New Web Portal – User Guide

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First Time Login Instructions

1. **Ctrl+Click** on the link below, or type it into your browser:

   http://www.explorethevillage.com/members

2. Click the word **Login** at the top of the screen:

   ![Login Button]

3. Enter your **member number** as the **Username** and use **12345678** for the **Password**:

   ![Login Form]
4. Now set up your web account and set up a new secure password:

   A) Click on your name at the top of the page:

   [Image]

   B) Or, click on Member Tools, then click on My Profile:

   [Image]

5. Click on the Edit Profile button:

   [Image]
6. The first thing you must do is enter your **name and email address**, then click the **Update** button under Account Information. **TIP:** The email address you enter here is the one that will be used to send you a reset link if you forget your password.

   ![Account Settings](image)

7. To change your password, type in the current password (12345678), then enter a new password and retype the new password to confirm it, then click 'Change Password' button:

   ![Manage Password](image)
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Login and
Reset Password Instructions

1. **Ctrl+Click** on the link below, or type it into your browser:

   http://www.explorethevillage.com/members

2. Click the word **Login** at the top of the screen:

   ![Login Button](image)

3. Enter your **Username** (member number) and your **Password**:
4. If you have forgotten your password, click on the **Reset Password** button.

5. In the form below, enter your **User Name** (member number) and click the **Send Reset Link** button. A link to reset your password will be sent to the email address on your portal account.

6. If you remember your password but want to set up a new one, login then:

   A) **Click on your name** at the top of the page:
B) Or, click on **Member Tools**, then click on **My Profile**:

7. Click on the **Edit Profile** button:
8. Update your **name and email address** if necessary, then click the **Update** button under Account Information.

![Account Settings](image1.png)

9. To change your password, type in the current password, then enter a new password and retype the new password to confirm it, then click ‘Change Password’ button:

![Manage Password](image2.png)
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How to Pay Your Assessment and Utility Bills

1. Ctrl+Click on the link below, or type it into your browser:

   http://www.explorethevillage.com/members

2. On the Home page, select ‘Assessments & Utilities’:
3. Log in with your Username (member number) and password:

![Login Screen]

4. To view your Member Statements (Assessments) or Utility Statements, click on the ‘Show Utility Statements’ button:

![Utility Statements]

5. To make a payment, click on the ‘Make Payment’ button:
6. Click the top box to select all amounts, or click the box beside the amount(s) you want to pay:

![Member Statements - Online Payment](image1)

7. Edit your name and address if necessary to match your credit card billing. Enter your credit card number, expiration date and security number from the back of the card. If the information is correct, you will be able to click the ‘Apply Payment’ button to complete the transaction:

![Enter Credit Card](image2)

8. You will receive an online confirmation, and you can choose to print this by clicking “Print Confirmation” at the bottom. You can also choose to email yourself a copy by clicking "Send".
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How to
Book a Tee Time

1. Ctrl+Click on the link below, or type it into your browser:
   http://www.explorethevillage.com/members

2. On the Home page, select ‘Book a Tee Time’
3. Log in with your user name (member number) and password:

4. Click on the button for either **Current Bookings** or **Advanced Bookings**:

5. **View available tee times**: Click on one of the dates on the left to see all courses and all times available on that date. Or, on the right, use the calendar to select a DATE and/or enter a FROM time, COURSE and number of PLAYERS. Click the ‘Search’ button. You will be shown up to 60 available tee times (see image on #7 below) – if you want to see more, select a later time and click ‘Search’ again. Resident members can select a tee time in the next 5 days. Non-Resident members can select a tee time up to 90 days in advance.
6. Or for a different view of available tee times, you can click on 'View Tee Sheet'. Select a course and date and click ‘Search’, to see the available tee times (white spaces) on a Tee Sheet:

![Tee Sheet Image]

7. Click the ‘Back’ button to select a tee time or use the back arrow on your browser.

8. Click the ‘BOOK’ button on the time and course you want:

![Tee Time Booking Image]
You will have 5 minutes to review your booking to make sure the details are correct before this page times out:

9. To continue, read the following and **click the box beside ‘I accept these Terms and Conditions’** and click ‘Next’. Click ‘Cancel’ to return to the previous page to select different options.
10. On the next page, you have another 5 minutes to enter your players before it times out. If the players are HSV members, enter their member number. If the players are not HSV members, click ‘Set as Guest’, enter their name and email address and click ‘Submit’:

11. Click ‘Validate Players’.

**NOTE:** The captain, Player 1, must have a valid member number.

**NOTE:** For players to receive a confirmation email, their email address must be correct on their web portal or entered correctly for guests (see above).
12. Once all the correct information is entered and validated, you may choose ‘Edit Players’, or ‘Book’:

![Edit Players and Book screenshot]

13. Clicking on ‘Book’ shows you your Booking Details. If you want to print your Booking Details, click on the printer icon. Click on ‘Back to Tee Times’ to book another tee time or click on one of the other web portal links at the top of your screen.

![Booking Details screenshot]
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Golf Lottery

1. Ctrl+Click on the link below, or type it into your browser:

   http://www.explorethevillage.com/members

2. On the Home page, select ‘Golf Lottery’:
3. Enter a Confirmation Number to look up an existing lottery request or leave blank when creating a new request.
4. All items with a red asterisk * must be entered.
5. Date of Play - You may select a date anywhere between 6 and 14 days from today.
6. # of Groups – Can be up to 4. If you select a number other than 1, you can select “Break Group” to allow the groups to be separated.
7. Either select ‘Choose any course’ or select the course(s) you want to include.
8. Player 1 must be an HSV member. It will default to your number, but you are not required to play and can overwrite it with another member number.
9. Click on ‘Validate Players’ (or click Clear to start over)
10. Click “Email All Golfers” so they will have notification of the lottery.
11. Click “Players Verified → Submit Lottery”
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Pay for Annual Registrations and Passes
Shop Hot Springs Village

1. Ctrl+Click on the link below, or type it into your browser:

   http://www.explorethevillage.com/members

2. On the Home page, select ‘Shop Hot Springs Village’:
3. You may be asked to confirm or update your email address and phone number. When they are correct click the ‘Submit’ button to continue.

**Annual Registrations**

4. Pay the registration fee(s) for your pet, boat, cart and/or vehicle under the **Annual Registrations** tab.
   
a) Expand the section you are interested in by clicking on the arrow on the right.
   
b) **Click the green link for the item** you wish to purchase.
   
c) Select the **Contact Name** in the center portion.
   
d) Click the ‘Add to Cart’ button.
   
e) Click the ‘Checkout’ button to review your order.
   
You can then select to ‘Continue Shopping’ to add other items, or click ‘Payment’ to finish your order.
Annual Passes

5. Annual Passes work the same as Annual Registrations:
   
f) Expand the section you are interested in by clicking on the arrow on the right.
   
g) Click the green link for the item you wish to purchase.
   
h) Select the Contact Name.
   
i) Click the ‘Add to Cart’ button.
   
j) Click the ‘Checkout’ button to review your order.
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Reserve a Tennis Court

1. Ctrl+Click on the link below, or type it into your browser:

   http://www.explorethevillage.com/members

2. On the Home page, select ‘Reserve a Court’: 
3. Enter information to find your booking:
   a) Select a **Date** from the left
   b) Select a number of **Players**
   c) Enter a **Time** to start the search
   d) Select a **Court** (you will only see 20 of the first available times and courts, so you may want to refine your search to a later time and/or with a specific Court)
   e) Click the ‘Search’ button
   f) To select one of the times and courts shown, click the ‘Book’ button.

4. View your booking and **click to accept the Terms and Conditions**

5. **Enter Player information** – they can be members or guests. If you enter member numbers, they will be sent a confirmation email to the email address on their account. If you click on ‘Set as Guest’, you will be able to enter their name and email address so they can receive a confirmation email: