



CLUB REGISTRATION & TICKING

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Account Manager: Kevin Fowler
Nemisys

Author: Andy Felton
Nemisys

Customer Name: Paul Keeling
English Golf Union

Nemisys Enterprises Ltd
PO Box 259
Ware
SG12 0US
Tel: 0844 706 9665
Email: chris@nemisys.uk.com
Web site <http://www.nemisys.uk.com>

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THE STARTERS HUT - INTRODUCTION

Early in 2008 the English Golf Union set up a working group made up of representatives from the EGU and the CONGU Licensed Handicap Software Suppliers (ISVs), which included **MH Systems Ltd.** The ISV's involved in the project represent over 90% of the clubs in England and the group also had the support of most, if not all, of the smaller suppliers. Throughout 2008 the group formulated a technical specification for their Central Database of Handicaps (CDH), which was then handed to Nemisys the EGU's web services provider to build. This was completed and signed off by the working group in December 2008.

All ISVs have been working on the details of the system and have been testing ready for a full roll out.

MH Systems Ltd. development is now completed and Beta Testing has been successfully carried out.

MH Systems Ltd. would like to thank you for your agreement to register & upload your club Handicap data to the new EGU Central Database of Handicaps.

1st TEE

This document is written to serve as a brief introduction to the registration and ticketing system provided by the English Golf Union (EGU) Central Database of Handicaps (CDH) system.

As an MH Systems Customer one needs to ensure your Club is running the latest GCGold™ software (at least version 1.69s or higher) The latest version is always available for download at

<http://www.mhsystems.co.uk/supportSite/SoftwareDownloads.php>

1 CLUB REGISTRATION

A club must register with the CDH prior to them gaining access. This process will create their web account and enable the club to send uploads from their handicapping software.

