

*IronOaks at Sun Lakes*  
*Ironwood and Oakwood Golf Courses*



IronOaks

Chelsea Tee Time  
Golf Reservation System



# IronOaks at Sun Lakes

Ironwood and Oakwood Golf Courses

## IronOaks Chelsea Tee Time Reservation System

### 1) Overview:

The system provides IronOaks homeowners with **24x7x365 access** via phone and internet with easy to navigate internet screens with new functions like "Buddy List", event signup, group play and real time review of tee sheets and alphabetical reports. Homeowners who do not have internet access can still use the integrated Touch Tone Telephone system. The phone access provides real time access to event signup and the tee sheet via simple to follow verbal prompts. The verbal prompts will ask the homeowner questions regarding the date, time and course preferences. Each prompt is answered by depressing the buttons on the telephone keypad as instructed. Once a homeowner is familiar with the system prompts, there is no need to wait for the message prompt to complete before pressing the next key.

More Detailed instructions can be found on the IronOaks Website under the golf page

<http://ironoakshoa.org/Golf/GolfReservation.html>

### 2) Definitions and Access

Request:	Requesting a spot in advance of the draw for tee times up to 15 days in advance
Booking:	Making a tee time request after the draw
Events:	Event Requests are for league play - ILGA, IMGGA, MOGA, OLGA and OLNGA
Placement:	The process of taking all requests and performing a draw and then assigning them to a place on the tee sheet.
Member / Captain's ID:	Your 7 digit phone# followed by <b>1</b> =male or <b>2</b> =female [example 5 5 5 1 2 1 2 <b>2</b> ] Note: For guests you may also use the captain's number again for additional players when using the phone system. On-line click the Guest drop down box and enter the player names.
Password:	The 4 - 12 alpha/numeric characters used as your internet password to access the on-line/internet reservation system. It is initially set to 1234. You must reset that password the first time you login. It can be anything 4-12 characters long but can not be 1234.
Confirmation Number:	The number given to you, either by phone or on-line, after making a request or booking. This number is important for making changes or deletions to a Request or Booking
Accessing Chelsea:	
Phone →	480-895-1805
Internet →	<a href="http://www.ironoakshoa.org">www.ironoakshoa.org</a> click on: <b>Golf, Fitness, Tennis</b> (bottom left side of menu on web page) then <b>Golf</b> , then <b>Tee Time Request</b> Or Directly by going to: <a href="http://IronOaks.ChelseaReservations.com">http://IronOaks.ChelseaReservations.com</a>



# IronOaks at Sun Lakes

Ironwood and Oakwood Golf Courses

### 3) Tee Time Drawing / Placement

a) Making a Tee Time Request (up to 15 days in advance)

b) Making a Tee Time for Event Requests (League Play)

This is available only to members of ILGA, IMGGA, MOGA, OLGA and OLNGA)

Call before

For League Day

Friday 12 noon

Tuesday (IMGGA, OLGA & OLNGA)

Sunday 12 noon

Thursday (MOGA, ILGA)

c) Making a Tee Time for Open Bookings (up to 4 days in advance and after the draw / placement)

Bookings Call between:	For Tee Time on:
Sun 12 noon – Wed 2 pm	Thursday
Monday – Thursday	Friday
Tuesday – Friday	Saturday
Wednesday – Saturday	Sunday
Thursday – Sunday	Monday
Friday – Monday	Tuesday
Saturday – Tuesday	Wednesday

### 4) Phone verses Internet

The way you make your request or booking makes no difference. The criteria used is EXACTLY the same. Some advantages for using the internet as opposed to calling in are:

- o Ability to Add, Edit and Delete Requests, Event Requests and Bookings from the convenience of your home computer, iPhone, Blackberry or other Smartphone.
- o Buddy List – create your personal buddy list of people you play with on a regular basis.
- o Ability to see your or your friends Requests and Assigned Tee times

### 5) IronOaks On-Line (Internet) T-Time Reservation System

a. Overview:

- o Making a tee time on-line is quick and easy. Homeowners can go the IronOaks Chelsea reservation system by going to the Golf Page of the IronOaks website, <http://ironoakshoa.org/Golf/GolfReservation.html> and click on the calendar or by typing <http://ironoaks.chelseareservations.com/> into any web browser.



