

Troubleshooting Area and Departmental Rights

2016 - Fall Edition

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Overview

In previous versions of the Office software, it was difficult to troubleshoot the necessary rights needed to see specific records of a particular module. For instance, if an employee was unable to see a certain GL account, in previous versions, the user would first have to find an employee with rights to the GL account, determine what department(s) the GL account was linked to, and then proceed to find an Administrator who could add the necessary departmental rights.

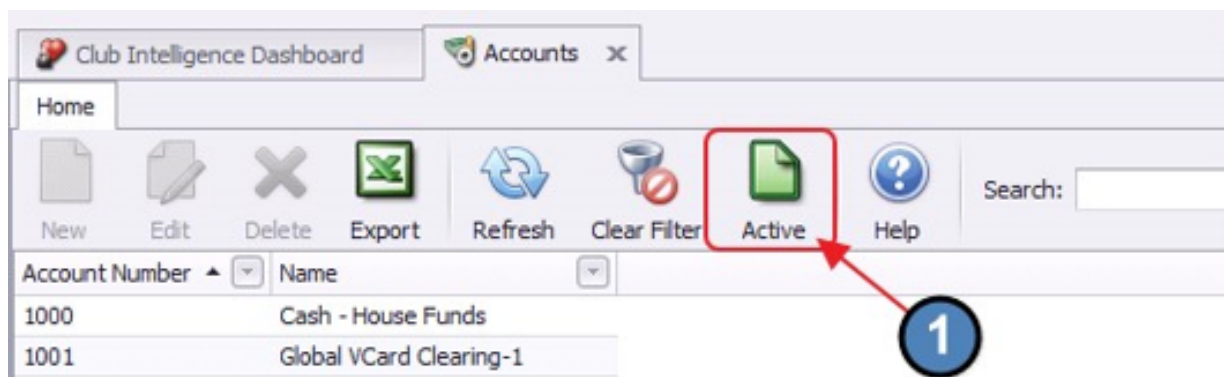
In versions 5.9 and above, an enhancement has been added to help simplify this process. Specifically, employees can now select the **Active** button on a specific module's **Grid** to pull up **All Records**. Any instance of the module an employee does not have rights to access, will have a grayed-out italicized font.

Troubleshooting Examples

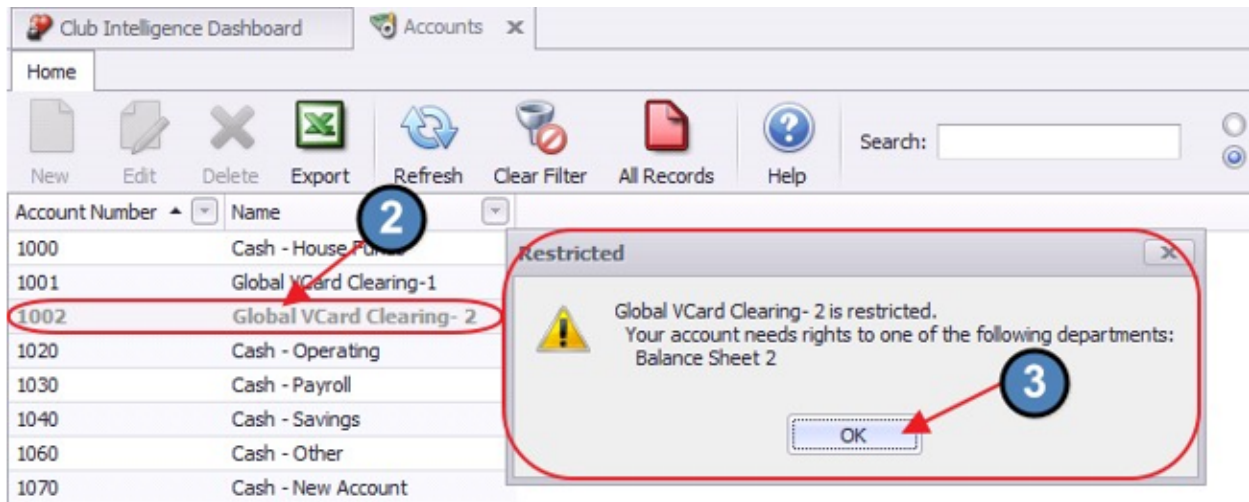
In this section we will demonstrate a few examples of the new feature. In each situation, once the correct rights are determined, the user will need to contact a Club Administrator to provide the correct access. For your Club's benefit, Clubessential Support is not permitted to provide any security rights.

Troubleshooting G/L Account Access (Department Related Permissions)

Within **General Ledger, Accounts**, click the **Active** button to view all records.