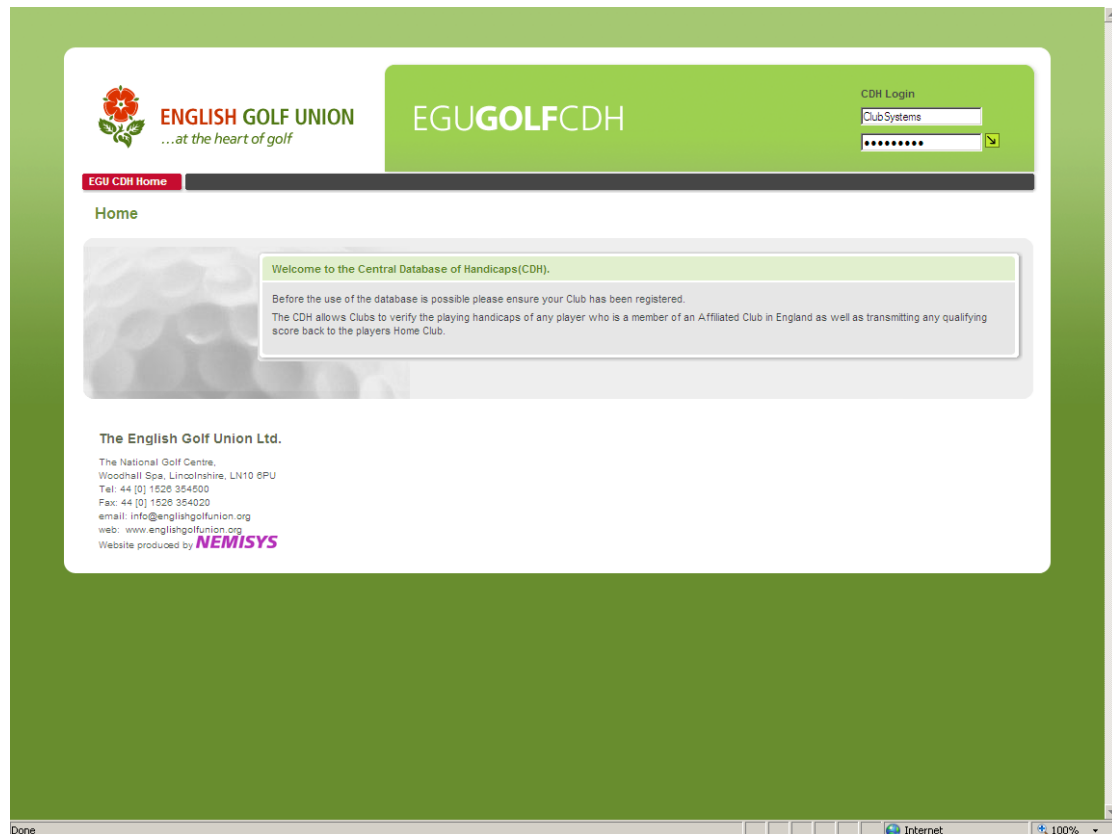
1.1 Registering a club

A club must first login to the CDH system <http://cdh.egu.org.uk> prior to them being able to go through the registration process. To allow routing of the club registration to the correct ISV, each ISV has been provided with a login which is to be used clubs for this process. Current club registration login for Club Systems client clubs is as follows:

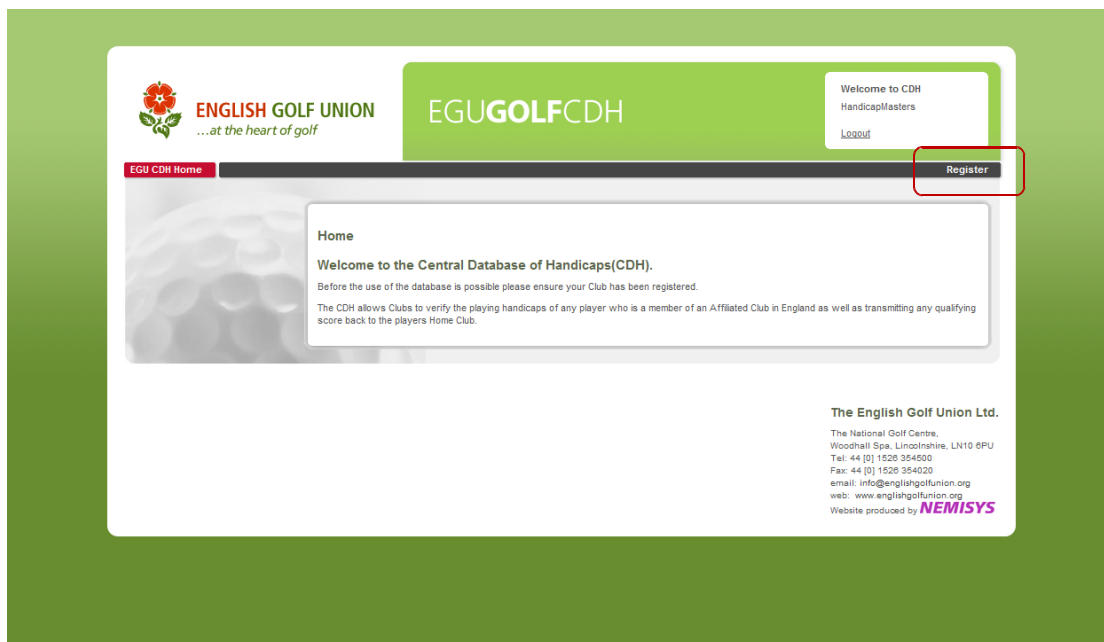
ISV name	Username	Password
MH Systems Ltd.	MHSystems	09MarMHsys

The steps to register a club are as follows:

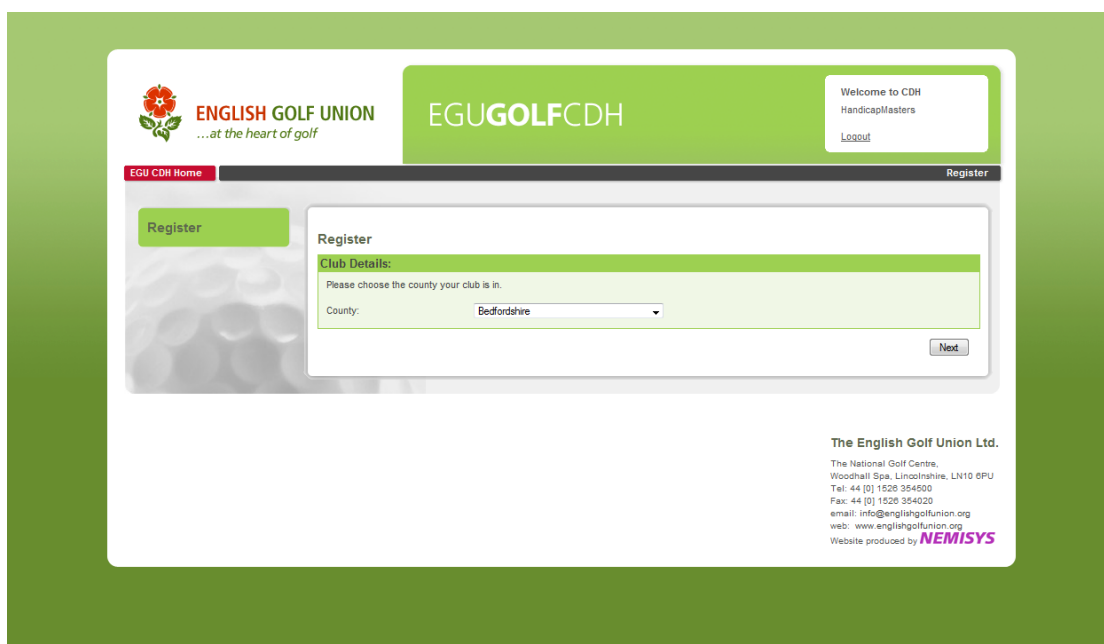
1. Login to CDH using the account details provided above. If this fails then the account may have been locked please see Error: Reference source not found (Error: Reference source not found).



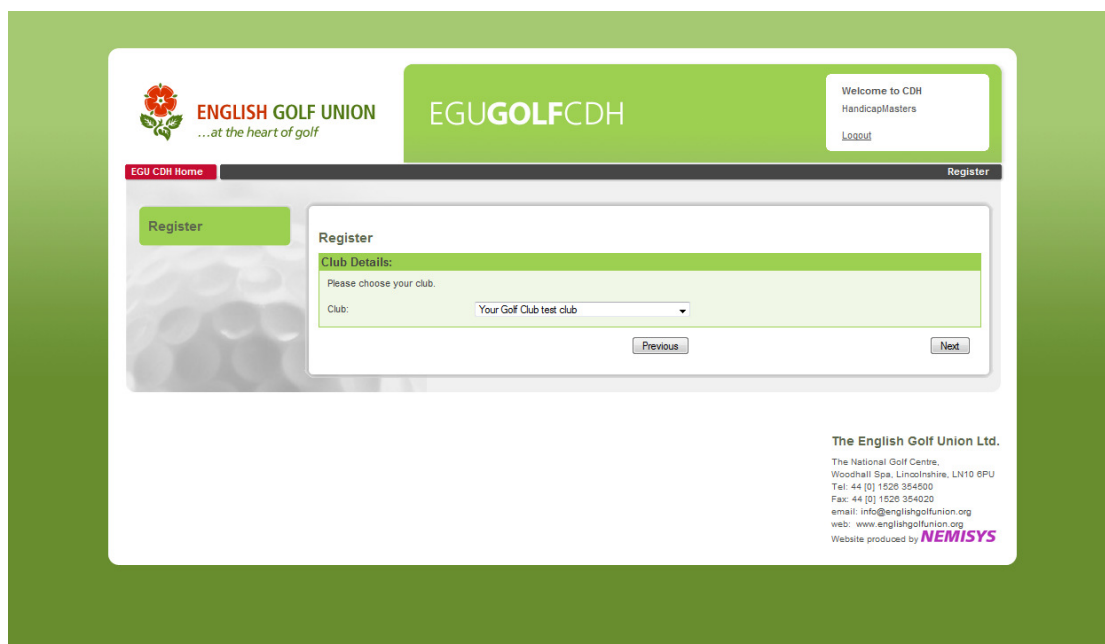
2. Select the Register menu item



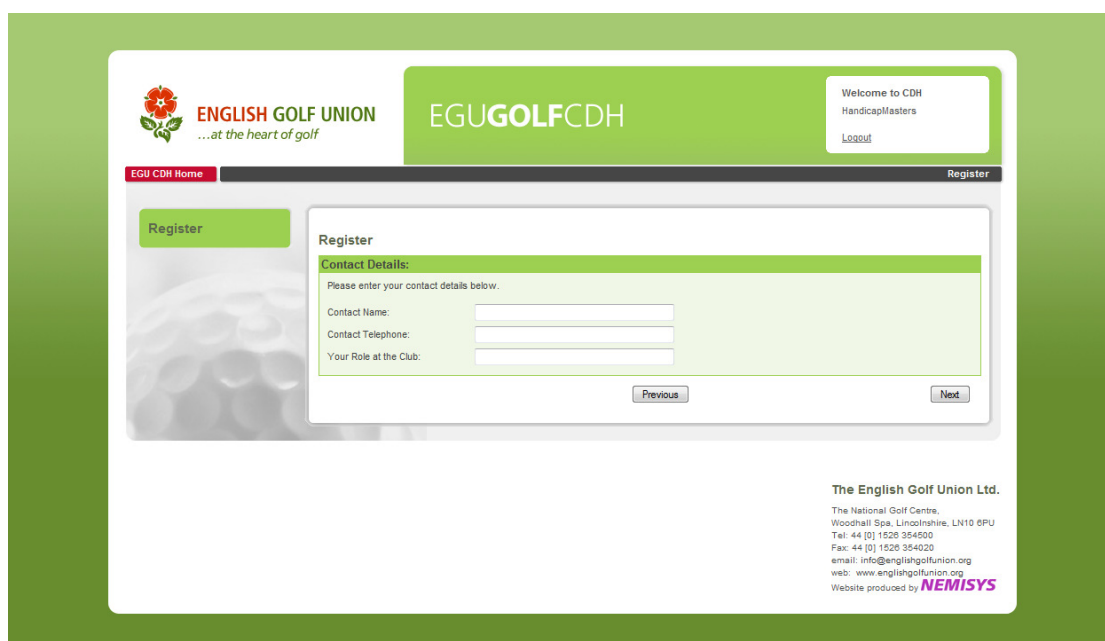
3. Select the County/Area Authority associated with you club



4. Select the Club required. If the club is already activated an error message will be displayed after this stage.



5. Enter Contact details for the club.



6. Enter your club web login details – a username will be suggested which may be changed. If you enter a non-unique username an error will be displayed.

ENGLISH GOLF UNION
...at the heart of golf

EGUGOLFCDH

Welcome to CDH
HandicapMasters
[Logout](#)

EGU CDH Home Register

Register

Register

Web Login Details:

Please enter details for your web login below. We have suggested a username. If this is too long please shorten it. Your password must be at least 5 characters long.

Username:

Password:

Confirm password:

E-mail:

The English Golf Union Ltd.
The National Golf Centre,
Woodhall Spa, Lincolnshire, LN10 6PU
Tel: 44 (0) 1528 354500
Fax: 44 (0) 1528 354020
email: info@englishgolfunion.org
web: www.englishgolfunion.org
Website produced by **NEMISYS**

7. After this stage a thank you message is displayed and an email sent to the approving body (ISV or Golf Union) to approve the request. Until this approval is completed the user and ISV account's won't be activated.

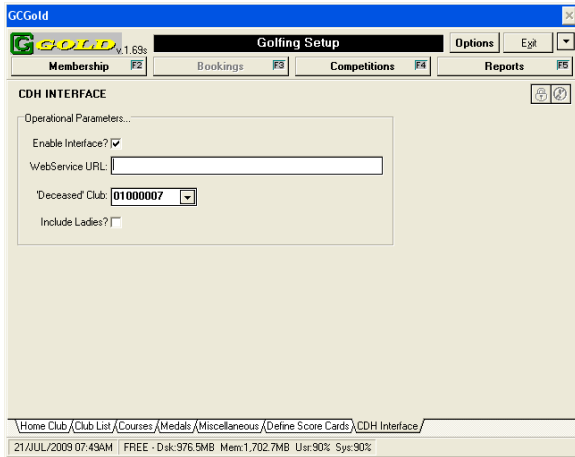
1.2 Approving a Registration

MH Systems Ltd will approve your request from the club by activating the auto generated support ticket, this may take a few minutes to send and receive the registration confirmation email. This email will have the clubs chosen username and password within. Please keep this email on file for reference and future use of the EGU CDH.

2 CLUB UNIQUE I.D NUMBER

You have now successfully registered your club to the EGU CDH. Before moving to your **GCGold™** Handicap Software, please have your Registration Approval email to hand as it has your CDH Club I.D Number within and this may be required in the upload stage 1 as follows;

3 GCGold™ UPLOAD PROCESS



Press the F11 key (or click on Options then Golf Setup)

Click on the “CDH Interface” at the bottom of the screen.

Click on “Enable Interface” and ensure there is a tick in the box.

Select the “Deceased Club “ that you use.

