



Kiosk Mode - Member Check-In

2017 - Summer Edition

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Overview

Kiosk Mode is designed as a self-service/check-in option for Club Members. In this guide, we will discuss how to utilize the **Kiosk Mode** to check in from a Member's perspective.

Use Case(s)

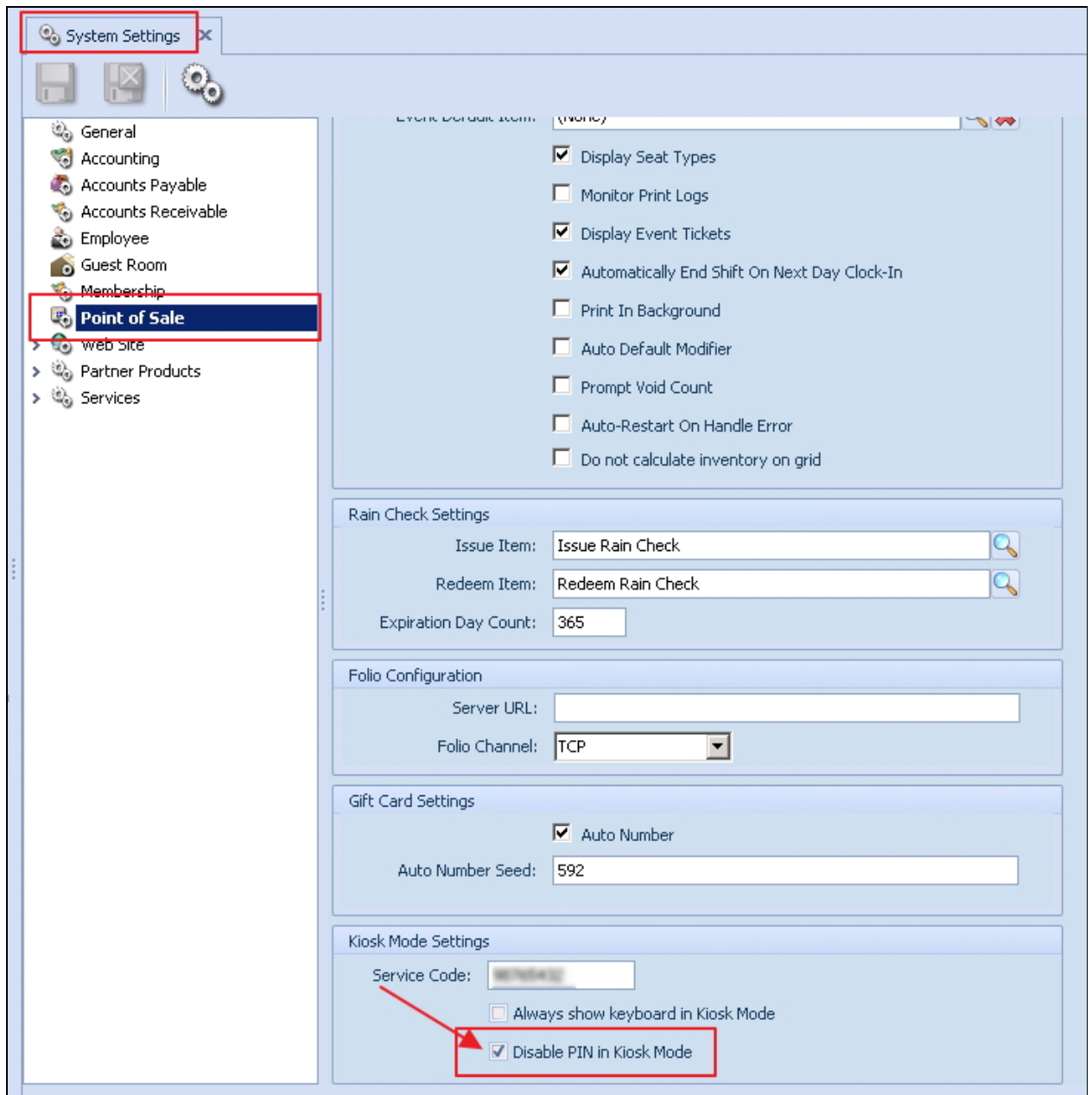
- A Member must **check in** to the Club upon entry, to the Fitness Center before working out, and/or at the Pro Shop before playing a round of golf (without requiring Club Staff assistance).

