

IronOaks at Sun Lakes
Ironwood and Oakwood Golf Courses



IronOaks

Chelsea Tee Time
Golf Reservation System



IronOaks at Sun Lakes

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IronOaks Chelsea Tee Time Reservation System

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Note: All homeowners can be registered as a non-annual member in Chelsea by stopping by the Oakwood or Ironwood Pro Shop and providing the necessary information. Your homeowner’s card and one other form of identification is required.



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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.

2) Definitions and Access

Request:	Requesting a spot in advance of the draw / placement for tee times up to 15 days in advance
Booking:	Making a tee time request after the draw / placement
Events:	Event Requests are for league play - ILGA, IMGGA, MOGA, OLGA and OLNGA
Placement:	The process of taking all requests and performing a draw / placement and then assigning them to a place on the tee sheet.
Member / Captain's ID:	Your 7 digit phone# followed by 1 =male or 2 =female [example 5 5 5 1 2 1 2 2] Note: For guests you may also use the captain's number again when using the phone system. For the on-line system use the drop down 'Guest' selection and enter the players 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 or blank.
Confirmation Number:	The number given to you, either by phone or on-line, after making a request or booking.
Accessing Chelsea:	
Phone →	480-895-1805
Internet →	www.ironoakshoa.org click on: Golf, Fitness, Tennis (bottom left side of menu on web page) then Golf , then Tee Time Request Or Directly by going to: http://IronOaks.ChelseaReservations.com



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3) Tee Time Drawing / Placement

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

This is available only to Annual Members (Ironwood and Dual), Punch Card and Weekend members.

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

Friday 12 noon

Sunday 12 noon

For League Day

Tuesday (IMGGA, OLGA & OLNGA)

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.



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- 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, IMGA, 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



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a) Logon Screen

Once enter the web address, you will see the Login screen (below). Enter your member number (phone number + 1=male, 2=female). **Note:** if you are not an Annual, Weekend member you must register with the Oakwood Pro Shop so that you will be able to use the on-line or phone reservation system.

En Español

Member #: 55512121

Password: ****

Login Golf

[Click here if you forgot your golf password](#)

Welcome to Ironwood and Oakwood Golf Club Internet Reservation System

AOL Email Users:

Please make sure you do not mark your Tee Time Email Confirmations as SPAM. If you have already marked these emails as SPAM, please unmark them. This will help ensure you and your fellow members will continue to receive emails at AOL addresses.

b) Member Profile

Once you have entered your member number and clicked on “Login” you will enter the Chelsea Reservation System for golf. The first time you enter your member number to log on, you will be prompted to change your password. The password can be any combination of alpha or numeric characters that are between 4 and 12 characters in length. You can change the password to any 4-12 characters except a blank or 1234.

Logout TEST MEMBER 55512121

Main Request Review Booking Profile

PROFILE

Valid email address and password is required

Password (cannot be blank or 1234): 1234

Email Address: IRONOAKWEBMASTER2@

Email Preference: HTML

Home Telephone #: 480-555-1212

Cellular Telephone #: 480-121-2555

Emergency Contact: My Wife?

Emergency Telephone #: 480-234-4567

Birthdate: 3/15/1950

Save Changes Cancel Changes

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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 password.

After you have changed your password the first time, subsequent logons will display the Welcome page.



c) Menu System

The on-line menu system is quite simple.

Main:



- Club Home Page: Contains the link to the IronOaks Website Home Page
- Welcome: The welcome screen
- Club Calendar: A month calendar allows you to click on a date to make an event request or tee time booking.
- Logout: clicking on this link will exit from the reservation system.