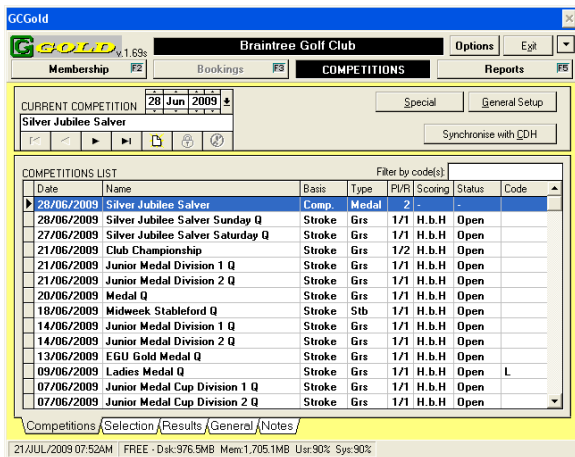
DO NOT click on “Include ladies”. Ensure that the box IS NOT ticked

Press the F12 Key (or click on Options Administration)

Click on the “Membership Groups tab.

For each membership Group that you do not wish to obtain CDH ID’s for (eg Social or non-Playing Members) tick the “No Golfing Rights” box

Now click on Competitions (or press the F4 key).



Click on the “Synchronise with CDH” box.

This will launch the interface and (the first time) will obtain CDH ID’s for each of your members

It will also search for away scores for members

Members with “Away handicaps”

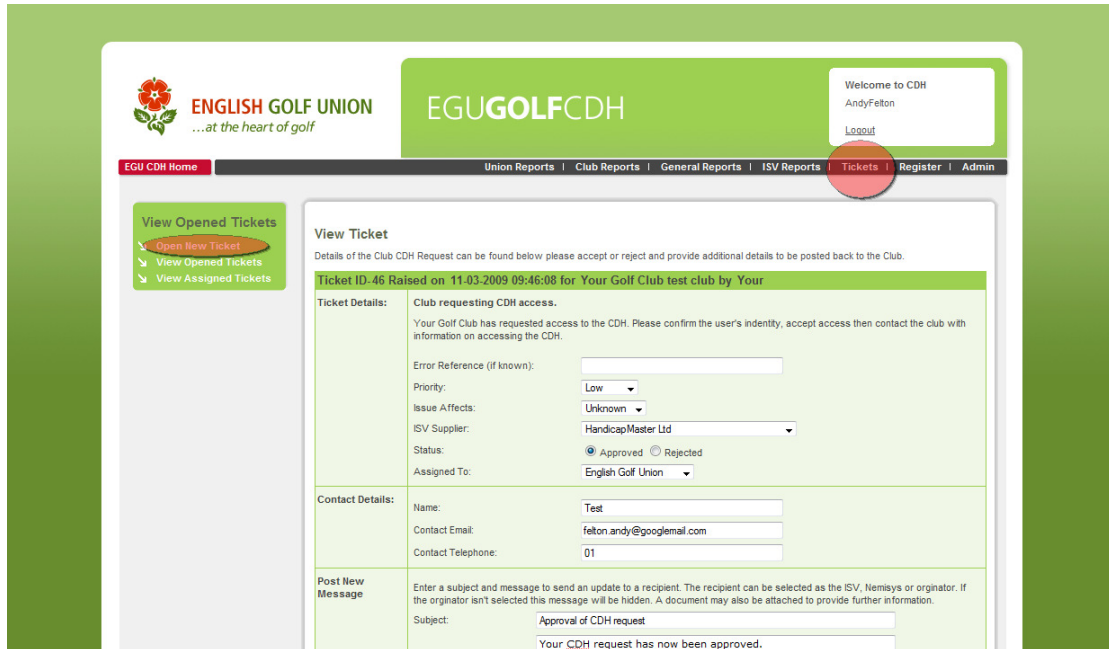
These members need to obtain their CDH ID’s from their own clubs and supply it to you. In GCGold this number is inserted in the members record under the “CHIPS” tab. The field marked “CDH Lifetime ID”

