ONLINE BOOKING PORTAL INSTRUCTIONS AND TROUBLESHOOTING

Thank you for choosing Monroe County Parks for your next exciting golfing experience. In response to COVID-19, we are taking extensive measures to keep our customers, community and staff members safe. In accordance with the State of NY, tee times must be booked and paid for online at all of our Parks golf courses. For those who have questions on how to use our booking portal, we have created an instruction and troubleshooting page for your convenience. We thank you for your patience during these difficult times and we look forward to seeing you on the course soon!

Here are the instructions for some of our online features: Please note: Our software is not compatible with Internet explorer. Supported browsers include Chrome, Firefox, Safari, Edge, and others.

Purchasing a 2020 season permit or pass online:

- Follow this link: https://foreupsoftware.com/index.php/booking/index/19800#/store
- Enter your username and password and click "sign in". **Don't have an account?** Please click the blue "**register now**" link on the bottom of the login page. Enter your information and use your email as your "username".
- Once you're logged in, click on the pass or permit you would like purchase and follow the instructions. Once purchased, you will receive a confirmation email.
- Please note: The junior/senior permit/pass requires you to add your birthdate to confirm your age. **To change your birthdate:** From the passes and permits page – click on "My Account" located in the top right of the page. Click on "Account information". Enter your birthdate where it says "Birthday". Click "Save account info". You will now be able to purchase your age restricted permit/pass.
- **Please note:** You may have to refresh your browser once you enter your birthdate.
- **Please note:** You will need to take a photo and provide proof of age (or proof of service for Military permit) once the COVID-19 restrictions are lifted.
- **Please note:** Until restrictions are lifted, you will not need a physical pass. Physical Passes will be distributed at any of the golf courses (guests choice) once guests are allowed into the pro shops.

Booking a tee time online:

- Follow this link: www.monroecountyparksgolf.com
- Click on "**Book tee time**"– (course of your choice)
- Enter your username and password and click "**sign in**". ". **Don't have an account?** Please click the blue **"register now"** link on the bottom of the login page. Enter your information and use your email as your "username" to log in.
- Once you're logged in, you will find yourself on the landing page which will give you up to date course information. You will then scroll down to the bottom of the page where you will find different "Booking Class buttons". Please click the button that corresponds to you. (If you do not have a pass/permit, you will choose the public button)
- **You will now be able to search for your tee time.**
- **Choose the course** you'd like to play by selecting from the drop down box under the label **"Facility".**
- **Select the date** you would like to play by either entering the date into the **"Date"** field or navigating the calendar located on the left hand side of the screen.
- You may also filter out the **number of players, time of day and how many holes** you're playing. These can be found under the calendar on the left hand side of the screen. **Please note:** If you book a tee time for less than 4 players, there may be other players paired with your group. If your group has less than 4 players, and you want to play alone, you must book and pay for 4 players.
- **Only tee times that are available will be displayed.** On each tee time, you will see a silhouette in the form of a person with a number next to it. This represents how many spots are available in the tee time.
- Click on your preferred tee time and enter the number of players you want to book for. Click book time and follow instructions. **(At this time, payment is required online and you will be prompted for a credit card).** You will receive and email confirmation once complete.

Changing your account password:

- Follow this link:https://foreupsoftware.com/index.php/booking/index/19800#/teetimes
- Enter your username and password and click **"Sign in".**
- Click on **"My Account"** located in the top right of the page.
- Click on **"Account information".**
- Enter your username, existing password and new password under the **"Login Information"** Label.
- Click "**Save Login Info**"

How to purchase a gift card:

- Follow this link: https://foreupsoftware.com/index.php/booking/19800/2487#/store/giftcards
- Enter your username and password and click **"Sign in". Don't have an account?** Please click the blue **"register now"** link on the bottom of the login page. Enter your information and use your email as your "**username**" to log in.
- Choose the amount you would like your gift card to be.
- Once selected, click the **"Buy"** button.
- Once payment is processed, you will receive a confirmation email with your E-gift card. This must be printed out for use. Present to pro shop staff when you'd like to redeem. **Please note:** Gift cards cannot be used for online purchases. Gift cards may be redeemed by phone or in person.

Trouble-shooting:

Error messages:

ERROR MESSAGE: "Username or password is invalid"

_If you receive this error message, either you have entered your username or password incorrectly. First, make sure your username is correct (this is by default your email address). If the username is correct, then you must click on "**forgot password**" in the login page. Enter your email address into the "forgot password" field, click **"reset".** You will now receive an email with instructions on how to reset your password. **Please note:** Once you reset your password, be sure to refresh your browser and update your password history from your browser settings.

ERROR MESSAGE: "No account found with that username"

_If you receive this message after entering your email into the "forgot password" field – you will need to register for a new account. On the log in screen, click on the blue **"register now"** link. This will prompt you to enter your new account information. Once completed, click **"Register".** Once completed, the email you entered will be your "username" and "password" you entered will be your password.

ERROR MESSAGE: You do not have permissions to use this booking class. Please select another one to see available tee times

_If you receive this message, you do not have an associated pass/permit with that booking class (Only customers who have purchased their pass/permit have access to their respected booking class. *Example: 7 day pass holders are the only customers who have access to the "7 day pass-holder" booking class.* Please purchase your choice of pass/permit prior to using the booking classes. The "public" booking class is not "pass/permit locked" and is open to all guests.

*Have you purchased a pass/permit with confirmation and still do not have access? For assistance, please contact any of our pro shops by phone **OR** contact us via email.*

Have you received an error message not listed on this page? Let us know! Please contact us via email.

ONLINE BOOKING FAQ'S

- **Q: How do I cancel a tee time online?**
  A: If you have booked and pre-paid for a tee time online, you must call the pro shop of the course you booked, Staff members will assist you further. If you have reserved **non** pre-paid tee time or a pass-holder, you may cancel your tee time in the "my account" tab of the booking portal. Once logged in, click on "My Account" -> "My Reservations" -> select the tee time you'd like to cancel and click "Cancel". You will then receive a cancellation confirmation email.

- **Q: I booked a tee time for the wrong day, how can I switch it?**
  A: If you have pre-paid for the tee time, please call the golf shop you booked at. If you have not pre-paid, you may cancel you current reservation and re-book for the correct date.

- **Q: Can you book at any of the Monroe County Parks courses on one booking portal?**
  A: Yes, once you login, you can choose which course you'd like to play by clicking the drop down box under the label "facility". Once you click a new facility, you will need to re-enter your booking class at the bottom of the page.

We hope this instructional page has helped you with the Monroe County Parks booking portal. We know that there may be issues you run into that are unlisted on this page. If you need further assistance or would like to share issues you've encountered, please contact us.

Thank you very much for your patience and we hope to see you soon at one of our 3 beautiful golf courses!

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