

# HourGlass™ Golf Reservations

Online: System Administrator

HourGlass Admin

Today is: June 26, 2008

Selected display date: 06-26-2008

- Make a new reservation
- Change/View an existing reservation
- Cancel an existing reservation
- Move an existing reservation
- Duplicate a reservation to another time
- Change customer information/Reset PIN
- Create a new user
- Delete a user
- Update/Import Club Office members
- Check-In Menu
- Squeeze-in a single player
- Squeeze-in a starting time
- Block Out Times
- Utilities/Report Menu
- HourGlass Configurator
- HourGlass Generator
- Log Out

Course	Date	Time	Player #1	Player #2	Player #3	Player #4
B	06-26	08:00	--	--	--	--
B	06-26	08:08	Bill Hallberg	Tom	Todd	Katy
B	06-26	08:16	Chuck Larson	Vern Sanderson	Will Watson	--
B	06-26	08:24	Mike Anderson	GUEST	George Watson	--
B	06-26	08:32	Maintenance	--	--	--
B	06-26	08:40	Maintenance	--	--	--
B	06-26	08:48	Maintenance	--	--	--
B	06-26	08:56	Starter's Time	--	--	--
B	06-26	09:04	--	--	--	--
B	06-26	09:12	Laura Hanson	Nancy Jones	--	--
B	06-26	09:20	John Kendall	Joan Kendall	son	son
B	06-26	09:28	--	--	--	--
B	06-26	09:36	--	--	--	--
B	06-26	09:44	--	--	--	--
B	06-26	09:52	--	--	--	--
B	06-26	09:58	Starter's Time	--	--	--
B	06-26	10:08	--	--	--	--
B	06-26	10:16	--	--	--	--
B	06-26	10:24	--	--	--	--

## Installation and Operation Manual Version 08.10.27a

Copyright 2008 by  
Club Data Corporation  
All Rights Reserved



## Table of Contents

Why use an electronic tee sheet like HourGlass?	4
HourGlass Overview	4
Who Should Read This Manual	5
Concepts to Consider	6
Installation Section	
• Readyng Your Web Site for HourGlass	7
• Installing HourGlass Software	8
• Starting HourGlass Software	8
• Initializing a MySQL Database for HourGlass	9
Configuration Section	
• HourGlass Configurator	14
• HourGlass Generator	20
• How to Delete MySQL Starting Times and Start Over	22
• Managing Multiple Courses with HourGlass	23
General Use Section	
• Administrator Menu	25
• How to create an Administrative User	25
• Make a New Reservation	26
• Change/View and Existing Reservation	27
• Cancel a Reservation	27
• Move a Reservation	28
• Duplicate a Reservation	29
• Change Customer Information/Reset Pin	30
• Create a New User	31
• Delete a User	32
• Update/Import Club Office Members	33
• Check-In Menu	34
• Squeeze-in a single player	35
• Squeeze-in a starting time	35
• Block-Out times	36
• Utilities/Reports Menu	37
• Set/Change Shotgun Starting Tees	38
• Data Export – Starting Times / Customers	39
• Reset Customer Reservation Advance / Expiration Date	40
• Clear Customer Database	41
• HourGlass Configurator, HourGlass Generator	42
• Log Out	42
• System Maintenance	43
• HourGlass Setup Worksheet	44
• Quickstart – How to use HourGlass Golf Reservations	46
• Notes	48

## Why use an electronic tee sheet like HourGlass?

There are three compelling reasons to use an electronic tee sheet: (1) to increase customer convenience, (2) to increase customer attention and (3), to reduce operating expense.

- An electronic tee sheet is available to your customers 24-hours a day, seven days a week instead of only when someone is available at the golf course to answer the telephone. Agencies that monitor consumer buying patterns have found that more and more consumers are making purchase decisions electronically because they like the idea of being in control. Making your starting times available to your customers via the Internet *puts the customers in control and makes it easier for them to buy the services you offer.*
- When staff members are busy on the telephone taking starting times, they can't be available for face-time with the customer. Without hundreds of starting time phone calls, employees can turn their attention to assisting and interacting with customers personally. When the staff is customer-focused and offers that warm and fuzzy, hands-on touch, a customer usually responds with increased customer loyalty which, in turn, results in *increased sales.*
- Operating costs can be reduced because fewer telephone calls for starting time arrangements translates into fewer employee hours worked, less payroll expense and decreased payroll taxes. When was the last time you heard a board member say, *"We've got to increase our payroll expense?"*

Stated another way, an electronic tee sheet can help increase customer satisfaction and loyalty, increase revenue and decrease expense. It's the very definition of a win-win-win opportunity.

## HourGlass Overview

HourGlass is a Web-based tee time reservation system for golf courses and clubs. It uses the PHP scripting language and the MySQL database engine, both popular, exceptionally fast and widely available server-side Web tools. The system can be hosted on most any Internet Web server or private intranet Web server that provides support for PHP and MySQL.

HourGlass can manage up to four courses simultaneously (on the same screen) and can be configured in many different ways to meet the basic golf reservation needs of most golf facilities. It includes options for customers to create their own accounts, the ability to self-activate them in lieu of activation by an administrator, advance reservation limitations at the individual customer account level, options to create new reservations or join existing ones as well as the ability to modify, cancel, move or replicate them to different dates. The system includes administrative tools to change any reservation, create or maintain customer accounts or insert an extra player or group when needed; a player check-in screen; a reporting menu and additional tools to manage or block out groups of tee times for special activities. Also included is an import mechanism that can be used for importing or updating customer accounts from Club Data's Club Office Accounting System.

Because the very nature of Web site design and the Internet can become quite technical and coupled with the notion that no two Web sites are identical nor do any two Web site host providers offer exactly the same hosting packages, creating a manual that covers all situations requires that many generalities be used. Having your Web site's administrator handy may be of tremendous help to you as you install and implement HourGlass.

A handy 2-page flyer named "Quickstart – How to use HourGlass Golf Reservations" is included at the end of the manual for those clubs that wish to publish a brief instructional piece for their golfers.

## Who Should Read This Manual

The manual is organized into three general sections: installation, configuration and general use. The table of contents provides more detail, and the following is suggested:

- **Installation section:** intended for users who are skilled in Web site management, design, and/or physical implementation. The casual end-user who has never managed the “back end” of a Web site will likely find this section difficult to follow.
- **Configuration section:** intended for both the Web site administrator and the at-course management staff of the tee time system. Collaboration between the two parties is essential for a successful implementation, as the needs of the staff at the course may dictate some of the configuration issues inside the Web site itself while other configuration settings relate to everyday operations and not to the critical infrastructure of the Web site.
- **General use:** intended for those who will actually use the software in the day-to-day management of the tee time system.

Included toward the end of this manual is a handy setup worksheet that can be very helpful to you as you plan and implement your HourGlass system. Using the worksheet is *highly* suggested!

## Concepts to consider

Before mechanizing your starting times, consider how you currently manage them. Think about the *exceptions* to the everyday rules of operation and remember that in the management of a golf course, exceptions *almost always* happen at one time or another. Remember that one of the best features of an electronic, on-line tee sheet is its 24/7 availability to the true end user, the golfer/customer. However, just as you'd never leave a paper tee sheet out in the open with no oversight, also know that an electronic version of it can't just be left out there by itself without someone overseeing its operation. And understand that incorporating an electronic tee sheet into your operation may require changing some or your internal operating procedures, too. Other questions to consider:

- Do you allow only foursomes or are fivesomes *sometimes* allowed? What times of the year do the exceptions seem to be more the rule? Who has the authority to allow squeezing-in a player to make a fivesome? And how about *sixsomes*?
- Do you periodically “squeeze in a group” between starting times when all the normal times are taken yet you have an extra group that wants to play? Could the insertion of a periodic “starter’s time” accommodate this issue better and bypass potential customer discontent when their group’s starting time is delayed because of the sudden insertion of another group that wasn’t listed on the starting sheet at all?
- Does your starting time interval alternate, such as between 7 and 8 minutes? If so, consider that you can accommodate nearly the same thing by the use of set (non-alternating) starting times with the insertion of “starters’ times” to help regulate the pace of play.
- Do you want to allow on-line users to make starting times right up to the minute, or do you want to have a one or two-day buffer where users must call the club to make new reservations or changes to existing ones? Do you have a cancellation deadline?
- Do you intend to use the play statistics an electronic tee sheet can provide? If yes, are you and your staff willing to put in whatever time and effort it requires to make sure the data are accurate? (Example: for the statistical data to be accurate, you must log every player which means that somebody has to enter the walk-on players into the system, too; not to mention the groups that you squeeze-in when there are seemingly no open starting times available.)
- How many rounds do you expect to have this year? How frequently does your course get backed-up with players? Do you use a ranger to help monitor the pace of play? What is your target completion time for a typical round?
- What is the earliest tee time on any given day? The latest? Are there months during the year when you *don't* actually take tee times?
- Aside from “shotgun start” events, what holes do you start players on? Do you use only the first hole or do you start on both #1 and #10? Do you start on other holes as well? Do you use two-tee starts on weekends only but not on weekdays?
- Do you have established policies for guest play? If a golfer violates a policy, how do you address the issue?
- Are golfers allowed to reserve starting times even when they are a single or two-some?
- What do you do with “no-shows?” Is this even an issue for your facility?
- Would you allow strangers to reserve starting times or do they have to formally register before giving them the privilege of reserving times?
- How far in advance do you allow a person to make a tee time reservation? Do different types of members/customers have different advance reservation privileges?
- Can a customer reserve two or more starting times in succession on the same day?
- Once a customer has registered with you, does his/her account ever expire or is it valid in perpetuity? If it expires, how is it renewed?

## Readying your Web Site for HourGlass

It is likely that the Web host for your club's Web site provides a control panel to manage functions and features available to users. Access to the control panel is normally secure and private, but is usually available to someone in your organization such as your Web site administrator. Some Web site operations can only be performed at the site's control panel because of security reasons. One common Web control panel function is the ability to turn on or off some of the features provided by your Web site host. HourGlass requires that the following be enabled (e.g. "turned on") on your Web site:

1. Enable PHP. HourGlass utilizes the PHP scripting language, one of the most popular server-side languages available to Web site developers worldwide. PHP is commonly provided to Web sites as part of a typical Web site hosting package, although not all Web site providers enable it automatically. PHP must be enabled on your Web site before you can use HourGlass.
2. Enable the MySQL database environment. MySQL is an incredibly powerful and quick server-side database engine and, like PHP, it is commonly provided as part of a typical Web site hosting package that may need to be enabled before it can be used. MySQL must be enabled because HourGlass stores all its information inside a MySQL database. Enabling MySQL often automatically activates other features such as phpMyAdmin or MySQLAdmin, administrative tools that can be used with the MySQL database engine for periodic database maintenance, backups or other important administrative activities.
3. After installing the software on the web site (covered later in this manual), the folder used for installation must be made read/writeable so that HourGlass administrative user(s) can change configuration settings. Also, if the club uses the Club Office Accounting system, administrative users need the capability to upload a CSV-type file so that the customer database may be updated from Club Office. (HourGlass includes an upload/update feature built into the administrative menu.)

## Installing HourGlass Software

The HourGlass software CD contains the following:

- HourGlass software and documentation
- PHP scripting language installers for Windows, Linux, Unix and Macintosh Web servers
- MySQL database engine installers for Windows, Linux, Unix and Macintosh Web servers
- Apache Web Server for Windows, Linux, Unix and Macintosh operating systems
- FTP file transfer tools for the Windows operating system.
- MySQL management tools for the Windows operating system.

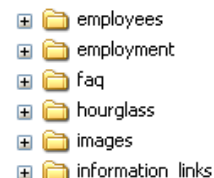
The installation CD includes all the software necessary to set up a complete Internet or intranet Web server on a Windows, Linux, Unix or Macintosh computer and, of course, add HourGlass to it. However, it's far easier to add HourGlass to an existing Web site than to install and configure a Web server from scratch; therefore, these instructions are limited to the steps necessary to install the software on an existing Web site.

### Installing HourGlass software is incredibly easy:

- Copy the entire **hourglass** folder (including the folder itself) from the CD to your hard disk drive. Having the software on your local hard disk makes it easier to modify one of the HourGlass configuration files to match your Web site's MySQL settings, which can easily be done with the built-in Windows WordPad text editor. (Do not use Windows Notepad.)

### After the configuration file has been modified with your Web site's settings, installing the HourGlass software to the Web server is just as easy:

- Copy the entire **hourglass** folder (including the folder itself) from your hard disk drive to your Web site. When done, you'll have a **hourglass** folder on your Web site, like the one on the right.



## Starting HourGlass Software

- Create a link on your Web page to run the [/hourglass/cuslogin.php](#) script file. When you click on the link, the main login screen should appear; if it does, you'll know that PHP is working on your Web site:

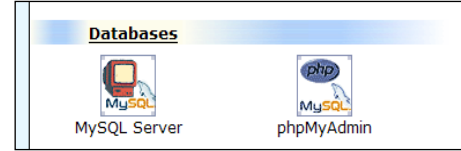
Screenshot of the HourGlass login screen for ABC Golf Club. The page has a blue background. In the top left corner, there is a logo for 'HourGlass Reservations' featuring an hourglass. The main heading is 'ABC Golf Club' in yellow text. Below the heading, there are two input fields: 'Type your ID' and 'Type your PIN'. Below these fields are two buttons: 'Start Over' and 'Login Now'. At the bottom, there is a line of small text: 'Forgot your PIN? Type your ID with RESET as the PIN and click Login Now' and another line: 'New users: Type NEW into the ID box and click Login Now'.

But before HourGlass will actually do more than just display the login screen, you must configure some things on your Web site, after which you will edit the main HourGlass configuration file to match those settings. Information on performing both of these tasks is next.



# Initializing a MySQL Database for HourGlass

Because HourGlass' customer and reservation data are stored in a MySQL database, you will need to create a suitable database on your Web server. This is usually a control panel operation performed from your Web site's management area. It's not possible for HourGlass to create the database for you because security settings on commercial Web servers generally don't allow it to be created from outside; such actions must be performed by an administrator who has access to the "back end" of your Web site. Your Web control panel may have a couple options such as shown here. These screen examples were taken from an actual Web server for the purpose of developing this installation guide. While the screens on your Web control panel will likely be different, these samples should provide you ample guidance of the process of initializing a database on your Web server.



