

Kiosk Mode - Configuration

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 configure Kiosk Mode within the CMA application.

Please note that Kiosk Mode can be used as a simple check in station or as a unified component with the Clubessential Reservations system. Be sure to view the appropriate configuration section depending on your club's setup.

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).
- Members can check in and pay for their Tee Times (Spa Appt, Personal Training session) without the assistance of Club Staff.

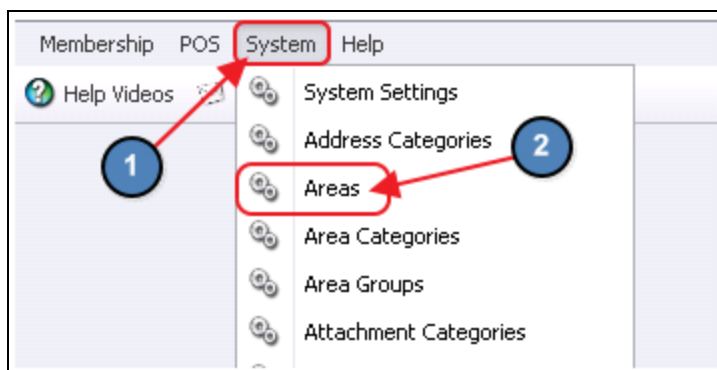
Member Check-In Configuration (No Reservations Integration)

In this section, we will discuss how to configure Kiosk Mode as simple check in station for the club's members.

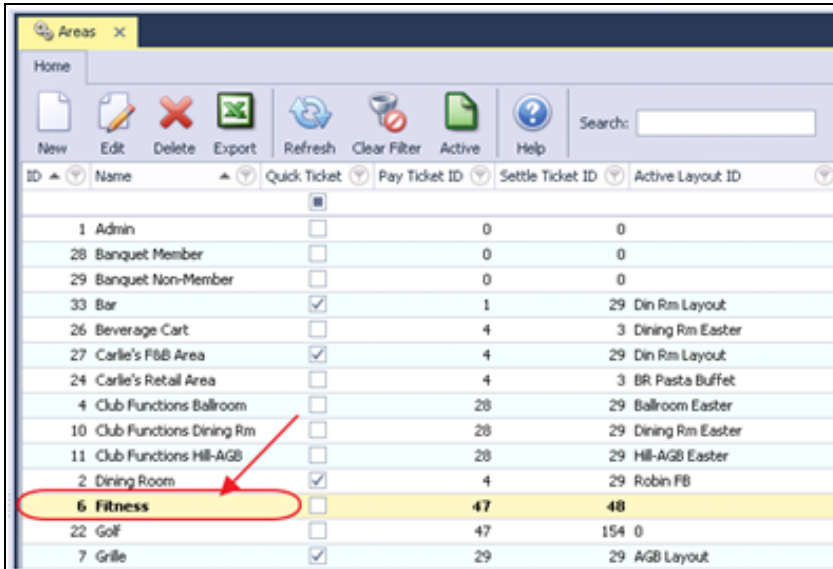
Area Setup

The first step in configuring Kiosk Mode is to configure the appropriate Area.

- 1) To access Areas, select **System** across the top toolbar and choose **Areas**.



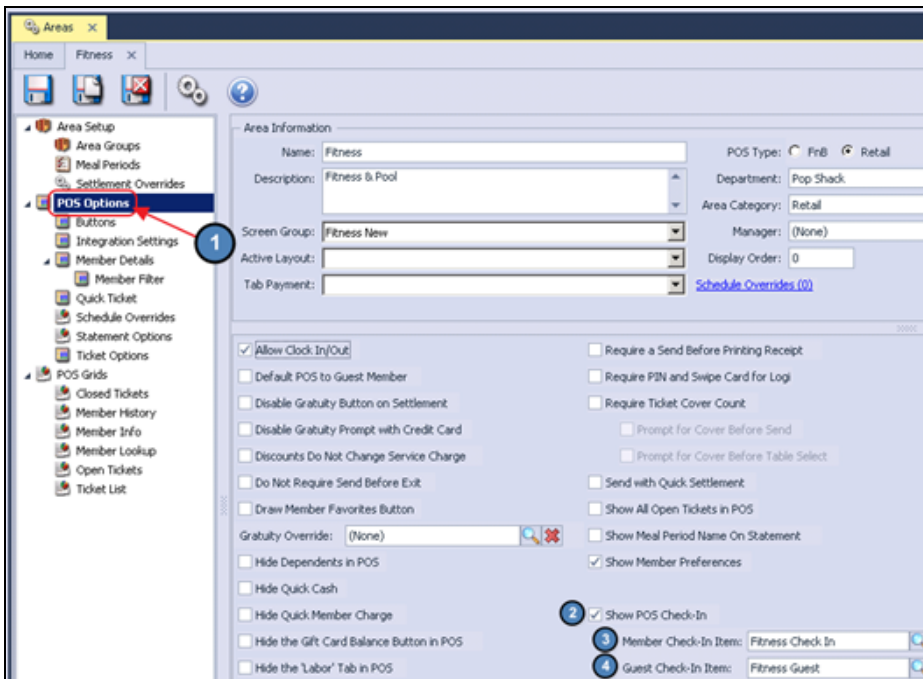
- 2) The Areas grid will launch. Select the Area to be configured for Kiosk Mode.



ID	Name	Quick Ticket	Pay Ticket ID	Settle Ticket ID	Active Layout ID
1	Admin	<input type="checkbox"/>	0	0	
28	Banquet Member	<input type="checkbox"/>	0	0	
29	Banquet Non-Member	<input type="checkbox"/>	0	0	
33	Bar	<input checked="" type="checkbox"/>	1	29	Din Rm Layout
26	Beverage Cart	<input type="checkbox"/>	4	3	Dining Rm Easter
27	Carlie's F&B Area	<input checked="" type="checkbox"/>	4	29	Din Rm Layout
24	Carlie's Retail Area	<input type="checkbox"/>	4	3	BR Pasta Buffet
4	Club Functions Ballroom	<input type="checkbox"/>	28	29	Ballroom Easter
10	Club Functions Dining Rm	<input type="checkbox"/>	28	29	Dining Rm Easter
11	Club Functions Hill-AGB	<input type="checkbox"/>	28	29	Hill-AGB Easter
2	Dining Room	<input checked="" type="checkbox"/>	4	29	Robin FB
6	Fitness	<input type="checkbox"/>	47	48	
22	Golf	<input type="checkbox"/>	47	154	0
7	Grille	<input checked="" type="checkbox"/>	29	29	AGB Layout

- 3) On the left pane, select **POS Options**. Then, check **Show POS Check In** and enter the items to be charged for both members and guests.

Note: If Guest Fees are charged, please be sure the item selected in the Guest Check In Item section is set up with the appropriate price. If the price needs to be modified, navigate to item in Manage Items and adjust the price accordingly.



Area Information

Name: Fitness
 Description: Fitness & Pool
 Screen Group: Fitness New
 Active Layout:
 Tab Payment:

POS Type: Fr&B Retail
 Department: Pop Shack
 Area Category: Retail
 Manager: (None)
 Display Order: 0
[Schedule Overrides \(0\)](#)

Allow Clock In/Out

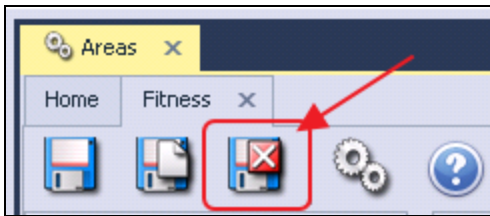
Default POS to Guest Member
 Disable Gratuity Button on Settlement
 Disable Gratuity Prompt with Credit Card
 Discounts Do Not Change Service Charge
 Do Not Require Send Before Exit
 Draw Member Favorites Button
 Gratuity Override: (None)
 Hide Dependents in POS
 Hide Quick Cash
 Hide Quick Member Charge
 Hide the Gift Card Balance Button in POS
 Hide the Labor Tab in POS

Require a Send Before Printing Receipt
 Require PIN and Swipe Card for Logi
 Require Ticket Cover Count
 Prompt for Cover Before Send
 Prompt for Cover Before Table Select
 Send with Quick Settlement
 Show All Open Tickets in POS
 Show Meal Period Name On Statement
 Show Member Preferences

Show POS Check-In

Member Check-In Item: Fitness Check In
 Guest Check-In Item: Fitness Guest

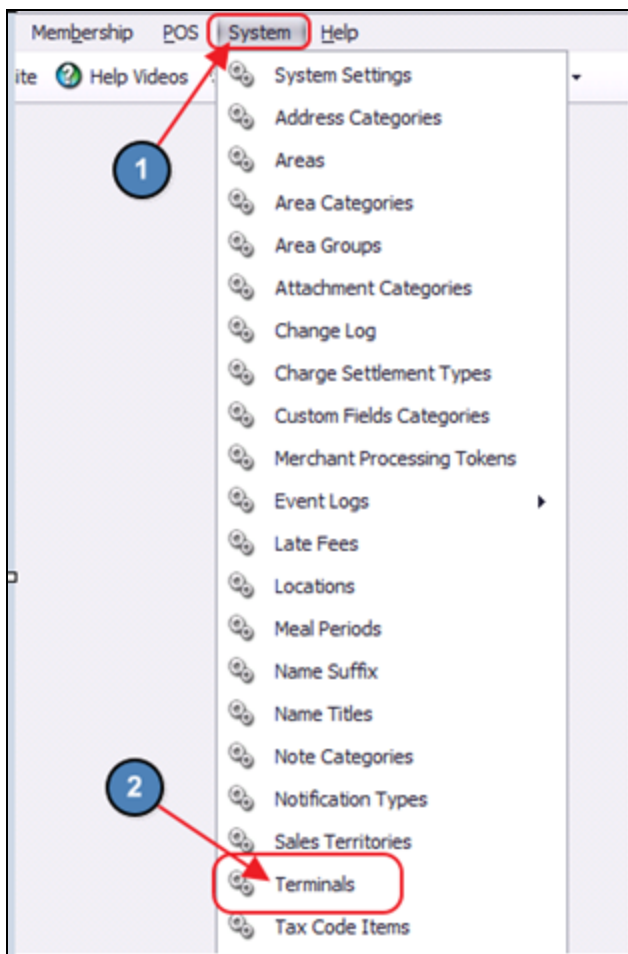
- 4) Select **Save & Close**.