Accessing the Tool

Depending on your Club's preference, settings can be adjusted to provide a simple approach to Members logging in, or can provide more security (requiring a Billing Member's Number, and Member unique PIN) to log in to the kiosk. Settings and instructions are as follows.

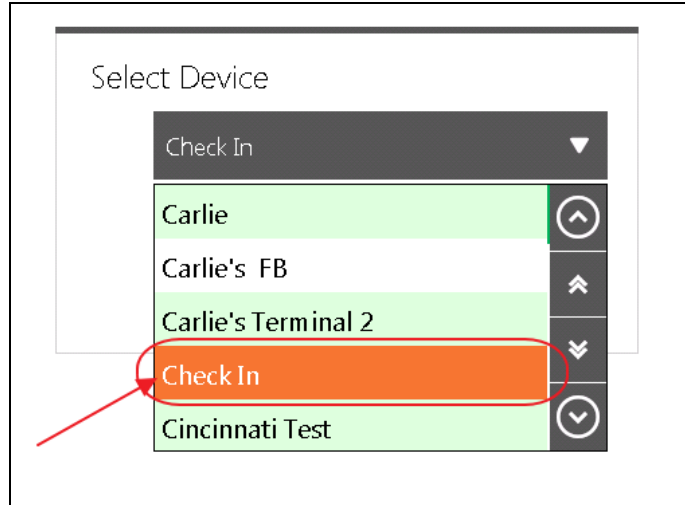
Accessing Kiosk Mode (with PIN disabled)

To enable a simple login experience for your Members, ensure the **Disable PIN in Kiosk Mode** setting is checked. With this System Setting enabled, Members can easily swipe their card, or enter their Member number to quickly login, and check in.

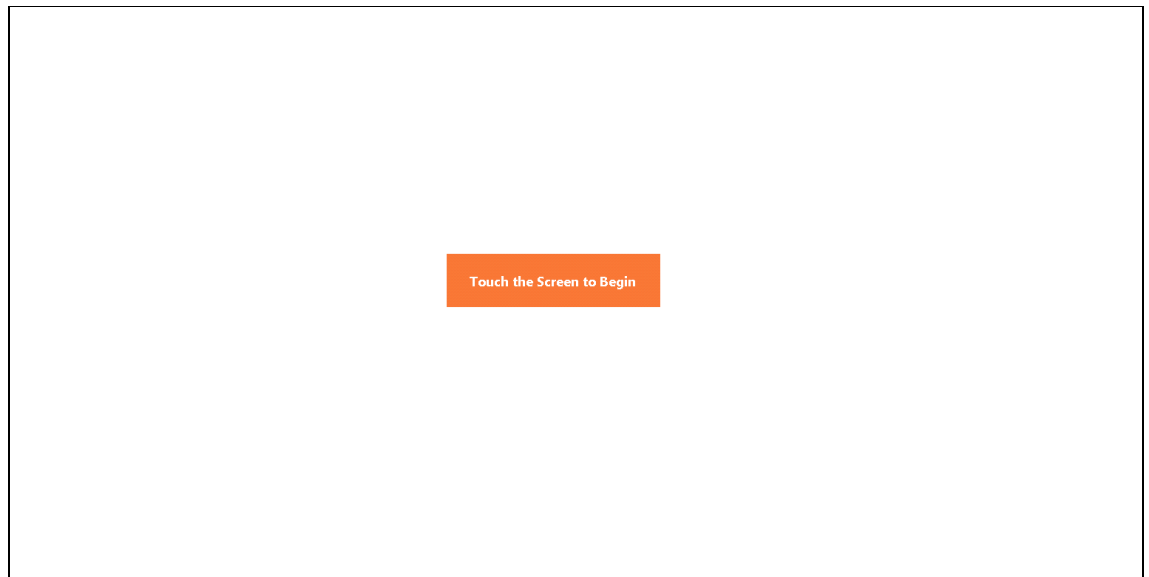


To **disable the PIN**, access your System Settings, then Point of Sale, and check the **Disable PIN in Kiosk mode** check box at the very bottom of the menu. Once **Disable PIN in Kiosk mode** has been checked, perform the following to log in:

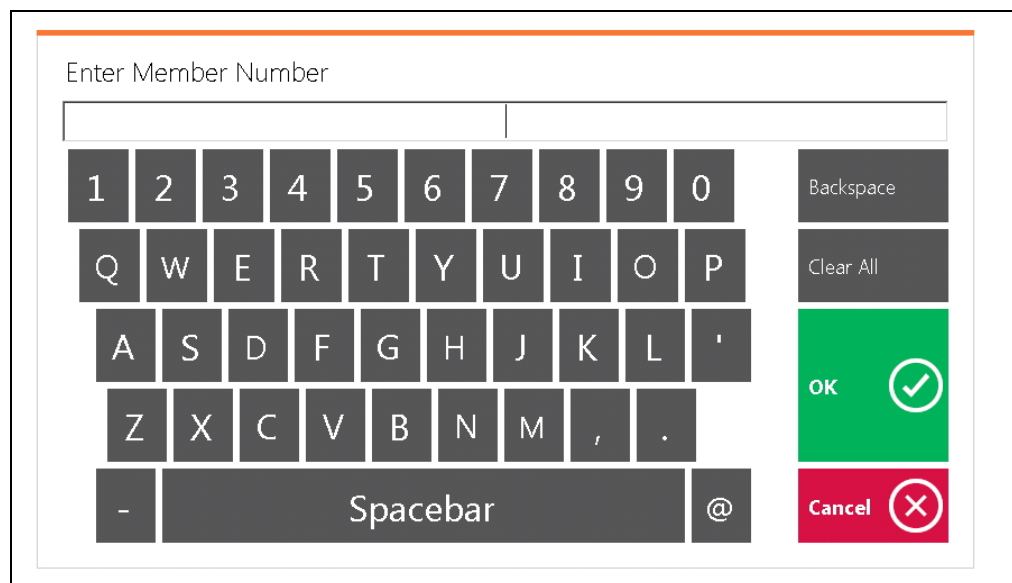
1. Choose the Club designated kiosk device (**Check In** in this example).
Please Note: For initial Kiosk setup only.