## *IronOaks at Sun Lakes*

*Ironwood and Oakwood Golf Courses*

- The system is very intuitive and provides easy access from your computer to make 15 day advance tee time **Requests** and **Event Requests** for ILGA, IMGGA, MOGA, OLGA and OLNGA league play and to make tee time **Bookings** (after the draw/placement).
- Each homeowner must register with the Pro-Shop to be entered into the system. Annual members (dual and Ironwood), Punch Card members and Weekend members are automatically entered into the system after paying their membership fees. Only annual, punch card and weekend members can make tee time **Requests**. Only annual and punch card members can make **Event Requests**. All homeowners are eligible to make on-line tee times **bookings** (after the draw/placement). The homeowners phone number plus a 1=male, 2=female is used to log onto the reservation system. Non-annual homeowners must register with the Pro Shop.

**Note:** it is highly recommended that homeowners enter a wide range for the tee time in order to insure that the request is satisfied.

**REMINDER:** Requests are made before the draw/placement and bookings are made after the draw or placement



# IronOaks at Sun Lakes

Ironwood and Oakwood Golf Courses

## b. Login Screen

- Once enter the web address (url), you will see the Login screen (below). Enter your member number (phone number + 1=male, 2=female).

## c. Member Profile

- To begin enter your member number and password [note that your initial password is set to 1234]. After entering your number and password, click on “Login” to enter the Chelsea Reservation System for golf. The first time you logon the system, you will be prompted to change your password. The password can be any alpha or numeric characters that is between 4 and 12 characters in length. You can change the password to any 4-12 characters except a blank or 1234.



# IronOaks at Sun Lakes

Ironwood and Oakwood Golf Courses

The on-line Chelsea menu system is very intuitive and easy to follow. Click on the menu bar items [Main, Request, Review, Booking and Profile] for a drop down list of options.



The following are the menu options:

**Request:** You can Add, Edit or Delete a Tee Time Request or Event Request.

**Remember** that a Request is not a confirmed tee time. The request for a tee time or event (ILGA, IMGA, MOGA, OLGA and OLNGA) puts your name into the mix for the weighted draw. Confirmations are then sent to your email with the actual tee time.

**Review:** You can review your information which includes scheduled tee times, requests, overflow (standby) and play history. You can also review a friends schedule, an upcoming tee sheet or alphabetical reports.

**Booking:** You can Add a Tee Time Booking. You can also Add, Edit or Delete players from an assigned booking (tee time) or Change the time or course on a booking (tee time). Finally, you can delete a booking. This option is available after the draw/Placement has taken place , up to 3 days in advance of the tee time. Example on Sunday for Wednesday

**Profile:** You can edit your information: password, email address, contact phone numbers, emergency contact and emergency phone number.

- **NOTE:** It is **very important** that you enter and/or verify that the correct email address for you is on file. Confirmations, Course Delays such as for frost or rain and other information can be relayed via email to individuals who have booked a Tee time or signed up for an Event. It is also required to reset a forgotten password.



# IronOaks at Sun Lakes

Ironwood and Oakwood Golf Courses

The process of making a Request (open or event) or a tee time booking are very similar. The screens, shown below, are for making an open request (non event).

Logout  
TEST MEMBER  
55512121

IronOaks Golf

Main ▶ Request ▶ Review ▶ Booking ▶ Profile ▶

### MAKE A REQUEST

Tee Time Info **Player Info**

**Play Date:** January 18, 2011 - Tuesday  
Select the date you wish to play.

**Course Selection:** Ironwood Only  
Select a course sequence.

**Requested Time:** Requested: 08:00  
Earliest: 06:00  
Latest: 05:00  
Select the preferred time.

**Preference:** Time  
Select which is more important, time or course.

**Hole Selection:** 18  
Select the number of holes.

**# of Tee Times:** 1 Break Link: No  
Enter the # of consecutive tee times desired.

**Player Information**

Copyright (C) 2008 Chelsea Information Systems, Inc.



Logout  
TEST MEMBER  
55512121

IronOaks Golf

Main ▶ Request ▶ Review ▶ Booking ▶ Profile ▶

### MAKE A REQUEST

Tee Time Info **Player Info**

Play Date: January 18, 2011 - Tuesday  
Course: Ironwood Only  
Requested Time: 08:00 AM

Buddy List

Member #	Guest	Guest First Name	Guest Last Name
55512121 TEST MEMBER	#1		
55512121 TEST MEMBER	Guest	Guest	MEMBER
	No Guest		
	No Guest		

Add Members to TEST MEMBER 's Buddy List

**Submit**


Copyright (C) 2008 Chelsea Information Systems, Inc.





