



# User's Manual

*Version 1.11 Update 1750*

*Updated: December 10, 2018*

*Forward*

*This document tries to be as accurate as possible  
but the Open Campground system is constantly undergoing  
changes to make it more useful to the users.*

*The result is sometimes the system will be updated more  
quickly than the documentation.*

*Please bear with me.*

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## Introduction

*Open Campground* is a computer based campground reservation system aimed at smaller campgrounds who do not want or can not afford one of the more expensive competing systems. It has a database management system at its core and primarily keeps track of spaces in the campground and campers. It is able to run on almost any computer system running Windows or Linux. It should run on any system which supports Ruby on Rails such as MacOS but it has not yet been tested on all of those systems. It is built as a web browser interfaced application and will run using any modern browser such as Internet Explorer, Chrome or Firefox etc. It will work with any printer your system supports.

Based as it is on a web paradigm, the system is multi-user. One computer is the system server on which the database resides and users will use the screen, keyboard and mouse on that and other computers. The usual initial system is one computer with screen, keyboard and mouse which is the system server and the user interface system. This type of a configuration does not require any connection to the Internet to operate. This system can also be used for other purposes at the same time. If wanted, additional systems for more concurrent users can be added with very minimal effort. At its maximum the system could use a dedicated computer as the server with networked computers for users. The system will run on any computer configuration that will support a current version of Windows or Linux. The system has been tested with Windows XP, 7, 8 and 10 as well as a number of Linux distributions. The system which hosts *Open Campground* does not have to be dedicated to that application but there is a **security risk to the database if you connect the system to the Internet without having a firewall operational. If the system is connected to the Internet it must have a firewall (hardware or software) and you must make sure you use logins so you have password protection.** If using Windows, the Windows firewall will probably be adequate but it must be enabled. Use only one software firewall. If you install a firewall from another vendor follow the software vendors instructions.

The simplest way to use *Open Campground* is an installation in the Cloud where *Open Campground* is hosted on a server which you will not have to manage or maintain. You will need to have a system (or as many systems as you want) in your office which can access the Internet and all backups, updates and system management will be handled for you. The system with which you connect can be a desktop computer, a laptop or a tablet or smart phone. Your reservation system will be usable to you anywhere you have access to the Internet and a device which can connect. Go to the [Opencampground.com/products](http://opencampground.com/products) web page for more information on that option.

*Open Campground* is an open source application. This means the source of it is available to anyone to use or modify. It is licensed under the GPL version 2<sup>1</sup>. Anyone who wants to download the system and use it for their campground is welcome to do so. The system can be downloaded from the Downloads page at <http://opencampground.com>. Both a system with supporting software for Windows and the source version are available there.

Information on new versions of the system and availability of updates as well as tips and techniques for using the system are also found there. Information on the system can also be found on facebook at <https://facebook.com/opencampground>. If you use the Subversion version control system you can checkout the source from <svn://ocsrv.net/trunk>.

The system is built on the foundation of *MySQL*, *Ruby* and *Ruby on Rails* (and *Instant Rails* for Windows systems) which are all also open source applications and are available to anyone to use. It is designed to be easily maintainable and usable. This results in a system that is relatively simple to modify (as computer based systems go) if one wants different features. Things like new functions and new displays are fairly complicated but still are doable by persons familiar with web and database programming. The skills needed in someone setting up the system on Windows with *InstantRails* are basic familiarity with the use of a Windows computer system and the ability to follow instructions. For modifying the system you will need SQL familiarity, ability to modify web pages (if desired), possibility some knowledge of the Ruby language, a knowledge of how RV Parks/Campgrounds function and the ability to follow instructions. I developed this system because I was a full time RVer and I wanted to find something useful I could do with my many years of experience as a software developer.

I am open to any and all suggestions for improvements and identification of problems. Send email to me (Norm Scherer) at [Norm@OpenCampground.com](mailto:Norm@OpenCampground.com) or go to the Facebook page at <http://facebook.com/opencampground>.

## License

The license for this system is the GNU Public License which permits copying the system, modifying it and using it for most any purpose. Endnote *i* is a copy of the license. It is also available under admin->license on a running system.

## Installation

To install the system I recommend you first print this document and familiarize yourself with the instructions. Then follow the instructions in the appropriate appendix as closely as possible. The system is available in four different forms described in the following appendices.

- A – *Open Campground* for Windows™ Download
- B – *Open Campground* for Windows™ CD
- C – *Open Campground* in the Cloud
- D – *Open Campground* Source Download

You will use only one of these alternatives but it is quite easy to transition from one to the other.

## Definitions

From time to time questions have come up that can be handled by knowing the definitions of some terms used in this system.

**Start date:** This is the date a guest arrives and begins using the facilities of the campground. For purposes of reservations the site is considered occupied on the start date and it will not be allocated to another guest.

**End date:** This is the date a guest departs and no longer uses the facilities. For purposes of reservations the site is considered vacant on the end date and will be available for allocation to another reservation.

**Weekly reservation:** A reservation will be charged the weekly rate (if defined) if the reservation start date and end date are on the same day of the week. If the reservation is for more than a multiple of a week the remainder after the last full week will be charged at the daily rate. The daily rate is used if a weekly rate has not been defined.

**Monthly reservation:** A reservation will be charged the monthly rate (if defined) if the reservation start date and end date are on the same day of the month. The defined monthly rate will be charged regardless of the number of days in the month. If the reservation is for more than a multiple of a month the remainder after the last full month will be charged at the weekly or daily rate as applicable. This will mean that the same monthly rate will be applied to a stay of 28 days in February as is applied to a stay of 31 days in March.

## Using the system

You will access the system using your normal browser (Internet Explorer, Chrome or Firefox for example). You enter the URL <http://localhost:3000> (for locally installed versions) in the address area of your browser and you will have access to the displays. Note: On some Windows and browser versions you may have to use <http://127.0.0.1:3000>. If you installed Open Campground from the CD you will find a shortcut on the desktop named Open Campground. Selecting this will bring up your default browser connected to the currently running Open Campground version. If you are using Open Campground in the Cloud, separate URLs for training and production modes will be supplied to you and you will access the system through these URLs. Open Campground in the Cloud works through the Internet, for other configurations you will not need to be connected to the Internet except to access updates. **In all cases you will have to enable cookies from the system the server is on and enable javascript** (this is the normal situation). Connecting with your browser will bring up the initial displays for Open Campground. You can simplify later use of the system by creating a bookmark or favorite for the URL.

## System Modes

The system is designed to function in either of two modes. If you are exploring the system to see how it works or for training you will use the *training* mode. If you are using the system to actually manage a campground you will use the *production* mode. The *training* mode uses a separate database from the *production* mode so at any time you can bring up the system in *training* mode for training etc. without disturbing data in your production system. The *training* mode has a re-loadable database that can be used to explore the system and familiarize yourself with how it works. The *production* mode has an empty database ready for you to define your own campground with your own preferences. I recommend that you first use the *training* mode to create reservations, check campers in and out, and explore the various functions of the system before setting up the system in the *production* mode. Different versions of the system will change modes in different ways as described in the appendices referred to in the *Installation* section earlier.

## Startup

Each time you restart your computer you will have to start the servers unless you have set the system up to start automatically. To start the system, perform steps given in the Installation appendices referred to earlier. This does not apply to Open Campground in the Cloud. In all cases you will have to connect to the servers with your browser as described above.

The following sections describe how to use the various parts of the system. The *setup* area (accessed from the *admin* entry on the navigation area) must be completed before the system can be used. In the *training* mode a database initialization function is provided in *setup* which will automatically populate the database with data intended for the current day. The other areas should be read but you can also explore them just by trying them out.

Upon startup when no sites have been defined, you will be taken to the *Setup* display. At any other time, on startup the system will display the *Reservation List*. This is the central display of the system. In all cases if *User Login* has been enabled a *Login* display will be presented before any other displays (unless you have selected *remember me* in options). The reservation process is covered in the following section of this manual. From the navigation area we can access *Campers* and *Admin* functions which will be discussed separately later.

At any time you can do any other function on the computer or access any other web page in the normal fashion and come back to the Open Campground pages when you wish. You will encounter errors if you interrupt the process of creating a reservation and then later try to return to the same reservation. I find it convenient to use the tab capability of the browser (supported by current versions of Internet Explorer, Chrome, Firefox and others) to keep the Open Campground display up in one tab and do other things in other tabs.

## The Screen Layout

At all times except for initial login the screen will be presented in a common format. At the top will be an area containing a word or two describing the current function. At the left end of this area will be the Open Campground logo or a logo you specify in the setup process. In the top right of this area will be the word 'training' if the system is in training mode instead of production mode. At the lower right will be a pull-down menu that you can use to select the language and locale the system operational displays use.

If you select the option to navigate by tabs, under the top area will be an array of buttons that you will use to navigate through the system.

If you do not select that option, a navigation area will be presented on the left side of the screen giving links to use for navigation.

Under the tabs or the top banner will be displayed informational, warning and error messages. The messages will be presented in a box which will be green for information, yellow for warning and red for error messages.

## Reservations<sup>1</sup>

### Reservation List

The *Reservation List* is the heart of Open Campground. The starting display is this list of current reservations. The buttons at the column heads will set the sort order. Click on any of the buttons to change how the list is sorted.

Res #	Start Date	End Date	Name	Rig Type	Slides	Length	Space
7	December 07, 2018	December 08, 2018	Mary Foley	Class A	0	40	7
8	December 07, 2018	December 14, 2018	Tony Jackson	Bus	0	42	13
10	December 07, 2018	January 07, 2019	Jim Pool	Class A	0	32	15
9	December 07, 2018	December 08, 2018	Clayton Pollock	Class A	0	30	16
11	December 08, 2018	December 09, 2018	Randolph Allen	Class A	0	35	11
12	December 08, 2018	December 11, 2018	Test Camper	Class A	0	35	16
21	December 08, 2018	December 11, 2018	Tom Jones	Class A	0	35	90
13	December 08, 2018	December 12, 2018	Group: Demo Jack Jasperston		2 spaces		
14	December 08, 2018	January 09, 2019	Jack Preston	Class B	0	19	20
15	December 09, 2018	December 16, 2018	Clayton Pollock	Truck Camper	0	20	34
24	December 09, 2018	December 16, 2018	Tony Jackson	Truck Camper	0	20	63
16	December 10, 2018	December 20, 2018	Jim Pool	Class A	0	34	36

On this list the camper's name is a link and will be identified as such in your browser. If you select the camper's name you will be given a display with the full information on the camper (see *Display Camper*). If you select a group name the information on the group will be displayed. Other links give you the capability to *show* or *cancel* the reservation or to *checkin* the guest. *Show* will display the details of the reservation and enable you to edit the reservation. For a group, the links will be *expand*, *checkin* and *cancel*. *Checkin* and *cancel* will perform the designated operation on all reservations associated with that group. *Expand* will show each reservation in the group and will enable you to *show*, *checkin* or *cancel* them

1. In all sections of this document a stay in the campground will be referred to as a *reservation* whether the stay is in the future, past or the present.

individually. Page through the list using the links at the bottom.

The first column gives the reservation number which was assigned when the reservation was created. The date format used for the start date and end date of the reservation will be that usually used in your locale. Rig type, slides and length are all as entered when the reservation was created or modified. These fields are only for information and their use and display is optional (see *setup*). If you have defined the length field for a space and the length entered in the reservation is greater than that value a warning message will be printed at the top of the next display. If the length field for the space is 0 the value entered in the reservation is not checked. The *space* is the name of the assigned space as defined in system setup described later. The order in which the spaces are displayed is defined in the space setup display.

If a camper is overdue for *checkin*, the background of that reservation entry will be yellow (any of these colors can be changed in *setup*). If the camper is due to check in today the background will be a pinkish shade.

If you use *Remote Reservations*, any remote reservation will initially appear in the system on the *Reservation List* in blue at the top of the list. The options on the right of the entry will be *Review* and *Cancel*. If you select *Review* it will take you to the *Review* display where you can *Confirm* or *Cancel* the reservation. This is to give you the ability to control the reservations in your campground. After a reservation is confirmed it will be the same as any other reservation in the system.

### In Park List

The *In Park* list is generally similar to the *Reservation list* except that it displays a list of the campers who are presently checked in to the campground. As with the reservation list the buttons at the top will change the sort order. On the *In Park* list there are links on each entry for *show* and *checkout*.

Res #	Start Date	End Date	Name	Rig Type	Slides	Length	Space	Payment	Due
20	November 29, 2018	December 05, 2018	Thomas Petersen	Tent	0	0	13	\$0.00	\$145.14
3	November 30, 2018	December 07, 2018	Tony Jones	Class A	0	32	9	\$159.59	\$6.59
3	December 02, 2018	December 07, 2018	Jim Poolston	Tent	0	0	7	\$121.95	\$6.59
4	November 17, 2018	December 08, 2018	Thomas Petersen	Class A	0	36	11	\$478.77	\$6.58
2	December 01, 2018	December 08, 2018	Jack Jasperston	Class C	0	26	9	\$159.59	\$6.58
6	December 03, 2018	December 10, 2018	Test Camper	Class A	0	40	36	\$140.74	\$8.42
5	November 07, 2018	December 19, 2018	Muffin Smith	Class B	0	19	12	\$929.67	\$-24.31

As in the *Reservation List*, the campers name is a link to a display of further information on that camper.