- Select the option to open MySQL Server at your Web site's control panel. A screen will likely appear that tells the host name and/or IP address of the server that will host your database – this is important information and you should write it down. Choose the Add database (or similar) option to create a new database.

MySQL databases		
Host Name	mysql18.ixwebhosting.com (76.163.252.18)	
Port number	3306	
Database name	Database description	Controls
<a href="#">doubled_test</a>	test database	
<a href="#">doubled_waterdog</a>	waterdogs misc data	
<a href="#">doubled_sites</a>	launch sites	
<b>Add database</b>		

- It's likely that some sort of setup wizard will appear where you may enter the name of the database. In this example, the Web site's host ISP automatically assigns the name of the user account to the beginning of the database name, but your display may differ. This example database is for "abcgolfclub" and so the whole name of the database became **doubled\_abcgolfclub**. The full database name is important information that you should write down.

The MySQL Database Creation Wizard Step 1	
The first step of the MySQL database creation wizard allows you to create a database. In the Name of database field enter the name of the database you are creating. This name will be used later when you connect to the database from any database client or tool. The Database description field allows you to provide a short description of the database. This description is used only in the control panel to remind you of the purpose of this database.	
Name of database	doubled_abcgolfclub +
Database description	starting times
	<b>Next</b>

- MySQL databases require that one or more users be authorized to use the database. HourGlass needs only one user, and the user must be an administrator. Creating the account often requires two settings and sometimes two steps: (1) create the user account and password and (2) grant administrative user privileges to it. In this example, the username will be **abcadmin**, and the Web site has again preassigned part of the name. The full user name is important information that you should write down, too.

The MySQL Database Creation Wizard Step 2. Adding Users to doubled_abcgolfclub																					
In this step you will add users and set their privileges on the newly created database. In the left part of the form you can add new users. In the right part you can set privileges for already existing users on the newly created database. To add a new user, enter the user login and password, then select a typical role for this user. If you need to set more specific privileges, you can do this from the "MySQL privileges" form later (after the user has been created). To set privileges on the newly created database for an existing user, select this user from the list, then select a typical role of this user and then press the "Add existing user" button. If you need to set more specific privileges on the database, you can do this from the "MySQL privileges" form later.																					
<table border="1"> <thead> <tr> <th colspan="2">Add MySQL user to the database doubled_abcgolfclub</th> </tr> </thead> <tbody> <tr> <td>User name</td> <td>doubled_abcadmin +</td> </tr> <tr> <td>Password</td> <td>..... +</td> </tr> <tr> <td>Confirm password</td> <td>..... +</td> </tr> <tr> <td>User role</td> <td>dba</td> </tr> <tr> <td colspan="2" style="text-align: center;"><b>Add user</b></td> </tr> </tbody> </table>	Add MySQL user to the database doubled_abcgolfclub		User name	doubled_abcadmin +	Password	..... +	Confirm password	..... +	User role	dba	<b>Add user</b>		<table border="1"> <thead> <tr> <th colspan="2">Granting privileges to an existing user on the database doubled_abcgolfclub</th> </tr> </thead> <tbody> <tr> <td>Pick user</td> <td><input type="text"/></td> </tr> <tr> <td>User role</td> <td><input type="text"/></td> </tr> <tr> <td colspan="2" style="text-align: center;"><b>Grant</b></td> </tr> </tbody> </table>	Granting privileges to an existing user on the database doubled_abcgolfclub		Pick user	<input type="text"/>	User role	<input type="text"/>	<b>Grant</b>	
Add MySQL user to the database doubled_abcgolfclub																					
User name	doubled_abcadmin +																				
Password	..... +																				
Confirm password	..... +																				
User role	dba																				
<b>Add user</b>																					
Granting privileges to an existing user on the database doubled_abcgolfclub																					
Pick user	<input type="text"/>																				
User role	<input type="text"/>																				
<b>Grant</b>																					
<b>Finish</b>																					

4. First, the wizard was used to ADD the user account; second, **dba** (database administrator) privileges must be granted to the account. **Note:** HourGlass must be configured to use an administrator account – an account that has full privileges to create database tables and to add, change and delete data. HourGlass may not function properly unless an administrative account is used.

**The MySQL Database Creation Wizard Step 2. Adding Users to doubled\_abcgolfclub**

In this step you will add users and set their privileges on the newly created database. In the left part of the form you can add new users. In the right part you can set privileges for already existing users on the newly created database. To add a new user, enter the user login and password, then select a typical role for this user. If you need to set more specific privileges, you can do this from the "MySQL privileges" form later (after the user has been created). To set privileges on the newly created database for an existing user, select this user from the list, then select a typical role of this user and then press the "Add existing user" button. If you need to set more specific privileges on the database, you can do this from the "MySQL privileges" form later.

<b>Add MySQL user to the database doubled_abcgolfclub</b>		<b>Granting privileges to an existing user on the database doubled_abcgolfclub</b>	
User name	doubled_ <input type="text"/> !	Pick user	doubled_abcadmin ▾
Password	<input type="password"/> !	User role	dba ▾
Confirm password	<input type="password"/> !	<input type="button" value="Grant"/>	
User role	read ▾		
<input type="button" value="Add user"/>			
<input type="button" value="Finish"/>			

5. After granting privileges, the wizard provided the following confirmation; you may or may not receive a similar message from your Web server's system:

*Requested privileges have been granted to user doubled\_abcadmin on database doubled\_abcgolfclub*

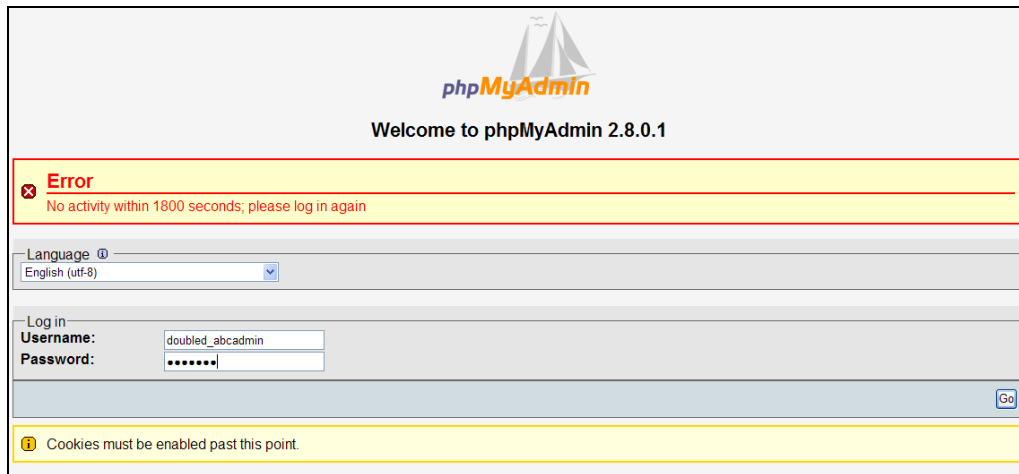
6. A quick look at the MySQL database list shows the new database is now available. Again, take note of the "host name" of the ISP's server on which the MySQL databases reside. Note that both the URL text name of the server and its IP address are provided; either will work as HourGlass' "server name" configuration setting.

MySQL databases			
Host Name	mysql18.ixwebhosting.com (76.163.252.18)		
Port number	3306		
Database name	Database description	Controls	
<a href="#">doubled_test</a>	test database		
<a href="#">doubled_waterdog</a>	waterdogs misc data		
<a href="#">doubled_sites</a>	launch sites		
<a href="#">doubled_abcgolfclub</a>	starting times		
<input type="button" value="Add database"/>			

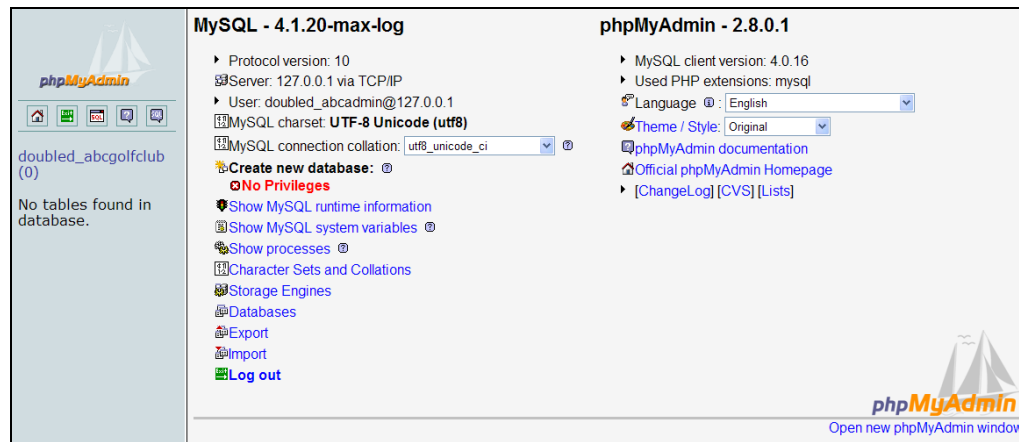
7. By selecting the database from the list of databases, a screen similar to the following may appear, showing all the pertinent information about the database as well as the total amount of database space used and the maximum available. Your ISP may have different limitations dependent on the space allocated to you; in the example below, almost 2 terabytes of space are available – plenty of space for literally billions of starting times. This ISP example also includes a handy link to run the phpMyAdmin program:

MySQL database management	
Host Name	mysql18.ixwebhosting.com (76.163.252.18)
Port number	3306
Database name	doubled_abcgolfclub
phpMyAdmin	<a href="#">Built in phpMyAdmin control panel</a> you will need a properly configured dba user to log in (just add user with dba role if you don't have one)
Quota	Used <b>0.0 MB</b> out of <b>1999999 MB</b>
Database users	doubled_abcadmin

8. The phpMyAdmin program is a tool commonly provided by ISPs to manage MySQL databases and data tables, browse data, build queries, and import/export data. Some versions even provide functionality to make backups of MySQL databases. If phpMyAdmin is available, try to log into it.



Use the full new administrative user name and password to log into phpMyAdmin. A successful login proves that your administrative user account settings are active and correct. Once inside the program, the program shows that the **abcgolfclub** database has zero tables: “no tables found in database” (see below, left). The next step is to create the database tables that will hold the HourGlass user and reservation data. HourGlass includes a script to create them automatically for you. However, before you can use it, you must provide HourGlass with information about your MySQL database. This requires some minor manual editing to HourGlass’ main configuration script. For now, just close the phpMyAdmin screen and log out of your Web control panel.



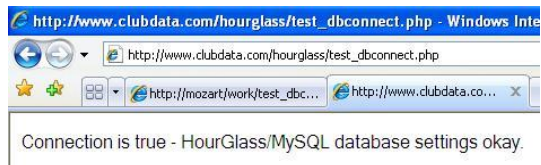
9. Start Windows **WordPad** on your computer (don’t use Notepad). Use WordPad to open the **ttgcfg.php** script that’s in the **hourglass** folder on your hard disk. Four of the lines of a new script must be configured with the same information that was used to create the MySQL database and the administrative user in the Web site control panel. Note that in this example, the default MySQL configuration settings on lines 13-16 have been replaced with the **actual** settings. Note that double-quote marks that surround the typed information. Remember to SAVE the changes. Caution: *don’t change anything else!* Here’s a “before” and “after” example:

Before (default)	After your changes
13 \$dbserver="servername";	13 \$dbserver="mysql18.ixwebhosting.com";
14 \$dbuser="username";	14 \$dbuser="doubled_abcadmin";
15 \$dbpass="password";	15 \$dbpass="golfpro";
16 \$dbname="databasename";	16 \$dbname="doubled_abcgolfclub";

**IMPORTANT:** It is *extremely* important that the MySQL information be typed *only* between the double quotation marks (“ ”) and that each line end with a semi-colon. If typed incorrectly, the result will likely be a blank screen in your browser when you attempt to run HourGlass.

10. Copy the [ttgcfg.php](#) file from the [hourglass](#) folder on your computer to the [hourglass](#) folder on your Web site, overwriting the old one. The [hourglass](#) folder is where all the PHP scripts are stored that run HourGlass.

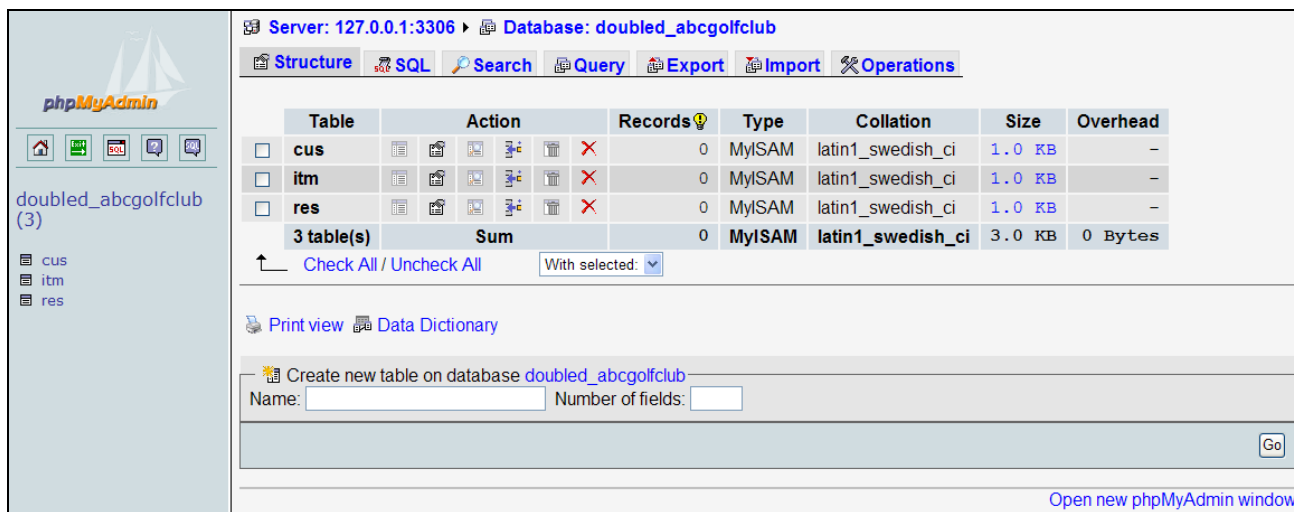
11. Open your Internet browser and go to your home page. Then type [/hourglass/test\\_dbconnect.php](#) onto the *end* of your Web site address in the browser address box and press the enter key or click GO. If all is well your browser will display: **“Connection is true – HourGlass/MySQL database settings okay.”** If the settings are not okay, you’ll see a series of error messages from your Web site’s server that can help you identify whether the server name, database name, user name or password are incorrect. If there’s a typing mistake in the [ttgcfg.php](#) file such as a missing double-quote mark or missing semi-colon, you likely will receive a blank screen and no message at all. You cannot proceed unless the connection is working; go back and repeat steps 9-11 until you receive a successful connection.