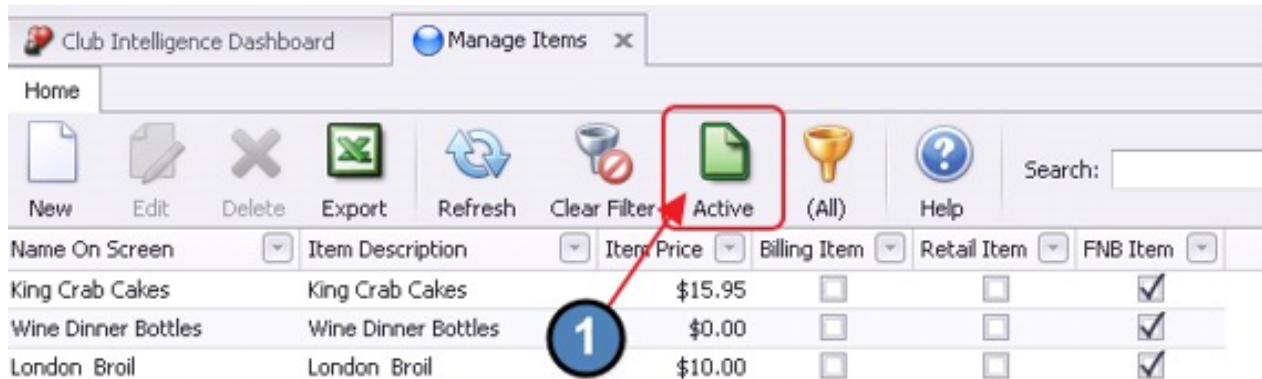


Double-click on grayed-out record and a prompt will display explaining permission levels needed to access. Click **OK** to proceed.

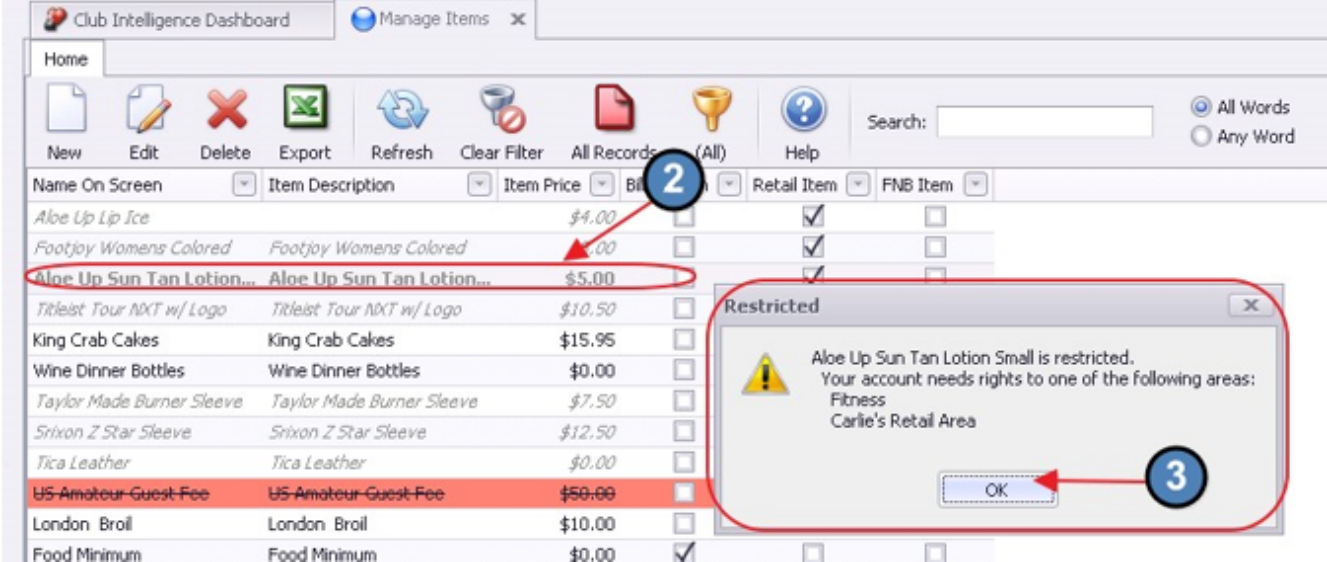


Troubleshooting Item Access (Area Related Permissions)

Within **Items**, **Manage Items**, click the **Active** button to view all records.



Double-click on grayed-out record and a prompt will display explaining permission levels needed to access. Click **OK** to proceed.



The screenshot shows the 'Manage Items' window in the Club Intelligence Dashboard. The window title is 'Manage Items' and it has a search bar and several icons for actions like New, Edit, Delete, Export, Refresh, Clear Filter, All Records, and Help. The main area is a table with columns: Name On Screen, Item Description, Item Price, Bill, Retail Item, and FNB Item. The row for 'Aloe Up Sun Tan Lotion Small' is highlighted in red and has a price of \$5.00. A red circle with the number '2' is around the 'Bill' column header, and a red arrow points from it to the 'Aloe Up Sun Tan Lotion Small' row. A dialog box titled 'Restricted' is open over the table. The dialog box contains a warning icon and the text: 'Aloe Up Sun Tan Lotion Small is restricted. Your account needs rights to one of the following areas: Fitness, Carlie's Retail Area'. There is an 'OK' button at the bottom of the dialog box. A red circle with the number '3' is around the 'OK' button, and a red arrow points from it to the 'OK' button.

Name On Screen	Item Description	Item Price	Bill	Retail Item	FNB Item
Aloe Up Lip Ice		\$4.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Footjoy Womens Colored	Footjoy Womens Colored	\$1.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Aloe Up Sun Tan Lotion Small	Aloe Up Sun Tan Lotion Small	\$5.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Titleist Tour NXT w/ Logo	Titleist Tour NXT w/ Logo	\$10.50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
King Crab Cakes	King Crab Cakes	\$15.95	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wine Dinner Bottles	Wine Dinner Bottles	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taylor Made Burner Sleeve	Taylor Made Burner Sleeve	\$7.50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Srixon Z Star Sleeve	Srixon Z Star Sleeve	\$12.50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tica Leather	Tica Leather	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
US Amateur Guest Fee	US Amateur Guest Fee	\$50.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
London Broil	London Broil	\$10.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food Minimum	Food Minimum	\$0.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>