Member Portal – Phase I Launch
WHY CHANGE?

WASN’T THE OLD WAY WORKING?
How our predecessors saw the initial install of
the AS/400 (released 1988) & Chelsea (2005)
AS/400 Today
And, here’s Chelsea – customized to the point of no longer being properly supported
CURRENT RELEASE

- Gate/Visitor Form (existing iFrame, pulled into Total e platform)
- Current & Advanced Tee Times
- Tennis Court Reservations & Ball Machine Rental (book court 12)
- Golf Lottery
- Links to course conditions and weather
- Will begin to see assessment billing and terminal transactions
- Real time, integrated revenue and usage data
| # of HVAC Changeout Permits Paid for Since Monday | 9 |
| # of Tennis Players Paying Member Rates Since Saturday | 255 |
| # of Range Tokens Sold at Magellan Since Saturday | 121 |
| # of Silver Sneakers Checkins at the Fitness Center Since Saturday | 871 |
| # of Vehicle Decals Sold Since Monday | 28 |
FUTURE RELEASES

- League activity (finalizing testing, expected to be functional within a few days)
- Edit reservations/switch out players – can cancel & rebook online, contact Central Tee Times, or address at check-in (custom development, expected in early fall)
- Viewing friends schedules (custom development, not yet scheduled as of this meeting)
- Consolidated payment portal for assessments, utilities, tickets, and other fees (expected late fall)
- Re-design of website to include separation of “internal” information versus “public” information (expected by year end)
HOW DO I GET TO THE NEW PORTAL?

- Go to the village’s main web page – [www.hsvpoa.org](http://www.hsvpoa.org)
- A banner message across the top will point you to the Hot Springs Village Member Portal Users Guide (thank you to Tim, Tom, Diane, and Debe for working on the manual!)
- Below the banner, you will find a button called “Member Login”
Initial password for all members is 12345678, will be prompted to add email address and change password on first login.
ADOPT-A-HOLE Program

Let’s show our Village pride in our golf courses and Adopt-a-Hole!

Get your playing partners to do the same whenever you play that hole; your efforts will make a difference!

You may fill out the sign up form at the bottom of the page at the following website: http://hsvpoa.org/golf/adopt-a-hole/

Please help maintain our greatest assets, by “adopting a hole”.

to cancel your scheduled tee times when the weather keeps you from coming to the course. If the course is closed for the
Your Account

Want to check your statements, historic bookings or edit your profile? My Account can help you track and manage your purchases, historic bookings, current bookings, and more. Select from the options below.

- **MY PROFILE**: View and change your profile information or login credentials.
- **REWARDS HISTORY**: View your previously played golf rounds.
- **MY STATEMENTS**: View your previous billing statements.
- **LOTTERY REQUESTS**: View past and present lottery requests.
- **BOOKED ROUNDS**: View your current round bookings.
- **PURCHASES**: View previous food & beverage and pro shop purchases.
- **BOOK A TEE TIME**: Book a future tee time.
- **TENNIS ROUNDS**: View your current tennis bookings.
- **REGISTERED EVENTS**: View your registered events.
GOLF

FUNCTIONS
With only one exception, Club policies have not changed with the new portal. Going forward reservations from the 90 day selection will require a credit card to hold the reservation, regardless of player type.
✓ 9 Hole reservations must be done by calling Central Tee Times or the course.
✓ You will see a 9 & 18 button in the new portal, but the 9 hole is greyed out due to our club contact policy
LOTTERY REQUESTS

- 1ST TOTAL E LOTTERY WILL RUN ON MONDAY THE 10TH FOR 16TH PLAY.
- THE LOTTERY IS EXPECTED TO RUN AT 3:30PM.
- ONCE IT RUNS, A CONFIRMATION EMAIL WILL GO TO THE PLAYERS.
- PLAYERS SHOULD THEN SEE RESERVATION UNDER MY ACCOUNT, BOOKED ROUNDS.
LEAGUES

HSV is finalizing testing and this section is expected to function similar to how Chelsea functioned.
Current Bookings vs Advanced Bookings

You can book up to 5 days in advance with members and guests

Please note: Advanced Booking requires securing with a credit card
Advanced Bookings

- Requires a credit card for any member type
- Who can book?
  - Resident member with guest or a non resident member
  - Any non resident member
- Save yourself some time by choosing between the 5 day and Advanced Booking tabs, based on current club policy
TENNIS
FUNCTIONS
Tennis Bookings

Choose a quick date of play by clicking on one of the Day buttons, or select your preferred Date of Play, Time, Number of Players and Court Name. Then, click "Search".

Step 1. Review the booking details and accept Terms & Conditions.  
Step 2. Enter Player Details.  

Click here for Court Conditions
Can now reserve ball machine online

CLUB POLICIES

- When selecting court times, you will have the opportunity to book a court time for the current day and the next two days. After 5 pm, you can book for the next three days. For example, after 5 pm on a Monday, you can book out to Thursday. (Note: If you do not see the current day times, please call the tennis center to make your reservation.)
- Court 12 must be reserved when reserving the ball machine.
QUESTIONS?