12. If the connection is successful, type [/hourglass/create\\_dbtables.php](#) onto the *end* of your Web site address in your browser address box and press the enter key or click GO to open the create\_dbtables.php script. The script will use the configuration settings you established and you should quickly see a very brief message on the screen that the database tables were created.



13. Now, if you open the phpMyAdmin program again, you’ll see that the database contains three tables: Your display may be a bit different than below but you should see a [cus](#), [itm](#) and [res](#) table.



14. The next step is to create two special users on your system, and you can do that from the main HourGlass login screen by using the NEW option:
- Into your browser’s address box, type [/hourglass/cuslogin.php](#) onto the *end* of your Web site’s address and press ENTER or click GO. The login screen will appear.
  - Type **NEW** into the ID box and click **Login Now** to get to the New User Registration screen.
  - Type **admin** as the user ID. (Type in lower case only; *do not use a different ID.*)
  - Type a suitable PIN. Don’t use obvious or common golf terms such as “eagle,” “birdie,” or other easy-to-guess words. **IMPORTANT:** The user account you are creating will have the highest level access to the system and you certainly do not want to make it easy for an unauthorized person to guess.
  - Complete the other information as requested.

- f. Click Register Now to save the account information.
  - g. Add another user, but this time, type **guest** as the user ID.
  - h. Again, type a PIN that is very secure. The “guest” account is used by members to indicate when they have a guest – nobody will actually log in as the “guest” – it’s a system account used to track guest play.
  - i. Complete the other information as requested and click **Register Now** when done.
15. Into your browser’s address box, type [/hourglass/set\\_adminuser.php](/hourglass/set_adminuser.php) and press ENTER or click GO. The following message should appear: **“Administrative user account created.”** If you receive a message “administrative user account not found” it means that an account with the ID of **admin** does not exist in the database (go back to step 13 above and create it). Because the remainder of the system is configured and set up by the **admin** account from inside HourGlass itself, you cannot proceed without it.
16. Now you can log into HourGlass as the **admin** user:
- a. Into your browser’s address box, type </hourglass/cuslogin.php> onto the *end* of your Web site’s address and press ENTER or click GO. The login screen will appear.
  - b. Type **admin** as the user ID, type the appropriate PIN you assigned to it and click **Login Now**. Because you are the system administrator, the full administrative menu will appear.

***You’re not quite ready to use HourGlass. Other configuration settings must be addressed and the reservations table populated with blank starting times so that customers can reserve them.*** Two menu options appear on the HourGlass Administrative menu that are used to complete configuration and generate the blank starting times.





## HourGlass Configurator

The configurator screen is divided into several sections; a “save settings” button is at the bottom of the screen. System settings may be changed at any time, but due to the way Internet browsers work, may not take effect until the user refreshes his/her screen to reload the page and its settings. Configuration sections include:

- System Identification Settings
- MySQL Database Control Settings
- Reservations Table Configuration Parameters
- Miscellaneous Control Settings
- System Color Settings
- User Color settings

Adequate explanations of each configuration item are included on the configurator screen itself.

HourGlass Configurator	
<b>System Identification Settings</b>	
<input type="text" value="ABC Golf Club"/>	Company name
<input type="text" value="6440 Flying Cloud Drive"/>	Company address line 1
<input type="text" value="Suite 115"/>	Company address line 2
<input type="text" value="Eden Prairie"/>	Company city
<input type="text" value="MN"/>	Company state (2 characters)
<input type="text" value="55344-0000"/>	Company zip code (or zip+4)
<input type="text" value="952-941-0855"/>	Company phone (example: 952-941-0855)
<input type="text" value="952-941-7514"/>	Company fax phone (example: 952-941-7514)
<input type="text" value="support@clubdata.com"/>	Company email (example: hourglass@clubname.com)
<input type="text" value="http://mozart"/>	Company web site (example: www.clubwebsite.com)
<input type="text" value="1"/>	Club Office Link (0=NOT using Club Office Software, 1=using Club Office Software)
<input type="text" value="dev20080623a"/>	System registration serial number (necessary for contacting Club Data Technical Support)

The system uses identification settings that you provide for various screen displays and also for email when communicating to/from your users. The company email account setting is one that the system administrator would use. The above examples are taken from an actual internal system located in Club Data’s office; you would, of course, replace it with your club’s information.

- **Company Web site:** This setting is the Web site address you want HourGlass to send users when they log out of HourGlass. Note that the sample above shows that HourGlass is perfectly suited for a private *intranet* accessible only from inside your clubhouse and not open to the World Wide Web (<http://mozart> is one of Club Data’s internal office servers).
- **Club Office Link:** Club Data’s Club Office accounting system can export membership data in a format that HourGlass can import, providing a convenient way to create or update an existing HourGlass system with new or changed member information. Change this setting to 1 if you want to be able to import member data from Club Office Accounting.
- **System registration serial number:** Your system was originally provided with a unique serial number that is registered to your facility. When securing technical assistance from Club Data, your technical support representative may request your serial number. The serial number may also be found on your original software installation CD. **Note:** changing the serial number setting will cause your HourGlass system to cease functioning.

### MySQL Database Control Settings

mysql18.ixwebhosting.com	Name of the MySQL server or its IP address
doubled_abcdadmin	Name of the MySQL database user (this must be an administrator of the database)
golfpro	Administrator's password for the database
doubled_abcgolfclub	Name of the MySQL database itself

The MySQL settings are the same settings that you typed into the [ttgcfg.php](#) script with WordPad to initialize your MySQL database. *Changing them here does not change your MySQL server's settings; the database settings can only be changed at your Web site's control panel.* However, should any of these settings be changed at your control panel first, you'd certainly want to change the settings here to correspond to your control panel's settings.

- The name of the MySQL server can be a fully formed URL such as the above or the IP address of your MySQL server such as 76.163.252.18.
- The above example's Administrator password would be *terribly weak* for a production system; *do not use common, easy-to-guess passwords for your administrative users!*

### Reservations Table Configuration Parameters

B	Course #1 identifier code (1 character, leave blank to deactivate course #1)
Blue	Course #1 name
G	Course #2 identifier code (1 character, leave blank to deactivate course #2)
Green	Course #2 name
R	Course #3 identifier code (1 character, leave blank to deactivate course #3)
Red	Course #3 name
W	Course #4 identifier code (1 character, leave blank to deactivate course #4)
White	Course #4 name
2008	Year - the active year for the set of starting times to be used
6	First month - the numerical month of the year starting times should begin (1 = January, 2 = February, etc.)
1	First day - the numerical day of the first month starting times should begin
6	First hour - the numerical hour on the day starting times should begin (ex: 6=6:00 am, 13=1:00 pm)
00	First minute - the numerical minute of the hour starting times should begin (ex: 08 = 8 minutes after hour, 30 = 30 minutes)
8	Interval - the interval in minutes between starting times
8	Starter's times - how frequently a starters time should be inserted (e.g. every X number of starting times)
18	Last hour - the hour of the day starting times should cease (9 = 9:00 am, 18 = 6:00 pm)
00	Last minute - the numerical minute of the last hour when starting times should cease (ex: 00 This must be a two-digit entry)
13	Last month - the numerical last month of the year when starting times should cease. (ex: 10=October, 13=thru December)
4	Maximum number of players per group (allowable range: 3-6)

HourGlass can manage up to four courses simultaneously; simultaneously meaning all four courses viewable on the screen at the same time. In the example above, the system is configured for a Blue, Green, Red and White course. However, some restrictions exist if it's desired to have all courses visible on the screen simultaneously.

These configuration settings initially define the structure of your reservations when the database is first populated with blank starting times by the starting time generator. After the blank times have been created, the settings continue to control which course(s) are available to players and the maximum number of players allowed per group.

A *course* can be either 9 or 18 holes. In cases where one nine-hole course "crosses over" to another (such as front nine to back nine), HourGlass does not automatically link or "crossover" from one course's starting times to the other. It is the user's responsibility to define suitable starting times that provide for the movement of players from one course to another. A handy "Block Out Times" utility is available for blocking-out multiple reservations to accommodate crossovers when using "two-tee starts" such as the first and tenth tees.

- The **course identifier code** identifies the starting time to the course. The course code is used both during starting time generation and when displaying the reservations for that course. Blanking-out the course code setting for an existing course effectively hides that course from the system.
- A **course name** should be used to help players relate their starting times to the course in question; making the course code and course name relevant to one another such as in the example above is a good idea.
- The **active year** is used when initially generating the blank starting times but not thereafter. This allows an administrator to create starting times for a new year at any time without affecting the starting times currently in the system.
- The **first month, day, hour and minute** and **last day, hour and minute** are active only for the purpose of creating blank starting times; they are otherwise unused. Note that to accommodate starting times through December 31<sup>st</sup>, the “last month” setting should be set to 13. Examples:
  - First month 4, first day 15, first hour 11, first minute 15 would create the first starting time as April 15 at 11:15.
  - Last hour 18, last minute 15, last month 10 would allow starting times to be created through September 30<sup>th</sup> at 18:08 (6:08 p.m.) if the starting time interval were 8 minutes because the next time after 18:08 would be 18:16.
  - By changing the date settings it is possible to generate starting times one or more months at a time instead of an entire year all at once. Example: you might set the starting time interval to 9 minutes for February-March, 8 minutes in April-May, 7 minutes in June-August and back to 8 minutes for September-October. Accomplishing this would require multiple configuration changes followed by a generation operation after each configuration change.
- The **starting time interval** (number of minutes between starting times) for a course must be uniform for any specific day (e.g. HourGlass cannot be configured to alternate between 7 and 8 minute intervals on the same day). However, the interval can vary from one course to another so that one course could have 7 minute intervals while the second course had 8 minute intervals and the third course 9 minute intervals. The interval can also be different from one month to another (if you generate only one month of starting times at a time).
- The **frequency of starters’ times** can vary from course to course. While HourGlass includes an option to “squeeze-in a group,” the practice of using a “starters’ time” to accommodate an extra group will generally result in a better overall pace of play than simply inserting a group between two existing starting times. Leave this setting zero to skip inserting starters’ times. (Note: the “block-out times” feature can be used to manually block out various times in lieu of using the starting time generator to create them automatically.)
- **Maximum number of players per group** is the size of your normal group. 4=foursomes, 5=fivesomes, etc. Courses that are to be available simultaneously must be configured with the **same** maximum number of players per group. HourGlass will not display a course that allows 4-somes as their maximum with a course that allows 5-somes on the same screen.

**IMPORTANT:** Once a set of blank reservations has been generated, you can’t easily change the structure of it. For example, suppose you initially created a system where the maximum number of players per group was 4 but you later decide to allow 5. The HourGlass generator will not “add” a fifth player and in fact, changing the value from 4 to 5 would cause HourGlass to “hide” that course altogether because the system would look for a 5<sup>th</sup> player yet would not be able to find it and therefore not be able to display the starting times, either. **Solution:** If you anticipate that 5-somes might be allowed, set the maximum number of players to 5 **before** generating the blank starting times. You can always change it back to 4 later and the system will work fine for either 4-somes or 5-somes because the underlying database will support either 4 or 5 players per group.

Should you make a configuration mistake and want to “start over” and completely regenerate a whole new set of blank starting times, you must “delete” the bad ones first. Information for performing this operation is included in the “HourGlass Generator” section of the manual.



### Misc Control Settings

1	Public or Private (0=Public, users can self-register. 1=Public, users can self-activate. 2=Private, admin-controlled registration)
365	User account expiration - number of days after registration. (365=1 year. 0=account never expires)
0	Minimum number of players to be able to reserve a time. (0=disabled; otherwise type number required)
150	Number of seconds a user has to fill out a reservation AND SAVE it. (ex: 150 = 2-1/2 minutes)
1	Allow user lock. (0=disabled. 1=a level 4 user can lock his/her reservations so others cannot add themselves)
7	Number of days into the future a user can reserve a time (Example: 7=one week)
0	Number of days into the future when reservations or changes cannot be made by the user on-line; user must call club
4	Minimum number of hours between starting times for a user making multiple reservations on the same day
1	Show player names or the word RESERVED in displays. (0=show RESERVED, 1=show player names)
0	Cancellation deadline. Number of days prior to an event to allow cancellation.
3	Send email confirmation. (0=none, 1=to club only, 2=to customer only, 3=to both club and customer)
0	Require Address 1 on new user self-registration (0=No, 1=yes)
0	Require City on new user self-registration (0=No, 1=Yes)
0	Require State on new user self-registration (0=No, 1=Yes)
0	Require Zip code on new user self-registration (0=No, 1=Yes)
0	Require Phone number on new user self-registration (0=No, 1=Yes)

For the most part, the descriptions of these settings are self-explanatory. However, there are nuances to these settings that you should know:

- **Public or Private:** When set to 2 for a private system, the NEW option at the customer login screen is disabled so that users cannot create their own accounts. All customer accounts must then be created and managed by the system administrator. The difference in public settings 0 and 1 is that when set to 1, a user's account is automatically activated and users can begin reserving starting times immediately after completing their registration. This might be acceptable if the link to run HourGlass is already inside a private member-only area of your Web site that provides its own security.
- **Account expiration:** This value causes the system to calculate a future expiration date that is set automatically when the customer creates his/her account. When in private mode, the administrator must set the expiration date manually.
- **Minimum number of players to reserve a starting time:** Future feature, leave at zero.
- **Number of seconds:** This setting determines how long a customer can put a "hold" on a starting time before it is automatically released back to the available pool. The default of 150 should be more than adequate for almost any user. A shorter setting can encourage users to pre-form their own games before making a reservation as it prevents them from holding a time for a half-hour while he/she phones others to formulate the group.
- **Allow user lock:** Intended to be used for members vs. the public at semi-private facilities. This allows a member to set a starting time so only he/she or an administrator can add players to the group instead of letting anyone join on their own. Also, only status level 4 customer accounts can utilize this feature.
- **Number of days into future for reserving a time:** This setting is only used for public systems where customers can create their own accounts. The setting is automatically applied to their accounts when the new account is saved. In operation, the advance reservation time is controlled at the customer level and editable by the administrator. It is intended to help differentiate privileges between members and the general public at semi-private facilities.
- **Minimum number of hours between starting times:** This prevents the same customer from reserving multiple, consecutive starting times on the same day. This must be a whole number (e.g. 2, 3, 4, 5, etc.) **Note:** Because the person making the reservation takes up the player #1 spot in a group, the setting does not prevent a *different* person from using the person's name or ID in a group as player #2 or greater.
- **Show player names or "reserved":** When set to 0, the word RESERVED shows in all starting times in place of a player's name. Set to 1 to show the names instead. This setting accommodates clubs that want a bit more privacy.
- **Cancellation deadline:** Future feature, leave at zero.

