



Bon Air Country Club

Member Clubhouse Online (CHO)

Getting Started Guide:

On behalf of the Board of Directors and Management of BACC, we are pleased to announce the implementation of a members only Clubhouse Online website (CHO, sounds like show). It is available now for your computer and phone as well.

It is designed to give you:

1. Access to the evergreen club online calendar.
2. Access to your statement with line-item detail.
3. Online bill pay via ACH which is free, or Credit Card which is \$10 per charge.
4. A Roster of the membership
5. Current General and Tournament news.
6. Club Docs.

Check out the registration access to your online member portal [Bon Air Clubhouse Online](#)

You can also find a link to CHO on our public website.

Need assistance with website registration, please contact kenvarteresian@icloud.com

Please note, it will take approximately two hours for your CHO username to sync your statements, etc.

Warmest regards,

BACC

PS: Please read all the way to the bottom for important information on photos, online ordering and the phone application.

Website Registration and Login Process

If you need help registering for our website, you can find step-by-step instructions below.

The new website [Bon Air Clubhouse Online](#) will allow you to:

- **View your Member Statement with Chit detail available**
 - **Pro-Shop Credit coming soon**
- **Pay your bill by automated check or credit card***
 - **Click “Pay Now” for options**
 - **Contact Accounting for questions**
 - **This goes right to Lonnie, please use in the future**
- **Look up other members**
 - **Create your Buddie groups**
- **See the online calendar, it is fully populated for the year!**
 - **Working on registering right from the Calendar & Golf Genius, please stand by for updates.**
- **More will follow**

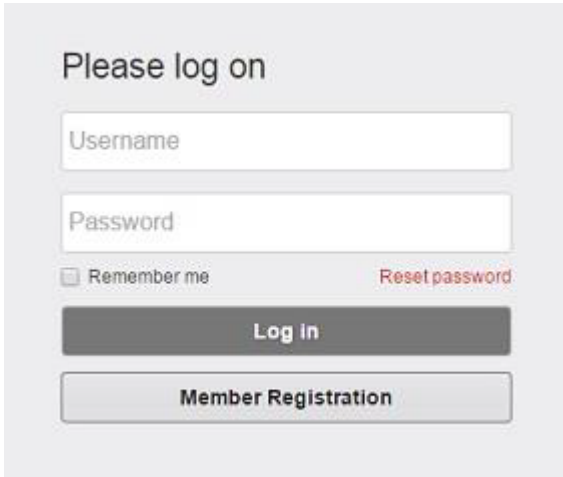
*Please note that there is a flat \$10 fee for each credit card payment processed for bill pay. BACC is absorbing the \$.55 check processing fee in lieu of stopping paper statements and a large part of the credit card processing fee.

Navigate to your club's login page by clicking on the **Member Login** link/button here in this document or on the Bon Air public website in the Members section.

Accessing the members only area requires logging in. If this is your first time logging in, you must first activate your account by registering for the website. To do so please follow steps 1 to 4 below.

1. Member Registration

To register your account, click **Member Registration** from the login page.



Please log on

Username

Password

Remember me [Reset password](#)

Log In

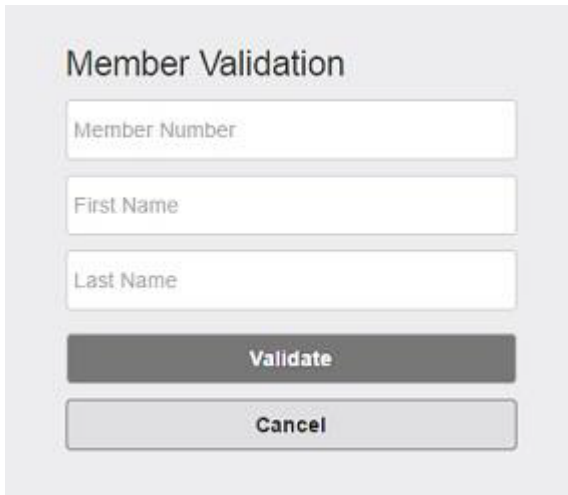
Member Registration

2. Validation

Enter your **Member Number***, **First Name** and **Last Name** exactly as they appear on your last paper statement.