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Request:



- Add a request for a tee time 15 days in advance
 - Edit a request (confirmation number is needed)
 - Delete a request
- Add an Event request (ILGA, IMGGA, MOGA, OLGA and OLNGA)
 - Edit an Event request
 - Delete an Event Request

Review:



- Review my information
 - Review Friends Schedule
 - Review a Tee Sheet
 - Review Alpha Reports

Booking:



- Add a Booking (make a tee time – available after the draw / Placement, up to 3 days in advance of the day of play)
- Add, Edit or Delete individuals from a Booking already made (confirmation number is needed)
- Change a Booking or a Course for the booking
- Delete a Booking



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Profile:



- My Profile – make changes to your information
- Buddy List – add or remove individuals from your buddy list

d) Request – Tee Time (15 days in advance for draw / placement)

This option is ONLY allowed for Annual Members (Ironwood and Dual), Punch Card and Weekend membership types. Non-Annual homeowners must wait until after the draw which is 3 days in advance of the tee time date.

Selecting 'Add a request' will display the following screen and allow homeowners to enter the desired course, tee time preferences and priority of Time vs Course. It also allows the member to enter and link up to 3 consecutive tee times.

MAKE A REQUEST

Tee Time Info | Player Info

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

Course Selection: Select a course sequence. [Ironwood Only]

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

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

Hole Selection: Select the number of holes. [18]

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

Player Information

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Valid Course Selections:

- 1= Ironwood
- 2= Palms/Sonoran
- 3= Sonoran/Lakes
- 4= Lakes/Palms
- 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 only.

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 earliest and latest tee time in order to insure that the request is satisfied.

Remember that a Request is not a confirmed tee time. The request for a tee time or event (ILGA, IMGGA, 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.



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- Selecting 'Player Info' will display the following screen, allowing homeowners to enter 'guests' and other annual members. If a homeowner is in the system but is NOT an Annual members, Punch Card Members or Weekend member, you must enter them as a guest.

Logout
TEST MEMBER
55512121

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

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e) Event – Sign-up (ILGA, IMGGA, MOGA, OLGA and OLNGA)

Selecting 'Add an Event Request' will display the following screen. Once you select the event you wish to participate in, a box will appear in the lower left corner of the screen requiring you to enter your member number.

ADD AN EVENT REQUEST

Your event request is not accepted until you receive a 5 digit confirmation number.

Event Info

Event Date & Description:
Select the event you wish to play.

- 01/25/11 - Tuesday - OLGA AM Event
- 01/25/11 - Tuesday - IMGGA AM Event
- 01/27/11 - Thursday - MOGA PM Event
- 02/01/11 - Tuesday - OLGA AM Event
- 02/01/11 - Tuesday - IMGGA AM Event
- 02/03/11 - Thursday - MOGA PM Event

Buddy List

If event not displayed, call (480) 895-1159 to be placed on the standby register.

Member #
55512121

Add Members to TEST MEMBER 's Buddy List

Submit



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- After submitting your 'Event Request', a confirmation screen appears. Additionally, an email will be sent to the email address on file for the member number entered.
- Make a note of the confirmation number. It is required in the event it becomes necessary for you to change your request or booking

f) Booking – Tee Time (after draw / placement)

After the draw / Placement for Annual members, Punch Card Members and Weekend members, any other homeowner who is registered in the Chelsea reservation system can enter the system to make open 'Booking Requests'.

Selecting 'Add a Booking' displays the following screen and allows any registered homeowner to select the date, course and time for the tee time booking. Member numbers or names are used to enter the other players in the group. Singles are not permitted.

Valid Course Selections:

- 1= Ironwood
- 2= Palms/Sonoran
- 3= Sonoran/Lakes
- 4= Lakes/Palms
- 5= Closest Time on Oakwood OR Ironwood Facility

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

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



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- Add, Edit or Delete Players for a booking
- Once this screen is displayed you can A=Add, E=Edit or D=Delete a player from the group.

Add, Edit or Delete Players

Player Info

Play Date: January 17, 2011 - Monday
 Course: Sonoran Booked Time: 10:00 AM

Buddy List

You have a maximum of 5 minutes to complete changing this booking.

Member Number	Guest	Guest First Name	Guest Last Name
A E D 55512121	#1		
TEST MEMBER			
A E D 88302421	No Guest		
DONALD NIZIOLEK			
A E D 68800581	No Guest		
DENNIS ALLAN			
A E D 80212481	No Guest		
ED WEBER			

Add Members to TEST MEMBER 's Buddy List

Submit Start Over

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- Changing the Time or Course

You can also change the time and/or the course

CHANGE TIME OR COURSE

Edit

Member Number
 Enter the member number to edit.

