



Users Guide

Version 4.0

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System Overview

YourCourts.com is a web-based application designed to help neighborhoods and clubs manage their tennis programs. YourCourts.com includes features to book court reservations online, help captains manage their teams and help tennis communities sign up and manage their junior players. The system is web-based and does not require any software to be installed. The site is available 24 hours a day; 7 days a week anywhere you can find a web browser with an internet connection, including mobile devices and tablets. The site has been tested on Internet Explorer, Firefox, Safari and Chrome. There are some subtle layout differences between the different browsers and within different versions of the same browser, but the site is designed to work in any recent browser version. YourCourts.com does utilize some JavaScript for pull-down menus so you must enable JavaScript in your browser if it's not already enabled.

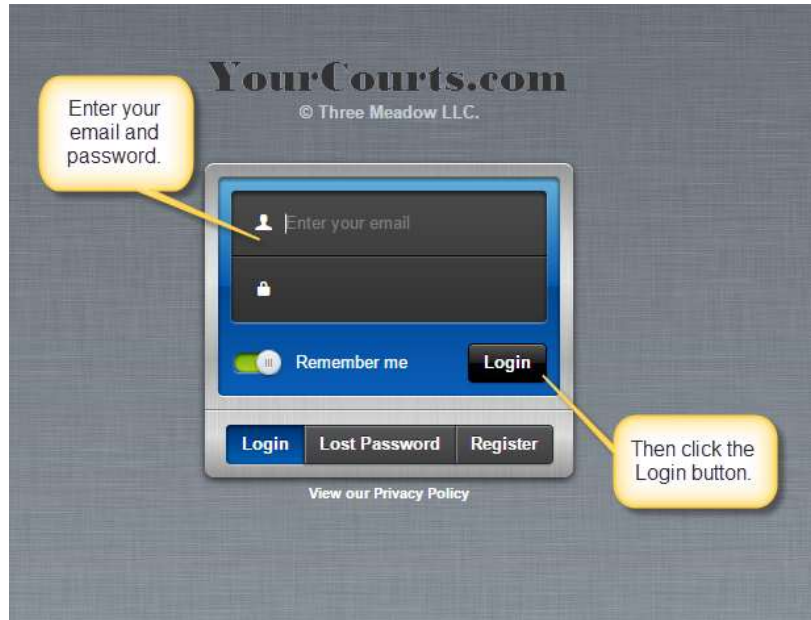
Getting Started

All users, including administrators, must log in before using the site. Each user (including the administrators) has their own login that is tied to an email address. The site requires a unique valid email address for each adult user (junior players are not required to have a login but rather are tied to their parents login). The initial account passwords are set up when the community first joins YourCourts.com.

Logging In

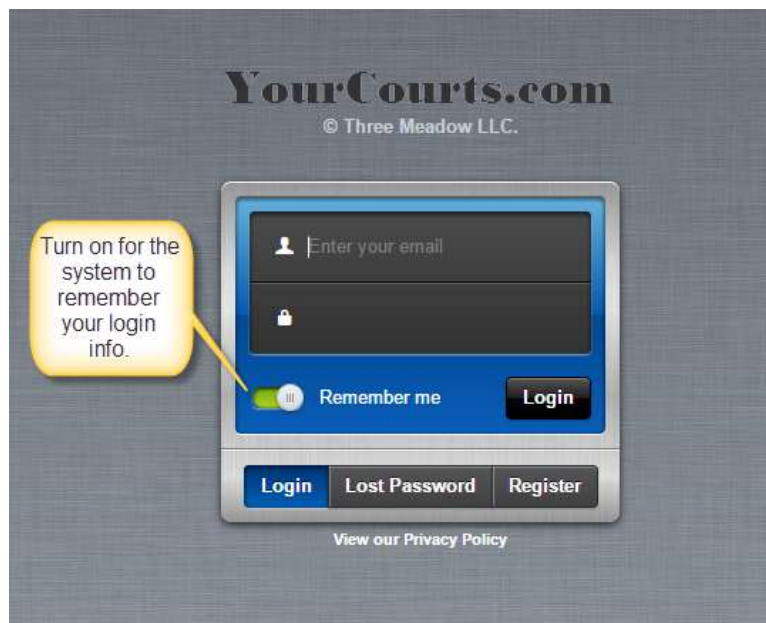
To login to the site, go to the <http://www.yourcourts.com> site and click the Login link at the top of the page or you can go directly to the login page by bookmarking the URL address <http://www.yourcourts.com/yourcourts/security/index>. Your community may also have a community website that they have linked to yourcourts.com so be sure to check with your club administrator. Once on the login page, enter your email address and the password that was provided to you.

Note: If you don't know what your password is, please contact your neighborhood administrator or, if you are the community administrator, contact your YourCourts.com support contact for your credentials. You can also use the **Forgot your Password** feature discussed below.