- **Send email confirmation:** This feature sends an email confirmation for a NEW starting time when the time is made by a customer; it has no effect for starting time changes or cancellations or starting times reserved by an Administrator. Available settings are 1=to club only, 2=to customer only, 3=to both club and customer, 0=none (feature disabled). Customers who self-register or whose Pin/Password is changed by an administrator receive email confirmation information of those changes. Starting time confirmations also appear in the customer's browser and can be printed immediately by the customer, so emailing the information to them as well may become unnecessary.

When a new user creates his/her account on the system, you can specify some of the items that are required information. The defaults are either blank or zero; typing a 1 into the respective configuration boxes makes them required:

- **Require Address 1 on new user self registration:** Type 0 if no, 1 if yes.
- **Require City on new user self registration:** Type 0 if no, 1 if yes.
- **Require State on new user self registration:** Type 0 if no, 1 if yes.
- **Require Zip code on new user self registration:** Type 0 if no, 1 if yes.
- **Require Phone Number on new user self registration:** Type 0 if no, 1 if yes.

System Color Settings	
#FFFFFF	White
#FF0000	Red
#FFFF00	Yellow
#00FF00	Green
#808080	Gray
#00FFFF	Cyan
#FF00FF	Magenta
#000000	Black
User Color Settings	
lightgreen	Color for an open, unused starting time
yellow	Color for a starting time that is partially used but not yet full
red	Color for a starting time that is fully taken
green	Color for a time listed as a starters time
orange	Color for a time listed as an event
gray	Color for a time listed as course maintenance
gray	Color for a time listed as course closed
tan	Color for a player who has been checked-in
coral	Color to use for the selector buttons and checkboxes when selecting a specific time
yellow	Color to use for primary column text headings
lightblue	Color to use for secondary column text headings
<input type="button" value="Save Settings"/>	

To some degree, you can control the color scheme of HourGlass grids and displays. The defaults provided with a system are displayed in the example above.

- Colors settings can be in either hexadecimal (#FF00FF) or color name format (“red,” “blue,” etc.).
- **System color settings:** It is suggested that these not be changed from the defaults (that's why they're displayed in the geeky hex format to frighten you away) although you can certainly experiment with them. For example, most of the starting time displays show player names in black text against a white background. If you were to change the system default white to be #000000 instead of #FFFFFF, you'd have black text on a black background and you wouldn't be able to read any of them.

- **User color settings:** These control the colors of column headings and backgrounds of the cells that contain starting time information. By color coding the cells, you can see at a glance what is open, what is partially used, what is completely taken, what “starters’ times” are on the system or what times are not available because the course is hosting an event or is closed. You can also control the background color of players who have been “checked-in.” (Checked-in colors appear only on an administrator’s screen).
- Different color schemes can come in handy for facilities that have multiple courses where one course is open to all players while another is reserved only for members. (Such a setup requires multiple HourGlass configurations; contact Club Data technical support for more information.)
- Literally hundreds of color names and hexadecimal color codes are available. Complete color charts are readily available on the Internet. Use your favorite Internet search tool and search for [html color codes](#) to find them.

The “Save Settings” button appears at the very bottom of the configurator page.

**Important:** If you find the configuration settings don’t stay after clicking SAVE, the likely problem is that the user account used for the database does not have read/write/delete access to the hourglass folder. Some web servers require additional configuration settings so that the hourglass folder is writeable by the hourglass system.

## HourGlass Generator

After using the configurator to configure the [ttgcfg.php](#) file, you're ready to generate blank starting times into the [res](#) table of the MySQL database. This is done by selecting the HourGlass Generator option at the HourGlass Administration menu:



**HourGlass Starting Time Generator**

---

**Configuration Parameters**  
(For your protection, values are displayed but are not editable on this screen.)

<input type="text" value="2008"/>	Year - the year to use
<input type="text" value="6"/>	Start month - the numerical month of the year starting times should begin (1 = January, 2 = February, etc.)
<input type="text" value="1"/>	Start day - the numerical day of the first month starting times should begin
<input type="text" value="7"/>	Start hour - the numerical hour of the day starting times should begin (ex: 6=6:00 am, 13=1:00 pm)
<input type="text" value="00"/>	Start minute - the numerical minute of the day starting times should begin (ex: 08 = 8 minutes after hour, 30 = 30 minutes)
<input type="text" value="8"/>	Interval - the interval in minutes between starting times
<input type="text" value="8"/>	Starter's times - how frequently a 'starters time' should be inserted (e.g. every X number of starting times)
<input type="text" value="18"/>	Stop hour - the hour of the day starting times should cease (9 = 9:00 am, 18 = 6:00 pm)
<input type="text" value="15"/>	Stop minute - the numerical minute of the last hour when starting times should cease (two-digit entry)
<input type="text" value="10"/>	Stop month - the numerical last month of the year when starting times should cease. (10=October, 13=thru December)
<input type="text" value="4"/>	Maximum number of players per group (range: 3-6)

**Select the course to use and click Generate Now**

The configuration parameters are displayed at the generator screen for your convenience, but you cannot edit them here. Editing is only available in the configurator. Click the down arrow on the selection box and choose the desired course for which to generate blank times according to the current configuration parameters (the selection list will temporarily hide the “generate now” button):

### Select the course to use and click Generate Now

- 
- Course #1: B - Blue
- Course #2: G - Green
- Course #3: R - Red
- Course #4: W - White**

Click the “Generate Now” button to begin. Depending on the speed of the computers at your Web site host, creating a set of starting times may take a few minutes, but as each month is generated, you'll see an appropriate notation appear on your browser screen. In the above example, the user has selected course #4. After clicking the “generate now” button, the browser screen may pause for a few moments while it connects to the MySQL database and starts working. Your browser may appear as if nothing is happening, but rest assured, something is – be patient!



### HourGlass Starting Time Generator

**Reservations Database Initialization**  
 Validating setup information...  
 Please wait while database is generated...  
 Course code: W, Coursename: White  
 Year: 2008, First month: 6, First day: 1, First hour: 7, First minute: 00  
 Interval (minutes): 8, Starter time frequency: 8  
 Stop hour: 18:15, Stop minute: 15, Stop month: 10  
 Max Players/group: 4

Checking for existence of starting times between 20080601 and 20081001...

Creating month: 06  
 Creating month: 07  
 Creating month: 08  
 Creating month: 09













**Reservations database initialization complete for course code W - White**

[Return to Admin Menu](#)

Following the generation of the blank starting times, a quick look at the database inside the Web site's control panel phpMyAdmin program will show that the **res** table has grown in size and now has many thousands of blank starting time records (your total number of records may be different):

Server: 127.0.0.1:3306 Database: doubled\_abcgolfclub

Structure SQL Search Query Export Import Operations

	Table	Action	Records	Type	Collation	Size	Overhead
<input type="checkbox"/>	cus	   	2	MyISAM	latin1_swedish_ci	1.1 KB	-
<input type="checkbox"/>	itm	   	0	MyISAM	latin1_swedish_ci	1.0 KB	-
<input type="checkbox"/>	res	   	63,336	MyISAM	latin1_swedish_ci	4.9 MB	-
<b>3 table(s)</b>		<b>Sum</b>	<b>63,336</b>	<b>MyISAM</b>	<b>latin1_swedish_ci</b>	<b>4.9 MB</b>	<b>0 Bytes</b>

Check All / Uncheck All With selected:

### IMPORTANT

- MySQL and PHP work together extremely well, but each is configurable *at the server side* to allow or prevent certain actions. *Server side* means *on your Web site's server*. One of these options is a "timeout" setting whereby if the system doesn't notice any activity from the browser, it "times out" and stops doing what it was originally asked to do. You've seen this in your browser from time to time – it often appears as a "destination not available" or "404" error message. The timeout setting may affect you because creating a full year of 7-minute interval 5-some starting times between 6:00 a.m. and 6:30 p.m. for an entire year creates 197,640 records (one record for each player slot). That's a lot of records and, in testing, a typical Web server required about 90 seconds to complete this operation. HourGlass has been tested on several Web servers without problem; however, your Web site's server may have different timeout settings that may prevent the successful generation of all desired starting times. You can check the Admin menu simply by selecting a date toward the end of the year to see whether the starting times exist. If they do not, you will need to (a) delete the existing ones and (b) regenerate them in steps using smaller windows of time, such as creating January through June and then July through December to accommodate your server's limitation. Alternately, you may contact your ISP and request that the setting be increased (but you'll still have to first delete them and regenerate them).

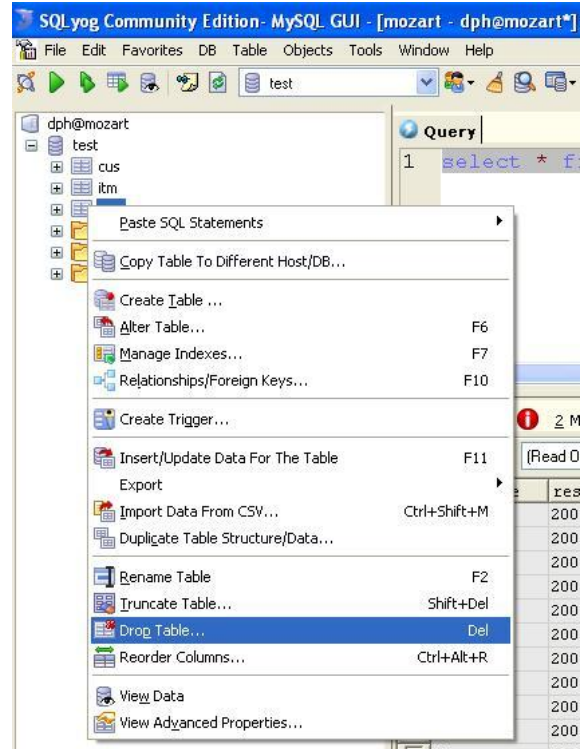
## How to Delete MySQL Starting Times and Start Over – For Advanced Users

This sounds pretty ominous, but it's not really very difficult. However, *it is permanent*, so if you're not comfortable doing it, contact your Web site's administrator for assistance. For your protection, HourGlass does not include a feature to delete reservation data; you must use your Web site control panel's MySQL administration tool such as phpMyAdmin or MySQLAdmin. (Note: the installation CD includes a few free MySQL administration tools for Windows that you can install on your local computer, configure to access your MySQL database and manage from your desk.)

One way is to use your favorite MySQL administration tool to “drop” the res table from the database. This action is very quick and you can often accomplish it by simply clicking on a box, button or menu option.

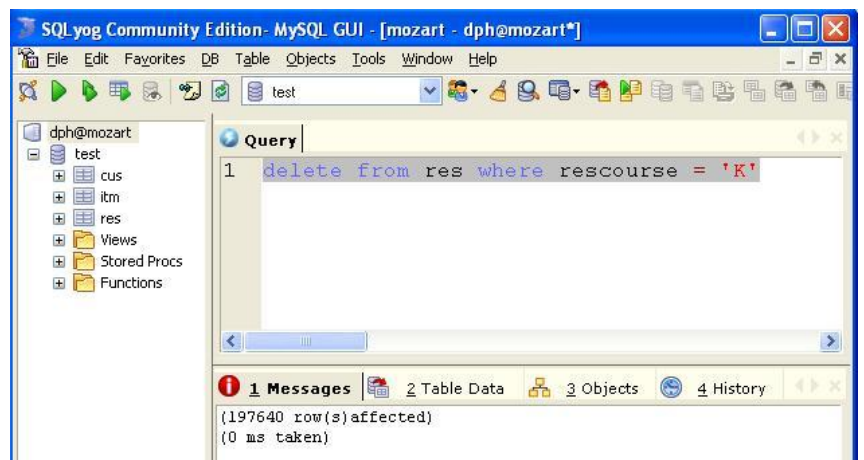
However, “dropping” a table removes it from the database altogether, and you must recreate the blank table again before you can regenerate a new set of blank starting times. To refresh your memory on how to do that, type [/hourglass/create\\_dbtables.php](#) onto the *end* of your Web site address in your browser address box and press the enter key or click GO to open the create\_dbtables.php script. The script will use the configuration settings you established and you should quickly see a very brief message on the screen that the database tables were created. Don't worry – the software won't overwrite existing tables and only the missing one (in this case the **res** table) will be recreated.

**Caution:** Dropping the **res** database table is NOT advised if you have multiple courses and want to recreate only one of them. You cannot drop only “part” of the data in the **res** table, *you can only drop the whole thing*, which means you'd delete *ALL* courses.



A more elegant way to accomplish the deletion is to use an SQL query to selectively delete the data. In this example, the user had created a set of starting times for course K and wanted to start over. A simple one-line query was entered into the query window of the SQLyog program and executed. (SQLyog is available on the CD). The query was as follows:

**delete from res where rescourse = 'K'**  
and was executed very quickly by the server; 197,640 rows (records) of information were deleted in the blink of an eye, but it only affected course K and not course B or G.



Similar functionality can be found in the phpMyAdmin and MySQLAdmin programs. Each has an SQL query window as well as the ability to drop entire tables.

**Caution:** *MySQL management tools do not include an “undo.”* Deletion is permanent and once you click on an option to start the deletion action, *you cannot stop it*. If you have data that you absolutely do not want to delete, be certain that you have a valid and current backup of your MySQL database!

## Managing Multiple Courses with HourGlass

HourGlass can manage up to four courses simultaneously, and when four are running concurrently your starting sheet will appear like the one to the right. When users wanted to make reservations, they see the same type of listing – all available starting times for all courses. While it's certainly convenient to have all four available, it might be less clear than if you displayed each course separately.