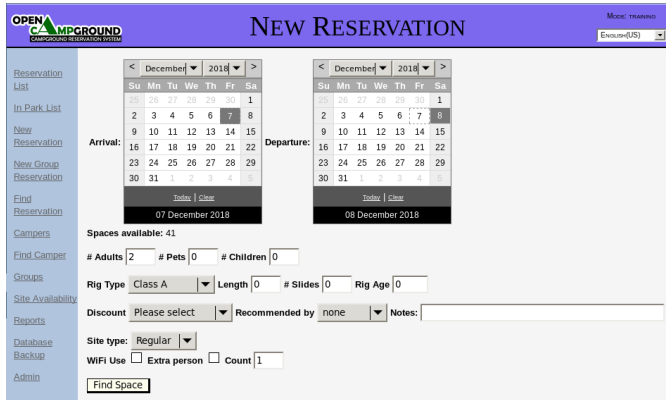
If a camper is in the park past the reservation end date, the background of that reservation display will be a gray shade. If the camper is due to check out today the background will be a yellow shade.

If it is possible to extend any of these reservations by one day, an *extend* link will appear at the end of the line. Selecting that link will extend the reservation by one day each time the link is selected. Likewise if the reservation can be extended by a month a link will be presented for that.

Notice that on this list as illustrated we have the *Payments in Lists* option (described later) enabled.

## New Reservation

A new reservation is initiated by selecting *New Reservation* from the sidebar. This will bring up a new reservation display.



On this display you will select the start and end date of the reservation and identify the type of site desired (values from the *sitetype* table will be presented to select from) and the *discount* (if any) to be used in rate calculations. If the *Full Season Rates* option was selected in the setup process, a check-box to select the full season will be presented. If this is selected the dates set up for season start and end will be displayed and no other dates may be used. As shown here the dates are selected on a calendar representation for the start and end dates. When the display comes up, the *start date* will be the current date and the *end date* will be next day. When you select a different date for the *start date*, the *end date* will be set to a day later than the *start date*. If you have defined any *extras* you can select them at this time. You will have the opportunity to change any of these values at a later stage in the process. Selecting the *Find Space* button will advance to a display of the sites of the identified type which are not already reserved for the selected dates. Notice that this picture shows the *Silver* color selection from the colors setup described later.

## Select Space

The list will have the properties of the sites (as set up in the *spaces* table) and the rates applicable to each site using the *season* current at

Space	EWS	Size	Daily	Weekly	Monthly	Type	Special
one	EWS 50A	60	\$26.00	\$158.00	\$634.00	Regular	Pull in <a href="#">Select</a>
two	EWS 50A	60	\$26.00	\$158.00	\$634.00	Regular	<a href="#">Select</a>
three	EWS 50A	60	\$26.00	\$158.00	\$634.00	Regular	<a href="#">Select</a>
5	EWS 50A	60	\$26.00	\$158.00	\$634.00	Regular	<a href="#">Select</a>
6	EWS 50A	60	\$26.00	\$158.00	\$634.00	Regular	<a href="#">Select</a>
8	EWS 50A	60	\$26.00	\$158.00	\$634.00	Regular	<a href="#">Select</a>
10	EWS 50A	60	\$26.00	\$158.00	\$634.00	Regular	<a href="#">Select</a>
14	EWS 50A	60	\$26.00	\$158.00	\$634.00	Regular	<a href="#">Select</a>
17	EWS 50A	60	\$26.00	\$158.00	\$634.00	Regular	<a href="#">Select</a>
18	EWS 50A	60	\$26.00	\$158.00	\$634.00	Regular	<a href="#">Select</a>
19	EWS 50A	60	\$26.00	\$158.00	\$634.00	Regular	<a href="#">Select</a>
20	EWS 50A	60	\$26.00	\$158.00	\$634.00	Regular	<a href="#">Select</a>

the start date of the reservation. The actual charges will be computed by checking each day in the reservation period to determine which rate and season applies to it. The rate will be computed based on the varying seasons. If the reservation starts on the current date, any space that has been identified as *unavailable* (in *admin->reports->space summary*) will not be shown. If the reservation starts any other date a space shown as *unavailable* will be listed. If a space does not have rates assigned to be displayed, that space will not be displayed. This could happen for example if you have assigned full season rates to some spaces but not all and you are processing a full season reservation. Only the spaces having a full season rate would be shown.

Selecting the *select* item for the desired site will cause the display to advance to a summary *Review Reservation* screen.

## Review Reservation

This screen is the same as other reservation display screens (picture and discussion in *Confirm Reservation*) without camper information. With this screen you can discuss with the potential guest the site and projected cost etc. Any item in the top half of the page that is in a box can be edited by selecting it with a single click. The drop-downs for *Rigtype* or *Discount* can be used in the usual manner. Some browsers do not display empty fields correctly so on those browsers there will be an *edit* button for any empty fields. Just select the button with a single click to edit those fields.

Any changes that will affect the charges will be reflected in the rate information summary in the lower right hand side. Note that if the dates or space need changing there are buttons to change those. **Do not use the back page function to try to go back to the space selection display.** If the guest wants to proceed, select *continue* or the process can be canceled by selecting the *Cancel Reservation* button in the navigation area. If you select *Cancel Reservation* the space will be immediately returned to the pool of available sites. If you just abandon the process by going to another task, the site will not be available for 30 minutes. This delay is to allow for the possibility that you are still discussing the stay with the prospective guest.

## Select or Create Camper

Selecting the *continue* button from above will continue the reservation process and bring up a display with a camper details entry section at the top. When you enter the camper's last name in this section, campers already in the system whose names match what you have entered will be displayed and may be selected if appropriate. For example if the camper with whom you are working is named Test Camper you would start by entering 'C' in the last name space.



As soon as you enter the 'C' a list of all campers in the database whose names start with 'C' like Crane, Carson and Camper will be displayed. As you continue and enter an 'a' only names that start with 'Ca' like Carson and Camper will be displayed. If this is a returning camper you can select the correct camper from the list whenever you want to. The more characters you enter the more selective the list of campers will be.

If you selected the *Auto filter on Firstname* or *Auto filter on City* options the same functions will work to select from the list by completing the First name and/or City.

If the camper is not in the list you can just proceed with entering the details for this camper. You must enter at least a *last name*. All other entries are optional except as specified in *Mandatory Camper Entries in setup->system options*. The name will be stored as entered. No capitalization will be added.

If you have selected the *Use ID Number* and *Find by ID Number* options in *setup*, a dialog for entry of ID Number will be shown. The ID Number entry will accommodate both numbers and letters as desired.

After you select an existing camper or select the *Create* button for a new camper, the *Confirm Reservation* display will be brought up for entry of payment information (like a credit card for deposit) if desired.

Notice that this display shows the *Desert* colors.

**Payments**

If you have selected CardConnect payments in the office the handling of the *Payment Type* field will be expanded. It will not only be for recording a payment but it will cause the processing of the credit card. The display will be like this:

If you do not have a card terminal the two Terminal entries will not be shown. If you select *Terminal Process Card* the card terminal will prompt you to insert/swipe the card. If you select *Terminal Manual Card* the terminal will prompt you to enter the card number. In both cases it will first put up a small display where you can change the amount to be charged. If you select the *Tokenizer Process Card* a dialog for editing the amount and then entering the card number and expiration date will be presented. The part handling the card number is really an iframe that will pass the number directly to the card processor without it ever being processed on the server.

A completion notice will be posted and the reservation will be updated with the results.

**Confirm Reservation**

Selecting *complete reservation* (or *checkin now* if the start date is the current date or earlier) will complete the reservation process. You could alternatively select *cancel reservation* from the navigation

Item	Start Date	End Date	Season	Count	Each	Amount
Days	12-10-2018	12-11-2018	default	1.00	\$24.00	\$24.00
Sub Total						\$24.00
Sales tax					4.75%	\$1.14
Room tax				1	\$1.25 per night	\$1.25
Total						\$26.39
Amount Due						\$26.39

area and the reservation will be deleted and the reservation database will be as it was before the process started. The camper, if you created a new camper, will remain in the database. On this page you will again be able to edit any items desired including dates and space and you can also print the reservation information (using the print button if configured or your browser print function), complete the reservation or cancel the reservation. The printed reservation will not show the display artifacts and will be usable as a receipt if desired. The *header* and *trailer* defined in *setup* will appear on the printed version.

On this example a *check in now* button will be shown if the start date of the reservation is the current date. It is not shown if the reservation starts in the future.

**Drive Ups**

When a camper arrives with no reservation you will go through the *New Reservation* process. On the *confirm reservation* page you can use the *Check in Now* button to check the camper in immediately. If you make a reservation after the fact (next morning for a late arrival for example) you will be warned that the start date is earlier than the current date but you will also be presented with the *Check in Now* button and the process can continue.

## Express

An option is also available for the quick creation of reservations. This is enabled in *System Options* as described later.

As shown here you will have to specify the start and end dates and you can then select a space from the pull-down. The count of spaces of the type specified which are available is shown. You then select *Complete Reservation* and will be taken to the *Review* page as described above. You will then go to pages as in the normal reservation flow. This is designed primarily for campgrounds where the guest may go out and select a space and you will catch up with the process after the fact.

## Checkin

The *Checkin* display is brought up from the *Reservation List* using the *Check in now* link (described above) or from the reservation *show* page or *reservation list* page using the *check in* link which will be displayed if the start date is today or in the past.

On this display (as with previously described displays) almost everything is editable by just selecting the information you want to change with a single button click. If an arriving camper already has a reservation, find them on the *Reservation List* or by using the *Find Reservation* dialog and select *Checkin*. This will present the *checkin* display which is the same as the *Confirm* display described above. It can be printed out using the print button if configured or your browser's print selection. Selecting *complete checkin* will cause the checkin process to be completed without any further action.

Alternatively you can select *find reservation* in the navigation area and you will be presented with a display on which you can enter either the campers last name, the reservation number or (if configured in *setup*) their ID number. All reservations associated with that camper will be presented and you can select the correct one and the reservation *show* page will be shown from which you can proceed as above. You can also get there from the *find camper* display.

## Checkout

To *checkout* campers (remove them from the current list of campers in the park), select *Checkout* for an entry from the *In Park* list (you can also find them using *find reservation* or *find camper* as described above). When *checkout* is selected and confirmed, the data on this

stay and camper is copied to an archive database table. The end date for the stay will be the date displayed in the list. If it is not the current date (a late or early recording of a checkout) a confirm dialog will be presented. The camper data is retained in the camper database table for use when the camper makes a new reservation.

## Cancel

From the *reservation list* you can also select *cancel* for a specific reservation. This will bring up a small confirmation dialog and then a summary of the reservation being canceled. On this page the reason for the cancellation can be entered. This reason as well as the date and time of the cancellation will be recorded in the archive table along with all of the other details of the reservation. If user logins are in use, the username of the person doing the cancellation will be recorded. The reservation will be deleted when *complete cancellation* is selected. If a camper has already checked in you cannot *cancel* the reservation, instead you will use the *checkout* function to remove them from the list of current reservations.

## Display Camper

The camper name in the *Reservation List* and *In Park List* is a link to the camper display. If you want to see or change details on the *camper* (such as spelling of name, address, phone number or email address) just click on the camper name.

Res #	Arrival	Departure	Rig Type	Space	Special	Status
6	Jan 22, 2015	Jan 29, 2015	Class A	36		In park <a href="#">Show</a>
12	Jan 27, 2015	Jan 30, 2015	Class A	16		Reserved <a href="#">Show</a>

This will bring up the *show camper* display. As in the reservation display, any information on this display can be edited. This is intended to be used to correct or enter information about the camper. If the wrong camper was identified in the reservation process you should use the *change camper* function from the *show reservation* display to identify the correct person.

This display shows the use of the *Forest* colors and tab navigation.

## Show Reservation

Selecting *show* from the *Reservation list* or the *In Park* list will bring up this display which is the same as the *Confirm* display described above. It will show you the details on a reservation and also enable you to change anything concerning the reservation as described in the *Checkin* section above. Clicking (single click) any item in a box on the page will bring up a box in which the correct information can be entered. If you change the discount or payment amount or an extra

charge, the change will be immediately reflected in the charge summary. Buttons are available to change space, camper or dates. Any changes made are immediately applied to the database.

### Change Dates

If you select the *Change Dates* button on any of the pages having that button you will be presented with this display. If the Seasonal Rates option has been selected in setup, there will be a checkbox to select the Full Season. In this case the dates will be changed to the season start and season end dates which were specified in system setup. At the top of the page will be displayed the earliest and latest dates which are available with this space.

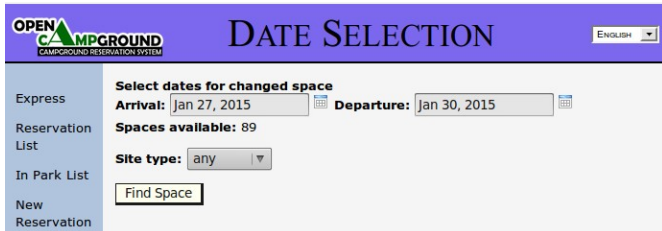


If these dates are not acceptable, you will have to go to the *change spaces* display to select a space which is available on the desired dates. The dates that are shown as usable for a date change are obtained by looking backwards and forwards in time to the next reservation on this space. This means that if a space is reserved for one day and then available again it would be shown as not available but you could set the dates to fit in the space you know is available and if it does not conflict with other reservations it will be accepted. You can look at the *space available* display to see when a space may be available.