2. Touch the **POS** screen to begin.

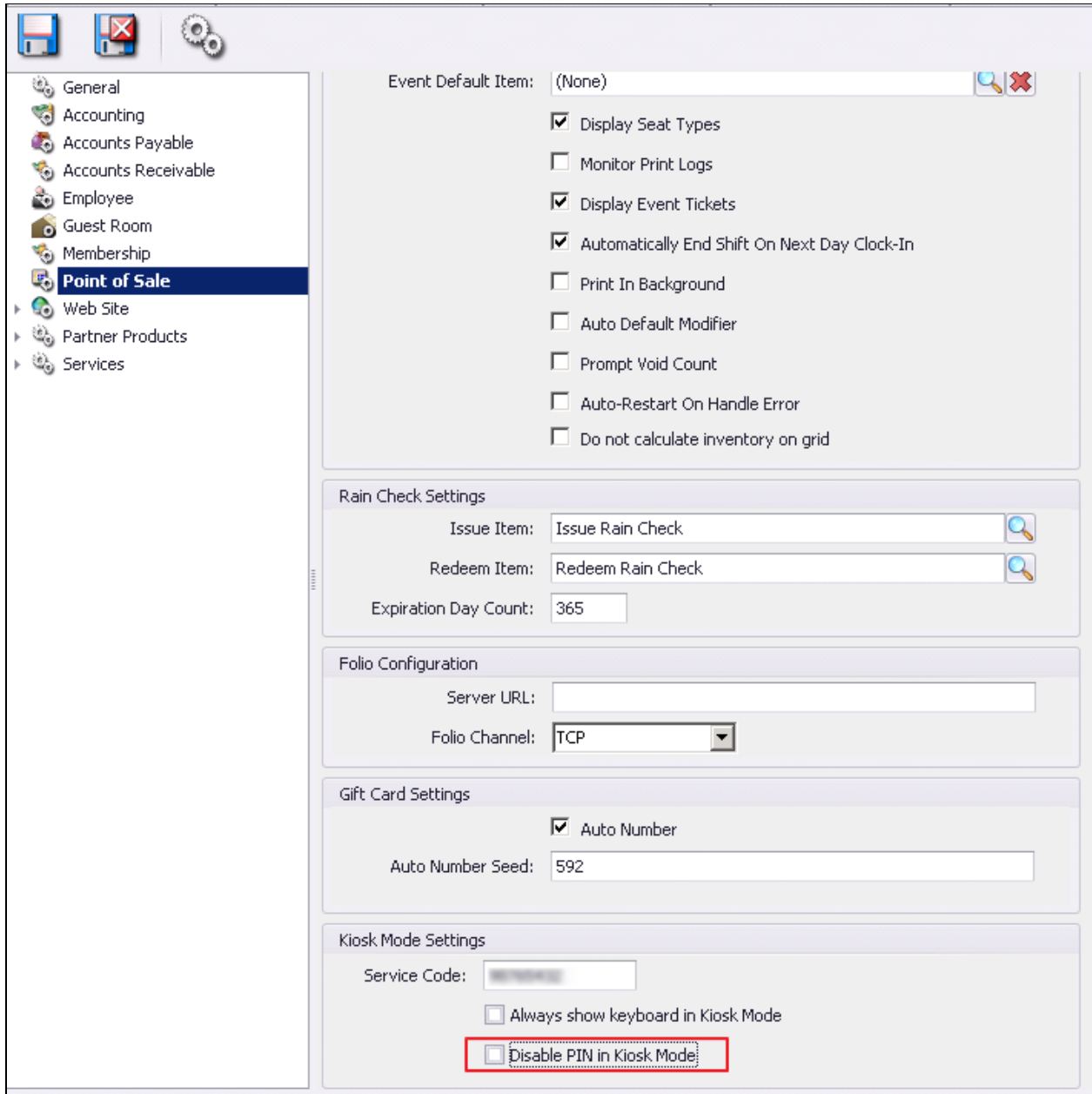


3. Enter **Member Number** and click **OK** to log in.



Accessing Kiosk Mode (with PIN enabled)

To enable a more secure login experience for your Members, ensure the **Disable PIN in Kiosk Mode** setting is **not** checked. This will require a Billing Member's Number to be input along with a corresponding Member PIN to log in to the kiosk.



The screenshot displays the Point of Sale settings interface. On the left is a navigation menu with the following items: General, Accounting, Accounts Payable, Accounts Receivable, Employee, Guest Room, Membership, Point of Sale (highlighted), Web Site, Partner Products, and Services. The main area contains several configuration sections:

- Event Default Item:** (None)
- Display Seat Types
- Monitor Print Logs
- Display Event Tickets
- Automatically End Shift On Next Day Clock-In
- Print In Background
- Auto Default Modifier
- Prompt Void Count
- Auto-Restart On Handle Error
- Do not calculate inventory on grid

Rain Check Settings

- Issue Item: Issue Rain Check
- Redeem Item: Redeem Rain Check
- Expiration Day Count: 365