With a little creativity, you can use the same MySQL database but have four, distinct courses sharing the same customer database by creating multiple **hourglass** folders on your Web site and placing all the scripts in each one. In the example below, the Web site has a separate set of scripts for the blue, white, red and green courses and one for the administrator, who can see all of them together:



Course	Date	Time	Player #1	Player #2	Player #3	Player #4
B	06-27	06:00	--	--	--	--
G	06-27	06:00	Mike Anderson	GUEST	GUEST	--
R	06-27	06:00	--	--	--	--
W	06-27	06:00	--	--	--	--
B	06-27	06:08	Sam George	Jack Thompson	--	--
G	06-27	06:08	Event	Qualifier	--	--
R	06-27	06:08	Rich Frederichs	Bill Watson	Vern Larson	Chuck Smith
W	06-27	06:08	--	--	--	--
B	06-27	06:16	Bob Thompson	Nancy Thompson	Kyle Hanson	Terry Hanson
G	06-27	06:16	Event	Qualifier	--	--
R	06-27	06:16	--	--	--	--
W	06-27	06:16	--	--	--	--
B	06-27	06:24	--	--	--	--
G	06-27	06:24	Event	Qualifier	--	--
R	06-27	06:24	--	--	--	--
W	06-27	06:24	--	--	--	--
B	06-27	06:32	--	--	--	--
G	06-27	06:32	Event	Qualifier	--	--
R	06-27	06:32	--	--	--	--

On the Web site's Web page, there are four different links pointing to the customer login scripts in each of the four folders, and each link is a different course name:



**Green** course link: [www.Website.com/hourglass-g/cuslogin.php](http://www.Website.com/hourglass-g/cuslogin.php)  
**Red** course link: [www.Website.com/hourglass-r/cuslogin.php](http://www.Website.com/hourglass-r/cuslogin.php)  
**White** course link: [www.Website.com/hourglass-w/cuslogin.php](http://www.Website.com/hourglass-w/cuslogin.php)  
**Blue** course link: [www.Website.com/hourglass-b/cuslogin.php](http://www.Website.com/hourglass-b/cuslogin.php)

And, of course, the administrator would have a private link to the administrator's composite view at [www.Website.com/hourglass-admin/cuslogin.php](http://www.Website.com/hourglass-admin/cuslogin.php).

The **ttgcfg.php** configuration script in each respective folder is set to use only that course code and all the other course codes are set to nothing. For example, the **ttgcfg.php** configuration file in the **hourglass-w** folder for the White course would have all the course codes blanked out except for the W code for the White course. (It's okay if the course name is there – it's the course code that counts.)

Reservations Table Configuration Parameters	
<input type="text"/>	Course #1 identifier code (1 character, leave blank to deactivate course #1)
Blue	Course #1 name
<input type="text"/>	Course #2 identifier code (1 character, leave blank to deactivate course #2)
Green	Course #2 name
<input type="text"/>	Course #3 identifier code (1 character, leave blank to deactivate course #3)
Red	Course #3 name
<input type="text"/>	Course #4 identifier code (1 character, leave blank to deactivate course #4)
W	Course #4 name
White	Course #4 name

Then when a person selects the White course and logs into it, only tee times for the White course are displayed. Because each course also has its own **ttgcfg.php** configuration file, each course can also be personalized with other **ttgcfg.php** configuration settings as well. For example, you might set up different courses with different advance reservation settings, screen colors, the size of allowable groups (5-somes may be allowed on one course but not others), or perhaps you use a different tee time interval for a par-3 course than you do for a long championship course.

The same administrator could log into each of the courses separately and have each open in a different browser window yet also have the admin view of all four on the same screen. In the example browser tab



display below, admin has each course open individually and one screen with all four together, making it easy to switch between them and view or manage them individually or collectively:



## Benefits/Cautions

- If the user (customer or admin) has access to all four courses on the same screen (such as Admin Menu GWRB above), a group can be moved from one course to another course provided the destination course has the same number of players per group. Moving a 5-some to a course that has only 4-somes is not possible. It is also not possible to move a group from one course to another when accessing a single course menu: both the original and destination courses must be visible.
- Because all reservation data for all courses and the customer records reside in the same database, a customer has access to all the courses with the same ID/PIN combination.
- **Caution:** All courses to be viewed or managed simultaneously from the same screen must be set up with the same maximum group size, e.g. 4-somes or 5-somes to accommodate the ability to move or duplicate a reservation. While it is possible to move a starting time from a course with 3-somes to a course that has 4-somes, it is not possible to move a time from a course that has 4-somes to a course that has 3-somes and attempting to do so may cause some sort of database problem that is impossible to predict. Worse yet, it could damage the MySQL database so that it is not only unusable, it could become totally unrecoverable.
  - Different courses can certainly utilize different starting time intervals and be managed simultaneously. The interval is not as critical as the maximum number of players per group. However, because HourGlass displays times in ascending time order on any given day, the display may be confusing for some to view when one starting time says 9:15 and the next one reads 9:16 – on a different course.
  - If you do NOT set up a single system to manage all courses simultaneously, then it is certainly permissible to create courses with differing maximum number of players per group settings. Each course would then have its own login screen and the only way to move a group from one course to another would be to cancel the starting time at the first course and create a new starting time at the second course.
- Instead of managing multiple courses simultaneously inside the same database and sharing the customer accounts between them, you may wish to establish two completely different courses with two distinctly different sets of customers and reservation settings. This would be accomplished by creating two different MySQL databases on your Web server and setting up two completely different HourGlass systems with each pointed to its respective database. The prospects of this provide for the following:
  - Because each course has its own proprietary database, each course can truly stand on its own and have its own configuration settings that would not conflict with any other courses. Each set of HourGlass scripts would reside in its own folder on the Web site.
  - One course could be “public” while the other could be “private.”
  - It would not be possible to view a combined starting sheet of all starting times.
  - It would not be possible to move a starting time from one course to another course
  - Customers who would have access to both courses would have to be created twice – once for each course. They could, however, use the same ID and password for both.



## Administrator Menu

The top group of menu options mimics features that are available to customers, the only differences being that administrators have complete access to all starting times, not just those within a range of dates. Administrators also have greater access to customer record information and can change user status levels, advance reservation limitations, and more. Administrators cannot see what a customer's PIN is, but they can reset it on behalf of the customer; the new PIN is sent to the customer's email address as listed in his/her record.

### Numerical Access Levels

Administrator access levels dictate what administrative functions are available. The access level required for a certain feature is listed inside the red-outlined column on the far right. The level allows the user access to functions requiring that level or less. **Note:** The essential difference between an administrator account and a customer account is the access level. Accounts with levels 0-4 are directed to the normal customer menu; accounts with levels 5-9 are directed to the administrator menu.

<input type="radio"/> Make a new reservation	5
<input type="radio"/> Change/View an existing reservation	5
<input type="radio"/> Cancel an existing reservation	5
<input type="radio"/> Move an existing reservation	5
<input type="radio"/> Duplicate a reservation to another time	5
<input type="radio"/> Change customer information/Reset PIN	7
<input type="radio"/> Create a new user	7
<input type="radio"/> Delete a user	7
<input type="radio"/> Update/Import Club Office members	8
<input checked="" type="radio"/> Check-In Menu	5
<input type="radio"/> Squeeze-in a single player	6
<input type="radio"/> Squeeze-in a starting time	6
<input type="radio"/> Block Out Times	6
<input type="radio"/> Utilities/Report Menu	5
<input type="radio"/> HourGlass Configurator	9
<input type="radio"/> HourGlass Generator	9
<input type="radio"/> Log Out	

- **Who should have level 5?** This is the basic administrator level and is intended for those who deal with starting times, need to make and move reservations, print reports and starting sheets and have access to the player check-in menu.
- **Who should have level 6?** This is intended for (1) a person who has the authority to add a player to a group, (2) one who can insert a group into the starting sheet in between existing times or (3) one who has the authority to block-out groups of times for events or other reasons. This is a substantially higher responsibility level than level 5.
- **Who should have level 7?** This is intended for those who are allowed to add, change or delete customer accounts. This is essentially the highest responsibility level for it allows creating or changing administrative accounts and their levels, too.
- **Who should have levels 8 or 9?** These are both intended as protective settings above level 7 to prevent *accidentally* importing a customer database and overwriting the existing one or *accidentally* changing system settings. It's suggested that a user change his/her access level to enable level 8 or 9 functions temporarily and, afterward, reset the account back to level 7. Using level 9 on a daily basis makes changing system configuration settings much too easy. A simple little careless mistake can render the entire system inaccessible.

### How to Create an Administrative User

Any valid customer account can be turned into an administrative account simply by changing the account's status level to 5, 6, 7, 8 or 9. Administrators cannot access the customer menu system, and the account is exempt from expiration dates. An administrative account can also be turned into a normal customer account by setting the status level to 2, 3 or 4. Setting the status to level 0 deactivates it entirely; setting it to 1 keeps it active but disables the ability to reserve starting times.

## Make a New Reservation

The general method for making a reservation is the same for customers as well as administrators, the main difference being customers have an advance reservation limitation whereas administrators have access to any reservation on the system.

- Upon startup, the screen displays the current date and all "open" starting times (those without any players at all).
- To choose a different date, select the month, day and year in the drop-down selectors and click **Next/Redisplay Times**.

Select	Course	Date	Time	Player #1	Player #2	Player #3	Player #4
<input checked="" type="radio"/>	B	07-07	08:00	--	--	--	--
<input type="radio"/>	B	07-07	08:08	--	--	--	--
<input type="radio"/>	B	07-07	08:16	--	--	--	--

- To select a starting time for the chosen date, scroll down the list and click on the radio button in the far left column adjacent to the starting time you wish to use. Then click **Next/Redisplay Times**. A new button will appear to "**Continue with this starting time**;" click the button to proceed. If you change your mind and want a different date, choose the new month, day and year and click **Next/Redisplay Times** instead.

- When you click "**Continue with this starting time**," the system will attempt to temporarily lock the chosen starting time so that no other users can access it, and the screen will display the number of seconds you have to complete the required information and click the **SAVE** button. If your lockout time expires before you click **SAVE**, the starting time will automatically be released to the general pool and you will have to return to the previous screen. Use the BACK button on your browser and choose the "**Continue with this time**" button again to renew your lockout. If a starting time is not in use by another user, you'll receive an appropriate "in use" message and the number of seconds remaining before the starting time will be available.

Course number: B - Blue  
Starting time: 08:32  
Starting date: 07-07-2008

The chosen starting time is available to you for 2.5 minutes after which it will be open to other users again.  
You must complete and save your reservation changes in the time allotted.

Player name #1:  Player ID#:   
Please Select:  18-Holes  9-Holes  Request powered cart  Request pull cart  Request caddie  None

Player name #2:  Player ID#:   
Please Select:  18-Holes  9-Holes  Request powered cart  Request pull cart  Request caddie  None

Player name #3:  Player ID#:   
Please Select:  18-Holes  9-Holes  Request powered cart  Request pull cart  Request caddie  None

Player name #4:  Player ID#:   
Please Select:  18-Holes  9-Holes  Request powered cart  Request pull cart  Request caddie  None

Allow other users to add themselves and fill out the group  
 Lock the time for player #1

- You must fill in the name and player IDs (if you know them) of the golfers in the group. If you don't know a player's ID, type his/her name in the appropriate box and leave the ID blank. Understand, however, that players' names are linked to the system by the player ID; leaving them blank will not enable a player to log into his/her account and see what reservations he/she is currently in.

- To mark a guest, type the word GUEST into either the player name or ID box.

**Optional:** Select whether playing 18 or 9 holes, select the powered cart, pull cart, caddie or none as appropriate or required for your course.

**Optional:** Select whether to allow other users to add themselves or “lock” the time for player #1. These options are just above the “save starting time” button.

- When "**SAVE**" is chosen within the allotted period of time, a confirmation screen will appear that displays a special confirmation code for the specific starting time just made. You may print the confirmation page for your records or simply click the button to return to add more starting times.

**Note 1:** Player names that are left blank will mark the starting time as "available" for others to join. If you do not wish to make the time available to others to join the group on their own, either fill each name box with a name or other information such as "will fill." Alternately, you may “lock” the starting time for player #1 by clicking the appropriate radio button just above the “save” button.

**Note 2:** Administrators may use the same player name and ID in multiple consecutive groups on the same day whereas individual customers are subject to the “minimum number of hours between reservations” setting.

## Change/View an Existing Reservation

- Upon startup, the system displays the current date and all reservations that have been made for that day whether they are partially or completely filled. No “open” (unused) starting times appear. **Other than the change in the display, the operations are exactly the same as if making a “new” reservation.**
- To change the display to a different date, choose the new month, day and year and click **Next/Redisplay Times** to display the new date.
- Click on the radio button that is in the far left column adjacent to the starting time you wish to edit. Then click the "**Continue with this starting time**" button to display the editing screen. The "continue with" button also locks the information temporarily so that no other users can change it until you're done.
- At the editing screen, change whatever information you need or are allowed to change and click **SAVE**. Remember, you have only a specific amount of time to make the changes and click **SAVE** before the starting time is released back to the pool and you no longer control it.
- A confirmation page will appear after **SAVE** has been chosen. You may wish to print the confirmation page as verification of the starting time changes you made. The confirmation page includes a button that returns to the editing screen where you can edit another starting time if you wish.

**Note:** The “check-in” screen incorporates both the editing and check-in functions so that both can be performed together.

## Cancel a Reservation

- Upon startup, the system displays the current date and all reservations that have been made for that day whether they are partially or completely filled. No “open” (unused) starting times appear.
- To choose a different date, use the month, day and year drop-down selectors and click **Next/Redisplay times**.

- Select the starting time to cancel by clicking on the appropriate radio button, and click Next/Redisplay. A "**Continue with this starting time**" button will appear; click it to use the chosen starting time.
- The reservation will be displayed along with the player names and player IDs. Click the "**Cancel reservation**" button to proceed; a confirmation page will appear that may be printed for your records. To back out of the cancellation action, use the BACK button on your browser.

**IMPORTANT:** Unlike cancellations that are performed by the customer, Administrators may not cancel only a part of the reservation; an administrator cancellation affects the entire starting time. If you need to cancel one or more players only and leave the reservation intact for the others, use the Change/View feature instead to remove the appropriate names and "save" the remaining names.

**Cancel Existing Reservation**

---

Course number: B - Blue  
 Starting time: 08:32  
 Starting date: 07-07-2008

The chosen starting time is available to you for 2.5 minutes after which it will be open to other users again. You must complete and save your reservation changes in the time allotted.