Confirmation #
 Enter the confirmation number.

Enter the information above, or if you see the booking below, click the confirmation number.

Play Date	Time	Course	Captain	Player 2	Player 3	Player 4	Link Card	Confirm #
1-16-2011	12:30 PM	Palms	TEST MEMBER	RICHARD JOHNSON	DONALD NIZIOLEK	GARY VOELKER		10003
1-17-2011	10:00 AM	Sonoran	TEST MEMBER	DONALD NIZIOLEK	DENNIS ALLAN	ED WEBER		10002

Continue



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- Or Delete a booking

Delete a Booking

Delete

Member Number:
Enter the member number.

Confirmation Number:
Enter the confirmation number.

Enter the information above, or if you see the booking below, click the confirmation number.

Play Date	Time	Course	Captain	Player 2	Player 3	Player 4	Link Card	Confirm #
1-16-2011	12:30 PM	Palms	TEST MEMBER	RICHARD JOHNSON	DONALD NIZIOLEK	GARY VOELKER		10003
1-17-2011	10:00 AM	Sonoran	TEST MEMBER	DONALD NIZIOLEK	DENNIS ALLAN	ED WEBER		10002

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g) Review Options

Logout
TEST MEMBER
55512121

IronOaks Golf

Main ▾ Request ▾ Review ▾ Booking ▾ Profile ▾

REV

- Review My Information
- Review My Schedule
- Review Friends Schedule
- Review My Request
- Review a Tee Sheet
- Review My Overflow
- Review Alpha Reports
- Review My Play History

Tee Times for TEST MEMBER										
Play Date	Time	Course	Hole	Captain	Player 2	Player 3	Player 4	Link Time	Confirm #	Send to Outlook
Sunday, January 16, 2011	12:30 PM	Palms	01	TEST MEMBER	RICHARD JOHNSON	DONALD NIZIOLEK	GARY VOELKER		10003	Outlook
Monday, January 17, 2011	10:00 AM	Sonoran	01	TEST MEMBER	DONALD NIZIOLEK	DENNIS ALLAN	ED WEBER		10002	Outlook

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Selecting the 'Review' tab will allow the homeowner to review:

- Information including – Scheduled Times and Pending Requests
- Your friends tee time schedules
- Upcoming tee sheets
- Alphabetical Reports

Examples

REVIEW MY REQUEST

Play Date	Time	Course	Captain	Player 2	Player 3	Player 4	Confirm #
1-18-2011	08:00 am	Ironwood Only	TEST MEMBER	Guest MEMBER	WAYNE KARP	DENNIS ALLAN	10004
1-25-2011	08:30 am	IMGA AM Event	TEST MEMBER				10005
1-27-2011	01:30 pm	MOGA PM Event	TEST MEMBER				10006



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REVIEW MY FRIEND'S SCHEDULE

Click the finder to find another friend

Play Date	Time	Course	Hole	Captain	Player 2	Player 3	Player 4
1-16-2011	12:30 PM	Palms	01	TEST MEMBER	RICHARD JOHNSON	DONALD NIZIOLEK	GARY VOELKER
1-17-2011	10:00 AM	Sonoran	01	TEST MEMBER	DONALD NIZIOLEK	DENNIS ALLAN	ED WEBER

h) Buddy List

The 'Buddy List' is a great feature that allows member homeowners to add other registered golfers to a favorites list. A minimum of 2 characters is required to begin the search for other registered members. After entering the letters and pressing search, you can add the members to your 'Buddy List' by clicking on 'A' to the left of the member number. Clicking on 'D' will allow you to delete people from your 'Buddy List'