Folio Configuration

- Server URL: [Empty text box]
- Folio Channel: TCP

Gift Card Settings

- Auto Number
- Auto Number Seed: 592

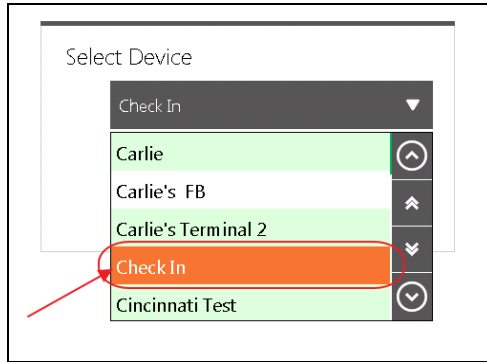
Kiosk Mode Settings

- Service Code: [Empty text box]
- Always show keyboard in Kiosk Mode
- Disable PIN in Kiosk Mode** (highlighted with a red box)

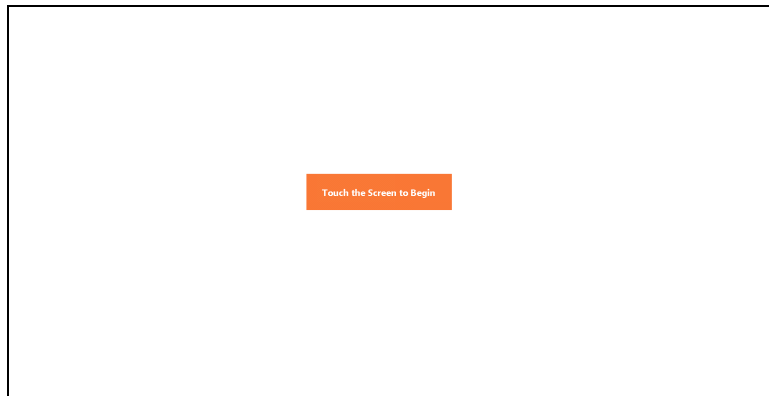
Once **Disable PIN in Kiosk mode** is **not** checked, perform the following to log in:

1. Choose the Club designated kiosk device (**Check In** in this example).

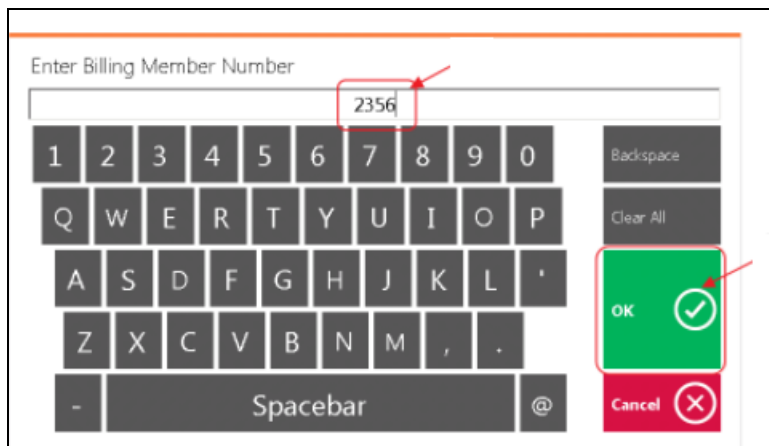
Please Note: *For initial Kiosk setup only.*



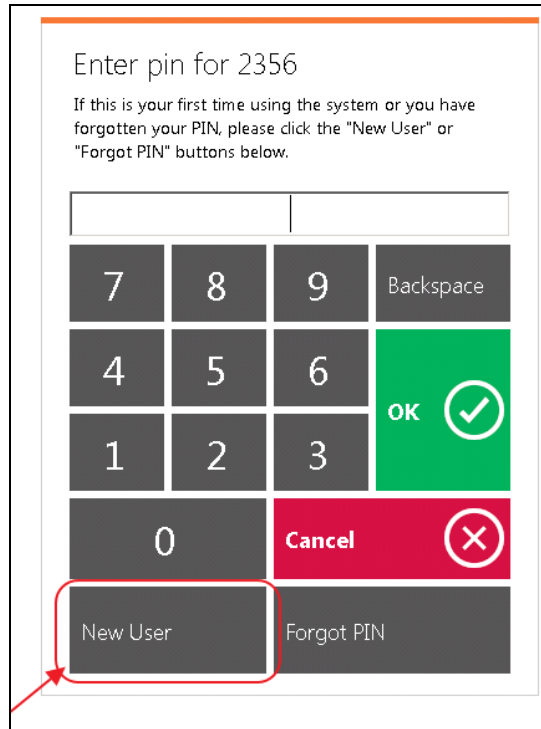
2. Members can then touch the **POS** screen to begin.