At any time the *cancel date change* link in the navigation area may be selected. All options other than proceeding with the change or canceling will be disabled.

### Change Space

An additional function which is available from this display is the *change space* function. On the display when you select this button you are given an opportunity to change the dates and type of space.

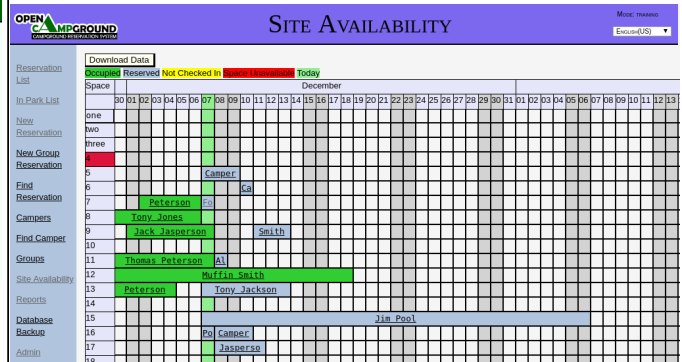


When the selections are complete and you select the *Find Space* button you will be given the same display you are familiar with from the space selection process in making a new reservation. The current

space will be excluded from the list of available spaces. Only spaces which are available in the time specified will be shown. At any time the *cancel space change* link in the navigation area may be selected. All options other than proceeding with the change or canceling it have been disabled.

### Site Availability

From the navigation area you can access the *Site Availability* display at any time. This display will give you a graphical overview of the campground for a configurable number of days (see *setup*). It will show dates horizontally with the sites in the campground arranged vertically. Saturday and Sunday of each week are indicated with shading and the current date is shown in green.



Dates before the present will be shown to the left of that green column. The number of days shown before the present and the total number of days shown is configured in the system options. Green bars indicate sites where campers are checked in and extend until their scheduled departure. Gray bars indicate campers who have not checked in. Site names are in red for any sites which are currently identified as *unavailable*. If you click on one of the bars, the display page for that reservation will be shown. If you hover (pointer over the bar without clicking) for a few seconds an abbreviated summary of the reservation will be shown. The *Site Availability* display will be a little slow to come up because of the extensive processing involved in generating it. This will be increased by setting large values for the number of days displayed. The size of the space for site names on the left will automatically be made long enough to accommodate the largest site name you have configured.

If you have defined a period the campground is closed in *setup*, the whole closed period will be represented by a single vertical bar (|). The display can be scrolled and the dates and site names will remain visible.

### Group Reservations:

If you select *New Group Reservation* from the navigation area you will be able to make a reservation for a group of campers.

### New Group Reservation

The initial display presented will give you the opportunity to specify arrival, departure and type of spaces desired.

The *start date* and *end date* will appear and function as described for the *New Reservation* entry.



### Space Selection

The find spaces function works a little differently than the similar function for a single reservation. You will select as many spaces as desired and then indicate by selecting *Selections Done* that you have completed selections.



As you select sites, the number of sites selected at the top of the page is updated and the entry for the selected site is changed to a grey color. It will now have a button for *deselect* so you can change your mind and unselect a site. As in the regular reservation site selection function, you will have a page forward and back button if there are more than a configured number of sites that are available. While this selection process is happening, the database is not locked. This means that if you have more than one person using the system it is possible a site could get double booked. For this reason it is recommended that group reservations be handled when only one person is on the system.

### Identify Group

When you select *Selections Done* a display will give you the opportunity to identify whether this is a new or returning group.

Each group that has a reservation in the system should be uniquely identified.



By that I mean if you have a group named *Ajax Tours* who has two reservations, the group for each stay should be separately identified as in *Ajax Tours 1* and *Ajax Tours 2*. When they come back next season you can use them as a returning group and reuse the names.

### Wagonmaster

After the group has been created or selected, a Wagonmaster must be selected or created. The wagonmaster is created the same as any camper or selected from the camper list as described for an individual reservation.



When the wagonmaster is selected or created the reservation is entered into the system.

After a group reservation has been entered into the system you will find that the reservation list display looks a little different.

Notice that the group reservation listed here shows a summary with the group name, wagonmaster name and number of spaces. To the right is a button labeled *expand*.



When selected it will cause the group reservations to be expanded to show all space assignments. Initially all of the sites will show the wagonmaster as the camper. To return to the initial display select *Reservation List* or *In Park* from the navigation area.

Res #	Start Date	End Date	Name	Rig Type	Slides	Length	Space	Payment	Due
7	Jan 26, 2015	Jan 27, 2015	Mary Foley	Class A	0	40	7	\$0.00	\$28.49
8	Jan 26, 2015	Feb 02, 2015	Tony Jackson	Bus	0	42	13	\$0.00	\$163.78
9	Jan 26, 2015	Feb 26, 2015	Jim Pool	Class A	0	32	15	\$0.00	\$546.55
10	Jan 26, 2015	Jan 27, 2015	Clayton Pollock	Class A	0	30	16	\$0.00	\$25.76
29	Jan 26, 2015	Jan 27, 2015	Group: WIT Tour 1	Test Camper	Class A	0	0	\$0.00	\$28.49
30	Jan 26, 2015	Jan 27, 2015	Group: WIT Tour 1	Test Camper	Class A	0	0	\$0.00	\$28.49
31	Jan 26, 2015	Jan 27, 2015	Group: WIT Tour 1	Test Camper	Class A	0	0	\$0.00	\$28.49
32	Jan 26, 2015	Jan 27, 2015	Group: WIT Tour 1	Test Camper	Class A	0	0	\$0.00	\$28.49
11	Jan 27, 2015	Jan 28, 2015	Randolph Allen	Class A	0	35	11	\$0.00	\$28.49
12	Jan 27, 2015	Jan 30, 2015	Test Camper	Class A	0	35	16	\$0.00	\$73.51
21	Jan 27, 2015	Jan 30, 2015	Tom Jones	Class A	0	35	90	\$0.00	\$38.63
13	Jan 27, 2015	Jan 31, 2015	Group: Demo Jack Jaspersen	Trailer	0	24	17	\$0.00	\$107.66

On this display (after selecting *expand*) you will see the Wagonmaster or if the camper associated with the reservation has been changed, the camper currently associated with this reservation. The *Change*, *Checkin*, *Checkout* and *Cancel* links work as you would expect. When these links are selected from the normal display (not expanded) all of the reservations associated with the group will be *checked in* or *checked out* or *canceled*. If you perform a function from the expanded list, only the one reservation is affected. If you select *show* you can change the camper associated with that particular site and enter payment information etc.

When one or more groups are defined in the system, a new drop-down list will be visible on the reservation show page seen here.

By selecting a group you can add a reservation to a group or by selecting the empty group at the top of the list you can remove a reservation from a group without canceling that reservation.

## Campers

In the navigation area there is an entry labeled *Campers*. Selecting this link will bring up the *Campers* display. From this display you can *show*, *delete* or *combine* entries. The entries are sorted by *last name*.

The *show* function enables you to change any of the information associated with that camper.

As the name suggests, the *delete* function will delete the camper from the database and if he makes another reservation all data will have to be re-entered. You will not be able to delete a camper who has a reservation in the system.

The *combine* function is used when two campers have been entered into the system who are really the same person. Perhaps one time the name was misspelled. Using the combine function will result in there only being one camper and all reservations that were associated with either of the campers will now be associated with the remaining entry.

At the bottom of the campers display are the paging links previously seen and a *Last Activity* link. Selecting this link will sort the list of campers so that the campers who have been inactive the longest time will be at the top of the list. This is intended to give you the opportunity to purge the database of campers who are inactive for a long time and do not need to remain in the database. It's use is up to the user as the database can accommodate thousands of entries with no problem. When the list is sorted by activity a *list by name* link will be shown enabling you to go to the alphabetical list. If you want to print the list of campers or put them in a spreadsheet see the *campers* report.

## Reports

Selecting *Reports* in the navigation area will bring up a display on which you can select various reports.

Currently defined reports are shown in the picture above. All of these reports can be observed on the screen or printed out using the print button or the browsers print facility. For many of the reports the data in the report can be downloaded to a spreadsheet for further analysis etc.

*Scheduled Arrivals* and *Scheduled Departures* bring up a set of date selection lists so you can identify a time interval of interest. This could be used to review what is expected in the following week or day etc.

A group of related reports are *Arriving today*, *Arriving tomorrow*, *Leaving today* and *Leaving tomorrow*. These reports are what their name suggest and they can be printed out if you would like to have on hand a list of what is coming up.

*Rigs in Park* gives information on all guests that are currently checked in. To customize the report for your needs you can specify as many as three sort parameters.

*Space Summary* gives information on all spaces in the park. It will indicate if a space is currently *occupied*, *available* or *unavailable*. *Unavailable* is intended to indicate that there is some problem or

unusual short term situation with this site. To make a site *available* or *unavailable* just click on the *Release* or *Unavailable* button in this report. If a site is in *Unavailable* status and a *checkin* is attempted, an error message will appear and the *checkin* will not proceed. At this point you will have to make the site available or change the reservation to a different site. Reservations starting on the current date will not be made for a site in *Unavailable* status. Reservations starting on any other date will disregard this status and assume the situation will be cleared up by the start date of the reservation. For a long term problem where you do not want reservations on a site, make a reservation for a imaginary guest called *maintenance* or something like that to take that site out of availability.

The *Occupancy* report will provide historical information on site by site occupancy days for each month during the date period selected. The *download* button will download the results as a .csv file which can be used in a spreadsheet program for further analysis. The Occupancy report can show nonsense data (more occupancy than days in a month) if you manage to create multiple reservations for the same site during the same period. You can do this by creating a reservation, checking in and then checking out. Later you could create another reservation for the same time period, check in and check out. The dates used in a reservation are the entered start and end dates and closed out reservations are not considered when seeking spaces to assign. This can be avoided with some care by the staff.

If you have selected in setup to collect data on the sources of recommendations/referrals the *Recommendations* report will be available. You will again select starting and ending dates for the report. In addition you can select the data sources. Data can come from the archives (reservations in the past that checked in and out), current occupants of the park (checked in and not checked out) and future reservations not yet checked in. A matrix will be generated showing for each recommendation source configured (including unknown) the number of reservations and the number of camper days identified. These report results can also be downloaded as a .csv file for further analysis.

The *Campers* report presents information on the campers in the system. The results can be downloaded as a .csv file for further use.

The *Transactions* report will list campground transactions made in the period selected. The items listed will be *reservations*, *checkins*, *checkouts* and *cancellations*. The user can select a *Summary Report* which only gives numbers of each transaction type or *Full Report* which will give the numbers and the name, site, start and end dates for each reservation involved. This report can be downloaded onto a .csv file which can be loaded into a spreadsheet.

The *Payments* report will provide details of each payment that was entered into the system. The payments can be sorted and subtotaled by reservation or by month or by week. A total of payments for the period selected is shown at the bottom. Payment data can be accessed from reservations which have closed out up to *retain reservations* months in the past. The number of months data will be retained is set in *system options*. The initial value is 13 months. After that time has elapsed the reservation will be deleted and most data will be available from archives. The data from this report can also be downloaded into a .csv file which can be loaded into a spreadsheet.

The *Amounts due* report identifies by currently open reservations amounts due and paid. The data from this report can also be downloaded into a .csv file which can be loaded into a spreadsheet.

The *Extras* report allows you to define the time period of the report and to identify which extras the report should cover. It also gives you the ability to subtotal by reservation, week or month. The data from this report can also be downloaded into a .csv file which can be loaded into a spreadsheet.

The *Reservations* report gives information on reservations on a specified time period. It gives payment, taxes and charges information. The data from this report can also be downloaded into a .csv file which can be loaded into a spreadsheet.

If you have activated the credit card processing capabilities the *Credit Card Transactions* report will be available. It will provide the information on each of those credit card transactions. The data from this report can also be downloaded into a .csv file which can be loaded into a spreadsheet.

*Archived Transactions* report gives information on transactions that have been archived similar to the *Reservations* report. The data from this report can also be downloaded into a .csv file which can be loaded into a spreadsheet.

In principle new reports can be defined at any time with some programming. For the computer programmer, any report generator that will interface to the MySQL database can be used to generate arbitrary reports of the data in the database. The database schema is contained in schema.rb in the db directory. Reporting in this way can only be done when Open Campground is installed on your local system. Suggestions for improvements or reports that are needed in the normal course of business are welcome.

New reports are added to the system from time to time in response to requests from users.

## Database Backup

In a system used on a continuing basis there are a few things that must be done to keep things running in a safe and consistent manner. The most important of these is database backups. To make this easy and repeatable a simple function has been made available. When you select *Database Backup* a backup file of the database as it currently exists will be created and the name of the file created will be displayed. The file name will be *yyymmddttt.bak* where *y m d* and *t* are the year, month, day and time the backup was made.

## Administrative Functions

In the navigation area is a link labeled *Admin*. This link will bring you to the administrative functions of the system.



Selecting the *Admin* link will bring up a display with three to eight buttons labeled *Maintenance*, *Setup*, *Archives*, *User Maintenance*, *License*, *User Manual*, *About* and *Updates*. The *License*, *User Manual* and *About* buttons will always be displayed. The combination of other buttons which will be displayed will depend on *system options* settings.

If *use\_login* is not selected in the *system options* section of *setup*, all seven of the above buttons will be available. If you have selected *use\_login*, the buttons which will be presented will depend on whether the user is an admin user or if not the specific tasks that are allowed (in *system options*) to non-admin users. See *setup* for more details

The *License* button will bring you to a display with a full copy of the GNU General Public License, version 2 which this software is released under.

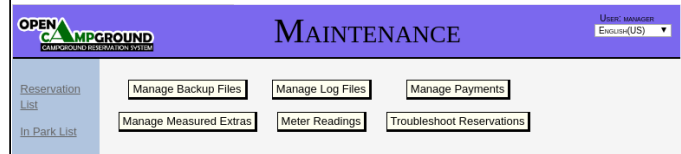
The *User Manual* button will provide access to this Open Campground User Manual.

The *About* button will bring you to a display with version and update of the system and copyright information as well as acknowledgements of persons and organizations who have helped produce this system.

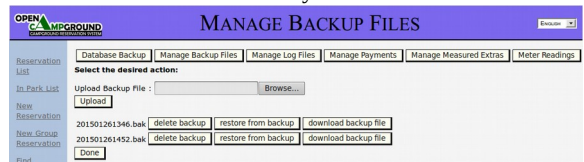
The *Updates* button will initiate the update process which will fetch new and updated program elements over the internet. You will need to be connected to the internet to use this process. This button will not be shown in an Open Campground in the Cloud system or if the system mode is not production.

## Maintenance

Selecting the *Maintenance* button will bring up the maintenance functions. If *Use logins* is not selected in system options or the user is defined as an *admin* user all of these tasks are available. Otherwise the tasks that can be performed are defined in the *system options* portion of *setup*.



- **Manage Backup Files:** This screen gives options to manage your backup files. To save a backup file, identify the backup of interest and select *download backup file*. This will download the file to your downloads folder



(maybe My Downloads or even your desktop depending on how you have set up your browser). You can then move the file to removable media like a flash drive or a CD for storage etc. To copy a backup file from some location to the system, enter the file name in the box after *Upload Backup File* or select *Browse* to find the file desired. When you select *Upload* the file will be copied from the identified location to the backup file folder from which it can be restored. A backup file will be restored when you select the *restore from backup* button corresponding to that backup. Restoring a backup will delete all of the data in the current database and replace it with the data from when the backup was made. **Make very sure you want to do that before continuing.** When the backup is out of date it can be deleted using the *delete backup* button.

- **Manage Log files:** This display is similar to the above. The system will create log files which contain information on what is happening in the system. Ten log files are kept in the system which should cover from 10 to 30 days depending on the activity of the system. The last date each log file was used is shown as well as its approximate size. If you are having some problems the log files from the time of the problems should be downloaded and retained to help diagnose the problems. The log files are plain text files and can be examined with a text editor such as notepad.
- **Manage Payments:** In reservation management you have the capability to keep track of payments made by guests. From time to time payments will be wrongly recorded or for other reasons need amending. This button will give

you access to a list of payments sorted by reservation number which you can edit or delete. On a system using the CardConnect gateway, if the payment was through the CardConnect system and *destroy* is selected, the payment will be voided or refunded (depending on what stage of processing it is in).

- **Manage Measured Extras:** If you have defined an *extra* which is defined as *measured* (usually metered electricity) this will enable you to update the reading values which were recorded.
- **Meter Readings:** If you have defined a *measured extra* (as defined above) this gives you the ability to easily update readings on all sites. A tab will take you from one site to the next. You can also print or download the set of readings into a .csv file which is usable in a spreadsheet.
- **Restart Server:** This will restart the server. It is only available if your servers are running on a Linux system (or similar) using the Apache web server. This button will be available in Open Campground in the Cloud.

## Setup

Selecting the *Setup* button will bring up the functions to set the system up. When a system is first brought up and no sites have been defined, the *Setup* display will be shown instead of the *Reservation List* as is normal. The *setup* functions are used only when the system is first installed or when something like rates or taxes or discounts or something else changes and needs to be modified in the system.



In the *training* mode (demonstration or training), another button labeled *Initialize Database* will be displayed. This button will not be shown in the *production* mode. When that button is pressed, the database will be populated with a new complete set of data for use in exploring the system and training users. The data will have reservations starting and ending around the current date so any time you want to start over with the data on the demonstration system you can use this button. The process that the button starts is fairly complicated so it may take a while to complete. When the process completes you will be taken to the reservation list. For the *training* mode you do not need to use any of the other *setup* functions although you should explore them and modify the settings to observe how the system changes.

After *setup* changes are complete, the whole system should be restarted so you are guaranteed that the new values are used throughout the system.

All data for the setup functions are entered through a series of simple displays. The tables defined in setup are the following: *Sitetypes*, *Seasons*, *Prices*, *Spaces*, *Discounts*, *Rigtypes*, *Taxes*, *Extras*, *Creditcards*, *System Options*, *Countries* (if display of countries is selected in *System Options*), *Recommenders* (if display of recommenders is selected in *System Options*), *Colors*, *Customize Display*, *Email* and *Message* (if confirmation emails are selected),

*Map* (if *use map* or *use remote map* are selected in *System Options*), *Remote Reservations*, *Remote Explanations* and *Remote Blackouts* (if *remote reservations* are selected) and *Payment Configurations*. In the various dialogs it is possible to delete most of the entries but if the entry is currently in use (as in a site that has reservations) an error message is displayed and the action is not performed.

*Sitetypes* and *Prices* must be defined before setting up the *Spaces*. Other items can be set up at any time. Default values are defined for most of the other items so the system can be initially used without any changes to them. *Email*, *Message* and *Remote Reservations* do not have usable defaults. You can go back and make changes any time. The following sections describe each of the tables.

- **Sitetypes** - This table is used to identify different types of sites such as *tent* or *premium* or *storage* or *view* etc. How the sites are divided up and what they are named and what the name means is completely up to the management. At the minimum a single entry must be present with all sites in the same group. The values used will (optionally) be used during the reservation process to select among the sites that are shown. The *new sitetype* button will bring up the sitetype creation dialog shown. If you have any taxes defined, the taxes which are applicable to each sitetype can be indicated.

- **Seasons** - This table defines seasons which are used for varying rates. A default entry is provided. The default season is intended for all time periods that are not part of some other season. Additional entries can be defined by selecting the *New Season* button to bring up the dialog shown. This can be used to set rates that will apply instead of the default rate for some time period. You could use this capability to define summer and winter rates or holiday rates or set up rates that will apply after some time in the future. When a new season is defined a rate structure which is a copy of the default prices is set up. You will use the *prices* setup to change those prices as desired. The dates for repeating occasions must be defined for each year. It is not possible to delete or modify the dates of the default entry. Any other season can be deleted and modified.

- **Prices** - In this table you define a set of rates that will be applied to the spaces later. These include daily, weekly, monthly, storage and seasonal rates if offered. If a monthly or weekly rate is not defined the daily rate will be used for rate computations. If monthly rates are not defined but weekly are, the rate will be computed using daily and weekly rates. What the rates are and how rates are related is completely



defined by the park management. The dialog shown is used for that purpose. You can select any of the buttons to bring up this display for a specific season/sitetype selection. You can define as many or few rates as desired. You must define at least one rate for the system to be usable. When a new rate is created it will be duplicated for each season that has been defined so that all seasons have all rates defined. Use the *edit* function to adjust the rate values for the different seasons. If the system option for Full Season rates has been enabled an entry for a full season rate will be provided. If the option *Use Variable Rates* is selected in the setup process, a separate rate entry is provided for each day of the week and charges will be computed using the rates for each day. Prices can be defined with as many as 5 decimal places. This is needed for locales which customarily quote prices as an amount including taxes but desire to list the rate and tax as items on the charges summary.

- **Spaces** – Each site in the park must be identified and defined. This is the most time consuming part of the setup of this system. This will consist of giving each site a *name* (or number), a *sitetype*, a *rate*, identifying how the site is equipped (water, electric by amps, sewer etc.), site length (optional) and site width (optional). This table is the heart of the reservation process. Spaces cannot be defined until *prices* and *sitetypes* are defined because the values in those tables are the ones used in the space definition process.

In the setup process you defined names of *rates* and names of *sitetypes*. Those names will be used from a dropdown list to assign the *rate* and *sitetype* to each space. When a new space is defined and saved, the values used in its definition are saved and if you immediately select *New Space* to define another, the values last used (other than the name) will be already set up. The dialog shown here is used to define the new space. In this manner if you are defining a number

of spaces that are similar but for the name you can just select *New Space* and fill in the name and save for each one. A space can be defined as not remote reservable if remote reservations are used. More spaces can be setup and any space definition changed when desired.

- **Discounts** – In this table a name is given to each discount offered (if any) and a discount rate is entered. A predefined entry of *none*

with a 0% discount is defined in the database setup so if you do not offer any discounts you can skip this dialog. Discounts are

in percentage off the posted rate or a fixed amount. There is no provision for application of multiple discounts although you could set up a combined discount if desired.

- **Rigtypes** – Types of rigs are identified such as *tent* or *trailer* or *class A*. The names used are all up

to the park management and they are used to help in site assignment during the reservation process. A predefined entry of *other* is defined in the database setup so if that meets your needs you can skip this dialog. Entries can be added at any time as desired.

- **Taxes** – In this table you name and define such taxes as apply to your situation. Taxes are defined to be either a set amount per night or a percentage. The option is given to set each tax up either way. You also identify when these taxes apply. The option is given to indicate whether each tax identified applies to daily, weekly, monthly and/or full season rental. As many or as few taxes as needed may be defined. Additional options for applicability are given in *sitetypes* and *extras* setup dialogs.

- **Extras** – This dialog will define extra charges for items that are available but are not part of the posted rate. A display name is given to each charge as well as the amount levied. When defining the charge you will identify it as *standard* (a charge per night or week or month), *counted* (a charge per night or week or month multiplied by the count), *measured* (something where there is an occasionally recorded measurement, usually metered electricity) or *occasional* (a charge multiplied by the its count). In the case of a *measured* charge you will also define the unit name for the measurement (ie. kilowatt hours). A persistent value will be associated with each space. You will be able to update values of the measured quantity on the reservation *show* page. Examples of the various types of charges are:

- *Standard*: wifi, 50 amp power
- *Counted*: extra person
- *Measured*: metered electricity
- *Occasional*: linens for a cabin, firewood bundles

The *Measured extra* preserves the current value with the space so that the final value for one occupant is the starting value for the next. When a *Measured extra* has been defined a current value item is added to the *space* setup display. If you use the remote reservation facility, you can indicate whether or not to show an extra to the remote guest. On each extra you can identify which taxes apply.

- **Creditcards** – This dialog is used to define payment types (not only credit cards) that will be used. A default entry of *cash* is predefined in the database so if you do not desire to use any other payment types you can just skip this dialog. No credit card information is saved to the archive database. As part of the definition of payment types options are defined for each. *Is Credit Card* if set to true will cause a space for a number to be displayed. A whole credit card number should not be entered because this system is not certified for handling them. Use of the last 4 is allowed.

*Use expiration* if set will cause an expiration date (month and year) dialog to be displayed. *Validate expiration* will

cause that date to be checked to ensure it is in the future. These values should be set up as your needs dictate. As an example of how you would use these, you would set all to false for *cash* but for *checks* you might want to set *is credit card* to true so you could record the check number etc. If you are using CardConnect for credit card processing you do not need to add entries for credit cards as that will be handled by the system.

- **System Options**- This dialog is used to set up system wide options such as enabling or disabling a particular feature. The option settings are displayed and can be changed using the *Edit* button. Options currently supported are as follows:

1. Use the *User Login* system. When this option is enabled, users must login with a password to access the system. The current user is shown in a small box in the upper right hand part of the display banner on each page. When you select the option to use the login system, the next display shown after you save will be the *login* dialog. On this dialog you will enter a name and password to login. As the system is configured

by default, this capability is not enabled (except in Open Campground in the Cloud). A default user is already in the database so when you enable logins you can initially login with the user manager and password secret. This user has admin privileges. The password should be changed and recorded so you do not lock yourself out of the system. Other users with or without admin privileges can be added as needed and desired.

When this option is enabled additional buttons labeled *logout* and *change password* will be shown in the navigation area for all users. The

functions are self evident. When *logout* is selected the next dialog displayed will be the *login* dialog. No other displays except remote reservations if configured will be accessible.

When *use logins* is selected, a set of selection boxes is shown to enable you to define the functions a non-admin user can perform.

2. *Use autologin/remember me*. When this option is selected, an extra checkbox will be shown on the login display labeled *remember me*. If this box is selected information will be stored in the database to identify the user/password used from this specific computer and whenever this computer connects to the system it will be logged in with the user. When you logout your login will be forgotten. If you just close the browser or go to another page the login will be remembered. This capability should be used with caution and not used on any computer not under your control.
3. *Use browser secure sockets*. This will change the address used to access the system from `http://` to `https://` which means that a secure communications method will be used. This will be shown on your browser usually with a padlock or something similar. This will only be available on a Linux hosted system such as Open Campground in the Cloud.
4. *Display ID number*. This can be something like a drivers license, or campground membership number or some other identifying number you want to use.
5. If *Display ID Number* is enabled *Use find by id number* option can be used. This will result in an additional capability on the *find reservation* and *new reservation camper find* pages. It is without effect unless the *Display ID number* option is selected.
6. *Display Rig Type*. This will provide a pull-down on the new reservation page to specify the rig type (see *Rigtype* above). It will also control the display of rig type.
7. *Display number of Slides*. This will provide a space for the entry of the number of slides on a rig. It will also control the display of this number.
8. *Display vehicle license*. This provides a space to record the vehicle license. This record is associated with the reservation not the camper because campers can have different vehicles at different times.
9. *Display Site Length*. This will control the display of the site size on the space selection dialog. If a site length has been specified and a rig length is

- entered and the rig length is larger than the site length a warning will be displayed.
10. *Display Rig Age.* This will provide a space to record the age of the rig. It will also control the display of the rig age.
  11. *Display Country.* When this option is set, the dialog to define countries is available and a pull-down will be provided on the new reservation page.
  12. *Display number of Adults.* This will provide a space to record the number of adults in the party. It will also control the display of this item.
  13. *Display Rig Length.* This will provide a space for the length of the rig. The units used are left to local usage and are not defined. It also will control the display of the length.
  14. *Display number of Children.* This will provide a space to record the number of children in the party. It will also control the display of this item.
  15. *Display number of Pets.* This will provide a space to record the number of pets in the rig. It will also control the display of this item.
  16. *Use Park Closed Dates.* When this item is selected a pair of entries are provided in a lower part of this dialog for the entry of the start and end of the dates the park is closed. When this is selected reservations will not be permitted to be made with start or end dates in or spanning the dates the park is closed. Existing reservations are not affected.
  17. *Display Recommendations.* If this is enabled a dropdown will be added to the reservation pages to enable you to record the source of recommendations/referrals. It will also enable access to the appropriate report.
  18. *Display Print button.* If this is enabled a print button will be displayed on the reservation display page as well as some similar pages. If the print button is not shown you can print using your browsers normal print function (commonly control p or from the browser File menu).
  19. *Use Reserve by Week Number.* This causes the display on the new reservation page of a set of pull-downs to select the reservation start date by week number of the year and the duration of the reservation in weeks.
  20. *Use Variable Rates.* This allows you to define different rates for each day of the week. If this option is selected each rate definition must be updated to define rates for each day.
  21. *Use Seasonal rates.* If you let spaces for the full season for a fixed price this should be enabled. If this option is used, the start and end date of the season should be entered in a later part of this dialog. This will cause an additional rate entry in the *Prices* dialog.
  22. *Use Monthly Storage Rates.* If this item is selected an additional item is added to *Prices* for the rate for monthly storage and a checkbox is placed on the new reservation dialog to select storage. Charges are computed on full months only for this option. The monthly charge is levied for each month or portion of a month the space is used.
  23. *Use Checkout Time.* On the In-Park list rigs that are due to check out this day (end date equals today) are in one color and those which are still in the park past their end date are in another color. Using *Checkout Time* allows one to specify a time of day past which they will be shown in a color indicating overstay. The *Checkout Time* pulldown in the lower part of this dialog will be used to specify the checkout time.
  24. *Use second address line.* This option will cause the display of a second address line on all camper displays.
  25. *Use charges override.* This option will cause the display of a button to override the charges total.
  26. *Use One Time Discount* This option makes available an entry space on the reservation *show* page for a one-time discount of any amount. This capability should be used carefully.
  27. *Show Payments in Lists.* This option will cause the display in lists of the total amount due on a reservation and the total of payments made. Amounts due are shown in red. Negative amounts indicate overpayment.
  28. *Use in-line Subtotal.* This provides an additional column in the charges display for the subtotal before discounts are applied.
  29. *Use confirmation Emails.* This option will enable a capability to send a confirmation email if an email address has been identified with the camper. It also provides a button on the *Show Reservation* page to cause an update message to be sent when desired. The message is defined in the *Messages* dialog. See appendix G for email configuration.
  30. *Use Feedback Email.* This option gives you the opportunity to request feedback from guests. A button will be given upon checkout with which you can select to send an email requesting feedback or thanking them for using your facility.. The message is defined in the *Messages*

- dialog.
31. *Auto filter on Firstname.* Enable matching similar to the last name matching in the camper selection list for First name as well. Most useful in places where many last names are common.
  32. *Auto filter on City.* Enable matching similar to the last name matching in the camper selection list for City as well.
  33. *Display Count of Available Sites.* When this is selected a box labeled *Spaces Available* is shown on the *new reservation* page. The value shown will change as the start and end date are changed and as the site type is changed. This is intended to quickly show you availability before you get too far down the process of making a reservation.
  34. *Use Express Reservation.* This will place an *Express* item in the navigation bar. When you select it you will be presented with a very simple dialog to select dates and the space desired. This is intended for use with campers who have already selected a site or perhaps with large numbers of arrivals.
  35. *Navigate by Tabs.* If this is selected the left hand navigation panel is replaced by a set of tabs on the top of the display as illustrated in the explanation of *Show Camper*. The functions remain the same.
  36. *Use Discounts.* When this option is set, the dialog to define discounts is available and a pull-down will be provided on the new reservation page.
  37. *Display Park Map.* When this option is set, a *Map* button will be shown in setup in which you can define a campground map which will be displayed on the right hand side of the *Space Selection* page.
  38. *Use Window Envelope.* This option will format the *show* page when printed to show the name and address portion in a manner to be used by a standard US window envelope. The margin boxes directly following can be used to adjust the position.
  39. *Mandatory camper entries on a reservation.* This identifies entries that must be made for a camper. As a minimum a last name is always required.
  40. *Use Remote Reservations.* If this option is selected a limited interface is presented intended for those who want to let customers make their own reservations. Configuration of this subsystem is described in appendix E.
  41. *Remote Reservations require/allow/do not use Gateway.* When *require* is selected the guest must pay for the reservation or deposit when making the reservation. With *allow* they are given the option to pay or not. With *do not use* there is no ability to have the remote guest pay.
  42. *Auto check-in remote reservations.* With this option a remote reservation is checked in automatically on the specified start date.
  43. *Auto accept remote reservations.* Usually reservations are presented for acceptance/rejection. With this option all remote reservations are automatically accepted.
  44. *Remote reservation display options.* These are items that are commonly shown in the office environment that you can choose to display or not display on the remote reservation creation pages.
  45. *Mandatory camper entries on a Remote Reservation.* This identifies those fields that must be filled in to create a remote entry. The field contents are not verified.
  46. *Functions that a Non-Admin user can perform.* If *Use Logins* is selected a group of options are presented. These define those tasks that a user that is not created as an *Admin* user can perform. The options are self explanatory and range from performing backups and giving one-time discounts to running reports and upgrading the system. Any combination can be selected.
  47. *Months to Retain Reservations.* For the display of most reports, reservations are retained in the system for a specified time after they are closed. The number of months here constrains the period that will be available for display in the reports. By default it is set to 13 months so you can go back at least 1 year.
  48. *Default Language.* With this you select the language that you want the operational displays of the system to be in. Administrative displays will be in English. Currently you can select from English, French, Dutch, Italian, German, Portugese and Swedish. English has a number of variants. As noted earlier, an individual user can select the language currently presented which may be different from the default.
  49. *Checkout Time.* If *Use Checkout Time* has been selected this specifies in a 24 hour clock format what time to use to indicate an overstay.
  50. *Season start/end date.* If the seasonal rates capability is enabled, this facility is used to define the start and end of the season. Only one season can be defined for full season use.
  51. *Closure start/end date.* If the *Park Closed Time* is enabled, this facility is used to define the start

- and end of the period when the park is closed.
52. *Number of vehicle license numbers to use.* The option is given to collect and display 0, 1 or 2 vehicle license numbers.
  53. *Number of telephone numbers to use.* The option is given to collect and display 0, 1 or 2 telephone numbers.
  54. *Decimal Digits in Rates.* This defines the number of digits to be shown when rates are displayed. The rate will be rounded as needed if defined with more digits than are displayed.
  55. *Space available number of days to show.* This will set the number of days into the future that will be shown on the space availability display. Setting this high will cause the display to be slower.
  56. *Space available past days to display.* Specify the number of days before the current date to show on the space available display. Campers who have checked out will not be displayed.
  57. *Number of reservations to display per page.* This should be customized to work with the displays you use on your computers. It changes the displays for campers, spaces and archive entries also.
  58. *Definition of a Header and Trailer.* This enables you to customize the appearance of the *Reservation Confirmation, Checkin and Show* pages when printed. The items you define in these text areas will be put at the top and bottom of printed pages. The *Header* will show each line centered at the top of the page in a larger size font while the *Trailer* will put the contents at the page bottom under a horizontal line in a smaller font. In both cases you can embed html to change fonts, font sizes or even embed graphics in the text. See the examples from initializing the database in training mode.
- *Countries-* This dialog is enabled if the *Use Countries* option has been selected. This dialog enables you to define the countries you wish to select from. These countries will be available for selection from a drop-down list on camper displays.
  - *Recommenders-* This display is enabled if the *Use Recommenders* option has been selected. This dialog enables you to define the sources of recommendations you wish to select from. These recommenders will be available for selection from a drop-down list on reservation displays.
  - *Colors* – This dialog offers a selection of colors for the various uses throughout the system. I suggest you try out various color schemes in a training system before you make major changes in the colors in your system. The

color choices given are those colors known as the *web colors* which should be available on all web browsers. The sorting of them is fairly arbitrary and may change in the future. Selections are provided for four predefined color schemes.

- *Customize Display.* This can change the look of the whole system as well as enable the display of your logo. The use of this is explained in appendix I.
- *Map.* If you have selected *Display Park Map* in *System Options* this selection will be displayed.

If you selected *Display Park Map on Remote* in *System Options* a similar dialog will be shown. The dialogs will each show a box like above. You will identify the map to be shown on the right hand half of the *space selection* page. It will be displayed full size. You should try this out on a training system to determine what graphic works best. It can be a .jpg or a .png file.

- *Security Settings.* This dialog enables you to create unique tokens that are used for identification of cookies and sessions in the system. A new set are created when the *Update* button is pressed. The change will take effect when the system is restarted. This should be done with any new system at least once.
- *Email-* If the *Use Confirmation Email* option is selected this dialog for the configuration of the email system is available. Setting up of email is discussed in Appendix G.
- *Message-* If the *Use Confirmation Email* option is selected this dialog is also available. The messages that will be sent to the email address of the camper are defined with this dialog. Setup of the messages is described in appendix G. Sending an email will only be attempted if an apparently valid email address has been entered for the camper.
- *Remote Reservation* – If the remote reservation facility is enabled, this display will be shown which will give you the capability to configure options for remote reservations. The items set are the URL to return to when the process is finished. This is usually your campground's top web page. Also you can define what deposit should be paid at the time of making the reservation. The values can be the full amount, a percentage of the full amount, a fixed amount or a number of days charges. In all cases the full amount will be used if the deposit amount would be larger than the full amount.
- *Remote Explanations* will give you the opportunity to define the explanation messages which will be presented to the customer making a remote reservation. You will have the ability to define messages for each display and for each

language. If a message is not defined for a language the English explanation is used. This is further explained in appendix E.

- *Remote Blackouts.* The system can be configured with this feature to not permit remote reservations during defined time periods. This may be used if you do not want remote reservations made for some holiday etc. The creation of the blackout period is simple with this dialog.
- *Payment Configurations.* This dialog is used to configure payment acceptance. There are a number of options. With PayPal only remote payments can be accepted. With CardConnect you can accept payments for remote reservations and/or in the office. The setup of these is discussed in Appendix F.

Items like rates and system options can be changed at any time. If you change one of the daily rates from for example \$20 to \$22 the rate for all spaces that were identified with that named rate will be changed. If there are any other named rates that have the same values they will not be changed until those rates are also changed. Rates for each season must be changed individually. The rate shown at checkin will be the rate current at the time the reservation was made. If anything affecting the rate charged is changed (such as start/end dates, space, etc.), the charges are all recalculated using the current rates. When a reservation is reviewed a button is provided to recalculate the charges using current rates. Charges for taxes are calculated at the time the reservation is displayed so the amount shown may change from the time the reservation is made if tax rates change.

The various items that are displayed in a dropdown list as well as spaces can be re-ordered to whatever order you desire using the respective *update sort order* button. This will present a display in which you can drag and drop the items to the desired position in the list.

## Archives

The *Archives* button will bring you to a display showing each of the archived reservation entries sorted by last name of the camper. On this display you can destroy or show any entry or select entries for download as a .csv file.

## User Maintenance

The *User Maintenance* button will only be shown if the *use\_login* option was selected in setup as described above and the current user has admin privileges. Selecting this button will bring you to a display showing the current users in the system. Links allow you to *edit* or *delete* a user or *create* a new user. If there is only one user in the system with admin privileges, that user cannot be deleted. When a user is created the box can be checked to give that user admin privileges and a password must be assigned to the user.

## Translations

The system is configured to show the operational displays in a number of languages. Currently English, Dutch, Swedish, Italian, German, Portugese and French are available. As described in the *Setup->system options* area you can set the default language which will be used. At any time any user can select any available language. That language will be used in that login until you logout or select another language. Do not change languages more than is needed. In some circumstances changing in the middle of a series of steps (like in the middle of the new reservation process) will cause an error condition.

If you find any translations that you feel are incorrect please let me know. It is possible that different terms are used in places that use the same general language (particularly French which is found in a wide range of locales).

Defining a new language is fairly simple (if you know the language). In the config/locals directory is a file that defines the use of the language. en.yml is the file for english and fr.yml is the file for french etc. The other changes that are needed to accommodate a new language are fairly minor. If you want to use another translation for a particular item, you can edit the yml file for that language and specify the wording you would prefer. The yml file must be encoded with UTF-8 without BOM. Contact me at [info@opencampground.com](mailto:info@opencampground.com) if you would like to contribute a translation for another language.

At this time only the operational displays are translated and many of the error and informative messages are not translated. The administrative displays are not translated.

## Security

Security is a concern on any system especially one that houses important information for the operation of your campground. At all times I endeavor to keep the system as secure as it can be. The Open Campground system is open source software so anyone can download the system and see how it is put together. The primary impact of that is that security cannot be provided by obscurity. Security has to be provided by good practices and good administration.

## Internet

The Open Campground system does not need to have access to the Internet unless you use the remote reservation facility or want access to the system from off site. For security the optimal situation would be that the system you use for Open Campground was only connected to the Internet to do updates but this is not usually the case. Usually the reservation system will serve other purposes and will be connected to the Internet where threats abound. There are two main defenses that should be maintained when the system is connected to the Internet. You should use the Login system and have good passwords (6 or more characters with a mix of upper and lower

case and numbers) and you should have a firewall on your system. Most versions of Windows have a firewall available for free from Microsoft. You should make sure that or some other firewall is installed and operational. An anti-virus system is also a good thing to have but really has no impact on Open Campground. For a Linux system iptables provides a good set of tools.

You can also impact the security of the system by the information you put on the system. The system is not certified for the storage of more than the last 4 digits of a credit card. I would also recommend that you consider the operations that should be restricted to a limited number of people (admin users) and those that can be performed by any system user.

## Cookies

Cookies are commonly seen to be a threat because they are subject to misuse. The Open Campground system requires cookies and will not operate on a browser that has cookies disabled. In all browsers you can set the options/preferences to limit the use of 'third party cookies' which are the biggest threat. These third party cookies are not needed by Open Campground.

The cookies and session used by the system are uniquely identified by a set of characters that are initially defined in the system source code and therefore discernible to any sophisticated hacker. The solution to this problem is to create identifiers for those items that are unique to your site as described in *Security Settings* above.

## Javascript

The Open Campground application is designed to use Javascript for a lot of small functions. As an example when you enter a starting date on the new reservation dialog the ending date is updated to a date later than that starting date. The calendar date picker system is completely implemented in Javascript as is all in place editing.

The system will not work correctly without Javascript enabled.

## Run through:

This tutorial is intended to familiarize you with the functions of Open Campground by using the system. To use this example, follow the step by step instructions and notice what the system does.

1. Bring up the servers in training mode as described in **Using the System**.
2. Bring up your web browser and go to <http://localhost:3000> (<http://127.0.0.1:3000> on Internet Explorer 6).
3. The system will come up with the *Setup* displayed if this is the first time the system comes up. If the system comes up with the *Reservation List* displayed, select *Admin* from the navigation display then the *Setup* button. This will bring up a setup display
4. Select the *Initialize Database* button. When it asks "Do you want to completely recreate the demo database?" select the *OK* button. After a while (depending on your system speed and type) the *Reservation List* will be shown with a number of reservations for various campsites on the first page.
5. Select the *Next page* link. The *Reservation List* with more reservations further in the future will be displayed. Select the *Previous Page* link to return to the first page. Notice that the reservations are sorted by start (checkin) date and by last name within a specific date. Some of the camper names used in the demo are repeated.
6. Select *In Park* in the sidebar to access the list of rigs in the park. The *Rigs in Park* display will be shown sorted by End (checkout) date and then by space. We will now checkout those scheduled for departure today.
7. On the top reservation (Reservation #1 with Joe Peterson in space 7) select the *Checkout* link on the right end of the line.
8. On the confirmation dialog select *OK*. The *Rigs in Park* display will come up with an informative message (with a green border) confirming Joe Peterson was checked out. Space 7 is now available to be used again.
9. Go back to the *Reservation List* display by selecting *Reservation List* in the sidebar.
10. The *Reservation List* will appear as before. Notice that the first reservation on the list (Reservation #7 with Mary Foley) is for space 7. You can now *checkin* this camper. If you had tried it before checking Joe Peterson out of space 7 you would have gotten an error message because the space was still occupied. Select the *Checkin* link at the right end of the top reservation.

11. A *Checkin* display will now be shown with information on the camper (entered when the reservation was taken), the site chosen and the rate to be charged. This rate is the rate which was in force when the reservation was made. If you want to revise that to a current rate select the *Recalculate Charges* button. If you want to change anything on the reservation select the data or corresponding blank space or in the case of changing dates or space select those buttons. The *Print* button will cause a copy of the information on this page to be printed to the default system printer.

12. When you are satisfied with the information on the form, select the *Complete Checkin* button. This will bring up the *Reservation List* again with a confirmation message (with a green border) noting that Mary Foley was checked into space 7.

You can now checkin any others whose reservation start date is today and checkout (from the *In Park* list) any others whose end date is today. You can select *Show* on any reservation to see the reservation or change any data associated with that reservation. Notice when you try to change the start and end dates there are constraints based on other reservations for the same space. In some cases you will have to change space assignment to extend a reservation or to make a *checkin* earlier. Selecting the camper name will bring you to a display of the information on the camper. Notice that you can cancel a reservation which is on the *Reservation List* but not on the *In Park* list. On the *In Park* list you can only checkout the camper.

When you have familiarized yourself with those functions, we will create a new reservation.

13. Select *New Reservation* from the sidebar. The *New Reservation* display will come up with the current date set as the *Arrival* date and tomorrow as the *Departure* date. Select FMCA in the *Discount* pulldown and Premium as the *Site type* then select the *Find Space* button. This will bring up the *Select Space* display with those sites of Type Premium (sites 51-80 in this demo) shown. Note that the daily, weekly and monthly rates on those sites is shown. If a weekly or monthly rate is not shown that means there is no discounted rate for weekly or monthly stays on that type of site (which could be all of the sites in a park if desired).
14. Select space 55 by selecting the *Select* link at the end of that row. The *Review Reservation* display will now be brought up. This will give you a display of the rates and specifics of the reservation which you can discuss with a guest. At this point you can modify whatever needs to be changed on the reservation, cancel the reservation or proceed with the process. If you want to proceed with the reservation you will select *continue*.
15. The *Select or Create Camper* will now be displayed. On this you will enter the name, address, phone number and

email address of the camper. You will have to enter at least a last name, the other fields are optional. While you enter the last name, campers who are already in the system will be displayed if their names match the letters entered. If you want to use one of these returning campers select the *select* link. Otherwise enter the name and address desired and press the *Create* button when you are done. This will bring up a confirmation dialog similar to the one you saw on *checkin*. It gives you the opportunity to change information as well as to enter a payment type. You can complete the reservation, print it or cancel it.

16. Select the *Complete Reservation* button or because this reservation starts today, the *Checkin Now* button. If you select *Checkin Now* the checkin will proceed without any other action. In any case you will now go to the *Reservation List*.

If you look at the *Rigs-in-park* list you will now find your reservation if you chose *checkin now*, If you chose *Complete Reservation* it will be on the *reservation* list.

You have now been introduced to the basic functions of the system. Further details are given in this **Users Manual** which you should read. All of the functions of the system are intended to be obvious to the user.

At any time you can reinitialize the data in the demonstration/training system as described above to try things out on the system. Each time it will recreate the data with a half dozen reservations scheduled to come in today etc. Each time you reinitialize the data it will create a new set of data centered around the current date. IE Mary Foley will always have a reservation starting today and Joe Peterson will always have a reservation starting five days ago ending today etc.



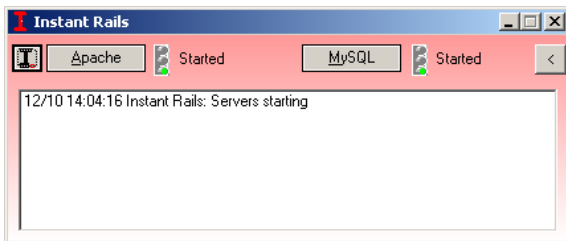
## Appendix A: Installing Open Campground for Windows™ download

### Installation

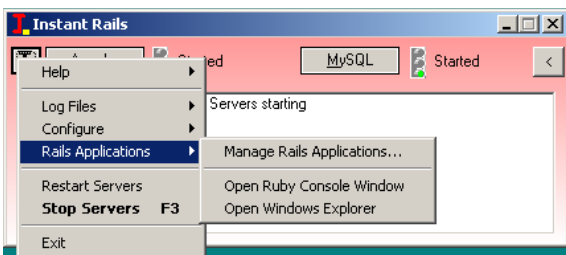
If you have downloaded open-campground-1.11.zip which is Open Campground for Microsoft Windows packaged with Instant Rails:

In windows explorer navigate to the folder the file was downloaded into. Select the open-campground-1.11.zip file with the right button. Select the *Extract All* menu item. On the next dialog click *next*. On the dialog entitled *Select a Destination* enter the place you will install the system. It must be a location where no folder above it has a space in it's name . This means it cannot be installed into your *My Documents* folder on Windows XP because there is a space in the name of that folder. I suggest you enter C:\ in the space provided. When you click the *next* button Windows will extract the files that make up the system into the folder you identified. This may take a few minutes depending on how fast your computer is. The folder which you have installed by this process is named InstantRails2.

Using Windows Explorer double left click InstantRails.exe which is located in the InstantRails2 folder you just extracted. If you extracted into a folder other than C:\ InstantRails2 the system will detect that it is being started from a new directory and ask if you want to have it update the paths in all of the configuration files... Just say **yes**. You can simplify further use of the system by putting a shortcut on the desktop for InstantRails.



Select (left click) the black **I** in the upper left corner for the main menu. Select *Rails Applications -> Manage Rails Applications...* Check the checkbox next to the *open\_campground-1.11* application.



Left click on the *Start with Mongrel* button. This will bring up a

window in which the application will run. This window must not be closed but you can minimize the window to take it off of your screen. You may get a message from your security system or firewall telling you that there is a new application wanting to connect. You should allow this connection.

You can configure the system to startup when the computer is started using the following process. (This is optional and the system can be used as previously described.) When you have the system configured in this manner the necessary applications (a database server and a web server) will start when the computer is rebooted and the system will be available immediately by using your browser to connect to <http://localhost:3000/> . To do these steps you must be logged in as a system administrator. If you do not know what this means you should get some help with this step.

In the folder *C:\InstantRails2\rails\_apps\open\_campground-1.11\vendor\scripts* are two files named *start\_mysql.bat* and *start\_server.bat*. Using Windows Explorer, copy these files into the Startup folder accessible from your Start->Programs menu. When you restart the system or login (depending on how your system is configured) these scripts will run and the application will be available to your browser at [http://localhost:3000](http://localhost:3000/). These two .bat files assume that you have installed InstantRails2 in C:\. If you installed it in another location you will have to edit those files (use notepad) to enter the correct locations in all of the places you find *C:\* in those files.

If you are running Windows 7 you will have to follow another process. I recommend you follow the instructions found at <http://www.sevenforums.com/tutorials/1401-startup-programs-change.html> . Follow the instructions for method 2, option 2.

## Maintaining and Using the System

### Upgrading

In almost all cases updates will use the Update capability described above. In the case where the version number (currently 1.11) of the system changes, you should use the following steps. If you have not used the system in production or invested a lot of time configuring your campground in the system, you probably should just remove the old system and install from scratch.

1. Bring up the system in production mode (old version) and create a database backup using the database backup function of the admin section.
2. Copy the backup file to another location or onto a flash drive etc. for safekeeping
3. Install the new version of Open Campground.
4. Start the new version of the system. The system will take a longer than normal time to respond when you try to access it from your browser as the first thing it will do is upgrade the database to the latest definition. When it comes up it has been fully upgraded to the new version. If advised by a warning message or you see an error, kill the server and

restart (rebooting your system is probably the easiest thing).

If you want to test the system in the training mode using data from the production mode, bring the old version of the system up in training mode and do a database restoral from the backup created in step 1 and then proceed with step 4 above running in training mode. You can continue running the production system using the former version of the system while you test the new version of the system in the training mode. Any time you restore a backup created with a different version, restart the servers (automatically restarted if using Open Campground Remote).

The same general instructions can be used to preserve your training system if desired.

There are some unavoidable issues which come with upgrading. The most noticeable comes from the changes in handling of credit cards. In version 1.5 and earlier credit card names were collected and preserved. In version 1.6 and later credit card numbers, expiration dates and cvv2 values are (optionally) collected and (optionally) validated. If you have a reservation generated with version 1.5 of the system and you have credit card number validation and expiration date validation enabled and use cvv2 enabled, that reservation will fail validation and any changes will be rejected as will checkin. A possible approach to get around this would be to set to false all of the options on the credit definitions dialog for currently defined cards and rename the cards (ie. Visa no number) then define new cards (ie. Visa) with validation etc. set to true to be used with all reservations made in the future. The other alternative is to go to each of the current reservations using credit cards entering the number, date and cvv2 or set 'number validation' and 'expiration date validation' to false and set 'use cvv2' to false. In version 1.11 the references to cvv2 were removed as those numbers are not supposed to be preserved.