Terminal Setup

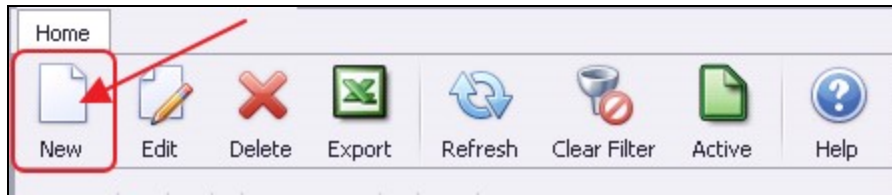
The next step in configuring Kiosk Mode is to set up the Terminal.

- 1) Navigate to System across the top toolbar and select **Terminals**.

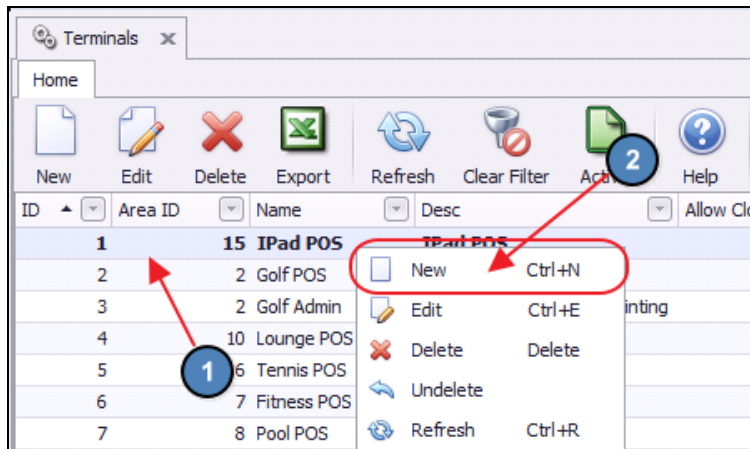


- 2) Then, perform either of the following to launch the Terminal setup screen:

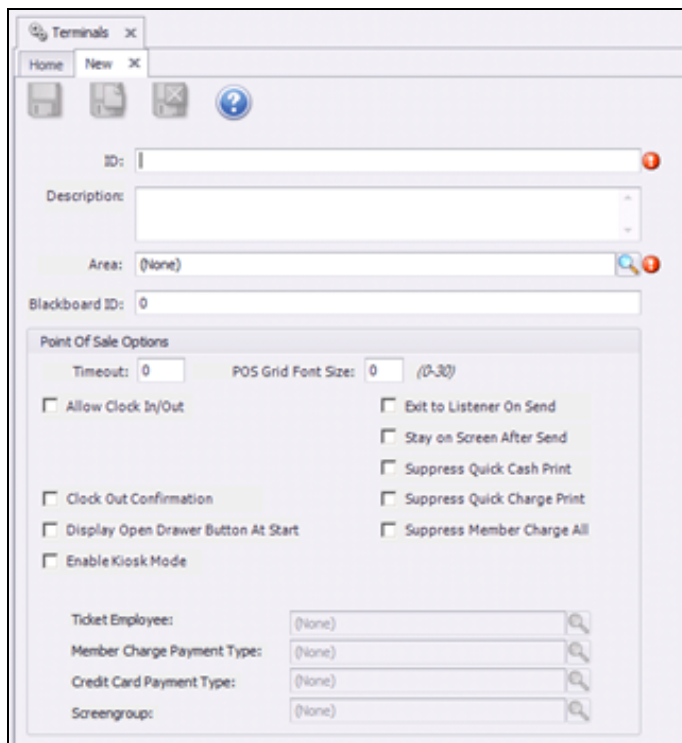
a) Click the **New** icon on the toolbar.



b) Right-click anywhere on the **Terminals Grid** and select **New**.



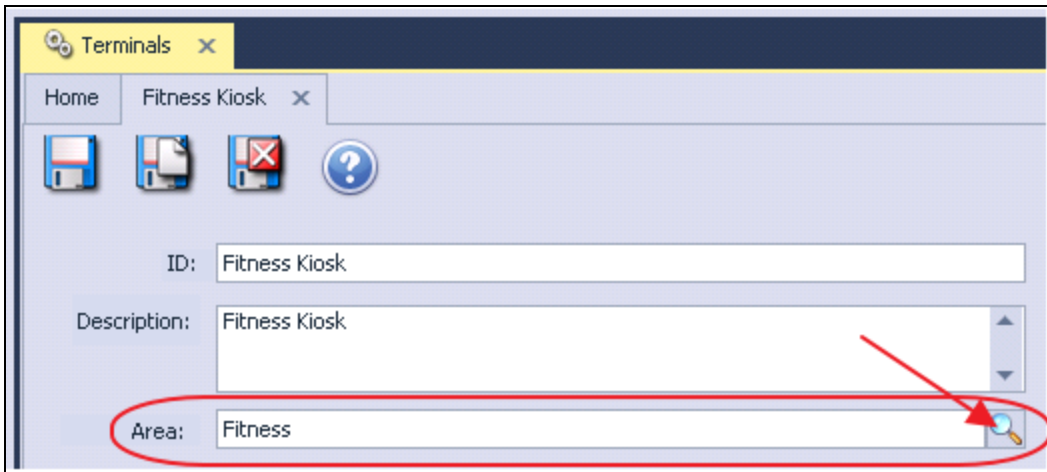
3) The Terminal Setup screen will launch.



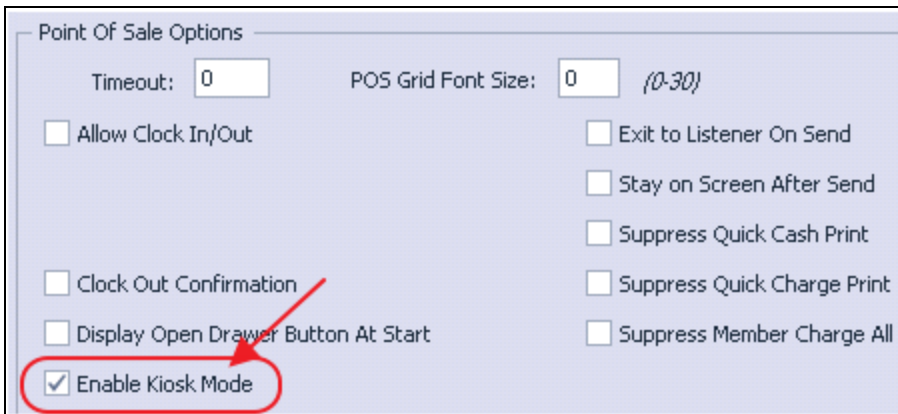
- 4) Enter an **ID** (the name of the Terminal) and **Description** of the new Terminal.



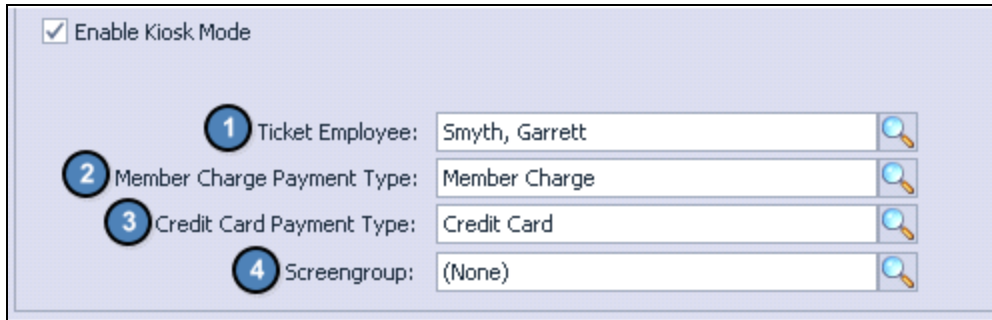
- 5) Select the **Area** for which Kiosk Mode should be enabled.







- 6) Check **Enable Kiosk Mode**. As this terminal will only be used for Kiosk, all other POS Options will not need to be entered.



- 7) After Enabling Kiosk Mode, some additional settings will need to be specified. These settings include:



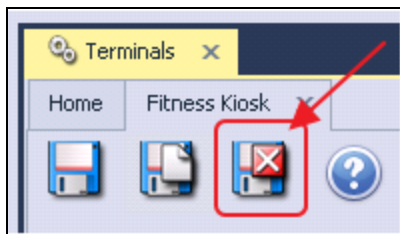
The screenshot shows a configuration window with a checked box for "Enable Kiosk Mode". Below it are four fields, each with a numbered callout:

1	Ticket Employee:	Smyth, Garrett	
2	Member Charge Payment Type:	Member Charge	
3	Credit Card Payment Type:	Credit Card	
4	Screengroup:	(None)	

- (1) Select the **Employee** to be attached to the tickets entered through Kiosk.
- (2) Select the **Payment Type** to use when closing tickets with **Member Charge**.
- (3) Select the **Payment Type** to use when closing tickets with **Credit Card**.
- (4) Leave the Screengroup field blank because there is no Reservations Integration.

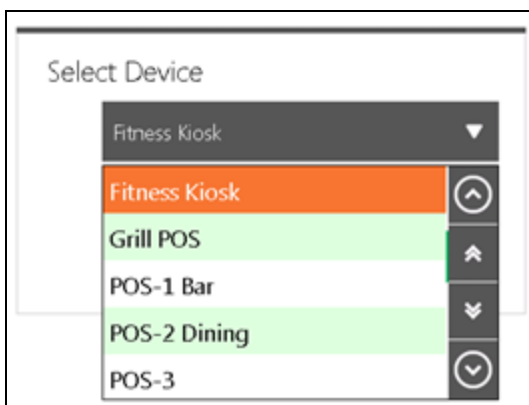
This Terminal will work solely as a Check In Station.

- 8) Select **Save & Close**.



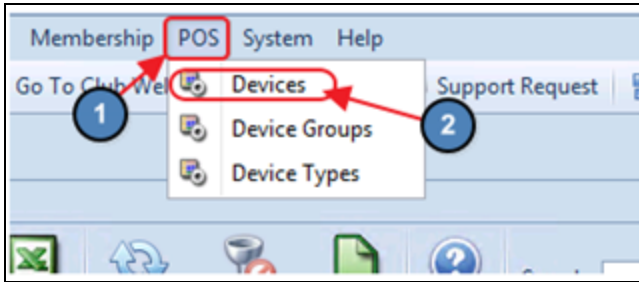
Workstation Device Setup

The final step to configuring Kiosk Mode is to set up the Workstation Device. Workstation Devices are what the user selects when logging into the POS.

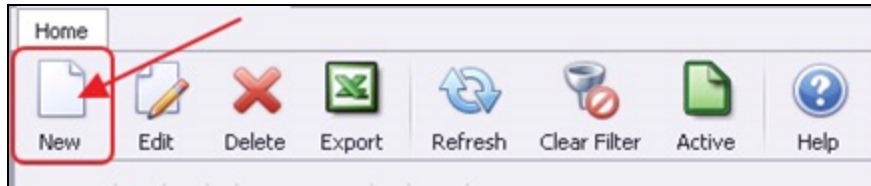


To create a new Workstation Device,

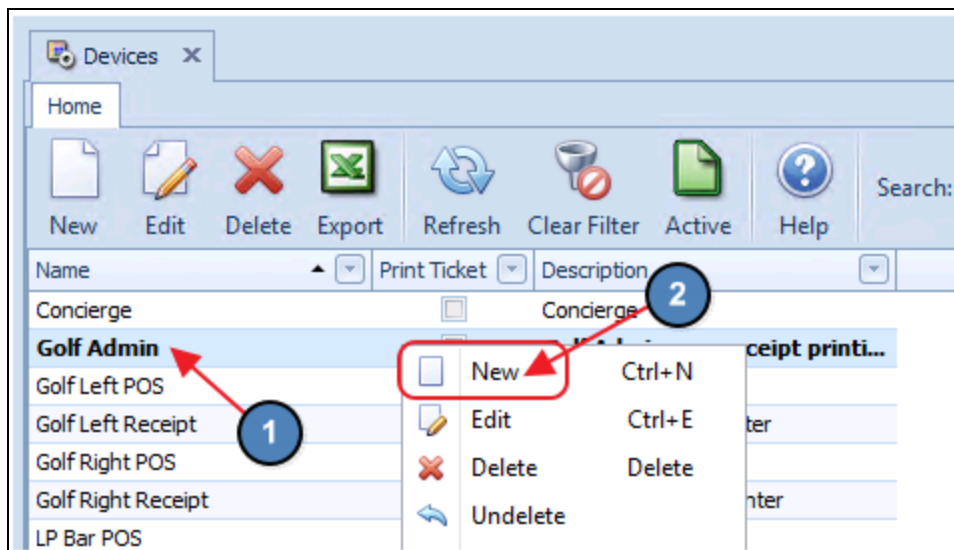
- 1) Navigate to POS across the top toolbar and select **Devices**.



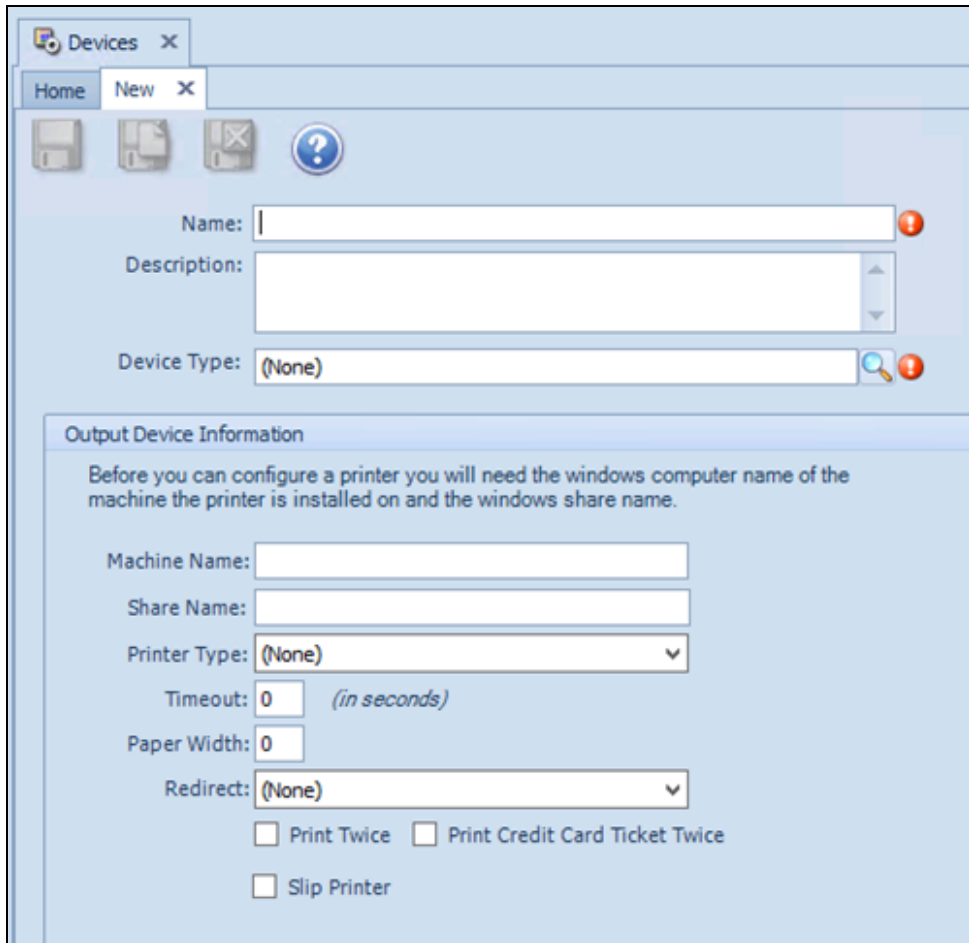
- 2) Then, perform either of the following to launch the POS Device setup screen:
 - a) Click the **New** icon on the toolbar.



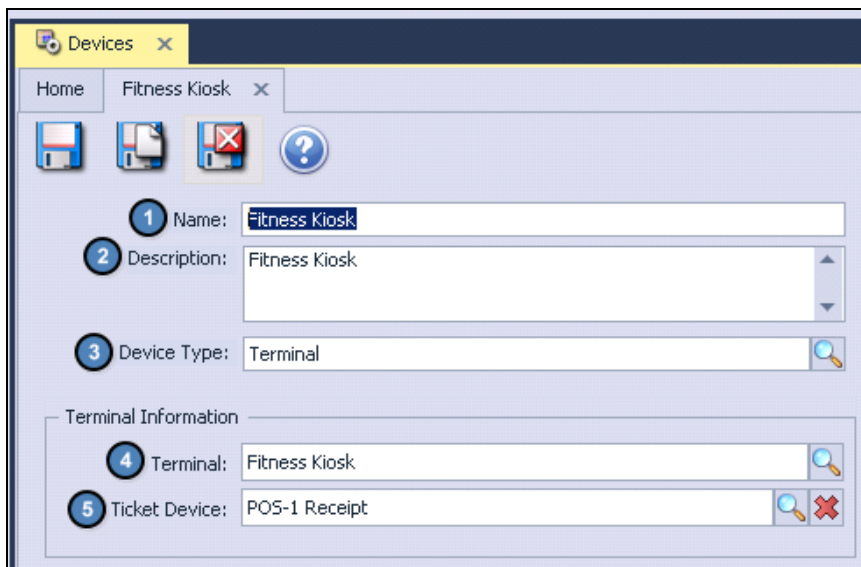
- b) Right-click anywhere on the POS Devices Grid and select **New**.



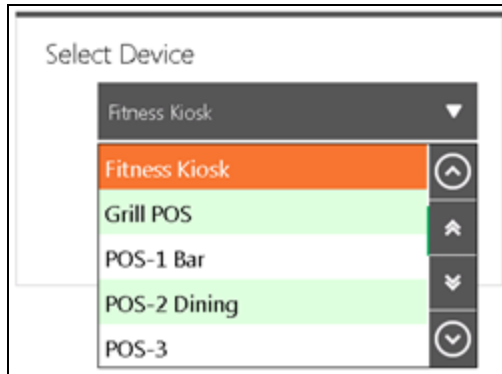
3) The POS Device setup screen will launch.



4) Next, please follow instructions below:



- (1) **Name** - Enter a Name for the new Workstation Device. Again, this will be the name that appears in the Select Device drop down at the POS.

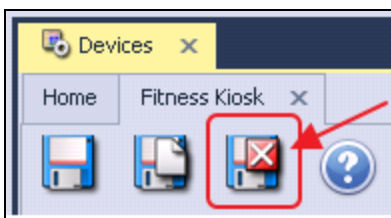


- (2) **Description** - Provide a Description of the new Workstation Device (Optional).
- (3) **Device Type** - Select Terminal from the Device Type Lookup. This will populate additional Terminal options.
- (4) **Terminal** - Select the new Terminal that was previously created.

Note: Remember, the Area that is attached to the Terminal selected here will be the Area the Workstation Device defaults too when selected at the POS.

- (5) **Ticket Device** - Select the Ticket Device (Receipt Printer) that should be used for this Workstation.

- 5) Select **Save & Close**.



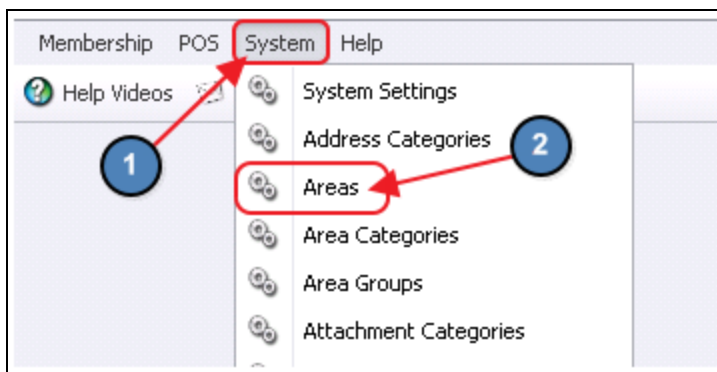
Member Check-In Configuration (Reservations Integration)

In this section, we will discuss how to configure Kiosk Mode to be integrated with the various Clubessential Reservation systems.

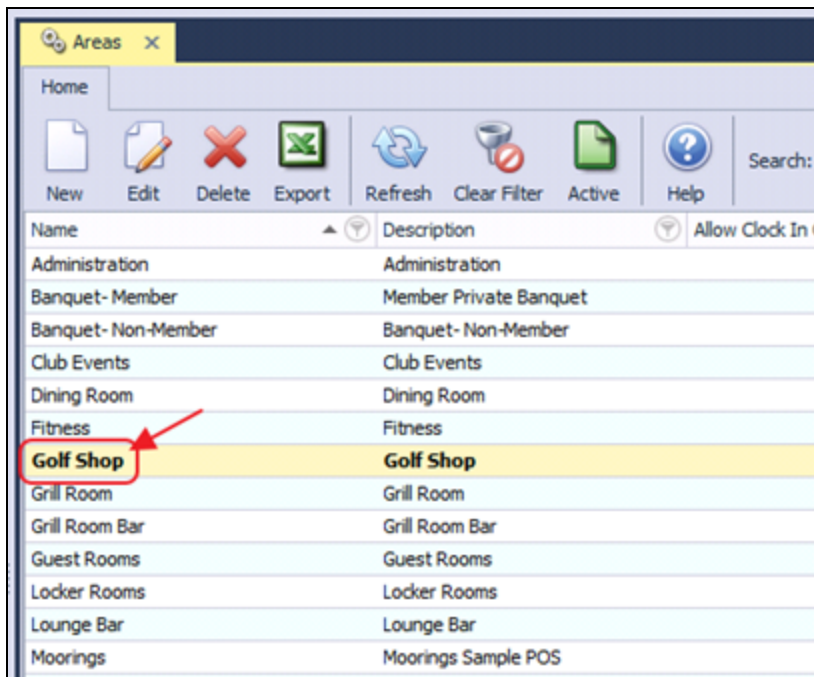
Area Setup

The first step in configuring Kiosk Mode is to configure the appropriate Area.

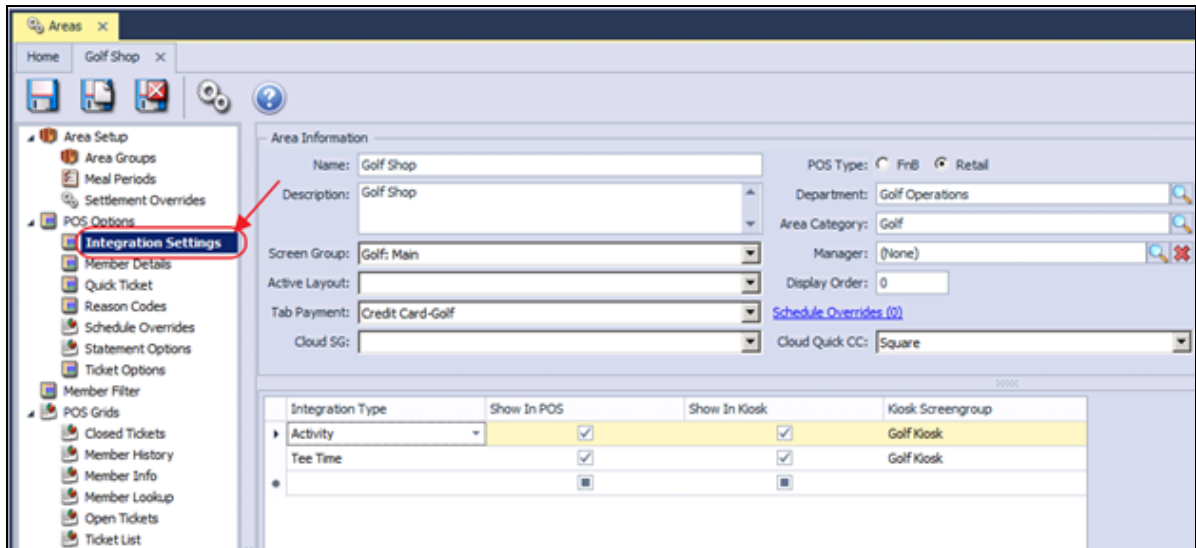
- 1) To access Areas, select **System** across the top toolbar and choose **Areas**.



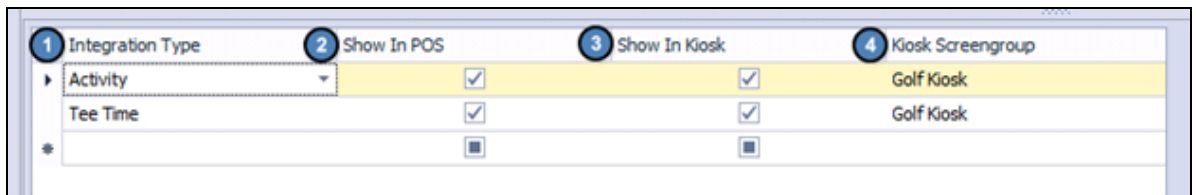
- 2) The Areas grid will launch. Select the Area to be configured for Kiosk Mode.



- 3) On the left pane, select **Integration Settings**.



- 4) Next, please follow the instructions below:



- (1) **Integration Type** - Please select the appropriate Axis Integration Type.

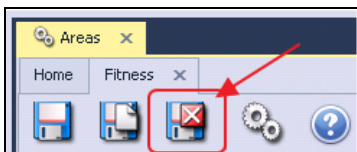
Note: Please note at this time only the Activities, and Tee Time Axis Integrations can be utilized within Kiosk Mode.

- (2) **Show in POS** - Ignore this box as it is unrelated to Kiosk Mode.

- (3) **Show in Kiosk** - Check this box to configure this Integration Type to show in Kiosk Mode.

- (4) **Kiosk Screen Group** - Select the Screen Group that will display within Kiosk Mode. This will be the Screen Group utilized with the self-serve honor system.

