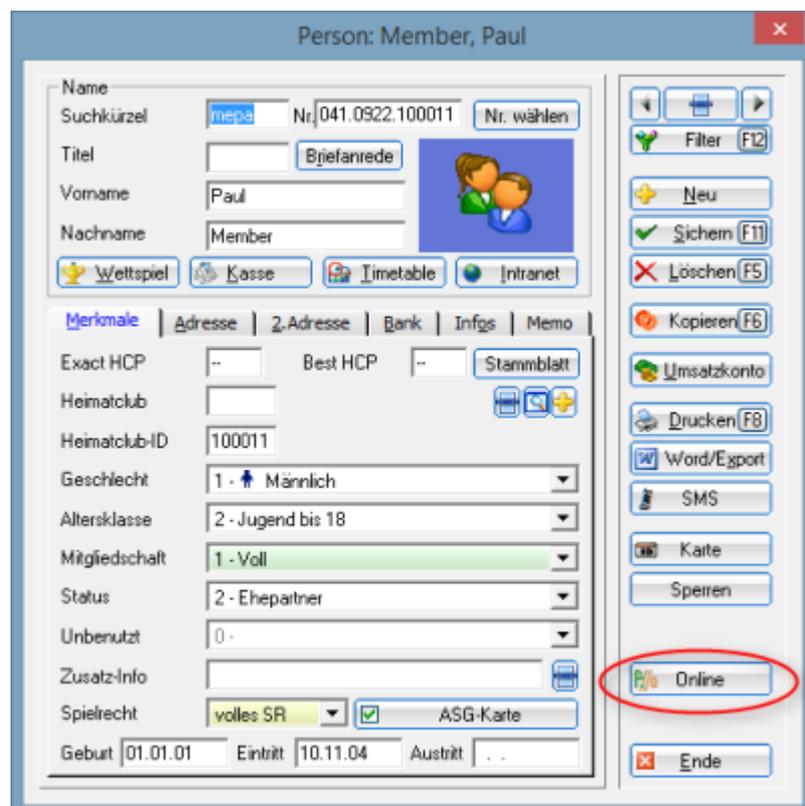
We will be happy to help you.



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.



The screenshot shows a web browser window titled "PC CADDIE.online". The main heading is "Online Benutzerkonto - neu anlegen". Below this, there is a form with the following fields and values:

Geschlecht	<input type="radio"/> weiblich <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

At the bottom of the form, there is a button labeled "Benutzer JETZT in PC CADDIE://online eintragen".

At the very bottom of the window, there is a footer with the following text:

PC CADDIE://online ist ein Service der PC CADDIE://online GmbH & Co. KG  
Stubber Weg39 \* D-23847Pöhlitz \* 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.

PC CADDIE.online

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

---

**Geschlecht**  weiblich  männlich  
**Titel**   
**Vorname**   
**Nachname**   
**Geburtsdatum**   
**E-Mail**   
**Straße / Nr.**   
**PLZ / Ort**    
**Mobilnummer**   
**Fax**   
**Spielernummer**   
**Ausweisnummer**

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

Suchkürzel teta Nr. 049.9002.000121 Nr. wählen

Titel Briefanrede

Vorname Tanja

Nachname Tester

Wettbewerb Kasse Timetable Intranet

Merkmale Adresse 2. Adresse Bank Infos Memo

Stammvorgabe 7,4 Hcp-Spezial

Heimatclub gast Gast

Heimatclub-ID

Geschlecht 2 - Weiblich

Altersklasse 4 - Erwachsen

Mitgliedschaft 0 -

Klassifizierung 0 -

BVGA 0 -

Zusatz-Infos TTBLOCK

Geburt 01.01.90 Eintritt 20.11.09 Austritt . .

Filter F12

Neu

Sichern F11

Löschen F5

Kopieren F6

Umsatzkonto

Greenfee F8

Word/Export

SMS

Karte

Sperren

Online

Ende

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](#).