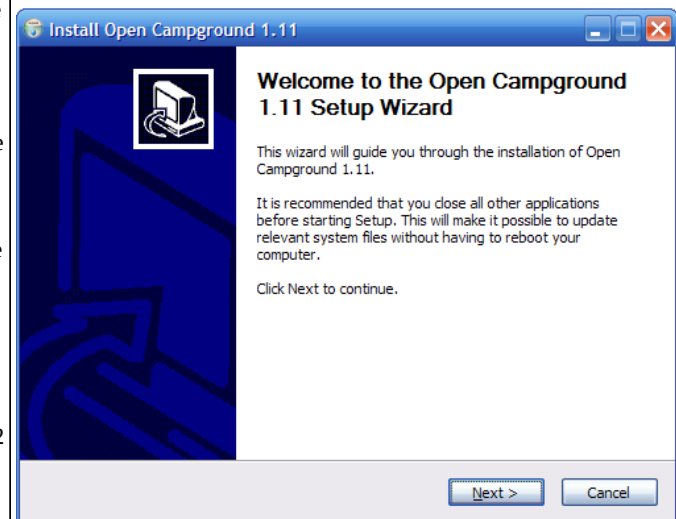
### Setting System Modes and Startup

Go to the InstantRails application window and select the black **I** in the upper left corner for the main menu. Select Rails Applications -> Manage Rails Applications... Check the check-box next to the *open\_campground-1.11* application. Then select the *configure startup mode* button. This will open a dialog where you can set the mode to be used, by typing in either *production* or *training*. The third mode available is *development* mode. This will appear the same as *training* mode but will be slower reacting because all code used is reloaded for each action in that mode. This mode will not need to be used by a normal user. You then will start the program with the *start with mongrel* button. If you have set up the system to start automatically on boot-up as described in the installation section, the *start\_server.bat* file is set up to start the server in *production* mode. If you want to use *training* mode edit that file using notepad and change the command line to say *training* where it now says *production*. This can be changed back at any time. Changes will not take effect until the system is re-booted.

## Appendix B: Installing Open Campground for Windows™ on a CD

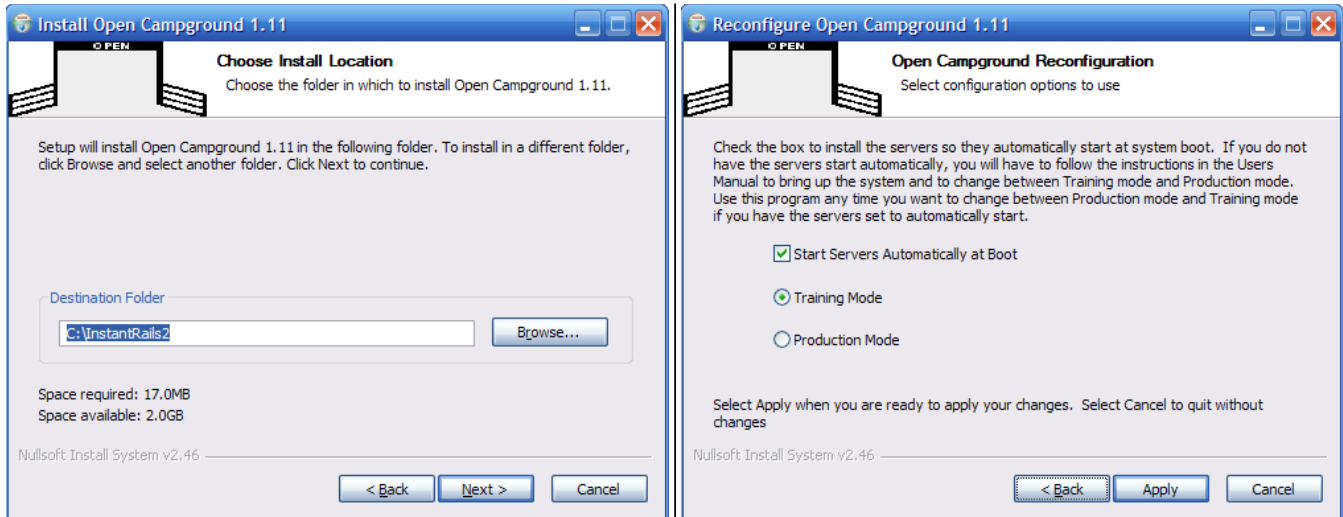
### Installation

Close any open programs. A connection to the internet is not needed for this installation. It is recommended you disable your anti-virus system during the installation.



Insert the CD in your computers CD/DVD drive. It will click and whirl and finally display the installer wizard (shown above). There will be some delay before the wizard is displayed because first it checks that the installer is complete and without any copying errors.

On a following page you will be given the opportunity to select the directory you install into. I recommend that you use the default C:\InstantRails2.



When the installation is complete you will have OpenCampground entries in your start menu.

As the last part of the installation the *Reconfigure* program will be automatically run to configure the program as you wish. I recommend you configure it for autostart.

## Maintaining and Using the System

### Upgrading

As part of the installation process the system will detect that there is an earlier version of the system installed. If an earlier version of the system was installed from a CD it will find the system wherever it was installed, If the earlier system was manually installed from a download it will only find it if the new system is installed at the same location. The database will be preserved and backup files will be copied from the old version to the new installation.

### Setting System Modes and Startup

The Reconfigure program shown here will give you a simple means of changing the mode. The Reconfigure program can be accessed from the Open Campground entry in the start menu or from the Windows Control Panel add/remove software section. The name of this function will differ on different versions of Windows. To run Reconfigure select the *change* entry under Open Campground.

If you do not use the autostart capabilities you will use the instructions for Open Campground with InstantRails. If you have the system set to start servers at boot the system will be available to be connected to as soon as startup is complete. On some versions of Windows this can take a minute or so depending on the software installed.

## Appendix C: Installing Open Campground in the Cloud

### Installation

Your *Open Campground in the Cloud* installation will be handled without any action on your part. You will be given a username and password which will be used to login to the system (the User Login option will be enabled) and two URLs with which you can access the system. One of the URLs will be for training purposes and the other will be for production use. These two URLs can be used at the same time by as many systems (within reason) as desired. To access them you can use any computer connected to the Internet which supports a browser like Internet Explorer or Firefox etc.

If you have an existing database from an Open Campground installation you can just make a backup on that system, copy the backup to a convenient location and do a backup restore as described in the earlier *manage backup files* section in *Maintenance*.

### Maintaining and Using the System

#### Upgrading

Upgrades will be performed automatically at a time when the system is not in use.

#### Setting System Modes and Startup

To change modes just access the training or production URL that has been provided to you depending on what you want to do.

The system will be running on the server at all times and can be accessed any time you have a connection to the Internet.

## Appendix D: Installing Open Campground source download

### Installation

If you have downloaded open-campground-src-1.11.zip which is Open Campground source only follow these instructions:

These instructions assume you are installing on some version of Linux. [there are presently no detailed instructions for installing on the Mac but the procedure is generally similar. Any inputs on how this would work would be appreciated] The application is a frozen Rails configuration built and tested with the following software at the listed versions:

Software	Version
Ruby on Rails	2.3.18
Ruby	1.8.7
Rake gem	0.9.2.2
Ruby Gems	1.4.2
MySQL server	5.0.75
Rack gem	1.3.5
Rdoc gem	4.2.0
I18n gem	0.6.9
Mysql gem	2.8.1

As this is a frozen application, Ruby on Rails is included in the application. The other support software must be supplied. The system may run with other software versions (it may not) but these are what it was tested with.

Extract the downloaded file by unzip open-campground-src-1.11.zip into any convenient directory. Next we will have to set up the database.

Create the databases by changing directory to the top level of the application and entering the command *rake db:reset*. This will destroy any existing databases described in config/database.yml. You can edit that file to change the database name to be used and to set the database user and password. Currently it is set up to run as the root database user with no password.

You now can start the web server with the command *script/server* in

that same directory . This will start *webrick* (the default web server) or *mongrel* if installed. The computer system configuration can be changed so that the server starts up at system startup time. In the directory *vendors/scripts* are two files that can be used on Debian derived Linux systems (eg Ubuntu). These files are installed into */etc/defaults* and */etc/init.d* following instructions contained in the first part of those files. In the file that is installed as */etc/default/open\_campground* you will set up the variables that will define where your system is stored and what user you will execute as. This is set up and tested for use with the *mongrel\_rails 1.1.5* web server. The system has also been tested with *Apache Passenger*. A virtual host file that works with Apache2 and Passenger is also included in that directory. Changes will have to be made for other servers or to work on other similar systems.

For Ubuntu 10.04, 12.04 and 14.04 LTS systems a script is available in the Tips section of OpenCampground.com which should do the complete installation. It is tested only on a server system but should also work on the desktop.

## Maintaining and Using the System

### Upgrading

### Setting System Modes and Startup

If you are starting the system manually, you will specify the mode on the command line as in:

```
script/server -e production
```

```
script/server -e training
```

If you have installed initialization scripts as described in the installation section, change the mode definition in */etc/default/open\_campground*.

## Appendix E: Remote Reservation System Setup

### General considerations

The Open Campground Remote system consists of a set of displays which are out of the normal flow of operations of Open Campground. As such they do not use the login system that the rest of the system uses. While you are using the Open Campground Remote system, if you attempt to access any of the pages belonging to the normal Open Campground operation you will be redirected to the login page (unless you use autologin and have previously logged in and checked remember me or do not have login enabled). The Remote system will appear to the user as a separate system. **If you use remote reservations you must have logins enabled.**

It is intended that the Remote functionality be invoked from someplace such as your campground web site. You can either put a normal link in the web page in which case Open Campground Remote will replace your web site in the users browser or you can bring it up in an iframe in which case it will appear to be part of your web site. Some basic helps have been put in place to aid you in customizing the remote page to more closely integrate it with your web pages. Taking the root of the rails application to be called `RAILS_ROOT` the files involved are `RAILS_ROOT/public/javascripts/remote.js`, `RAILS_ROOT/public/stylesheets/remote.css` and `RAILS_ROOT/app/views/layouts/remote.html.erb`. The last file named will bring in the contents of the other two and then (at the line that reads `<%= @content_for_layout %>`) will bring in the particular dialog currently in use. Customization is best accomplished in those three files.

The URL that will be used to access Open Campground Remote will be <http://xx/remote> where `xx` is the assigned URL for your Open Campground system. As an example if you installed Open Campground on a Linux system using Apache2 and a Virtual Host for Open Campground at <http://oc.mydomain.com> Open Campground Remote would be accessed at <http://oc.mydomain.com/remote> . If you installed your system on a Windows system with Instant Rails (probably not the best way to go) Open Campground Remote would be at <http://mysystem.com:3000/remote> . In all cases the remote capability will be accessed on the same system through the same servers you use for your normal Open Campground system. The system the server is on must have access to the Internet and must be externally accessible through a routable address. Generally this means you must have a fixed IP address assigned. Your firewall will have to be configured to permit access to the port used to access the server. This port is generally 80 for most web servers or 3000 for InstantRails.

## Setup

In the system options portion of setup there are a number of checkboxes that are involved in setup of the remote system.

- *Use Remote Reservations* controls the whole remote reservation system. It must always be checked to have any of the remote reservation capabilities.
- Payment is controlled by a set of radio buttons. Only one of the set can be selected. See Appendix F for payment setup
  - Remote Reservations require gateway: This indicates that you want to require the use of a payment system so the guest can pay for a reservation when made.
  - Remote Reservations allow gateway: This indicates that a guest can at his option pay for a reservation before the reservation process is complete.
  - Remote Reservations do not use gateway: This indicates remote reservations will be made without payment on-line.
- Auto Approve Remote Reservations: If this option is selected remote reservations will go into the reservation system without an approval process.
- Auto Check-in Remote Reservations: If this option is selected, any remote reservation made starting on the day it is created which has been paid for will be automatically checked-in.
- Remote Reservation creation email: Send an email to the guest when the reservation is created.
- Remote Reservation confirm email: Send an email to the guest when a reservation is accepted.
- Remote Reservation reject email: Send an email to the guest when a reservation is rejected.
- The following items allow you to customize what is required of the guest when making a remote reservation.
  - Display number of Adults on Remote.
  - Display number of Children on Remote
  - Display number of Pets on Remote
  - Display Rig type on Remote
  - Display number of Slides on Remote
  - Display rig age on Remote
  - Display rig length on Remote
  - Display site length on Remote
- Display Discounts on Remote: Allow a camper to claim a

any of the discounts offered. The discounts are not shown if this box is not checked.

- Display Recommenders on Remote: Allow a camper to indicate the source of recommendation for the campground. The recommendations drop-down is not shown if this box is not checked.
- Require Phone number on remote. If this is selected the guest will be required to provide a phone number before moving to the next phase.
- Require Email on remote. If this is selected the guest will be required to provide an email address before moving to the next phase. In both of these cases only trivial validation is performed. The email address and phone number may not be valid.
- Display Park Map on remote. This controls the display of a map of the park on the right hand portion of the site selection dialog. Setup of the map is described in an earlier section.

When Remote Reservations are selected two new buttons are available on the setup bar as follows:

### Remote Reservations

In the top dialog where you are prompted for Return to URL when remote reservation finished: you will enter a url which will normally be your web site address. The user will be redirected to this url when he cancels or completes the reservation process.