Player name #1: <input type="text" value="Kyle Grundig"/>	Player ID#: <input type="text" value="kyle22"/>
Player name #2: <input type="text" value="GUEST"/>	Player ID#: <input type="text" value="GUEST"/>
Player name #3: <input type="text"/>	Player ID#: <input type="text"/>
Player name #4: <input type="text"/>	Player ID#: <input type="text"/>

## Move a Reservation

- Upon startup, the system displays the current date and all reservations that have been made for that day whether they are partially or completely filled. No "open" (unused) starting times appear.
- To choose a different date, use the month, day and year drop-down selectors and click **Next/Redisplay** times.

**Move Existing Reservation - Select Starting Time to Move**

Date: July 7 2008

Select	Course	Date	Time	Player #1	Player #2	Player #3	Player #4
<input type="radio"/>	B	07-07	08:24	Mike Threeman	Mike Anderson	Bob Threeman	--
<input type="radio"/>	B	07-07	08:32	Kyle Grundig	GUEST	--	--

- Moving a reservation requires first selecting the reservation to move and then selecting the new starting time. It is not possible to move only part of the reservation; the reservation is moved in its entirety.

- From the list of times for the chosen date, select the one you want to move by clicking on the radio button to the left of the starting time and click **Next/Redisplay**. A "**Continue with this starting time**" button will appear; click it to verify the chosen time.

Date: July 7 2008 B08:32

- The screen will then display this "original starting time" on the left side of the screen. The course number will be listed first, followed by the YYYYMMDD

**Move Reservation - Select Destination Date & Starting Time**

Return to Admin Menu

Original Starting Time:

Date: July 9 2008

Select	Course	Date	Time	Player #1	Player #2	Player #3	Player #4
<input type="radio"/>	B	07-09	08:00	--	--	--	--
<input type="radio"/>	B	07-09	08:08	--	--	--	--

representation of the date, and lastly, the original starting time. Now the system will request the Destination, e.g. "new" starting time; the range of available dates will be displayed and default to the first available date. Use the month, day and year drop-down selectors to change the destination date and click **Next/Redisplay** to show that date.

- Select the new starting time by clicking on the radio button adjacent to the desired time; click **Next/Redisplay** to confirm your selection.
- If all is okay, click the "**Continue with this destination time**" button to perform the move operation. A confirmation page will appear; print it for your records. The original reservation will no longer exist as it has been "moved" to the new time/date.

The screenshot shows a dark blue interface with a 'Date:' label. To its right are three dropdown menus: 'July', '9', and '2008'. Further right is a text input field containing 'B08:32'. To the right of this field is a button labeled 'Next / Redisplay Times'. Below these elements is a larger button labeled 'Continue with this destination time'.

## Duplicate a Reservation

- In contrast to the "move reservation" feature, this option does not change the original reservation. The duplicate function operates exactly the same way as the "move" operation in that you must first select the original starting time to duplicate and then select the "destination" starting time you want to use. **Operationally, the actions and screens are almost identical to the "move reservation" function.**
- Upon startup, the system displays the current date and all reservations that have been made for that day whether they are partially or completely filled. No "open" (unused) starting times appear.
- To choose a different date, use the month, day and year drop-down selectors and click **Next/Redisplay** times.
- Duplicating a reservation requires first selecting the reservation to copy and then selecting the new starting time. It is not possible to duplicate only part of the reservation; the reservation is duplicated in its entirety.
- From the list of times for the chosen date, select the one you want to duplicate by clicking on the radio button to the left of the starting time and click **Next/Redisplay**. A "**Continue with this starting time**" button will appear; click it to verify the chosen time.
- The screen will then display this "original starting time" on the left side of the screen. The course number will be listed first, followed by the YYYYMMDD representation of the date and lastly, the original starting time. Now the system will request the Destination, e.g. "new" starting time; the range of available dates will be displayed and default to the first available date. Use the month, day and year drop-down selectors to change the destination date and click **Next/Redisplay** to show that date.
- Select the new starting time by clicking on the radio button adjacent to the desired time; click **Next/Redisplay** to confirm your selection.
- If all is okay, click the "**Continue with this starting time**" button to perform the duplicate operation. A confirmation page will appear; print it for your records. The original reservation will be left unchanged.



## Change Customer Information/Reset PIN

Upon startup, all players are listed in last name order. Select a radio button to change the sort between customer ID and last name. You may also choose to filter the display by “last name beginning with...” and choose a letter by clicking on the drop-down selector followed by clicking on the “Re-sort/Reset Display” button.

**Select Customer Account to Edit**

Sort by name (Last, First)     Sort by Customer ID #

Filter Last Name beginning with:

Select	Cus ID	Last name	First name	Address	City	State	Zip	Telephone
<input type="radio"/>	ronny33	33ron	Ronnie	Ron Street 33	Ronville	MN	33333	333-3333
<input type="radio"/>	admin	Administrator	System	123	Here	MN	55555	
<input type="radio"/>	mike22	Anderson	Mike	Mike Street	Mikeville	MN	55555	555-1212
<input type="radio"/>	600	Atkinson	Terry	5512 Hammerville Road	Hereandthere	MN	55555	612-555-1212
<input type="radio"/>	janea	Austen	Jane	Jane St	Janeville	MN	55555	
<input type="radio"/>	5551212	Averman	Donald					

- Scroll down the list of customers and select the desired one by clicking on the “select” radio button to the left of the desired account; then click Reset Display. To cancel the selection, click the Re-Sort/Reset Display button again.
- To continue to edit the account, click the new button that says “Edit customer #”; the customer’s information will then appear in the data entry screen (not shown).
- Make the appropriate changes and click the “Save” button; a confirmation screen will appear.

**Reset PIN:** Type the word RESET into both the PIN and PIN Confirmation boxes. You may type it in UPPER or lower case. Make other appropriate changes to the customer’s record as necessary and click the Save button. A confirmation screen will appear and the new PIN will be emailed to the address listed for the customer. The email would read similar to the following:

```

ID: mike22
PIN: 220396682
First: Mike
Last: Anderson
12381 West Arm Road
Apt 202
Mound MN 55555

Email: mike@wonkermotors.com
    
```

**Note 1:** Resetting the customer’s PIN causes HourGlass to generate a random, numeric PIN that the customer can use to log into his/her account and reset the PIN yet again to one he/she wants. It is not possible to reset the pin to a customer’s choice on his/her behalf; only the customer can effect that change.

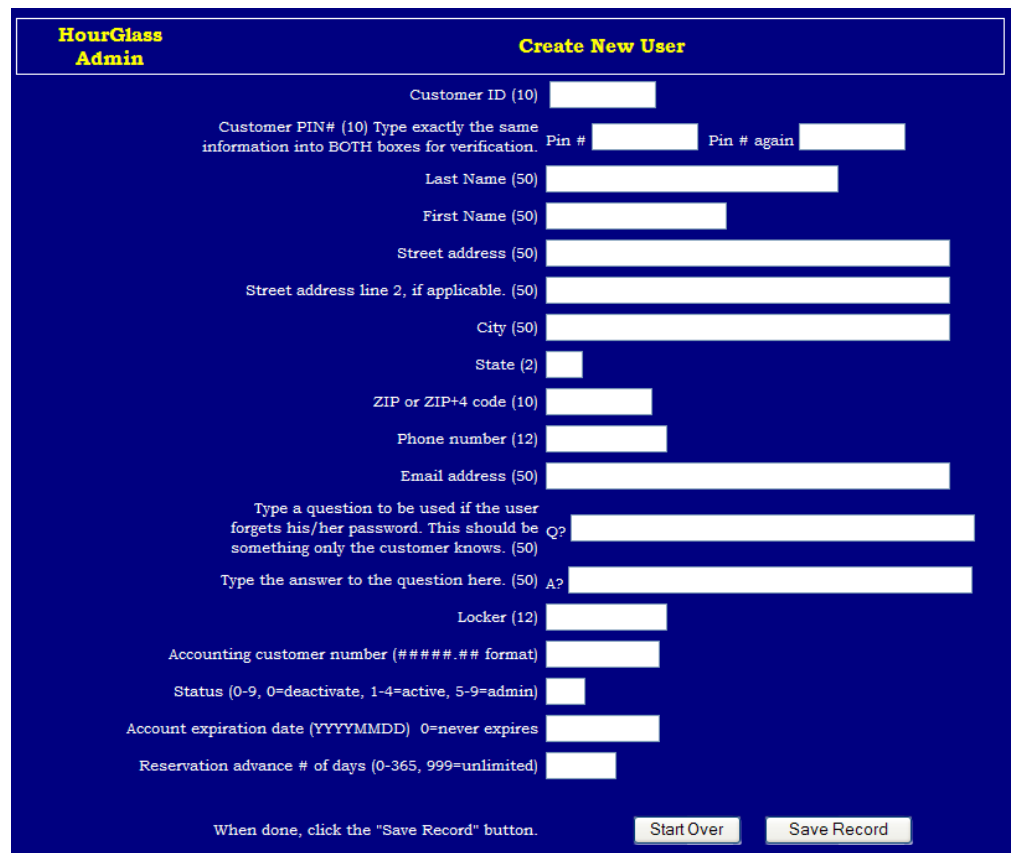
**Note 2:** It is probable that some email confirmations the system sends will not be deliverable to the eventual recipient because of an invalid email address, problems with email configuration or other issues that are outside the bounds or controls of HourGlass software. The administrator should periodically check the email box of the “company email address” as listed in HourGlass configuration for returned or undeliverable mail and take appropriate action.

## Create a New User

Upon startup, all fields on the screen are blank. Each field is marked with a number in parentheses that notes the maximum length of data the field can hold. At the barest minimum, a new account requires the following fields of information:

- a) Customer ID
- b) Pin
- c) Last name
- d) First name
- e) Email address
- f) Status
- g) Account expiration
- h) Reservation advance

The other fields of information are optional but nice to have, and the customer can complete them separately. Here's an overview of the data fields:



- **Customer ID (10):** alphanumeric field. Must be unique to the customer account and something he/she can easily remember. Suggestions:
  - Players are linked to starting times by the customer ID. It should be something that is easy to remember (or at least find) because it can aid your golfers in using the system. If player A is making a starting time for herself and players B, C and D, it is helpful if she knows the ID#s for the other players so she can type them into the reservation.
  - If you use Club Office accounting, this should be the person's club membership number. The Club Office accounting membership import uses member numbers, and if you intend at any time to use this feature, don't use any ID numbers between 1-99999.99 for manually created accounts; the import will overwrite them with Club Office member information.
  - Using the home telephone number is another good choice and can help members as they make reservations for one another – a person's phone number is often easy to remember.
  - Remember that when a user makes a reservation, there's a place for the ID#s for the players in each group; if you make it easy for your customers to know the ID#s of their friends, they can fill them in and the starting times will link back to all the accounts so that when a player logs into HourGlass, the customer will immediately see his/her active starting times.
- **PIN (10):** an alphanumeric field and should be something that is secure enough so it isn't easy to guess yet still something that the customer can remember.
- **Last name (50):** alphanumeric field.
- **First name (50):** alphanumeric field.
- **Street address (50):** alphanumeric field. Two street address lines can be used.
- **Street address line 2 (50):** alphanumeric field, often used for P.O. Boxes, Apt#, etc.

- **City (50):** alphanumeric field.
- **State (2):** the 2-character abbreviation for the customer's state.
- **ZIP (10):** also accepts the Zip+4 code.
- **Phone number (12):** examples: 9529410855, 952-941-0855, 952/941-0855, etc.
- **Email address (50):** required. The registration information you type will be emailed to this address when you save the record.
- **Question (50):** Type a question to be used should the user forget his/her password and wants to reset it. This should be something only the customer knows. Example: mother's maiden name.
- **Answer (50):** Type the proper answer for the question. Example: watson
- **Locker (12):** This is either the customer's locker or club locker if you provide club storage for your players. An alphanumeric entry. (A "bag pull" report including locker numbers for any given day of starting times is planned for the future.)
- **Accounting customer number (#####.## format):** This is for Club Office Accounting and is a future feature for interfacing directly through SQLPos Point of Sale, Club Data's POS system.
- **Status (0-9, 0=deactivate, 1-4=active, 5-9=admin):** Type the status level for the account.
- **Account expiration date (YYYYMMDD format, 0=never expires):** Type the date in YYYYMMDD format (example: 20091231 for December 31, 2009). Type a zero for "never expires."
- **Reservation advance # of days (0-365, 999=unlimited):** Type the number of days into the future from the current date the account can make reservations.

If you make a typing mistake, you can clear all fields on the screen by clicking the "Start Over" button. If all fields are correct, click "Save Record." A confirmation screen will appear that you can print for your records; a similar page of information will be emailed to the customer's email address.

## Delete a User

- Upon startup, all players are listed in last name order. Select a radio button to change the sort between a sort by customer ID and last name. You may also choose to filter the display by "last name beginning with..." and choose a letter by clicking on the drop-down selector followed by clicking on the "Re-sort/Reset Display" button.
- Scroll down the list of customers and select the desired one by clicking on the radio button to the left of the desired account; then click Reset Display. To cancel the selection, click the Re-Sort/Reset Display button again.
- To continue and delete the account, click the new button that says "Delete customer #"; the customer's information is deleted and a confirmation screen appears.

**Note:** Deleting a customer account also deletes all current (today) and future reservations in which the player's ID# is in use. To preserve round counts and reservation history, past reservations are ignored.



## Update/Import Club Office Members

This feature is available for systems that are configured to use the Club Office Accounting system member export. Contact Club Data for more information if you are not already a Club Office user.

1. Export the HG\_MEMBER.CSV data file from Club Office Accounting. The export option is located on the FILE menu of the main A/R module. It is suggested that during the exporting process, the user applies Status Level 3 to the exported members. For customers who operate semi-private facilities, this will then provide differentiation between members (status 3) and public (status 2) customer accounts and allow setting different usage limitations for the two different types of customers.
2. From the Upload CSV file screen, choose the Browse button to locate the HG\_MEMBER.CSV file on your computer; select it from the browse window and click OPEN.
3. Click Upload File Now; the file will be transferred to the HourGlass folder on the Web site and display the screen to the right.
4. Click the Update Now button. The module will add customers who are missing and update those who already exist. A listing of customer accounts will appear on the screen as the accounts are processed.
5. When done, click the "Return to Admin Menu" button that appears at the bottom of the list.

**Upload CSV file**

First, upload the HG\_MEMBER.CSV file from your computer.  
After uploading the file, the update screen will appear.