Staying Logged In

If you prefer for your login information to be kept in your browser so you don't have to enter it each time, you can turn on the "Remember me" slider and the browser will remember your login credentials for 30 days.

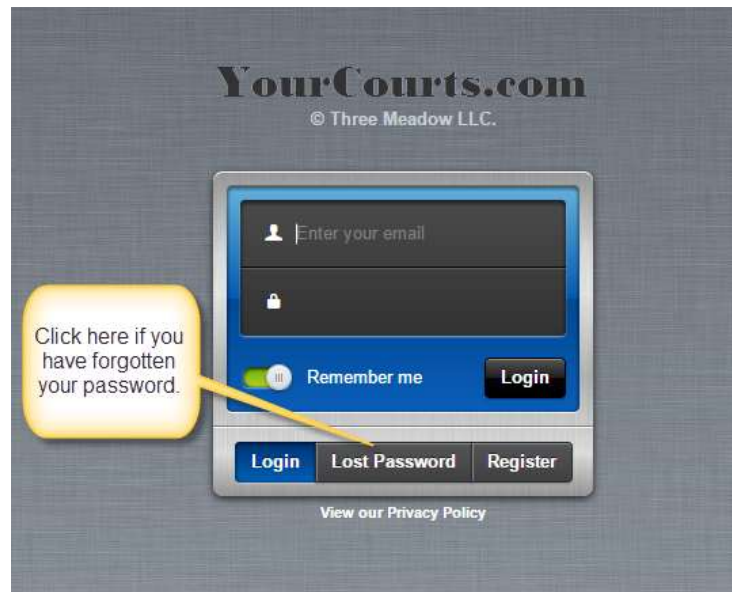


Note: Do not check this checkbox if you are accessing the site on a public computer, such as the ones found at public libraries or internet cafés.

If you do turn on the “Remember me” slider, your login information is stored in a “cookie” in your browser and the site will check to see if the cookie exists and use the login information. This saves you time from having to enter the login information each time you want to access the site.

Recovering forgotten password

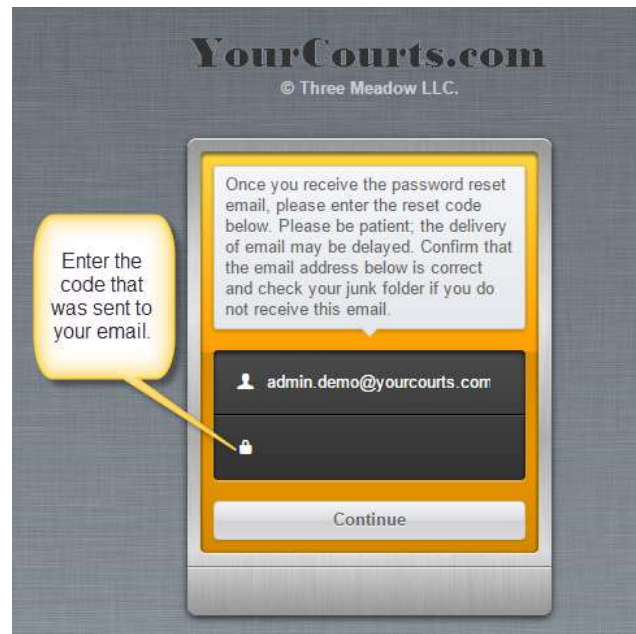
If you forget your password, you can recover it by clicking on the **Lost Password** link.



A screen will be displayed that asks for your email address. Enter the email address that is associated with your YourCourts.com account in that screen.



After you enter your email in the field, click the **Reset Password** button. The system will send a secret code to the email address entered (assuming the email is registered to an active account). When you receive this code, enter it into the next screen.



If you enter an email that is not associated with any YourCourts.com account, an error message will be displayed. You will need to contact an account administrator to reset your password.

Home Page

Once you successfully login, you will see your individual Home Page. From the Home Page you can see community news and headlines, your upcoming reservations, upcoming events and club documents. You can also perform a quick reservation and many other features.

The following figure shows a sample home page



There are also many other features that you'll quickly learn about and enjoy. The menu bar on the side is filled with other features.



Reservations Screen

To make a new reservation or to see court usage, click on the Reservations screen from the menu bar.

Reserving a Court for Demo Club [Print Schedule](#)

Click an Open time slot to reserve a court or hover over an existing reservation to see details. If you are the reservation owner, you can click on a future reservation to change or cancel it. Based on the account settings set by the administrator, you can book reservations 14 Days in advance.

Demo Club Reservations for Friday, September 25, 2015 09/25/2015

Time	Cohasset Golf Club Court 1	Cohasset Golf Club Court 2	Cohasset Golf Club Court 3
9:00 AM	-	-	-
9:30 AM	-	-	-
10:00 AM	-	-	-
10:30 AM	-	-	-
11:00 AM	-	-	-
11:30 AM	-	-	-
12:00 PM	-	-	-
12:30 PM	-	-	-
1:00 PM	Open	Open	Open
1:30 PM	Open	Open	Open
2:00 PM	Open	Open	Open
2:30 PM	Open	Open	Open
3:00 PM	Open	Open	Open
3:30 PM	Open	Open	Open
4:00 PM	Open	Open	Open
4:30 PM	Open	Open	Open
5:00 PM	Open	Open	Open
5:30 PM	Open	Open	Open
6:00 PM	Open	Open	Open

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10:30 AM	-	-	-
11:00 AM	-	-	-
11:30 AM	-	-	-
12:00 PM	-	-	-
12:30 PM	-	-	-
1:00 PM	Open	Open	Open
1:30 PM	Open	Open	Open
2:00 PM	Open	Open	Open
2:30 PM	Open	Open	Open
3:00 PM	Open	Open	Open
3:30 PM	Open	Open	Open
4:00 PM	Open	Open	Open
4:30 PM	Open	Open	Open
5:00 PM	Open	Open	Open
5:30 PM	Open	Open	Open
6:00 PM	Open	Open	Open

Select a date to see a day other than the current date.

- View existing court reservations for the day
- Click on "Open" to book a new reservation

Creating a New Reservation

To create a new reservation, click on one of the "Open" slots for the court that you want to play on. The new reservation screen will be displayed.

Complete the Reservation

Please complete the required fields below and click the Reserve button to book the reservation. Mandatory fields are marked with an asterisk *.

1:00PM September 25, 2015 on Court 1 @ Cohasset Golf Club

Reservation Details

Duration: *

Type: *

Guests (Non Members): # Guests

Reservation Note:

Instructions

Here are some tips for making a reservation:

- :: Choose the Duration you need for the reservation. Duration is a required field.
- :: Choose the correct reservation Type. Reservation type is also a required field.
- :: Add a reservation note if you want others to see something about the reservation.
- :: An email will automatically be sent to the reservation owner. You can send a copy to other players by clicking the Reserve & Add Emails button above. Otherwise, click on the Reserve button to complete the reservation..
- :: You can add guest names by clicking on the Edit Guests button or you can just enter the number of guests by entering the number in the # Guests field.

You must choose a duration and you must choose a reservation type. You can add a list of guests that will be joining you and you can add optional notes that may be helpful for others to read.

To save the reservation, click the "Reserve" button at the top of the page. An email confirmation (with court and time details) will be sent to you (if turned on to receive notifications in your user profile). If you would like to send an email confirmation to others, including those outside your community, you can click on the "Reserve and Add Emails" button.

Editing or Canceling a Reservation

If you need to change one of your reservations, you don't have to cancel and create a new reservation. You can just edit the existing reservation and change it.

Note: You can only change or edit one of your reservations. You can't edit or change reservations that belong to other users.

12:00 PM		
12:30 PM		
1:00 PM	1:00PM - 2:00PM John Test Paddle Casual Play	Open
1:30 PM	<i>(Report a no show)</i>	Open
2:00 PM		Open
2:30 PM		Open
3:00 PM		Open
3:30 PM		Open

Click on your reservation to edit.

Just click on the reservation on the court screen and the detail page will be displayed.

Reservation Detail for 21509251538152058-2058-74

PADDLE CASUAL PLAY

Member: John Test

Member

FRIDAY SEP 25
COURT 1 AT COHASSET GOLF CLUB
1:00PM TO 2:00PM
GATE CODE: 1234

Confirmation #: 21509251538152058-2058-74

Created by John Test on Friday September 25 @ 03:38 PM

Do you need to change or cancel this reservation?

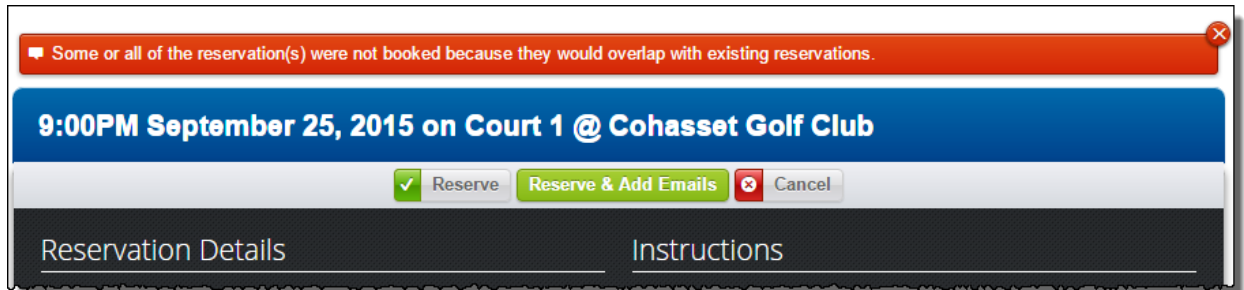
Edit Email Others Cancel

Close

The edit reservation screen will be displayed and you can edit the properties of the reservation, including changing the court if necessary. If you want to cancel this reservation, just click on the Cancel button. In either case, you will receive emails when you cancel or change the reservation.