BUDDY LIST

Existing Buddy List

Enter at least two letters of a name
 21 matches

Member #	Last Name	First Name
<input type="checkbox"/> D 68800581	ALLAN	DENNIS
<input type="checkbox"/> D 80279021	JOHNSON	RICHARD
<input type="checkbox"/> D 88302421	NIZIOLEK	DONALD
<input type="checkbox"/> D 88339581	VOELKER	GARY
<input type="checkbox"/> D 80212481	WEBER	ED
<input type="checkbox"/> D 89569501	WHITE	JOHN

<input type="checkbox"/> A 4900331	KIEHL	JOHN	(480)4900331
<input type="checkbox"/> A 49665332	KIEHL	LAVONNA	(480)4966533
<input type="checkbox"/> A 80278682	KIES	JOANNE	(480)802-7868
<input type="checkbox"/> A 89529701	KILMARTIN	JAMES	(480)895-2970
<input type="checkbox"/> A 89515042	KIM	SUN YUNG	(480)895-1504
<input type="checkbox"/> A 89515041	KIM	YONG YOP	(480)895-1504
<input type="checkbox"/> A 88305871	KING	GAYLE	(480)883-0587
<input type="checkbox"/> A 80212591	KING	JERRY	(480)802-1259
<input type="checkbox"/> A 80243481	KINNAMON	LARRY	(480)802-4348
<input type="checkbox"/> A 89578992	KINNEY	JILL	(480)895-7899
<input type="checkbox"/> A 80275371	KIRK	NEIL	(480)802-7537
<input type="checkbox"/> A 80275372	KIRK	SUSAN	(480)802-7537
<input type="checkbox"/> A 89594242	KIRSCHENBAUM	JUDY	4808959424
<input type="checkbox"/> A 89594241	KIRSCHENBAUM	PHIL	480-895-9424
<input type="checkbox"/> A 80220741	KIRSCHNER	STEPHEN	(480)802-2074
<input type="checkbox"/> A 80283941	KIRSCHT	DWIGHT	(480)802-8394
<input type="checkbox"/> A 89576381	KISTE	TOM	(480)895-7638
<input type="checkbox"/> A 89514691	KITTELSON	KENNETH	(480)895-1469

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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**

The automated phone system handles Requests, Event Requests and Bookings the same way as the on-line system. (see section 3 'Tee Time Drawing / Placement' above)

Chelsea's Tee Time Quick Steps - Requests

Call (480) 895-1805. You will then be asked to enter your member [your phone# + 1=male, 2=female] at the beginning of the call (and record your name if not previously recorded). By being prepared you will find the telephone system very easy to use. To enter guests enter your member number again. The system asks the following:

Make Request Questions	Valid Response	Member's Input
Main Menu	1=For Request	
Type Of Request	1=Make a Request	
Day of Week Wanted	1=Sun, 2=Mon, 3=Tue, 4=Wed, 5=Thu, 6=Fri, 7=Sat	
Is Day And Date Wanted Correct	1=Yes, 2=No	
Course Wanted	1=Ironwood, 2=Starting from the: Palms, 3= Starting from the Sonoran, 4=Starting from the Lakes or 5=Oakwood/Ironwood	
Preference Time or Crs	1=Time preference, 2=Course preference	
Number of Players	2 to 4	
Captain's Number	8 digits	
Player 2's Number	8 digits	
Player 3's Number	8 digits	
Player 4's Number	8 digits	
Time Desired	4 digit time (i.e. 0830)	
Enter Earliest and Latest Times	1=Yes, 2=No	
If Yes – Enter Earliest Time	4 digit time (i.e. 0600)	
If Yes – Enter latest Time	4 digit time (i.e. 1400)	
Repeat Request Or Post Now	1=Repeat Request, 2=Post Request now	
If Option 1 - Repeats Request	No Response	
If Option 1 - Accept Request?	1=Yes, 2=No	
(Repeats Request Number)	No Response Write number here →	
Want To Send Emails?	1=Yes, 2=No (Only asked if email addresses exist)	
Repeat Request #, Link or Exit (1)	1=Repeat Request #, 2=Link Request, 8=Menu, 9=Exit	

- (1) Will only ask the caller if they want to link the request if they had 3 or more players in the request they just entered, and they have not exceeded the maximum number of link requests allowed by the club. Otherwise the question would only ask if they want to repeat the request number again, return to the main menu or exit the system.



