



Astbury Club V1 Hub Help guide.

This document is aimed at AGC Members.

It contains :-

- a) Support contact information.
- b) FAQ section,
- c) Hints and Tips to help everyone get the maximum from the AGC V1 HUB

NOTE :- It's an **ONLINE** document.

Being Online means that it is always being updated - so visit back here often.



Club V1 (the Hub) support numbers.

The Hub Service is supplied by ClubSystems, a Manchester based Golf software company. Our contract with them covers end user support so they are there to help you if you struggle with anything. The Astbury Office and the IT team at the club, or indeed your fellow members, may be able to help but Club Systems are the experts.


To contact Clubv1 support here's the details. Telephone support is available Monday to Saturday between the hours of 8am and 8pm (GMT & BST) and 9am to 8pm (GMT & BST) on Sunday. If your enquiry is urgent please call us on the numbers below.

You can call the Support Help Desk on 0345 222 9999

Frequently Asked Questions (FAQ)

Query	Explanation	Further informationFAQ
<p>FAQ 1 :- Why are there 2 services used in the Hub Clubv1Hub and Howdidldo ? Why do I have to register in both? And what's a passport ?</p>	<p><i>We know this is confusing initially but will become more clear during the playing season. { It may help to draw a parallel with the Old Members area of the AGC website. There, we had the members area (with all the Blue Buttons etc) which concerned itself with providing membership management but to do anything about playing golf and competitions you went to Masterscoreboard and Handicap Master services. }</i></p> <p>The Clubv1 HUB provides all the CLUB features of our new Members Area. Your details, Finance features, Member communication and notification services, Casual Golf Booking. It doesn't deal with Competition Golf or Handicaps or WHS - it uses Howdidldo for this.</p> <p>Howdidldo is an international golf management service from the same company. This deals with the Golf Aspects of your membership (just as Masterscoreboard did before). It will become more clear as we start to have Competitions, Handicaps and linking with WHS.</p> <p><u>The bottom line is that you need to be registered for both accounts to get the most from the service..</u></p>	<p>Most Members will see a benefit in being able to connect Online to your HUB service using your DeskTop PC or tablet or phone. To do this when you first register you have to identify your chosen devices to the system in order to link your 2 accounts (Hub and HDiDo) .</p> <p>A successful registration process creates your HowDidldo passport which identifies you securely to both services in the future. It also saves you from having to Log in all the time you visit the Hub. Your passport gets stored securely on any device that you use to access the Hub.</p> <p>Once you have completed registration and asked the system to remember you, the passport is used to recognise you without you having to Log In again . The Log In mechanism silently uses the HowDidldo passport in the background.</p>

FAQ 2:- Why doesn't my booking for a Roll Up appear in the my Bookings summary in my dashboard?

 Your Next 10 Bookings Show all

TUE
30 Nov
11:10

P1

Nigel Hodges

P3

John Whelan

Casual Booking

P2

Paul Collier

P4

Peter Denn

Click here to make another booking.

You can see from above that Casual Bookings and bookings into non drawn competitions show up immediately you make them in your dashboard.. Confusingly, if you have booked to enter an event that will result in a later draw then that booking isn't shown in the above. It will appear, however, once a Draw is made. While we get this fixed think of this as your next 10 START TIMES

We have asked our supplier to at least change the heading to be less confusing or for the Dashboard to show bookings you have made for drawn competitions.

FAQ 3:- I have never tried to set up my Hub or HowDidIDo account - what do I do ?

If you have never tried to access the V1HUb then watch a club video for a step by step guide to getting up and running. [View the Set me up video](#)

Please email webmaster@astburygolfclub.com with any other issues that you think warrant an entry in this FAQ table..

Training/Help Area

HINTS as screen grabs or Videos - If video link given you can left click on it to watch

A. The HUB and Dashboard features

1. Sign up to V1 and HDID - the full story

Here's the now official (as of 11/12/21) club video telling you how to set up your Hub access. View the [Set me up video](#) to see how to Reset your Password

Working with ClubV1 hub

2. The V1 dashboard and account details

The screenshot shows the ClubV1 Members Hub dashboard for a user named Paul Collier. The top navigation bar includes links for Dashboard, Booking, Results, Finance, Club, Account, and Log Out. The main content area is divided into several sections:

- Today's Golf:** A section with a "View Competitions in Progress" button.
- Course Status:** A section with a "View" button and a message: "Course Open for Play some temporary greens may be in use | Test Message | Updated: 8 days ago".
- Latest News:** A section titled "Autumn & Festive Season 2021" with a list of events:
 - Sunday 12th December - Captains' Cocktail Party and Dinner
 - Wednesday 22nd December - Mens Roll Up Xmas Dinner
 - Monday 26th Xmas Eve - Christmas Xmas Party
 - Wednesday 29th Xmas Eve - 2 Club and Pub Quiz
- Latest Competition:** A section with a message: "There are no closed competitions."
- Your Next 10 Bookings:** A section showing a list of bookings with columns for Date, Time, and Booking Name. The first booking is "Gents 4 Man Team Roll up - Score Entry" on 11/25.
- Next 5 Bookable Competitions:** A section showing a list of competitions with columns for Date, Time, and Competition Name. The first competition is "Gents 4 Man Team Roll up (Entry)" on 11/25.
- Your Golf:** A section with buttons for Handicap Index, Handicap List, Handicap Certificate, and View Statistics.
- Your Account:** A section with buttons for Membership and Card Balance.

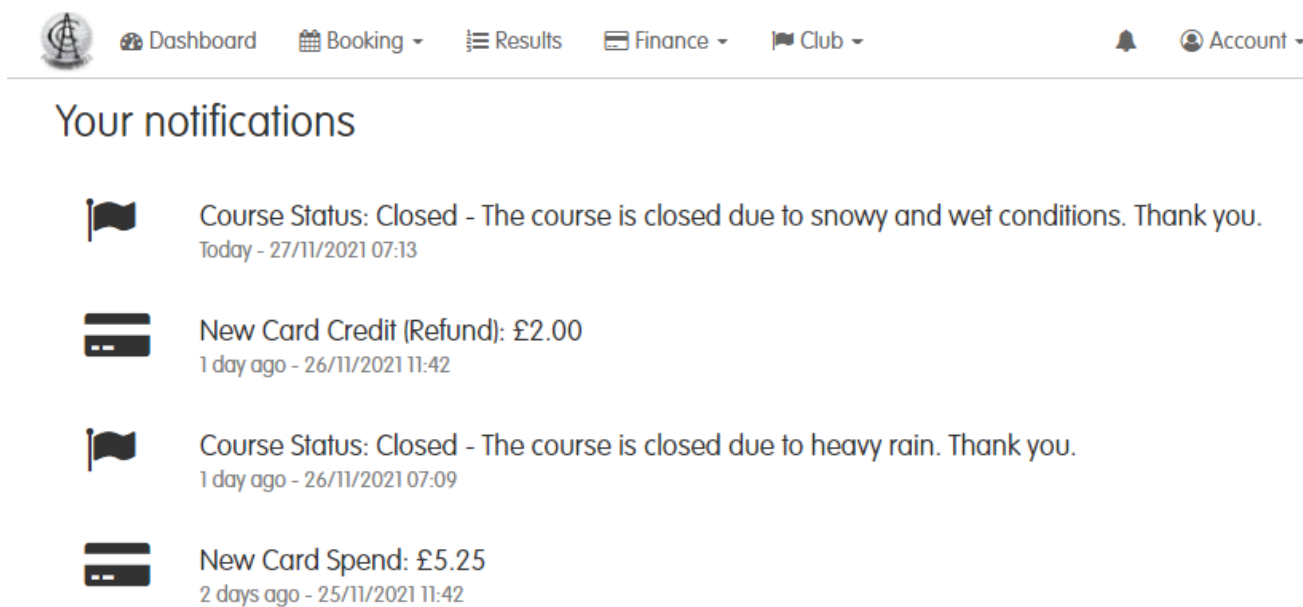
Hint :- Try clicking the Top Menus. **NOTE THAT your next 10 bookings will NOT show events you have booked in for but haven't yet been drawn. Also note is YOUR bookings so if you haven't booked into an event it won't show up here for You !**

2. Notifications in the dashboard





Click on the Bell iCon when it has an orange number showing !

Hint If you see a small orange Number over the Bell symbol - that's where your notifications are.

Here's an example where Course Status has been notified to you as soon as it changes. Also refunds and spends are notified to confirm your activity



The screenshot shows a user dashboard with a navigation bar at the top. The navigation bar includes a logo, a 'Dashboard' link, and several dropdown menus: 'Booking', 'Results', 'Finance', and 'Club'. On the right side of the navigation bar, there is a bell icon for notifications and an 'Account' dropdown. Below the navigation bar, the main heading is 'Your notifications'. There are four notification items listed:

-  Course Status: Closed - The course is closed due to snowy and wet conditions. Thank you.
Today - 27/11/2021 07:13
-  New Card Credit (Refund): £2.00
1 day ago - 26/11/2021 11:42
-  Course Status: Closed - The course is closed due to heavy rain. Thank you.
1 day ago - 26/11/2021 07:09
-  New Card Spend: £5.25
2 days ago - 25/11/2021 11:42

3. Resetting your password - *we would advise you to do this once registered as we all share common passwords as it stands.*

An Astbury Video showing how to do this --- View the [Set me up video](#)

4. Using your Club Card account

HINT :- Click on Finance in menu, select Bar Card and you will see

[Dashboard](#)[Booking](#)[Results](#)[Finance](#)[Club](#)[Account](#)[Log Out](#)

Card Account

You can top up your balance using our online payment system.

[Top up this purse](#)

Click on an entry to view more details.

Date	Type	Till	Receipt	Cashier	Amount	Balance
25 Nov 21	Debit	2	582	Billy	-5.25	55.03
25 Nov 21	Debit			Hcps	-2.00	60.28
23 Nov 21	Debit	2	324	Ange	-4.50	62.28
23 Nov 21	Credit			Hcps	2.00	66.78
22 Nov 21	Credit			Back Office	50.00	64.78
22 Nov 21	Debit	2	240	Cat	-20.00	14.78
22 Nov 21	Debit	2	239	Cat	-4.00	34.78
21 Nov 21	Credit			Hcps	2.00	38.78
21 Nov 21	Debit			Hcps	-2.00	36.78
20 Nov 21	Debit			Hcps	-2.00	38.78



5. Your Statements and receipts

HINT :- When viewing a debit or credit item listed if you click the item in web browser or App you will see the details pop up.

Transaction Details

Astbury Golf Club
 Peel Lane
 Astbury
 Congleton
 CW12 4RE
 Tel - 01260 273950

1.0 x HowDoiPay Top Up	50.00
------------------------	-------

Total	50.00
Discount	0.00
Net Total	50.00
Closing balance	64.78

Till No.:
 Cashier: Back Office
 Date: 22/11/2021 14:55:44
 Receipt:
 Transaction No: 197489808
 Credit

OK

Card Account

You can top up your balance

Top up this purse

Click on an entry to view mo

Date	Type	Amount	Balance
25 Nov 21	Debit	-5.25	55.03
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20 Nov 21	Debit	-2.00	38.78

6. Topping up

HINT :- Click Top up this

Purse

Card Account

You can top up your balance using our online payment system.

Top up this purse

Click on an entry to view more details.

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▲



About FAQ

Astbury Golf Club

Welcome Paul Collier

Please choose an amount or enter a different amount by selecting 'Other' (please note the minimum is £10)

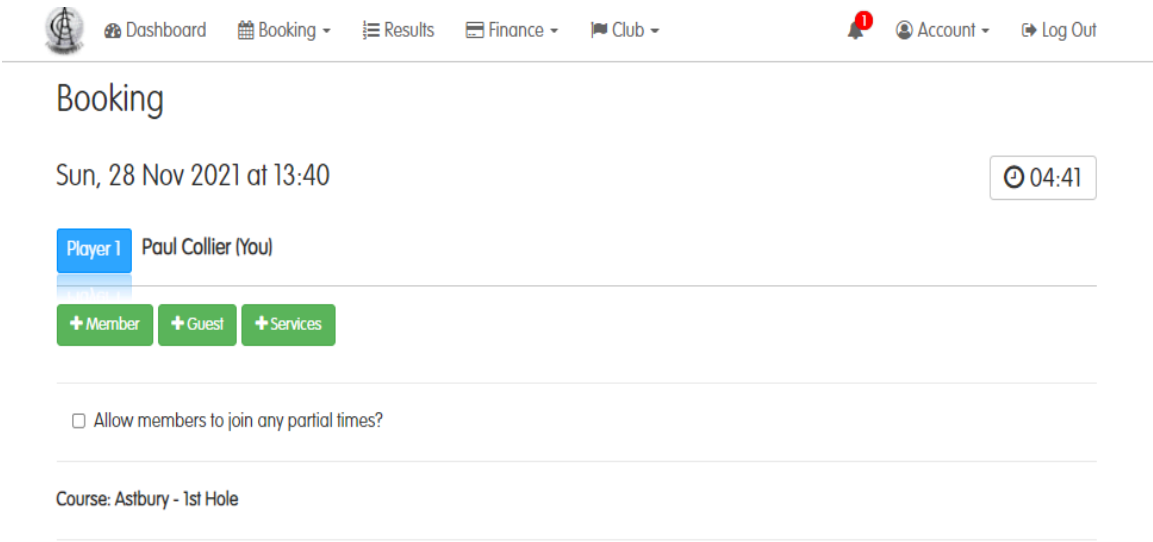
£10 £20 £50 Other



Payment Methods

Pay Using Card (Sagepay)



Privacy Terms & Conditions Contact HowDoiPay

<p>7. Booking Casual Golf for members</p>	<p>Video Book Casual Golf (left click the link to view the video)</p> <p><i>HINT :- When making a casual Golf Booking please take note of the Tickable Option that controls whether you will allow other members to join in any partial Tee Times in your Booking or not. If you leave unticked then ONLY YOU can add others into the time - These spaces will display showing as Your Group when you view your booking. When Others view that booking the spare slots in the Tee Time will show as Unavailable. However If you tick the option the spare places will show as Available to everyone and they may book to join you.</i></p> 
<p>8. Mobile Score Input app or browser</p>	<p><i>Video Using HowdidIdo to enter scores and play with others Really innovative</i></p>
<p>9. Viewing V1 information in Menus - e.g. documents</p>	<p><i>HINT :- Click Club on dashboard and then documents</i></p>

	<div>  Dashboard Booking Results Finance Club </div> <div>  Account Log Out </div>																										
	<div> <h2>Documents</h2> <div> <div>Club</div> <div>Personal</div> </div> <table> <thead> <tr> <th>Folder Name</th><th>Documents</th></tr> </thead> <tbody> <tr><td>AGMs</td><td>0</td></tr> <tr><td>Archives</td><td>0</td></tr> <tr><td>Board</td><td>32</td></tr> <tr><td>Clubhouse</td><td>0</td></tr> <tr><td>ClubV1 Help items</td><td>0</td></tr> <tr><td>Competition Handbooks</td><td>3</td></tr> <tr><td>Greens</td><td>30</td></tr> <tr><td>Ladies</td><td>13</td></tr> <tr><td>Membership</td><td>0</td></tr> <tr><td>Mens</td><td>0</td></tr> <tr><td>Old photos for Memories</td><td>11</td></tr> <tr><td>Seniors</td><td>1</td></tr> </tbody> </table> </div> <div> <div>News</div> <div>Diary</div> <div>Members</div> <div>Documents</div> <div>Knockouts</div> <div>Club Teams</div> <div>Club Website</div> </div> <div> Contact Privacy Terms and Conditions Support ©2021 - Club Systems International Ltd. </div>	Folder Name	Documents	AGMs	0	Archives	0	Board	32	Clubhouse	0	ClubV1 Help items	0	Competition Handbooks	3	Greens	30	Ladies	13	Membership	0	Mens	0	Old photos for Memories	11	Seniors	1
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Mens	0																										
Old photos for Memories	11																										
Seniors	1																										
10. Paying subscriptions via members hub	<i>This is part of your Hub Service allowing you to manage your membership payments.The Finance and Accounts team are still working on how best to implement that so we will give an example of the forthcoming options for Membership payments through the Hub early in 2022</i>																										
11. Working with your Golf details	<i>Hint :- Just try clicking around the dashboard!</i>																										
General Features																											
12. Getting Online Help	<i>Hint :- You're looking at it !!! Refer to the ClubV1 help Club News item (see 9 above)</i>																										
13. Privacy settings	More soon																										
14. Club Forum	<i>Hint :- Chat with your buddies</i>																										

15. Course status	<i>Hint :- The Greenstaff and professional have direct access to the Course Status message and you can see it from the App and Hub dashboard.You will receive a push notification in your dashboard when the status changes.</i>
16. Team Manager	<i>HINT :- Very specific to Club Teams - Team organisers can have a limited access to the Clubv1 features for managing Teams Video</i> Running Club Teams in Clubv1 (left click the link to view the video)