The second part allows you to select what payment you wish to collect when a reservation is made. Options are full amount, percentage of total, fixed amount and specified number of days charges.

### Remote Explanations

Each page presented in the remote reservation process has a box at the top intended to guide the user on how to proceed. The page is identified by function and locale. If you have set the language to be used on the system to eg. French, the explanation for locale fr will be used for a given page unless it does not exist in which case the page for en (english) will be displayed. You should review the pages in detail to make sure that they accurately represent your process and will be understood by your guests. Only english pages are provided by default. When you press the New button, a drop-down to identify the language and display this applies to will be presented.

In addition look at *Payment Setup* in Appendix F.

## Appendix F: Payment Setup

The Payments system is now implemented to support payments in the office as well as remote payments depending on the options selected. Configuration of the Payments system is handled in the *Setup → Payment Configurations* dialog. The Payments system is designed to work with a payments gateway. This is a system provided by some vendor that does the processing of the payment on their system and delivers the charges to your account. The Open Campground system does not do the credit card processing or have any access to the credit cards. Payments will only work with an Apache/Passenger web server like that used by Open Campground in the Cloud therefore it is not available on Windows systems. The system has the capability to support multiple payment gateways. At present PayPal and CardConnect are supported.

To use a payment gateway for remote reservations you must select either the *'Remote Reservations Require Gateway'* or *'Remote Reservations Allow Gateway'* radio button in *Setup → System Options*.

Two different gateways are presently defined for payments. The PayPal system can be used for collection of payments on remote reservations. The CardConnect system can be used in the office with or without a card terminal and on remote reservations. The setups follow.

### Paypal setup

The first step will be to get a PayPal business account to which payments will be made. This site must be enabled for *PayPal Website Payments Standard*. Go to <http://paypal.com> (or the site that covers your country) to set up an account and they will be glad to help you. There is a processing fee levied on each charge made using PayPal.

On an Open Campground in the Cloud system the certificates and key files will be generated for you.

In order to secure and authenticate transactions with PayPal certificates must be set up on both sides. The files will be placed in the `config/paypal` directory under the root of the system. There will be two files as follows:

1. `my-prvkey.pem` is your private key for decrypting data encrypted with your public key. On Linux generate it with the command  

```
openssl genrsa -out my-prvkey.pem 1024
```
2. `my-pubcert.pem` is the public certificate used to encrypt data sent to you. On Linux you can generate a certificate good for 10 years (3650 days) with the following command:  

```
openssl req -new -key my-prvkey.pem -x509 -days 3650 -out my-pubcert.pem
```

In all cases you will have to log in to your PayPal account and go to your profile and under that “selling tools” then “encrypted payment

settings”. In “Your Public Certificates” upload your public certificate (`my-pubcert.pem` generated above) to PayPal. After you added it you will see it in the listing with a Cert ID. Make note of this Certificate ID.

When you select the PayPal radio button the following items will be presented to be completed.

1. The *PayPal business name* is the name you use to login to your PayPal business account.
2. The *PayPal certificate ID* is the identifier for a certificate that you transferred to the PayPal web site as described above.
3. The *PayPal URL* identifies the PayPal address you will use to do your transactions. These addresses are specific to the country and the default value is the one for the USA. What specific address to use must be gleaned from PayPal.
4. The *PayPal* currency code is a three letter designator for the currency you will be using.
5. The *PayPal* country code is the two letter designator for your country.

When these settings are saved you should be ready to use the system.

### CardConnect setup

The first step to use the First Data setup will be to acquire and CardConnect account. Contact Lauren Neal at CardConnect at 913.953.5320. After the account is set up you will be provided the items needed for configuring the system.

When you select one of the CardConnect radio buttons the following items will be presented for entry:

1. CardConnect merchant ID
2. Gateway endpoint
3. Username
4. Password
5. Currency code (defaults to USD)
6. Bolt endpoint
7. API key

The last two items will only be applicable if you select the office environment.

You can then select options on items to be required. The security code is recommended, the rest are optional as you desire.

## Appendix G: Email Configuration

Configuration of the email system for sending out confirmation messages etc. can be difficult depending on the setup your email server uses. In most cases you generally use your Internet Service Provider (ISP) to provide you with email service but that is not the only option and may not be the simplest to use. Every ISP sets their system up in the way they think best. The result is I cannot give you accurate instructions on how to configure email for your system. In many cases your ISP will have sent you some instructions which will define what needs to be done.

The option that I would recommend is one for which I can give you a complete formula for how to set up your system. I recommend that you get a (free) gmail account (go to [gmail.com](http://gmail.com) for this) and you use this account to send out emails from this Open Campground application. Whether you use the gmail account for anything else is completely optional. You can use it for just this single purpose.

### Setup

Whatever you choose to do, if you select *use confirmation emails* in the system options setup you will find two new selections in the setup selections. These are *Email* and *Message*. We will discuss *Email* first as that is the most complex and error prone.

### Email

Selecting *Email* will bring up a dialog with *SMTP Configuration* at the top and *Mail Configuration* in the middle.

### SMTP Configuration

SMTP is the name of a protocol used to send mail from computer to computer. The full name of the protocol is Simple Mail Transport Protocol. For computers to communicate using this protocol the specific options that will be used and the computer that will be handling this task must be identified. The items to be defined are as follows:

- SMTP server address: This is the name of a computer that is accessible from your system. This system must have the mail handling software running on it. Whoever runs the email service will provide you with this address. For the gmail system this will be `smtp.gmail.com`.
- SMTP domain: This is the internet domain used by the server as a part of the validation of clients. Again the server provider will give you this domain. For the gmail system this will be `gmail.com`.
- SMTP authentication method: There are four options for authentication method and they are identified in the drop-down. None is usually only used if you configure your own SMTP server on the same system as Open

Campground is on. Plain is the commonly used option. The other two are less tested and less understood by me. Your server provider will specify what method to use. For the gmail system this will be `plain`.

- SMTP port number: This is a number that identifies how the computers involved will connect. This number will be also be provided by your server provider. 25 is a common port but others are used for various reasons. For the gmail system you will use port 587. If problems are encountered with this port use 465.
- SMTP user name: This is the name you will use to authenticate your access to the server. The server provider will advise what name to use. For the gmail system you will use your gmail login name including domain such as [myname@gmail.com](mailto:myname@gmail.com).
- SMTP password: This will be the password that is used with the SMTP user name.

For a Open Campground in the Cloud system all of this configuration above will be setup for you.

### Mail configuration

In the Mail configuration section we set up those things that the recipient of the mail sees. These are not very complex and you are accustomed to seeing them on every email you get.

- Subject for Reservation Confirmation email: This is what you want to appear in the Subject: line of a message that is automatically sent out when a reservation is completed. The default is 'Reservation Confirmation'. You might want to put in your campground name or something else.
- Subject for Reservation Update email: Similarly this is the Subject line for a message you have the option of sending out when a reservation is changed. The default is 'Reservation Update'
- Subject for Reservation Feedback email: If you have the option to send an email asking for feedback, this choice will be available. It again is for the Subject line on this message. The default is 'Reservation Feedback'.
- Mail sender element: This is for the From line in the mail header. It does not have to be the name and address used for the smtp setup. It can be any email address or even just a name. An example would be 'My Campground <[manager@campground.com](mailto:manager@campground.com)>'. You can experiment with this to see what looks best for you. There is no default but a value should be specified.
- Mail reply\_to address: This must be an email address. It will be used when someone does a reply to your message. Some systems will flag you mail as suspicious in some way if there is no reply\_to address.
- Mail cc address and Mail bcc address: These are for your



use if you want to send a copy or a blind copy to one or more addresses. Its use is optional.

When you have entered this information save using the save button at the bottom. The system will have to be restarted before the smtp information will be available for use. This is done automatically for Open Campground in the Cloud or any other system using Apache.

The test button will generate and send a test message.

## Message

The *Message* button will bring up a dialog in which you can define the messages you would like to have sent.

Four messages will be identified. To edit them select the edit button. This will bring up a page with two panes like this:

Item from Reservation	Name to use
Full name of camper	{{camper}}
Space name	{{space_name}}
Reservation number	{{number}}
Start date	{{start}}
End date	{{departure}}
Charges	{{charges}}
Payment	{{payment}}
Due	{{due}}
Deposit	{{deposit}}

Email Body:  
Dear {{camper}},  
Thank you for making a reservation at My RV Park. You are scheduled to arrive on {{start}} and depart on {{departure}}. We have assigned you site {{space\_name}}. The total charges are estimated at {{charges}}. Your reservation confirmation number is {{number}}.  
We look forward to serving you  
Ty Cason  
Manager

On the right hand pane you can define the message you want sent. In the left hand pane is the definition of the items that are available for you to substitute into the message to make it specific to the specific camper and reservation. In all cases (as in the example) any item you want to substitute into the message will be enclosed in double curly braces {{item}}. The items listed on the left hand pane are the only values that are available to be substituted into the message. Submit a feature request if you see the need for more.

Each message will have to be individually edited.

Save the message when you are done with the edits.

## Appendix H: Using multiple computers

As described earlier, Open Campground is able to accommodate multiple users at one time. With Open Campground in the Cloud you can just connect from each computer in the manner described. With Open Campground Download and Open Campground CD other steps are necessary. The instructions that follow are for the use of Windows as a server. The system on which Open Campground is running will be called the server and the other system (there can be more than one) the client. Any system can be used as the client. All of your computers involved must be connected to the same router or be otherwise addressable from one to the other. They can be running different versions of Windows or any other system. The server could be a Windows machine and the user interface machine a Mac without any problem.

On the server press the 'Windows' key (the one with a funny flag on it) and the 'r' key at the same time. This will bring up a small window in which you can type in the name of a command. Type the command 'cmd' (without the quotes of course), this will bring up a window in which you can enter further commands.

In this window (still on the server) enter the command 'ipconfig /all'. This will give you information on all of the networking devices on your system. Look through the list for the device you are using (probably called Ethernet adapter Local Area Connection or Ethernet adapter Wireless Network Connection depending on how you connect to the router). In the data following the correct device you will find a line headed 'IP Address'. Record the address to the right as that will be the address with which you will connect to the server. The address will be something like '192.168.0.199'. It will be 4 numbers separated by periods.

Start the Open Campground server (if not setup to automatically start) on the server machine in the normal manner. You do not have to bring up a browser on the server system but you may. On the client system bring up your browser and enter the address (ie. <http://192.168.0.199:3000>) of the server. Make sure you enter :3000 (the port used) after the address or your connection will not work. It is possible that your connection may be slow or refused because of the configuration of the firewall on your server machine. If you have problems check it's configuration. You can leave the server running and access it from the client (and/or a browser on the server system) as desired. If you use this setup, I recommend that you enable the user login option in Open Campground to give you some measure of security. You will have to leave the server running but you can bring the client up and down as desired. Anything you print will use your computers normal printer.

## Appendix I: Display Customization

**Note: The description here is intended for someone who is experienced in web page creation using HTML.**

**You should verify this customization is completely functional on a system in development mode before trying it on a production system because it can easily prevent you from displaying any of your pages.**

This page describes the use of the *Customize Display* dialog accessed from *setup*. It gives you the capability to customize the appearance of the pages of the system by replacing the stock HTML with some of your own. It is primarily intended for use in making the remote reservation facility look like the rest of your web pages but it can be used to make your operational pages have a look you desire. The system management parts of the system will not be affected by this.

If the *remote html* or *local html* are empty, the system defined look will be used. If either of them is defined the html defined in them will be used. You will define an html file and with this page put the contents of that file into the database. The original file will not be further used but it can be retained and edited and again placed into the database. Only one instance each of the local and remote html will exist.

The basic structure should be:

```
<html>
<head>
  <%= javascript_include_tag :defaults %>
  <%= javascript_include_tag "remote" %>
  <%= javascript_include_tag "/dynamic/[any js needed]" %>
  <%= calendar_date_select_includes %>
  <%= stylesheet_link_tag "scaffold", "office",
"remote", :media => "screen" %>
  <%= stylesheet_link_tag "/dynamic/[any css needed]" %>
  <%= stylesheet_link_tag "print", :media => "print" %>
  <title>
    <%= controller.action_name %>
  </title>
</head>
<body>
  
  <div id="remote">
    <%= @content_for_layout %>
  </div>
</body>
</html>
```

The includes and links with a name of "/dynamic" are those stored in the database as defined in the second part of this dialog.

The *javascript\_include\_tag* and *stylesheet\_link\_tag* items (other than the dynamic ones) and the *calendar\_date\_select\_includes* are required. The system generated forms etc. will be generated by `<%= @content_for_layout %>` which is required also. You should add whatever html you need to this layout. For the local html you will need to include a means of navigation. See `app/views/layouts/application.html.erb` for the

navigation used. The HTML can include erb but some erb constructs such as `'-%>` will cause errors

The second part of this dialog is used to include css, js and image files into the database. This should be used when the file cannot be easily accessed from some named site. Jpg, png and gif image formats are supported. The files will be accessed as `/dynamic/filename` in the normal manner for a file of these types.

### Display of logo image

One special image name is supported. If an image named Logo.png or Logo.jpg has been stored using this facility it will be placed in the upper left corner of the page where the Open Campground Logo is shown by default. The image will be scaled to a height of 46 pixels.

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Preamble

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