***Member numbers are four digits all numeric. So, if your member # is 9 your number is 0009. If you are a spouse your member number should have an "A" added. Dependents are "B" "C" and so on.**

The system will then validate whether the information entered is correct.



Member Validation

Member Number

First Name

Last Name

Validate

Cancel

Please note that if you are a primary member (your name is on the statement) you have to grant your spouse and/or dependents the ability to view your statement online!

For Swim/Social members you must put in the exact FIRST NAME information as it is on your statement. For many of you have two first names in your account. We will be splitting your account into a family account grouping here in the future.

For Corporate Members, you must do the same. We may need to review how you pay your bill so please contact Lonnie when the time comes.

Everyone can hide their email and phone if they want to.

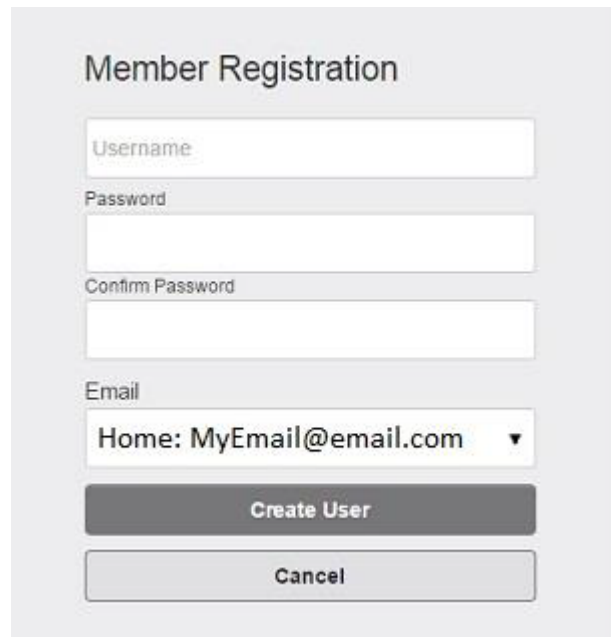
Note: If the information entered does not exactly match that which is present in our files, you will be unable to register. If you continue experiencing issues, please visit us in the ballroom or contact Ken for assistance.

3. Setup Username and Password

Once your information has been validated, you will be taken to the Member Registration page to set your username, password and email address. Usernames are not case sensitive, however, passwords are.

In the event the password is forgotten, please select one of your e-mail addresses from the drop-down to associate with your user account. If there are no emails available in the drop-down menu, enter in your desired email address.

Once all fields are filled out, click **Create User** to complete the registration process.



The image shows a 'Member Registration' form with the following fields and buttons:

- Username**: A text input field.
- Password**: A text input field.
- Confirm Password**: A text input field.
- Email**: A dropdown menu showing 'Home: MyEmail@email.com' with a downward arrow.
- Create User**: A dark grey button.
- Cancel**: A light grey button.

4. Email Confirmation

Upon successful registration, an email message will be sent to the email address entered during the registration process.

Login, Log Off & Forgot Password

Login to the Website:

Navigate to the login page by clicking on the **Member Login** link/button. Enter the username and password you've created in the registration process. When finished, click **Log In**.

Log out of the Website:

It is strongly recommended to logout of the website when you are finished. Once logged into the website, the **Member Login** button will change to your **name**; click on your name and in the drop down click **Log Out**. This button will end your session and return you back to the Website Home page.

Forgot Password:

If at some point in the future you should forget your password, you can retrieve it by clicking on the **Forgot Password** link within the **Member Login** area. From there, you will be required to enter the email address or username you provided during the registration process and click **Reset Password**. An email will be sent to you including a link by which you can reset your password.

“Head Shot” Photos for Clubhouse Online

Please do import a current “head shot” photo for each of you. Our club is growing, and staff finds it very helpful to have your picture show up on our Point of Sale (POS) system. In future we will use these photos to better manage access to the pool as well.

Phone access to Clubhouse Online

Navigate to your Google or IOS App store:

Search for “Clubhouse Online”. Download the App. Enter the club’s name, your Username and Password.

Enjoy!

Online Ordering

You may see some info/access to this function in your CHO. We are working on this function and will advise when it is operational. We will start with the Snack Bar Menu allowing the pool and golfers at the turn to gain fast access to ordering.