4 TICKETING SYSTEM

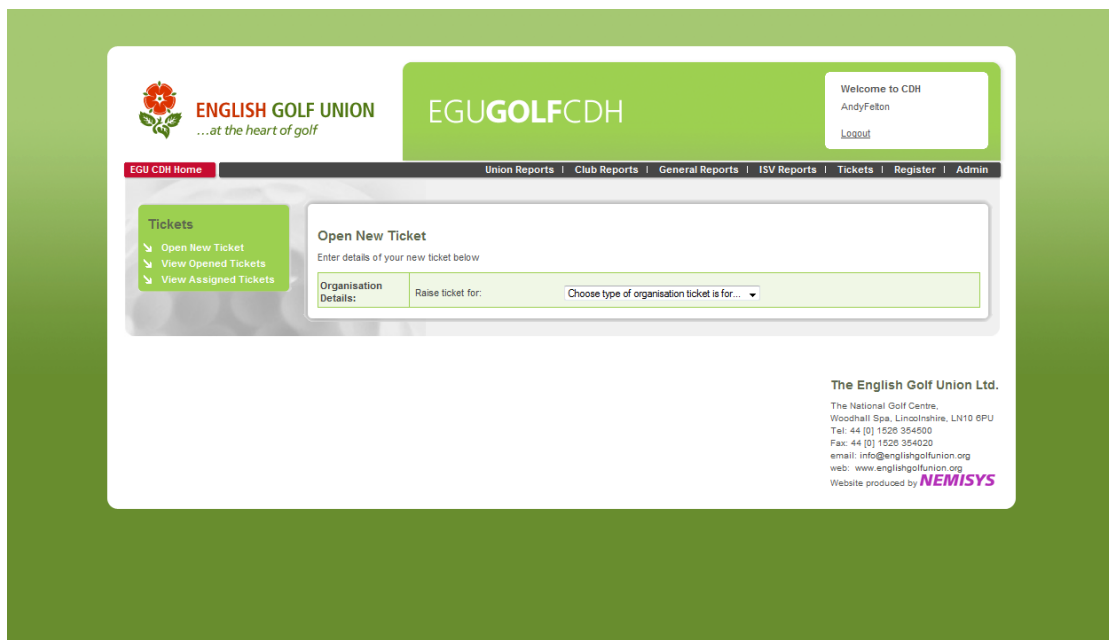
The ticketing system is used to communicate issues between customers, the EGU, ISVs and Nemisys.

4.1 Opening a Ticket

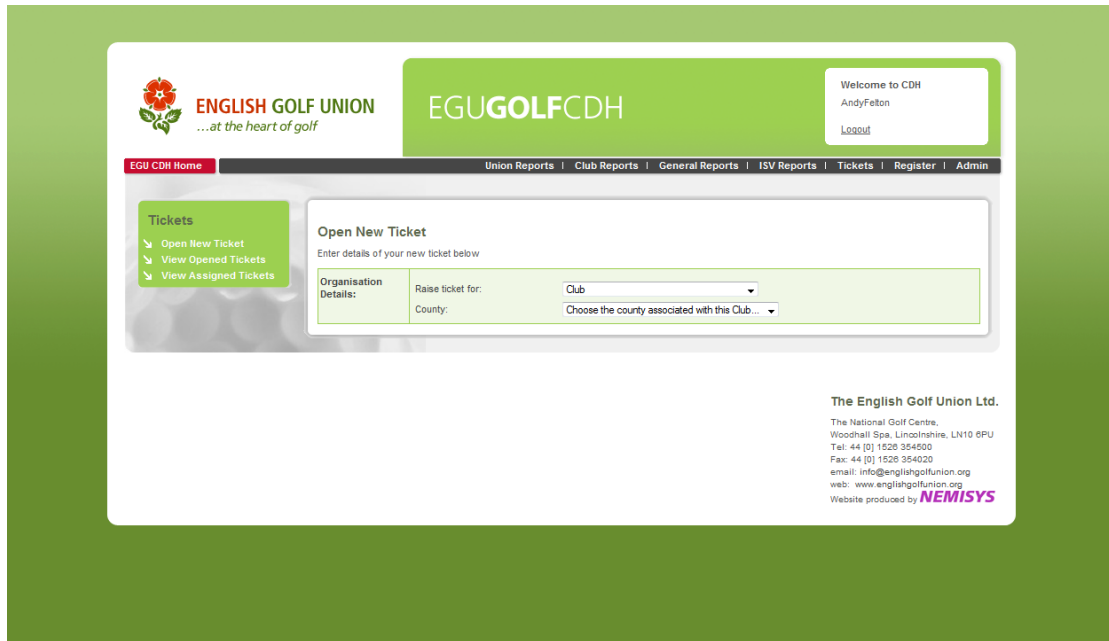
A ticket can be opened from the Open New Ticket menu Item under Tickets.