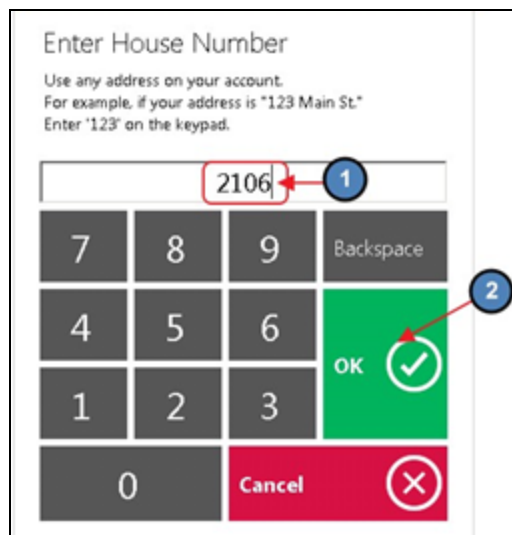
3. Enter **Billing Member Number** and click **OK**.



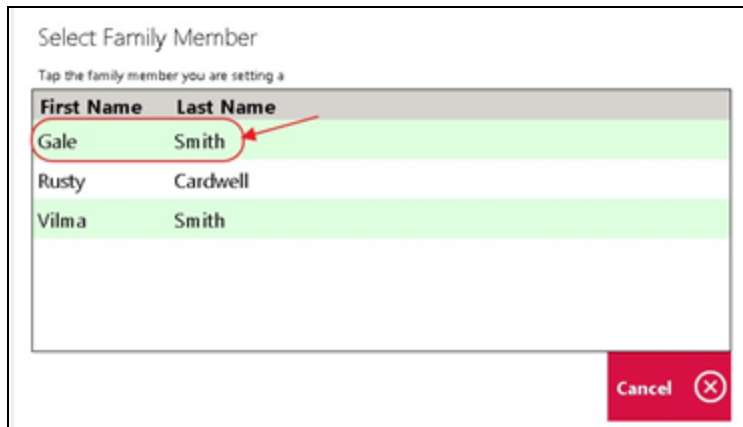
4. Next, member will need to enter a **PIN number**. Most members will need to create a PIN for the first time. To start the process, select **New User**.



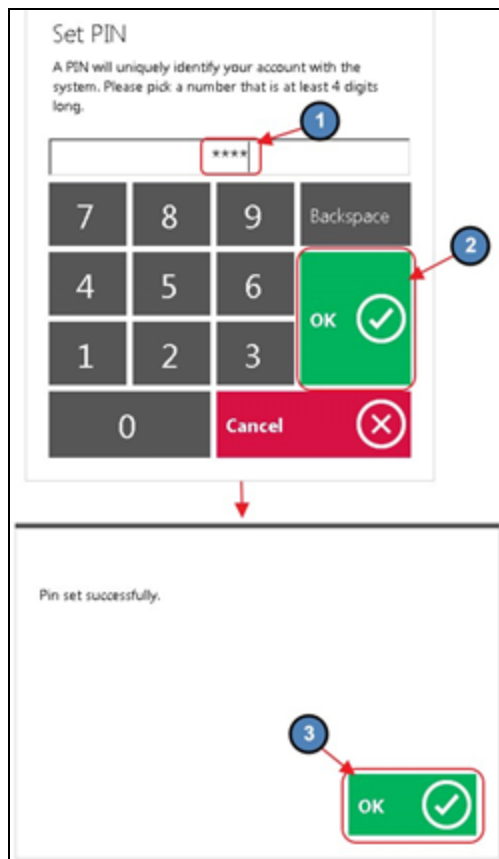
5. Members will then enter the **street number** of any address on their account.
 - a. For example, if the member's address is 2106 Main St., they will enter 2106.
 - b. Select **OK**.