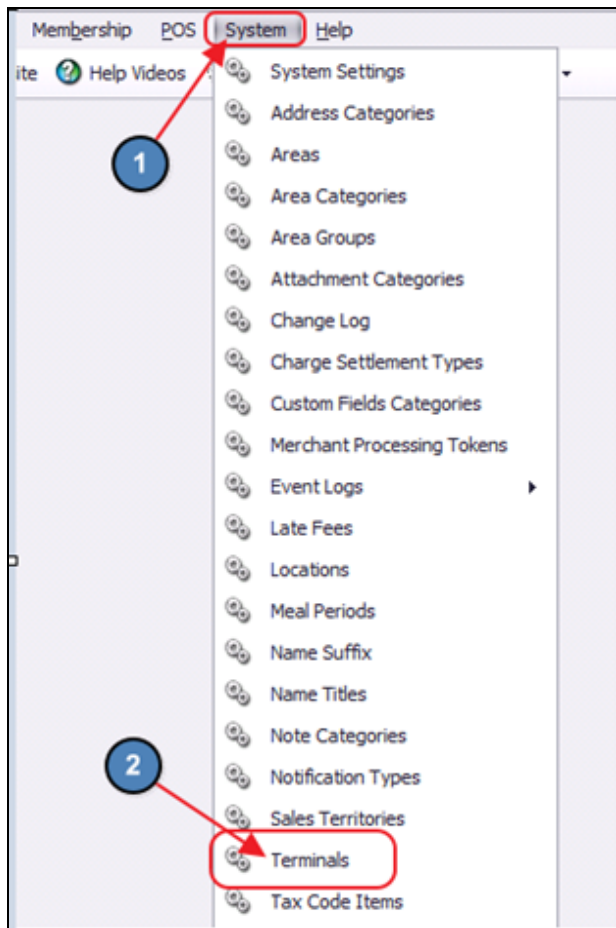
- 5) Select **Save & Close**.



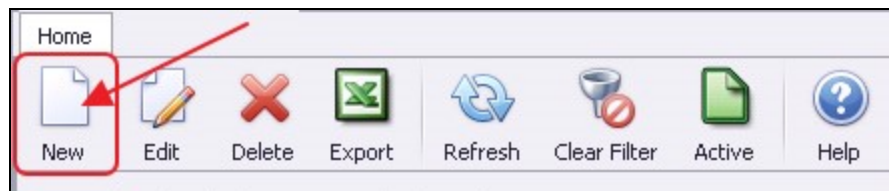
Terminal Setup

The next step in configuring Kiosk Mode is to set up the Terminal.

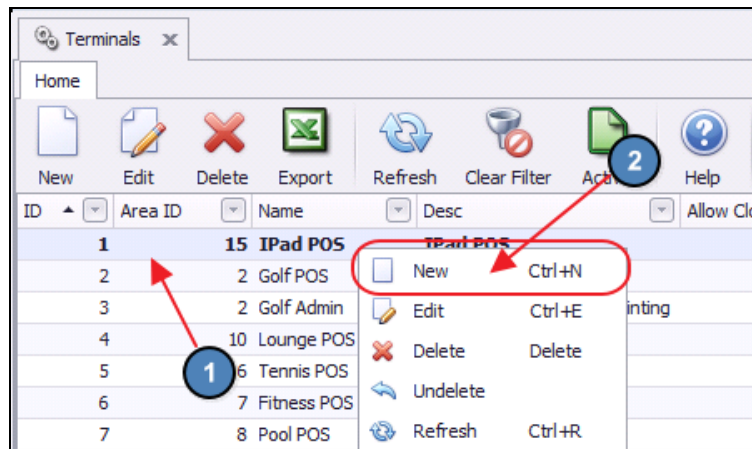
- 1) Navigate to System across the top toolbar and select **Terminals**.



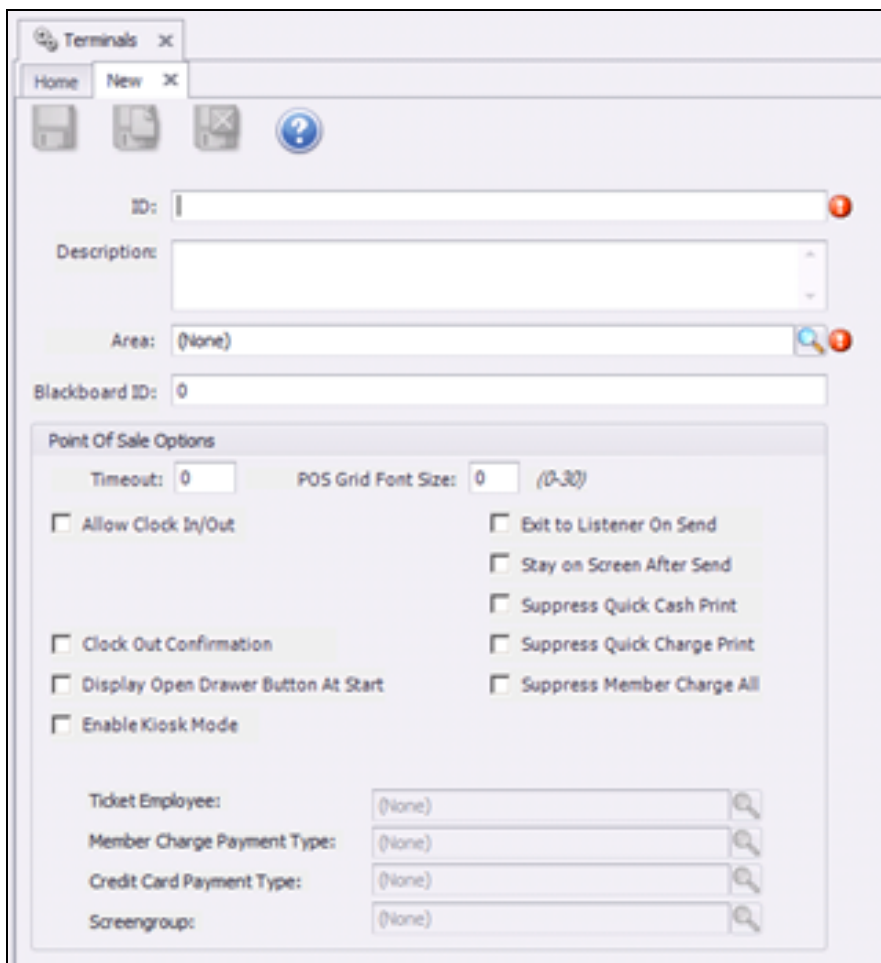
- 2) Then, perform either of the following to launch the Terminal setup screen:
 - a) Click the **New** icon on the toolbar.



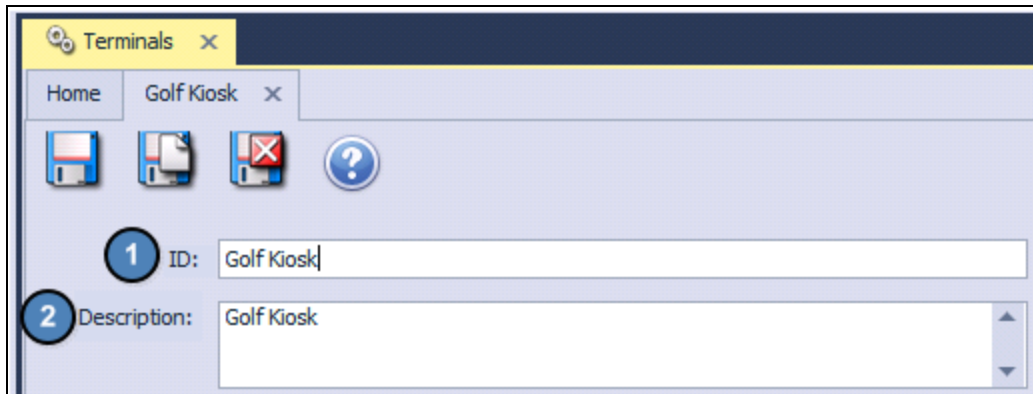
b) Right-click anywhere on the **Terminals Grid** and select **New**.



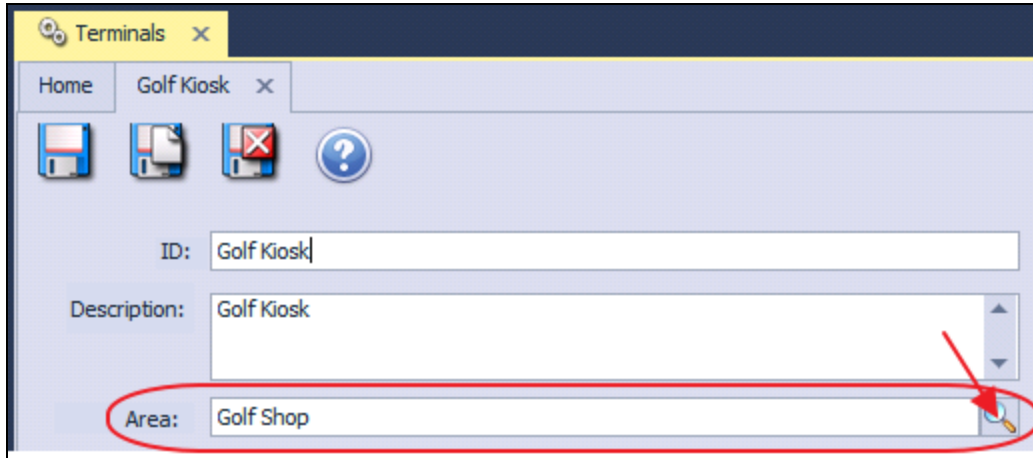
3) The Terminal Setup screen will launch.