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Cancel Request Questions	Valid Response	Member's Input
Main Menu	1=For Request	
Type Of Request	2=Cancel a Request	
Request Number	5 digits	
Member Number	8 digits	
(Repeats Request)	No Response	
Cancel Or Keep	1=Delete Request, 2=Keep Request	
(Repeats Request Cancel Number)	No Response Write number here →	
Want To Send Emails?	1=Yes, 2=No (Only asked if email addresses exist)	

Edit a Request: To edit requests select option 1 (Make a Request) from the main menu, then select option 3 (Edit a Request). You can change the time, change the course, add players, delete players or replace players.

Note 1: it is highly recommended that homeowners enter a wide range for the tee time in order to insure that the request is satisfied.

Note 2: All homeowners can be registered as a non-annual member in Chelsea by stopping by the Oakwood or Ironwood Pro Shop and providing the necessary information. Your homeowner's card and one other form of identification is required.

7) Additional Directions & Hints For Chelsea Phone reservations

a) Captain / Member Number

- The Captain is only a term used to describe the golfer making the Tee Time Booking.
- The **Member or Captain's Number** is an **8 digit number** derived from the golfer's home phone number followed by a 1 for the male or a 2 for the female. (i.e. 89512341). **Guests** are entered as the **Captain's / Member Number** again (i.e. 89512341). *Note that the area code is not used.* Homeowners must sign up at the pro-shop to have access to the reservation system. Please bring identification and your homeowners ID to register. Annual members are automatically registered.

b) Making a Tee Time Request

- To make a Tee Time Request, cancel a request, or change a request, call 895-1805 anytime up to 3:00pm the day before you wish to play and follow the voice instructions. Remember, Tuesday and Thursday are normally reserved for League Play.
- Homeowners may make a request on Tuesday or Thursday but the scheduled league has priority. Any unused slots after the draw will be used for non-league requests.
- Using a telephone with a keypad on the base and not the handset such as cordless or cell phones (unless you have a speaker phone) will make it much easier to respond to Chelsea's voice prompts.



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- The first couple of times using the system you should listen to all the prompts. When you are familiar with the system, you may punch ahead, avoiding completion of the prompts. Our practice sessions have revealed that forgetting to add the 1 or 2 following your phone number was the most common stumbling block.
- By being prepared you will find the telephone system very easy to use. Listen to the prompts and the system will walk you right through. Filling in the provided “cheat sheet” before you call will speed you through the process.

c) Main Menu (when you first call in or press 8 when prompted)

- 1 Open Bookings or Edit/Cancel a T time
 - 1 Make Tee Time booking
 - 2 Cancel A Booking
 - 3 Change a Booking (Cancel, Change, or Add a Golfer)
- 2 Event Request **[used for OLGA, MOGA, ILGA, IMGA and OLNGA]**
- 4 Review any assigned T times and golfers you are playing with.
 - 1 Review all Tee Times that you have (Even if some one else made it)
 - 2 Review all Tee Times and the other players that are with you
- 5 Enter or change your name greeting (audio)
 - 1 Listen to your current voice recording
 - 2 Record a new voice greeting
 - 3 Exit this recording session
- 8 Return to main menu
- 9 Exit Chelsea, **Or Simply hang up your phone**

d) Valid Course Selections:

- 1= IronWood
- 2= Palms/Sonoran
- 3= Sonoran/Lakes
- 4= Lakes/Palms
- 5= Closest Time on Oakwood OR Ironwood Facility

e) Confirmation

- Chelsea will read back the T Time and Course before it issues a confirmation number.
You will need the confirmation number to edit or cancel a T- Time
- After the confirmation number is given you will have the option to have the confirmation number sent, via email, to you and all others on the reservation who have a valid email address.
- To end your session simply hang up the phone after receiving the confirmation number