# IronOaks at Sun Lakes

Ironwood and Oakwood Golf Courses

When ever you see the magnifying glass  , it is an indication that help or lookup capabilities exist. Clicking on it in the example screen above will display the list of registered members in the system.

You could also click on 'Buddy List'. The buddy list is a great feature for you to add people who you play with on a regular basis. You can 'A'dd members from the right side of the screen into your buddy list (left side) and 'D'eleate them from your buddy list on the left side of the screen.

## BUDDY LIST

Existing Buddy List

Enter at least two letters of a name  
  21 matches

Member #	Last Name	First Name
D 68800581	ALLAN	DENNIS
D 80279021	JOHNSON	RICHARD
D 88302421	NIZIOLEK	DONALD
D 88339581	VOELKER	GARY
D 80212481	WEBER	ED
D 89569501	WHITE	JOHN

A 49003331	KIEHL	JOHN (480)4900333
A 49665332	KIEHL	LAVONNA (480)4966533
A 80278682	KIES	JOANNE (480)802-7868
A 89529701	KILMARTIN	JAMES (480)895-2970
A 89515042	KIM	SUN YUNG (480)895-1504
A 89515041	KIM	YONG YOP (480)895-1504
A 88305871	KING	GAYLE (480)883-0587
A 80212591	KING	JERRY (480)802-1259
A 80243481	KINNAMON	LARRY (480)802-4348
A 89578992	KINNEY	JILL (480)895-7899
A 80275371	KIRK	NEIL (480)802-7537
A 80275372	KIRK	SUSAN (480)802-7537
A 89594242	KIRSCHENBAUM	JUDY 4808959424
A 89594241	KIRSCHENBAUM	PHIL 480-895-9424
A 80220741	KIRSCHNER	STEPHEN (480)802-2074
A 80283941	KIRSCHT	DWIGHT (480)802-8394
A 89576381	KISTE	TOM (480)895-7638
A 89514691	KITTELSON	KENNETH (480)895-1469

Copyright (C) 2008 Chelsea Information Systems, Inc.

You can access the IronOaks reservation system and get a more detailed document which is available on the IronOaks website, by going to the following page:

<http://ironoakshoa.org/Golf/GolfReservation.html>



# IronOaks at Sun Lakes

Ironwood and Oakwood Golf Courses

## 6) IronOaks Automated Phone T-Time Reservation System

The automated phone system will continue to be available. We encourage all homeowners to use the on-line system.

Sun Lakes **Homeowners can** call the phone reservation system at anytime of the day by calling.

**895-1805**

Phone Requests, Event Requests and Bookings are handled the same way as the on-line system. (see section 3 'Tee Time Drawing / Placement' above)

## Cheat Sheet to assist in preparing to call the IronOaks T-time System

Fill in the Blanks Cheat Sheet	
<b>1=Open Bookings</b> <b>2=Event Request</b> <b>3=Make Open Tee time request</b>	
Date: <b>mo da yr</b> (012511)	
Course: <b>1, 2, 3, 4 or 5</b>	
Time: <b>hr mn</b> (0845)	
Captain's / Member's Number:	
Player 2's Number	
Player 3's Number	
Player 4's Number	
Carts?: <b>1,2, or 3</b> (no carts)	
Confirmation Number <i>(Simply hang up after you get confirmation number)</i>	

### Captain's and Player numbers

=phone numbers + 1=male, 2=female  
for guests, enter the member number again.

### Valid Course Selections:

- a) 1= Ironwood
- b) 2= Palms/Sonoran
- c) 3= Sonoran/Lakes
- d) 4= Lakes/Palms
- e) 5= Closest Time on Oakwood OR Ironwood Facility

For options b, c & d. If a time is not available on the course you select, the system will cycle thru the other choices on Oakwood courses.

For option e) the system will look at Oakwood or Ironwood for the closest time that you have

selected.

**Note:** it is highly recommended that homeowners enter a wide range for the tee time in order to insure that the request is satisfied.

**REMINDER:** Requests are made before the draw/placement and bookings are made after the draw or placement