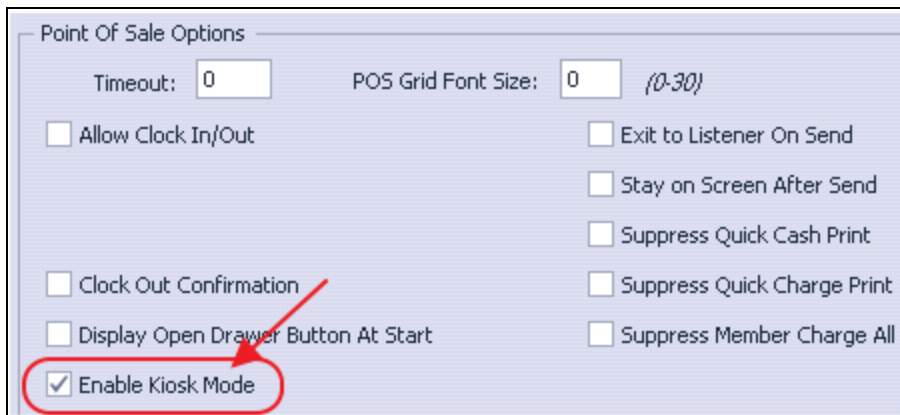
- 4) Enter an **ID** (the name of the Terminal) and **Description** of the new Terminal.



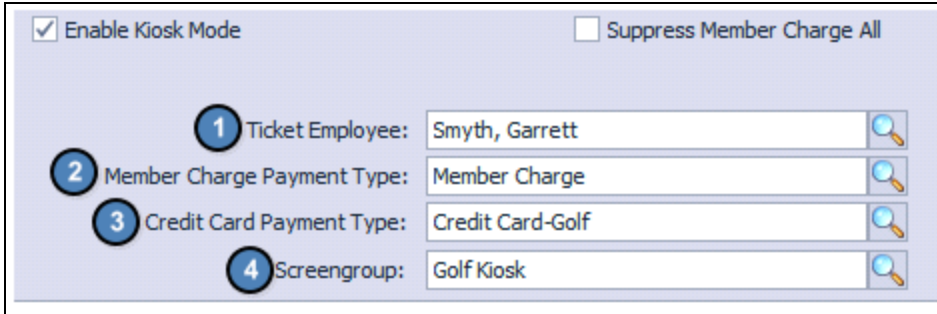
- 5) Select the **Area** for which Kiosk Mode should be enabled.







- 6) Check **Enable Kiosk Mode**. As this terminal will only be used for Kiosk, all other POS Options will not need to be entered.



- 7) After Enabling Kiosk Mode, some additional settings will need to be specified. These settings include:

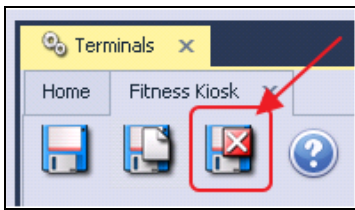


The screenshot shows a configuration window for Kiosk Mode. At the top left, there is a checked checkbox labeled "Enable Kiosk Mode". To its right is an unchecked checkbox labeled "Suppress Member Charge All". Below these are four rows of settings, each with a numbered callout (1-4) and a search icon:

1	Ticket Employee:	Smyth, Garrett	
2	Member Charge Payment Type:	Member Charge	
3	Credit Card Payment Type:	Credit Card-Golf	
4	Screengroup:	Golf Kiosk	

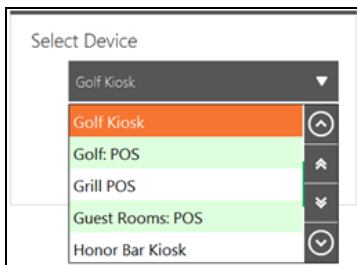
- (1) Select the **Employee** to be attached to the tickets entered through Kiosk.
- (2) Select the **Payment Type** to use when closing tickets with **Member Charge**.
- (3) Select the **Payment Type** to use when closing tickets with **Credit Card**.
- (4) Select the Screen Group that will display within Kiosk Mode. This will be the Screen Group utilized with the self-serve honor system.

- 8) Select **Save & Close**.



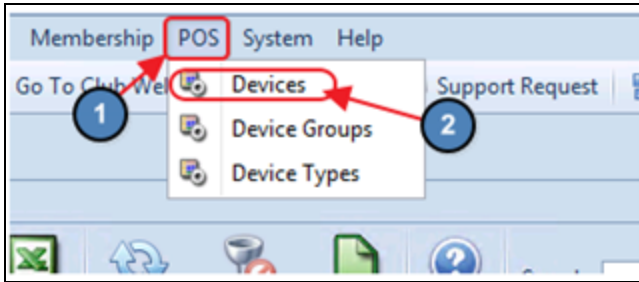
Workstation Device Setup

The final step to configuring Kiosk Mode is to set up the Workstation Device. Workstation Devices are what the user selects when logging into the POS.

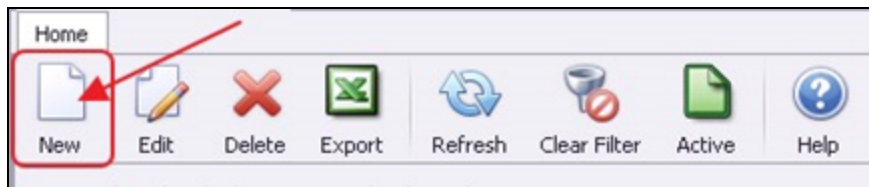


To create a new Workstation Device,

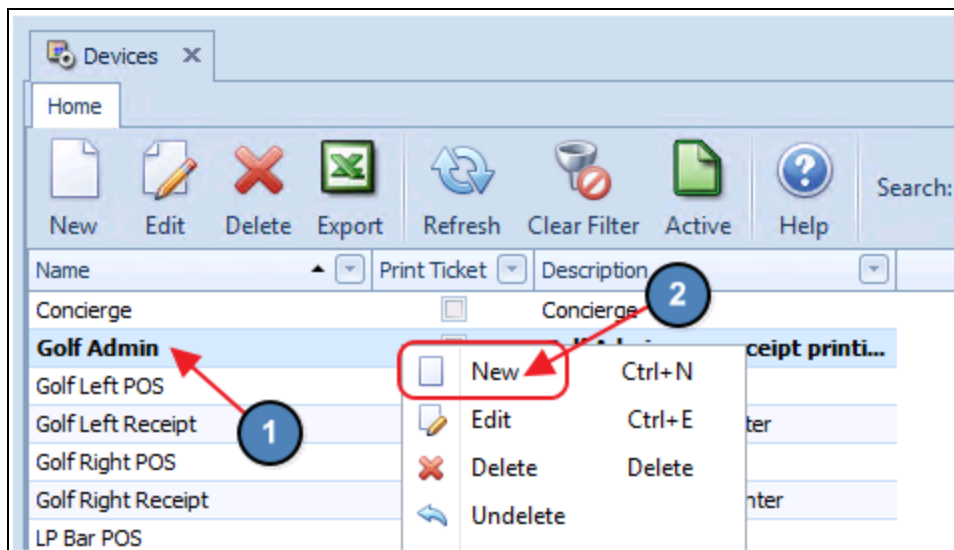
- 1) Navigate to POS across the top toolbar and select **Devices**.



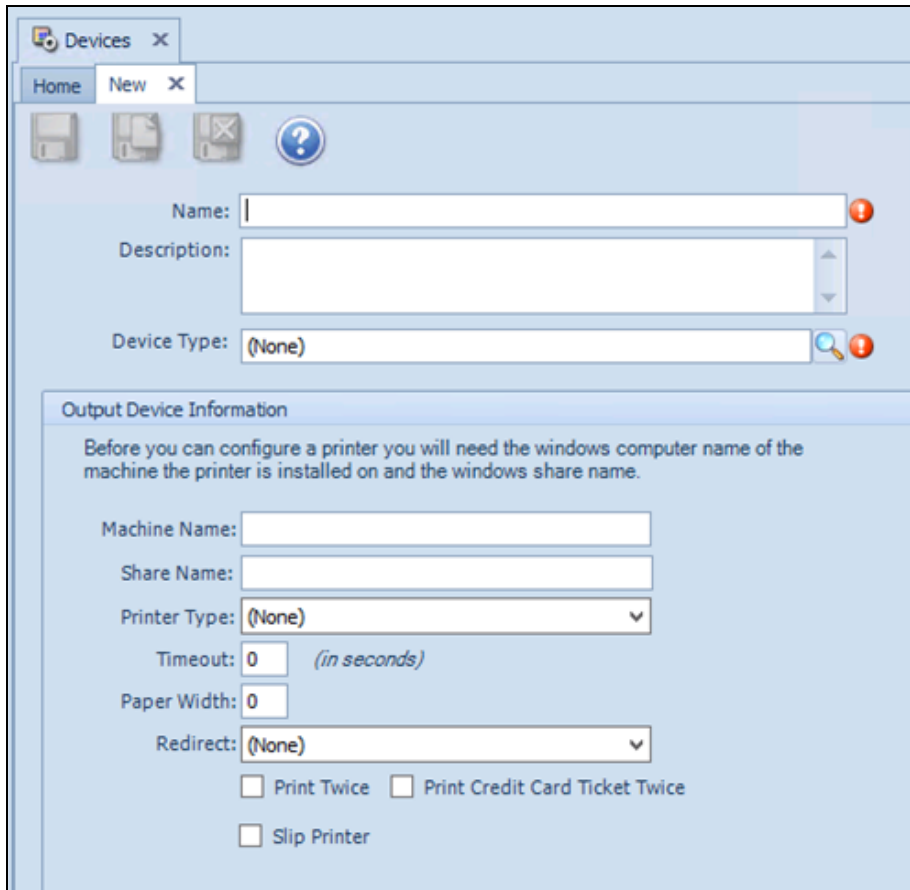
- 2) Then, perform either of the following to launch the POS Device setup screen:
 - a) Click the **New** icon on the toolbar.