---

Select the file to upload or browse for it:

**Upload CSV file**

First, upload the HG\_MEMBER.CSV file from your computer.  
After uploading the file, the update screen will appear.

---

The hg\_member.csv file has been uploaded

**Update/Import Users via CSV**

Click the Update Now button to update the HourGlass customer database

**Important:** If you find that you are unable to upload the file to the HourGlass folder, the likely problem is that the user account used for the database does not have read/write/delete access to the hourglass folder. Some web servers require additional configuration settings so that the hourglass folder is writeable by the HourGlass system.

**Note 1:** Even though Club Office's membership system contains the "master records," the PIN that is listed inside Club Office for Online Statements will not replace whatever PIN the customer may have set into his/her HourGlass account.

**Note 2:** Importing Club Office members does not delete any customer accounts in HourGlass; it only *adds* customers if they do not already exist or it *updates existing customers* with new information. Therefore, if your goal is to periodically delete HourGlass customer accounts that should not be there, understand that the Update/Import function will not delete them. Instead, you have two options:

1. Use the normal HourGlass option to "delete a user" on an individual account basis.
2. Use the update/import feature immediately after first having used the Clear Customer Database utility to globally delete customers by selected customer status setting.

## Check-In Menu

- Upon startup, the screen defaults to the current date and displays all starting times that have players on that date. Player names that have already been checked in are marked with a colored background, making it easy to determine who has yet to check in.

Select	Course	Date	Time	Player #1	Player #2	Player #3	Player #4
<input type="radio"/>	R	07-02	06:08	Tom Jones	GUEST	--	--
<input type="radio"/>	W	07-02	06:08	Mike Smith	GUEST	Tom Samson	GUEST
<input type="radio"/>	R	07-02	06:24	Mike Anderson	Eric Smith	Bill Theras	--

- You may choose a different date and click Next/Redisplay Times if you want to check in a player for a different date. This provides a facility for pre-registering players or marking players for a prior date for large events where it may be impractical to check them in on the day of play. **Important:** The “no-show” report tallies whether a player has been checked in or not. If a player name is in a starting time but has not been checked in, that player is counted as a “no-show.”
- Select the starting time to use by clicking on the “select” radio button in the far left column and click Next. Another button will appear to confirm the “Check-In” for that starting time. Click the button to view the check-in screen:

- The Check-In screen doubles as an on-the-fly editing screen. You may change settings or even player names and IDs. To mark the player as “checked in,” click on the square “CHECK-IN” box next to the player in question.

### Group/Player Check-In

Course number: W - White  
 Starting time: 06:08  
 Starting date: 07-02-2008

The chosen starting time is available to you for 2.5 minutes after which it will be open to other users again.  
 You must complete and save your reservation changes in the time allotted.

<input checked="" type="checkbox"/>	CHECK-IN	Player #1: <input type="text" value="Mike Smith"/>	Player ID#: <input type="text" value="mike22"/>	Please Confirm: <input checked="" type="radio"/> 18-Holes <input type="radio"/> 9-Holes <input checked="" type="radio"/> Request powered cart <input type="radio"/> Request pull cart <input type="radio"/> Request caddie <input type="radio"/> None
<input checked="" type="checkbox"/>	CHECK-IN	Player #2: <input type="text" value="Guest"/>	Player ID#: <input type="text" value="guest"/>	Please Confirm: <input checked="" type="radio"/> 18-Holes <input type="radio"/> 9-Holes <input checked="" type="radio"/> Request powered cart <input type="radio"/> Request pull cart <input type="radio"/> Request caddie <input type="radio"/> None
<input type="checkbox"/>	CHECK-IN	Player #3: <input type="text" value="Tom Samson"/>	Player ID#: <input type="text" value="tom33"/>	Please Confirm: <input checked="" type="radio"/> 18-Holes <input type="radio"/> 9-Holes <input type="radio"/> Request powered cart <input type="radio"/> Request pull cart <input checked="" type="radio"/> Request caddie <input type="radio"/> None
<input type="checkbox"/>	CHECK-IN	Player #4: <input type="text" value="Guest"/>	Player ID#: <input type="text" value="guest"/>	Please Confirm: <input checked="" type="radio"/> 18-Holes <input type="radio"/> 9-Holes <input type="radio"/> Request powered cart <input type="radio"/> Request pull cart <input checked="" type="radio"/> Request caddie <input type="radio"/> None

- Click Save Changes when done. A confirmation screen will appear.

- If no changes are made, click the Save Changes button anyway. It will not change any of the reservation settings and will then immediately release the time by removing the “lock” on it.
- Reminder: The “lock time” setting applies to *all* users, including administrators. If your system is set for a 2-1/2 minute lock, you must complete the check-in settings and click Save Changes before the lock time has expired.

## Squeeze-in a single player

- Upon startup, the screen defaults to the current date and displays all starting times that have players on that date. The display also includes “starters’ times” since they may conceivably be used for players as well. You may choose a different date and click Next/Redisplay Times if you want to use a different date.
- Select the starting time to use by clicking on the “select” radio button in the far left column, followed by clicking the Next/Redisplay Times button.
- A “continue with this starting time” button appears; clicking it adds an additional player position to the chosen starting time and displays the normal data entry screen with the new player slot at the bottom.
- Complete the normal information and click Save to save the “squeezed-in player.” Reminder: as with any reservation, you must complete and save the information within the allotted “lock” time.

**Note:** HourGlass can manage up to six players in a group. If your configuration is set for a maximum group size of four players, squeeze-in will add a fifth player. If you choose the same starting time again for a squeeze-in action, HourGlass will add a sixth player. HourGlass will not add a seventh player as this would violate HourGlass’ internal limitation.

## Squeeze-in a starting time

- This option inserts a starting time between two existing starting times. It uses the “root” starting time as the earlier of the two. It determines the “new” starting time value by using half the value of the starting time interval added to the root starting time.
- The option is multi-functional, as it also displays a data entry screen for entering player names.
- Upon startup, the screen defaults to the current date and displays all starting times that can possibly accommodate players on that date. The display includes “open” and “starters times” as well. You may choose a different date and click Next/Redisplay Times if you want to use a different date.
- Select the starting time to use by clicking on the “select” radio button in the far left column, followed by clicking the Next/Redisplay Times button.
- A “continue with this starting time” button appears; clicking it displays a second screen to verify that you wish to add the starting time.
- Click “Add Starting Time Now” to confirm and generate the new starting time into the database. Another screen will appear if the time was successfully created; click the “Continue – enter player names” button to display the normal data entry screen with the new player slot at the bottom.
- Enter the player information and click Save. Reminder: as with any reservation, you must complete and save the information within the allotted “lock” time.

**Note 1:** If HourGlass cannot insert a time between the chosen root starting time and the next one, it will display an appropriate message and suggested remedy.

**Note 2:** If you have utilized “starter’s times” in your reservation system, you could always use a starters time to accommodate the additional group instead of using the “squeeze-in” function which tends to put more people on the course than the course can handle, often leading to a slower pace of play and the corresponding complaints that always ensue.

## Block-Out Times

This module provides the ability to change the availability of entire groups of starting times for chosen months, days of the week or a single day. A common use is to set aside blocks of starting times for events or maintenance or even reset “closed” starting times so that they are “open” again.

HourGlass Block Out Times/Global Change Utility

Return to Admin Menu

1. Select the month(s) to use:

January  April  July  October

February  May  August  November

March  June  September  December

2. Select only ONE below:

Set Weekdays  Set Weekends Day of week: (no day selected) Single day: 0

3. Select blockout reason: (click to choose) 4. Add optional note:

Select starting times to block out by first checking the appropriate boxes to select the month(s) to use, weekdays, weekends, day of week or or a single day, a reason and the desired starting times. Afterward, click MAKE CHANGES NOW to change the selected times.

**\*\* NOTE: Current display shows starting times for: 08-04-2008 \*\***

MAKE CHANGES NOW

Select	Course	Time	Tee
<input type="checkbox"/>	B	06:00	
<input type="checkbox"/>	B	06:08	
<input type="checkbox"/>	B	06:16	
<input type="checkbox"/>	B	06:24	

1. Select the month(s) to use by clicking the desired check boxes. You must check at least one month.
2. Select whether you want to work on weekdays, weekends, day of the week or a single day. If single day is chosen, select the numerical day of the month from the drop-down box that appears.
3. Select the blockout reason by clicking the “(click to choose)” drop-down box. Available options are “Open time,” “Starter time,” “Event,” “Maintenance,” “Closed” and “Time not available.”
4. Click the desired “select” boxes next to the starting times you wish to block out. Times are listed for all courses for the entire day; scroll downward to see them all. If you have multiple courses (such as the display above), be aware of which course you are selecting by choosing the desired starting time for the desired course code!
5. Click the Make Changes Now button (just above the starting time selectors).
6. A confirmation screen will appear in a moment to two if the changes are successful. Depending on the scope of the blockout, the screen may pause before the confirmation screen is displayed – be patient.

### Block Out Times/Global Change Utility

Please wait while the changes are made. Depending on the scope of the changes, you may have to wait a few moments. When the changes are complete, a completion message will appear.

Changes are complete.

Return to the Admin Menu

Examples of ways to use the block-out function:

- Course closed for a Monday outside event: block out the entire afternoon’s starting times for the dates you have leased the course to an outside party. The screen can display the name of the group if you like or just “Outside Event.”
- Friday night twilight couples golf: block out the course from 5:00 – 6:00 p.m. on every Friday. The screen shows the name of the event, which helps promote it!
- Women’s’ or men’s’ Guest days or invitationals: block out the part of the day you need, or the whole day if necessary. The screen shows why the course is not open for general reservations.
- Course aeration: block out the whole course for the greens superintendent; the screen shows “Course Maintenance” and your users won’t call to find out why it’s closed.

## Utilities/Reports Menu

The Utility/Reports menu includes various system reports and

utilities to help manage the system. The top of the screen provides date selection options and a selector for the “course code.” The date defaults to the current day although it can be changed forward or backward to any day on the system.

HourGlass  
Utils  
Today is: July 2 2008 Course: [ ] Set Date and Course

**Important:** Click the drop-down “Course” selector and choose “Set Date and Course” so the system knows what day and course to use. Leaving the course blank selects ALL courses for the displayed date.

**Example:** If you have courses G, B and W and you want to print a starting sheet for only the “W” course, choose “W” in the course selector followed by “Set Date and Course.”

Choose the report you want to print and click the GO button on the bottom of the screen to view the report.

**ABC Golf Club Tee Sheet**

[Return to Utility/Reports Menu](#)

Course: W - White --- Date: 07-02-2008

Course	Time	Tee	Player #1	Player #2	Player #3	Player #4
W	06:00					
W	06:04		Mike Mooble	GUEST		
W	06:08		Mike Smith	GUEST	Tom Samson	GUEST
W	06:16					
W	06:24					
W	06:32					
W	06:40					
W	06:48					
W	06:56		Starter's Time			
W	07:04					

**Note:** The Utilities/Reports menu is subject to frequent change as new reports and utilities are added to the system. Club Data welcomes user suggestions and requests and while not all of them can be implemented, it is our goal to provide users with the tools and information they need to manage their golf reservations better.

- Report - Basic Tee Sheet
- Report - Extended Tee Sheet
- Report - Statistics
- Report - No Shows
- 
- 
- 
- 
- 
- Set/Change Shotgun Starting Tees
- Report - Basic Shotgun Tee Sheet
- Report - Extended Shotgun Tee Sheet
- 
- Data Export - Starting Times
- Data Export - Customers
- Reset Customer Reservation Advance
- Reset Customer Expiration Date
- Clear Customer Database
- 
- Return to Admin Menu

## Set/Change Shotgun Starting Tees

This utility provides a way to assign starting tees to groups for shotgun start events. The utility requires that a course be selected at the utility/reports screen prior to starting the module. Once the module is displayed, you may then choose the date you wish to use. In the example below, the user has selected August 1<sup>st</sup> and has assigned starting tees for a nine-hole twilight event. Because the event is to begin at 5:00 p.m., this user has selected starting times from that point forward for the event (17:04 is the closest to 5:00 in this example) and has assigned the groups to use holes 1, 9 and 8 as the starting tees since the players coming off #9 green would continue on hole #1. Of course, player names can also be inserted in place of the event title by using the standard change/view starting time feature.

**Set Shotgun Starting Tees - Course: W**

Return to Utility/Reports Menu

Select date to use: Year 2008 Month (1-12) 08 Day: (1-31) 01

Shotgun Mode	Course	Date	Time	TEE	Player	Player	Player	Player
	W	08-01	06:00					
	W	08-01	06:08					

	W	08-01	17:04	1A	Twilight Golf	Twilight Golf	Twilight Golf	Twilight Golf
	W	08-01	17:12	1B	Twilight Golf	Twilight Golf	Twilight Golf	Twilight Golf
	W	08-01	17:20	1C	Twilight Golf	Twilight Golf	Twilight Golf	Twilight Golf
	W	08-01	17:28	9A	Twilight Golf	Twilight Golf	Twilight Golf	Twilight Golf
	W	08-01	17:36	9B	Twilight Golf	Twilight Golf	Twilight Golf	Twilight Golf
	W	08-01	17:44	8A	Twilight Golf	Twilight Golf	Twilight Golf	Twilight Golf
	W	08-01	17:52	8B	Twilight Golf	Twilight Golf	Twilight Golf	Twilight Golf

Afterward, printing the starting sheet for that day displays the tees alongside their equivalent starting times on the normal tee sheet or without the starting times if a shotgun tee sheet is printed instead:

W	17:04	1A	Event	Twilight Golf		
W	17:12	1B	Event	Twilight Golf		
W	17:20	1C	Event	Twilight Golf		
W	17:28	9A	Event	Twilight Golf		
W	17:36	9B	Event	Twilight Golf		
W	17:44	8A	Event	Twilight Golf		
W	17:52	8B	Event	Twilight Golf		

W	1A	Event	Twilight Golf		
W	1B	Event	Twilight Golf		
W	1C	Event	Twilight Golf		
W	9A	Event	Twilight Golf		
W	9B	Event	Twilight Golf		
W	8A	Event	Twilight Golf		
W	8B	Event	Twilight Golf		
W					



## Data Export – Starting Times / Data Export – Customers

Two exporting options are provided that allow the user to take information from HourGlass and import it into a spreadsheet. The output format is always a CSV (comma-separated-value) file type and the export is created in the HourGlass folder. At the completion of the export, the name of the export file is displayed on the screen so that the user may know which file to download to his/her computer. Note: Because of the broad variance of Internet security and anti-virus software products and the infinite number of ways they may be configured and used, HourGlass does not include a mechanism to download the file to your computer. Therefore, it is assumed that the user who requires this exported data also has suitable access to the web site for downloading it using suitable file transfer tools.