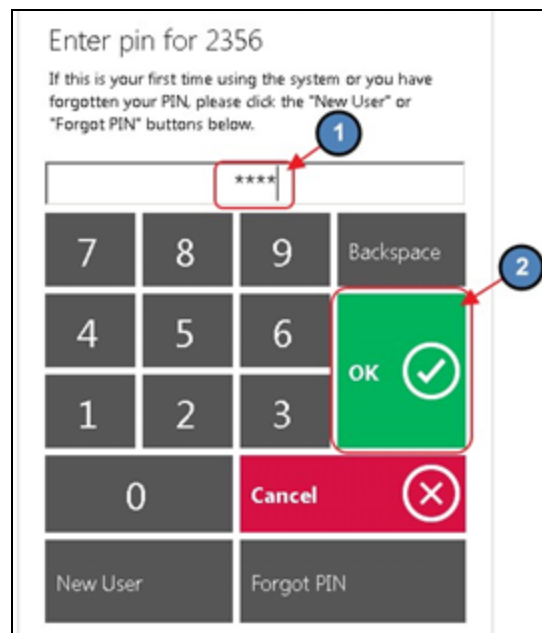
6. If the member has dependents on their account, the system will prompt the user to select the member for whom the **PIN** is being created.



7. Members can then set their **PIN**. Select **OK** and the user will receive a prompt confirming the successful creation of their **PIN**.



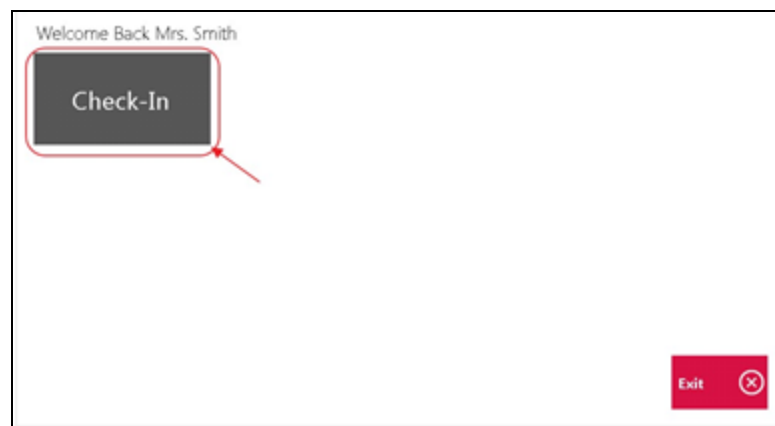
- The member will then be prompted to enter their newly created **PIN**. Select **OK**.