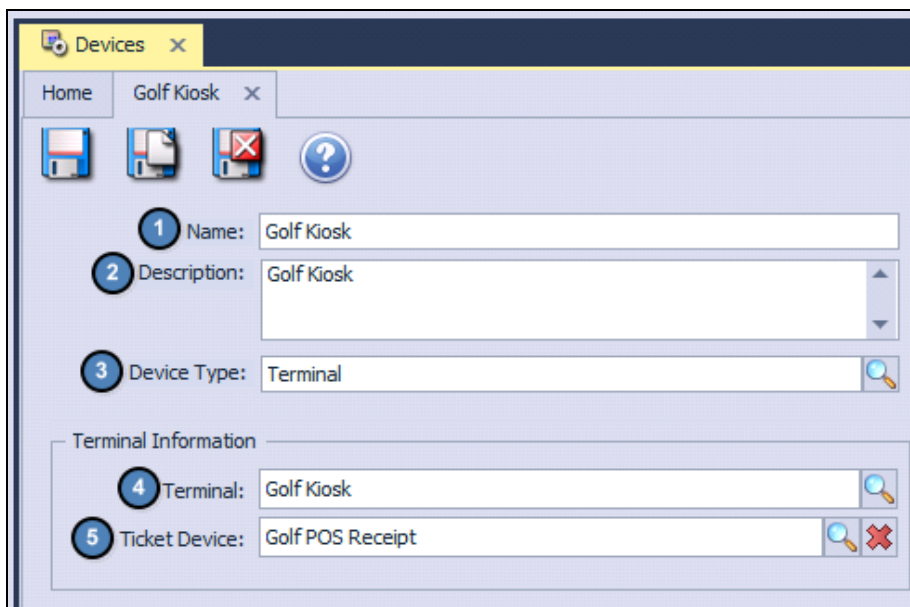
- b) Right-click anywhere on the POS Devices Grid and select **New**.



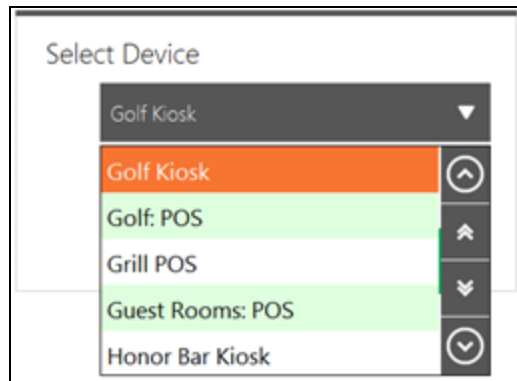
3) The POS Device setup screen will launch.



4) Next, please follow instructions below:



- (1) **Name** - Enter a Name for the new Workstation Device. Again, this will be the name that appears in the Select Device drop down at the POS.

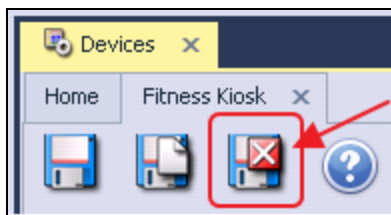


- (2) **Description** - Provide a Description of the new Workstation Device (Optional)
- (3) **Device Type** - Select **Terminal** from the Device Type Lookup. This will populate additional Terminal options.
- (4) **Terminal** - Select the new **Terminal** that was previously created.

Note: Remember, the **Area** that is attached to the **Terminal** selected here will be the Area the Workstation Device defaults too when selected at the POS.

- (5) **Ticket Device** - Select the Ticket Device (Receipt Printer) that should be used for this Workstation.

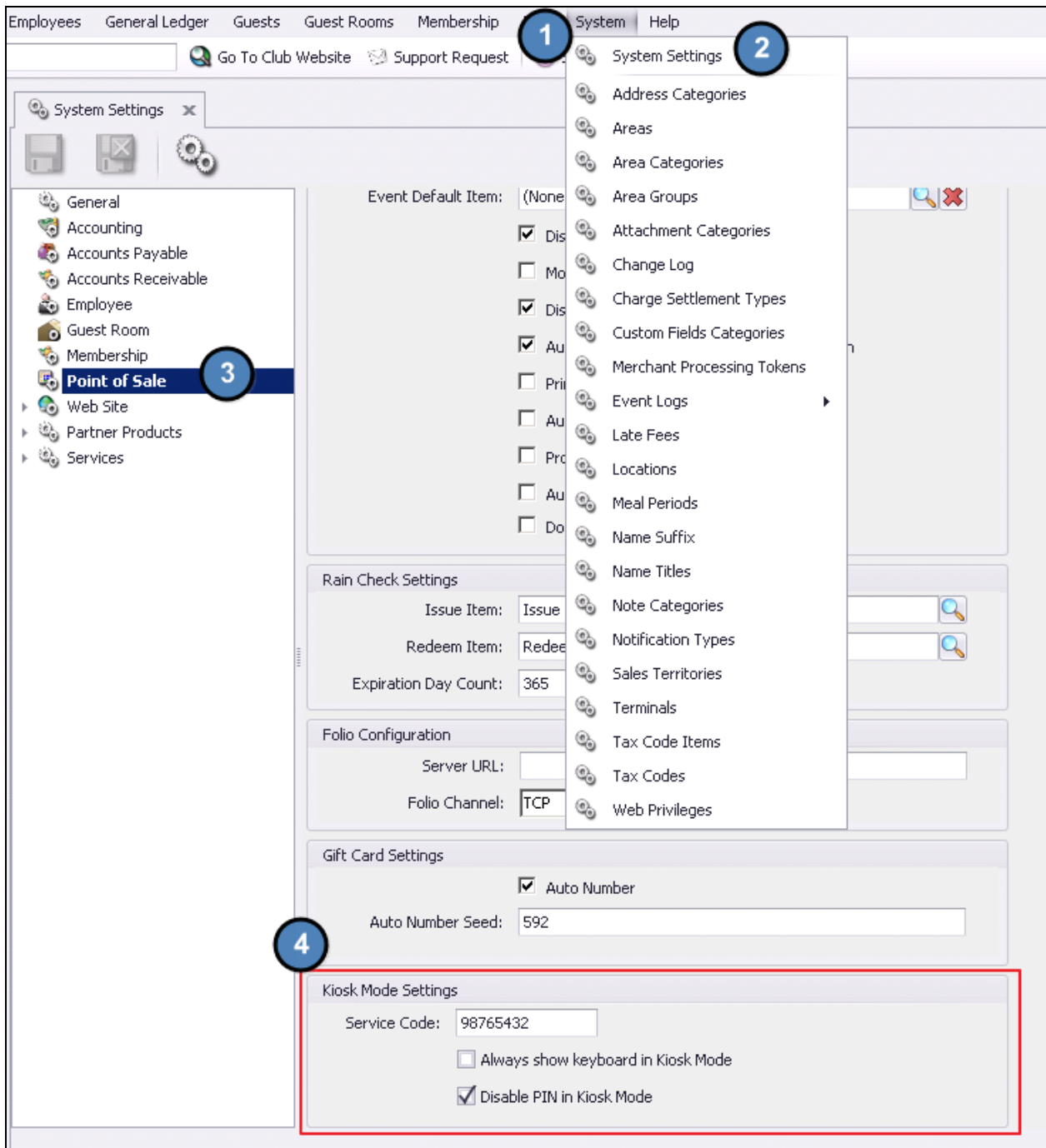
- 5) Select **Save & Close**.



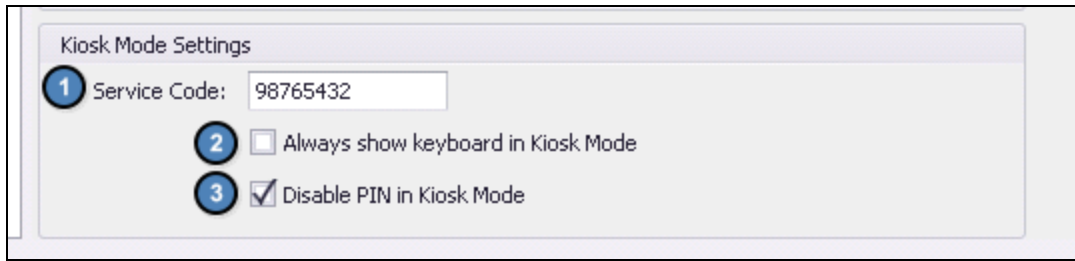
Additional System Settings

In this section, we will discuss additional Kiosk Mode Settings that impact the kiosk functionality.