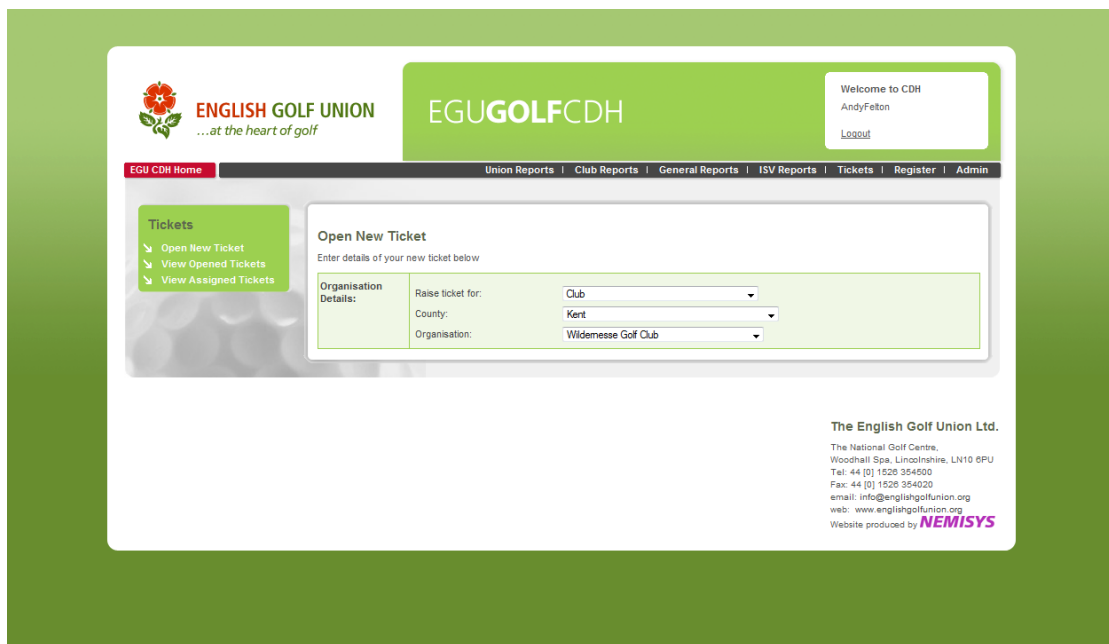
1. The next screen to appear depends on the privileges you have as a logged in user. An Administrator, ISV, Area Authority or National Union can open a ticket on behalf of other parties whereas a club can only raise tickets for themselves. If you are allowed to choose an organisation to raise a ticket on behalf of the type of organisation can be chosen from the first drop down.



- For choosing a club another drop down will appear allowing you to choose the County the club belongs too.



- The club can then be chosen.



4. If contact details are known they will be automatically completed on the club page

The screenshot shows a web form titled "Open New Ticket" with the instruction "Enter details of your new ticket below". The form is divided into several sections:

- Organisation Details:** Includes dropdown menus for "Raise ticket for:" (set to "Club"), "County:" (set to "Kent"), and "Organisation:" (set to "Wildemesse Golf Club").
- Contact Details:** Includes text input fields for "Contact Name:" (Kevin Loosemore), "Contact Email:" (secretary@wildemesse.co.uk), and "Contact Telephone:" (01732 761199).
- Ticket Details:** Includes a large text area for "Summary:" and a smaller one for "Issue:". Below these are fields for "Error Reference (if known):", "Priority:" (set to "Low"), and "By Issue relates to:" with radio buttons for "uploading data from my Handicapping software." and "using the CDH web site at cdh.edu.org.uk".
- ISV Supplier:** A dropdown menu set to "HandicapMaster Ltd" with a "Browse..." button.
- Attach document:** A "Browse..." button.
- Submit:** A "Submit" button at the bottom.

Annotations on the form include:

- A box labeled "Enter Issue Details" with a red arrow pointing to the "Issue:" field.
- A box labeled "Selecting Upload will assign the ticket to the ISV whereas web tickets are assigned to Nemisys" with a red arrow pointing to the "uploading data from my Handicapping software." radio button.
- A box labeled "Document may be attached e.g. Screen shot" with a red arrow pointing to the "Attach document" field.

5. When the ticket is submitted an email will be sent to the originator and also to the assigned group.