### Starting times:

HourGlass defaults to the current date; change the year, month and day as needed. To export all the starting times for a specific day, make the “FROM” and “TO” dates the same.

### Export Starting Times - Course B

This export requires that valid FROM and TO information be entered into the appropriate boxes.

Setting:	FROM	TO
Year (YYYY)	<input type="text" value="2008"/>	<input type="text" value="2008"/>
Month (1-12)	<input type="text" value="09"/>	<input type="text" value="09"/>
Day (1-31)	<input type="text" value="30"/>	<input type="text" value="30"/>

### Customers:

Several export “filters” are provided to allow selectively exporting customer data. Only one filter may be used at a time.

Important: Customer IDs and names are text, and as such, remember that choosing “FROM” and “TO” values are

alphabetical instead of numerical. For example, if you wanted all customers in alphabetical order by last name, choosing from “A” to “Z” would not include anyone named “Zylkowski” because “Zy” is *alphabetically greater* than “Z” by itself. Instead, you would have to choose from “A” to “ZZ” to include everyone whose name started with the letter Z. If filtering by a date, be sure to enter it in YYYY-MM-DD format, *including the hyphens*. Check the “View during export” if you want to view the items on the screen as well.

### Export Customers

This export requires that a filter selection be made and appropriate FROM and TO values entered into the appropriate boxes.

Select to filter by:	FROM	TO	
<input type="radio"/> Customer ID#	<input type="text"/>	<input type="text"/>	IDs may be up to 10 characters in length
<input type="radio"/> Last Name	<input type="text"/>	<input type="text"/>	Enter one or more characters of a last name in both boxes
<input type="radio"/> Expiration Date	<input type="text"/>	<input type="text"/>	Enter dates in YYYY-MM-DD format
<input type="radio"/> Status (0-9)	<input type="text"/>	N/A	Enter the desired status # in the box
<input type="radio"/> Last usage date	<input type="text"/>	<input type="text"/>	Enter dates in YYYY-MM-DD format

View during export  Click Export Now when ready

## Reset Customer Reservation Advance / Reset Expiration Date

Two global customer reset functions are included to allow changing these two important values as your reservation policies change. Both features are tied to customer accounts via the customer status setting.

### Reservations Advance:

Type the customer level to use and the number of days ahead of the target day they may make reservations. Click GO to make the change; the screen will then display the number of records affected.

Note: Importing customers from Club Office Accounting will overwrite any settings that are performed here with those that were selected when the members were exported from the accounting system.

### Global Reset Customer Reservations Advance

This utility allows resetting the reservation advance based on the customer's status level.

Status 0 = deactivated accounts - not applicable

Status 1 = can view but not reserve starting times - not applicable

**Status 2 = can reserve starting times**

**Status 3 = can reserve starting times, higher level**

**Status 4 = can reserve and 'lock' starting times.**

Status 5-9: administrative levels - not applicable

Choose customer status level to use (2, 3 or 4):

Set the new reservation advance (# of days):

Click GO to make the change:

### Expiration Date:

Type the customer level to use and the expiration date in number of days from today. Click GO to make the change; the screen will then display the number of records affected.

Note: Importing customers from Club Office Accounting will overwrite any settings that are performed here with those that were selected when the members were exported from the accounting system.

### Global Reset Customer Expiration Date

This utility allows resetting the customer's expiration date based on the customer's status level.

Status 0 = deactivated accounts - not applicable

**Status 1 = can view but not reserve starting times**

**Status 2 = can reserve starting times**

**Status 3 = can reserve starting times, higher level**

**Status 4 = can reserve and 'lock' starting times.**

Status 5-9: administrative levels - not applicable

Choose customer status level to use (1, 2, 3 or 4):

Set the new expiration date in # of days from today:  (0 = never expires)

Click GO to make the change:



## Clear Customer Database

It may periodically be desired to delete a certain set of customers. This feature uses the customer status setting as its selector.

**CAUTION:** There is no UNDO feature, nor is there a second choice to “confirm” your choice before the deletion is performed. Once started, the deletion cannot be stopped.

Select the customer status level and click GO. At the conclusion of the operation the screen will display the number of records affected.

### Clear Customer Database

---

This utility allows globally deleting customers based on the customer status level.

**Status 0 = deactivated accounts**  
**Status 1 = can view but not reserve starting times**  
**Status 2 = can reserve starting times**  
**Status 3 = can reserve starting times, higher level**  
**Status 4 = can reserve and 'lock' starting times.**  
Status 5-9: administrative levels - not applicable

Choose customer status level to delete (0, 1, 2, 3 or 4):

Click GO to make the change:

## Best Practices

Customer accounts remain in the HourGlass customer database unless they are manually deleted by an Administrator. Because the Update/Import Club Office members option does not delete customers who may have been imported before, if you wish to keep your HourGlass customer database in sync with Club Office, then you may wish to delete the existing set immediately prior to importing the new list.

**Important:** It is suggested that during the Club Office member export process, the user applies Status Level 3 to the exported members. For customers who operate semi-private facilities, this will then provide differentiation between members (status 3) and public (status 2) customer accounts and allow setting different usage limitations for the two different types of customers.

## **HourGlass Configurator, HourGlass Generator**

The configurator controls how HourGlass operates, what starting times it manages and how customer accounts interact with the reservations themselves. The configurator updates the main configuration file. Changes can often be visible immediately – or at least as often as the next time the individual's browser screen is refreshed. Configurator options are addressed in the configuration section of this manual.

The HourGlass Generator is used to create blank starting time records that customers can later fill in with their reservations. Generator uses the configuration settings set by the HourGlass Configurator to tell it what starting times to create. Generator options are addressed in the configuration section of this manual.

## **Log Out**

Use this option to log out of the HourGlass system.

## System Maintenance

Periodic maintenance is necessary with any database management system to keep things running smoothly and to prevent disasters. Unfortunately, **HourGlass (or Club Data) cannot perform these things for you**; these are features that are usually built into the control panel of your Web site and are actions that are user-initiated.

### Database compaction

After a database system has been in use for a time, it usually contains many thousands of “holes” where data was once stored, then later erased as users move or cancel reservations, or when names are changed or deleted in the customer database. After a while, enough of these “holes” exist in the database that it begins to adversely affect the performance of the MySQL server’s *engine* that operates the database. Compacting the database periodically removes these holes, which allows the engine to run more efficiently. The result is usually faster performance and quicker displays on the screen.

### Database reindexing

Once in a while, things happen that are outside anyone’s control – the power goes out or there’s a power surge from a lightning strike somewhere between you customer’s computer and your Web site that’s hosted by an ISP in a distant state, or sometimes, even a Web server locks up and needs to be restarted. Any of these actions can cause unpredictable things to happen to a database, and the result is that sometimes, the indexing system built into the database becomes damaged. An example of this could be if your local telephone exchange encountered a lightning strike that somehow reassigned the same telephone number that you have at home to another homeowner a couple blocks away. Then when someone called you, the phone would ring at both of your houses and there’d be a lot of confusion. The same thing can happen to a database. Reindexing the database usually takes care of these issues, At the same time, reindexing often helps the MySQL *engine* to run more efficiently, too.

### Database back ups

A backup is essentially a “copy” of your database. You’ve maybe never needed one because you’ve been lucky enough not to have had a fire, flood or other major disaster that can completely knock out a system both figuratively and literally. Computers generally don’t endure fires or floods very well; these are *terminal* events from which the computers and the data stored on them are *almost always not recoverable*. If this sort of disaster should happen to your Web site’s server, *YOU are out of luck if you don’t have a backup. Everything* that was stored in the database will be completely lost – *forever*.

However, if you have a recent backup “copy” of your database, you can work with your Web host in restoring it onto a different computer; the result is that you may be *inconvenienced* for a day or so, *but you’re not out of business*. If you’re like other courses, golf traffic is essential to your success, financially and otherwise. Your HourGlass database contains the names and addresses of *customers* as well as the reservations that make up your *future* golf traffic – *your future income if you will* – and you really don’t want to lose it because you didn’t take the time to make a backup.

Your Web site’s control panel probably has features that can make a backup of your MySQL database. If it doesn’t, talk to your Web host and find out what tools you need for performing this action. Be sure to learn what is required to *restore* it should a disaster happen. Develop a data disaster management plan and make your notes an integral part of it.

Back up your database regularly. How often is up to you – but we suggest that you might make it a part of your weekly schedule. Then if a disaster happens, you’ll only lose a week or less of data. Contrast that with having a disaster occur in August but your most recent backup was the previous March. You’d not only lose all the March through August history but all the reservations from August on as well. *Ouch!*

## HourGlass Setup Worksheet

1. What is the name you want to show on the main masthead of your system?
2. What are your facility's street address, city, state and zip?
3. What is the telephone number a person would call to make or change a tee time reservation at your facility?
4. What is your fax number if someone needed to fax something to you?
5. What is the email address that should be used to send out email confirmations and receive questions and comments about golf tee times?
6. What is the Internet Web site address of your facility's Web site where a person would go to find a link to access your tee time reservations system?
7. If you use Club Office Accounting, do you want to be able to import your member information into your HourGlass system to keep it up-to-date?
8. What is the name (or IP address) of the host MySQL server computer?
9. What is the name of the MySQL database on your MySQL server?
10. What is the name of the administrative user for the above MySQL database?
11. What is the password for the same administrative user?
12. Do you want to use a single, 18-hole course for starting times or do you want a set of starting times for the front nine and a separate set for the back nine?
13. Do you have more than 18 holes at your facility? If you have 27 holes, do you start golfers on all three nines?
14. What month of the year do you begin using starting times?
15. What is the last month of the year you use starting times?
16. What is the interval (in minutes) between your starting times?

17. Do you use “starter’s times” periodically to help the pace of play? How often do you have them (such as one every hour, one every two hours, etc.)?
18. What is the earliest starting time available on any given day?
19. What is the last starting time available on any given day?
20. What is the maximum number of players you allow in a group? Do you *ever* allow fivesomes? Sixsomes?)
21. Do you want to allow people to create and maintain their own user accounts on your tee time reservation system?
22. Do you want a new user to automatically be able to make reservations without anybody having to review the user’s account information and activate it?
23. Should users have an expiration date on their accounts so they must reregister periodically, perhaps by paying an annual fee, etc.? If so, how long is this period?
24. How long (in minutes) do you think it will take a typical user to enter reservation information (player names and their IDs, how many holes, cart/caddie request) on the screen?
25. How far into the future (number of days) do you want to allow users to be able to make reservations?
26. How many days in advance of a day do you want to require users to telephone the club instead of allowing them to make or change the reservations themselves? (Example: 1 day means that a player could make a reservation on Wednesday for a Friday time but on Thursday, she’d have to call to get a Friday time. This type of lock-out buffer gives staff a little more preparation time.)
27. Do you want to show player names in the reservations or just the word “reserved” in place of the names to keep them more private?

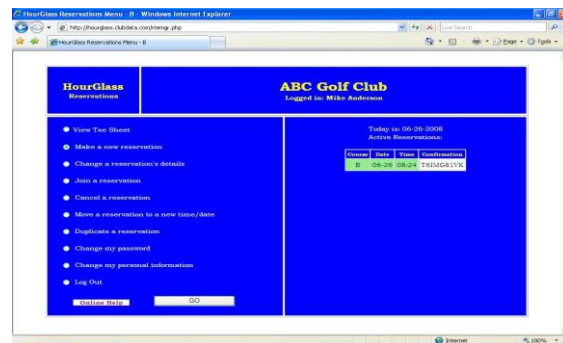
# Quickstart – How to use HourGlass Golf Reservations

1. Log into HourGlass by using your browser to get to the following address:  
<http://www.yourwebsitename/hourglass/cuslogin.php>. You should see a screen similar to this:

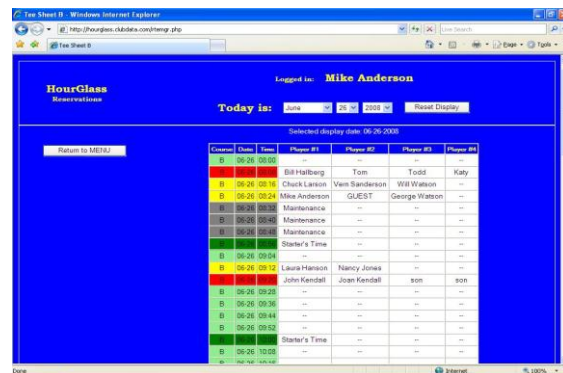


2. Type your ID into the top box. **Your ID is:** \_\_\_\_\_
3. Type your PIN into the second box. **Your PIN is:** \_\_\_\_\_

4. Click the Login Now button; you should see a menu screen similar to the one to the right. If you have active reservations, they'll be displayed on the right side of the screen. The left side of the screen has "radio buttons" that are used to select what you want to do.



5. Click the radio button to "View Tee Sheet" and then click the GO button. This will display the current day's starting times, which may look similar to the one to the right. You can change the day to view by changing the month, day and year selectors at the top of the screen; click the Reset Display button to display the chosen date.



6. To reserve a starting time, choose "Make a New Reservation" at the menu screen. The new reservation screen shows the dates between which reservations are being accepted. The display will default to the first available day and show the "open" starting times.





- Use the month, day and year selectors at the top of the screen to choose a different date and click the “Next/Redisplay Times” button. When you have the date you want, scroll down the list of starting times to find the one you want and click the radio button in the far left “select” column for that starting time. Click the “Next/Redisplay Times” button. A new button will appear to **“Click HERE to continue with this starting time”** and the list of available times will disappear. Click it to continue or if you want to choose a different one, click the “Next/Redisplay Times” button again to redisplay the list of starting times.

- The new reservation player entry screen will tell you how much time you have to complete your reservation; you must complete the information requested and click the “Save Starting Time” button in the time allotted. If you don’t know a player’s ID, leave it blank (but it helps if you know what your friends’ IDs are – they’re safe to share).

- A starting time confirmation will appear in your browser; it’s a good idea to print it from your browser screen as a reminder and also as proof of the reservation you just made should you need it.
- Click the Return to Main Menu button when done, and you can make more reservations or choose the main menu’s “Log Out” option to disconnect from HourGlass.

**Notes**