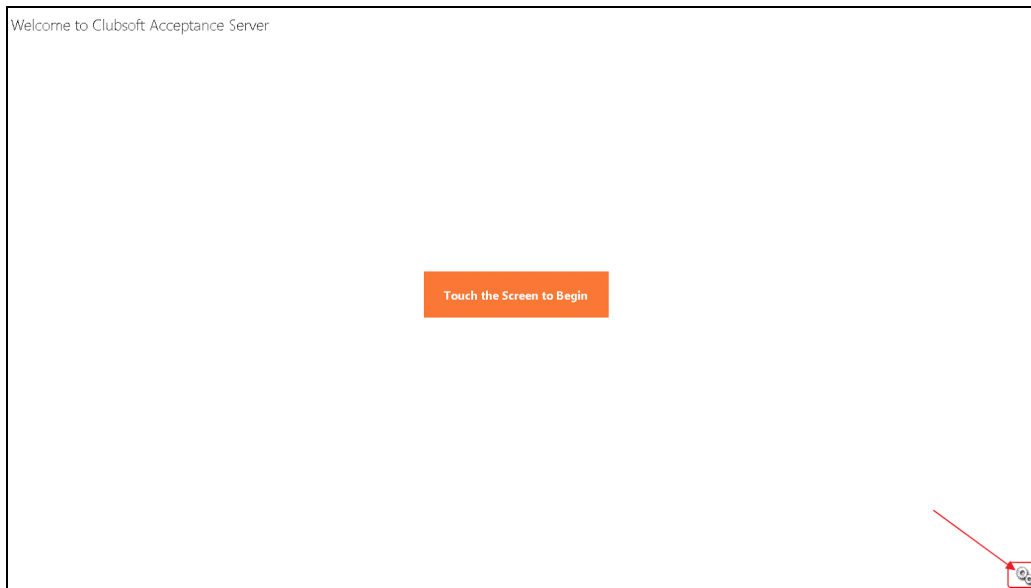
To access these settings, click on **System, System Settings, POS**, and scroll down to **Kiosk Mode Settings**.



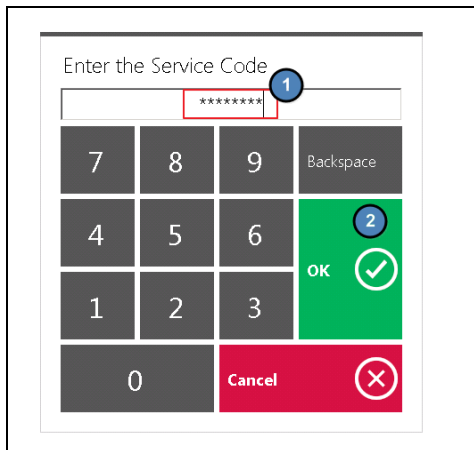
There are (3) Settings found in the Kiosk Mode Settings section.



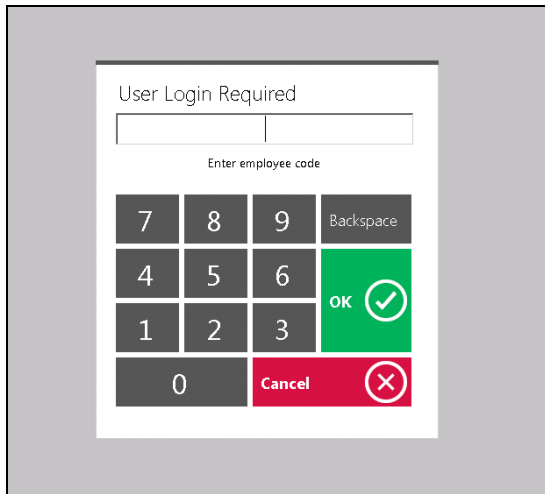
- 1) **Service Code** - Set this code (to a code of your choice) to allow Club Staff to exit Kiosk Mode from Kiosk. Once Kiosk Mode has been set, click on the Gear Icon (intentionally discrete button in the bottom right-hand corner) to access the Service Code screen.



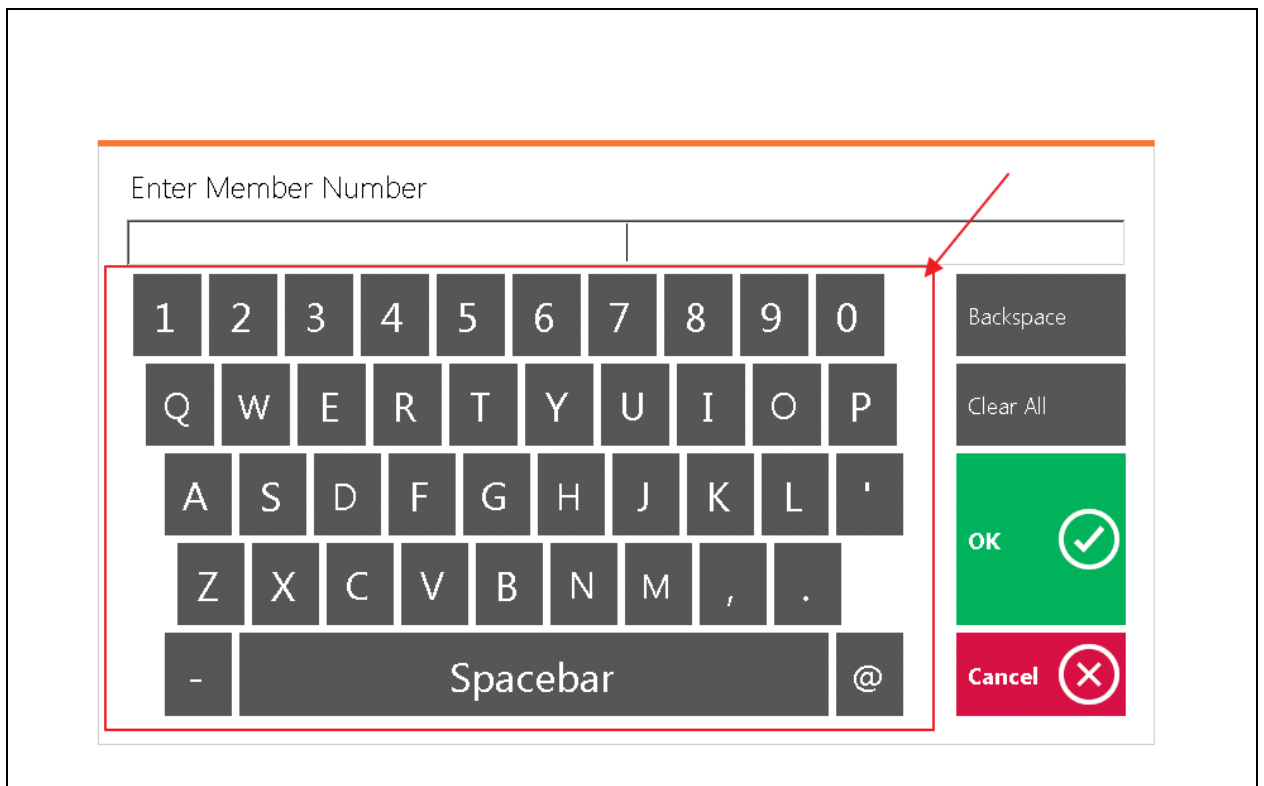
Enter the **Service Code** when prompted and click **OK**.



Once accepted, Kiosk will return to regular POS Login screen.



- 2) **Always show keyboard in Kiosk Mode** - Check this box to show full keyboard on the kiosk. This is helpful when Member numbers involve Alpha-numeric characters.



- 3) **Disable PIN in Kiosk Mode** - Check this setting to bypass the requirement for a unique Member PIN, and allow any Member to log-in with only their Member number. See additional kiosk [documents](#) for more information on this setting.

Best Practices

1. When considering use of a kiosk, determine where operating costs could be saved, and Member experience could be enhanced with a self-service check-in option.
2. Consider additional revenue opportunity by adding an honor system Snack Cart/Bar when Checking in for an Activity (Tee Time, Spa Appt, etc).

FAQs

Q: Does a Kiosk use a POS user license?

A: Yes, setting up a Kiosk will utilize a POS user license. To obtain more licenses, please contact your Account Manager for more information.

Q: Can you use the Kiosk for all systems integrated with the Clubessential Reservations products?

A: Yes, the Kiosk could be integrated with any Clubessential Reservations product in use at the Club - ie, Tee Times, Fitness Center Spa Appointments, Personal Training sessions, etc.

Q: Do you have to have the Reservations product to have “Activities” linked to the Kiosk or can you manually enter Tee Times for instance?

A: The Clubessential Reservations product would be required to link and allow Members to check in for Activities showing on the Kiosk.