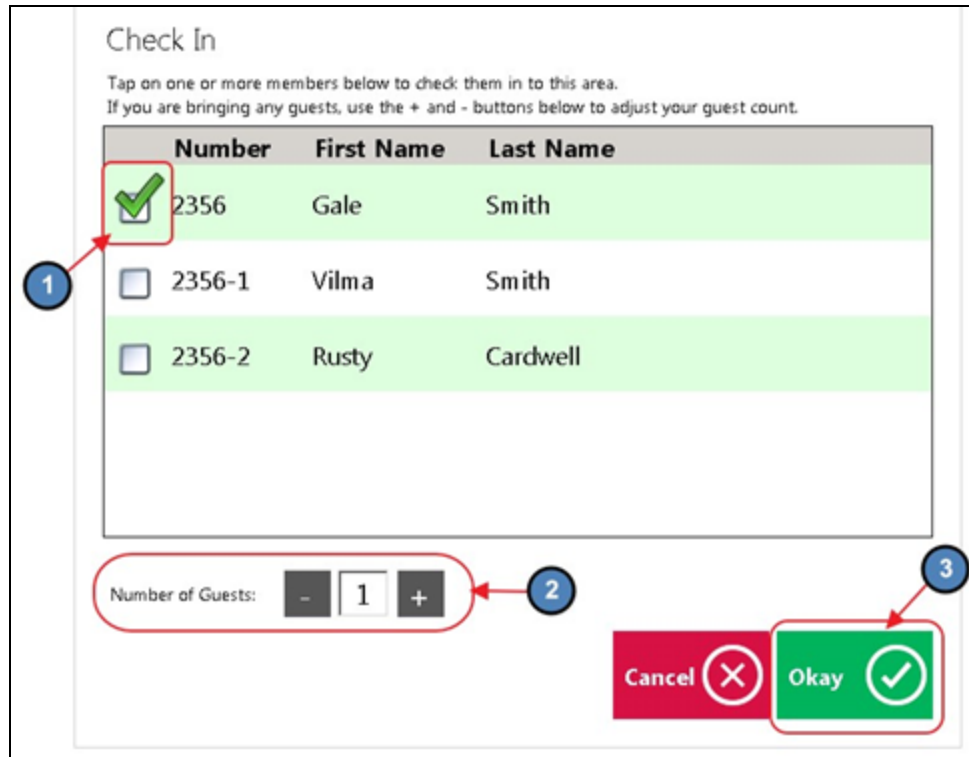
Checking In

Once the member's **PIN** is entered, the **Check-In** button will populate. Please follow the below instructions to check in.

- Select the **Check-In** Button.

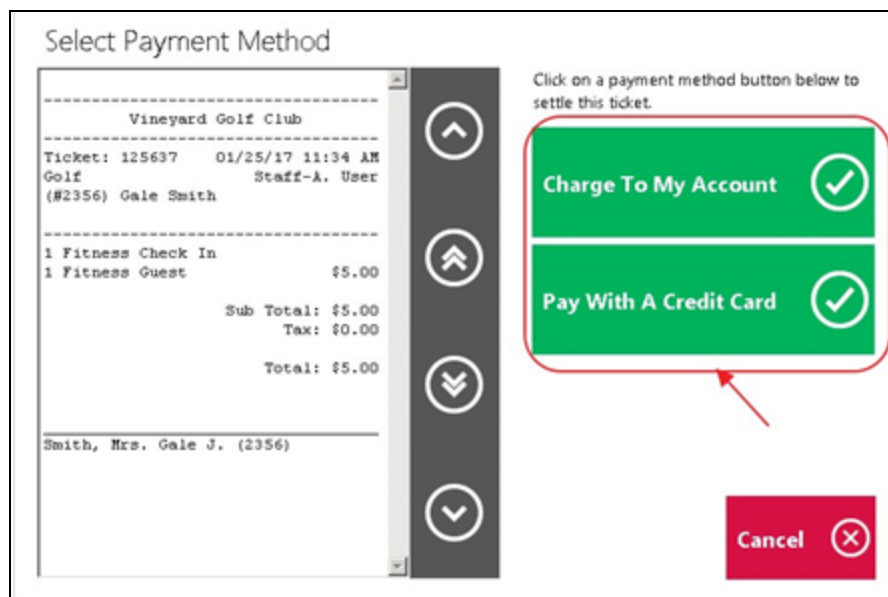


- The member will then select who is checking in and specify the number of guests with them.



- If the club charges **Guest Fees**, the system will ask the user to select how they would like to settle the ticket. If the club is allowing the option to use Credit Cards, the club must provide the solution of a card reader.

Please Note: If there are no Guest Fees the user will not receive the payment prompt. Please proceed to step 4.



4. Select **Yes** when finished.



Best Practices

1. Please review the process on each POS system before going live, to ensure the success of New Member PIN setup, as well as payments.
2. Members can reset their PIN, if needed, from the POS after entering their Member Number at the **Forgot PIN** button.

FAQs

Q: What if I do not currently have a POS system or if I do have a POS system, the ability to integrate?

A: Please contact your Clubessential Account Manager for details on Initial Setup, Implementation, and Price.