Reservation Error Messages

If the system is unable to save your reservation based on an error, the system will display an error message. For example, if you try to book a reservation that overlaps over an existing reservation, you will receive an error message as shown here.

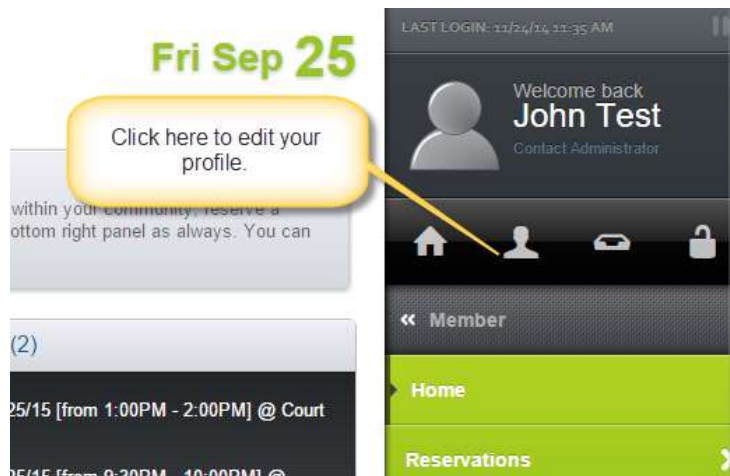


Some of the reasons that your reservation may not be successfully saved are:

- Overlaps (double booked) with an existing reservation
- The date or time is in the past
- Is before the opening time or after the closing time of the facility
- Exceeds the maximum number of reservations for the user per day (based on rules for your neighborhood or club)
- Exceeds the maximum number of reservations for the user during primetime (based on rules for your neighborhood or club)

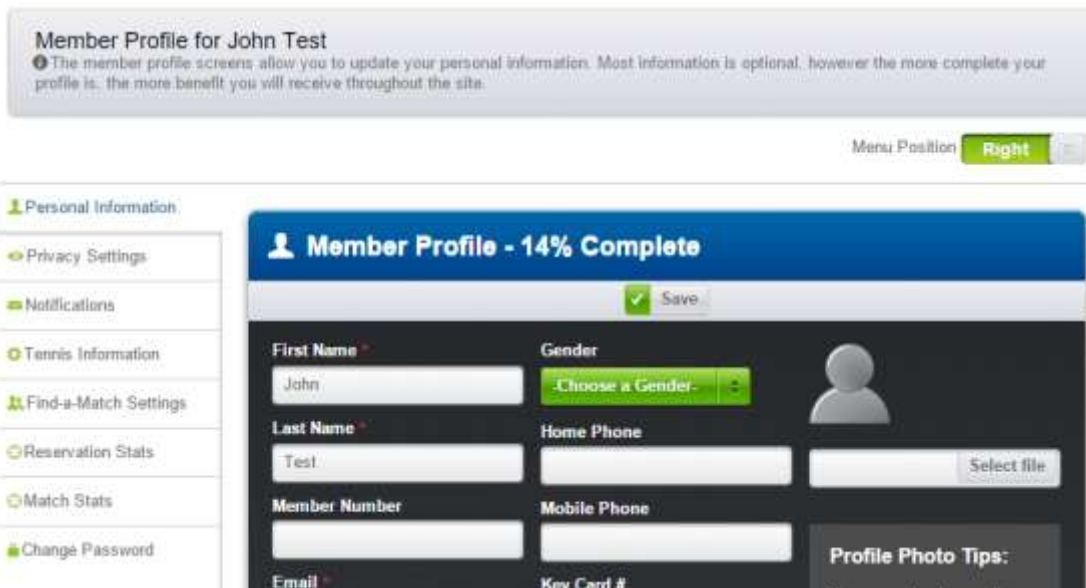
Setting your User Profile

Once a user is successfully logged in to the YourCourts.com site, they can edit their individual profile. The user profile controls various aspects of how the site works for you. Administrators can edit some values for a user from the administrator screens, but there are certain fields that only a user can modify. To edit your profile, click on the **Profile** button in the upper right of the screen.



As the figure below illustrates, there are quite a few preferences that you can change in your profile:

- Name and Address Information
- Privacy Settings
- Tennis Information
- Change Password
- Notifications
- Other Preferences



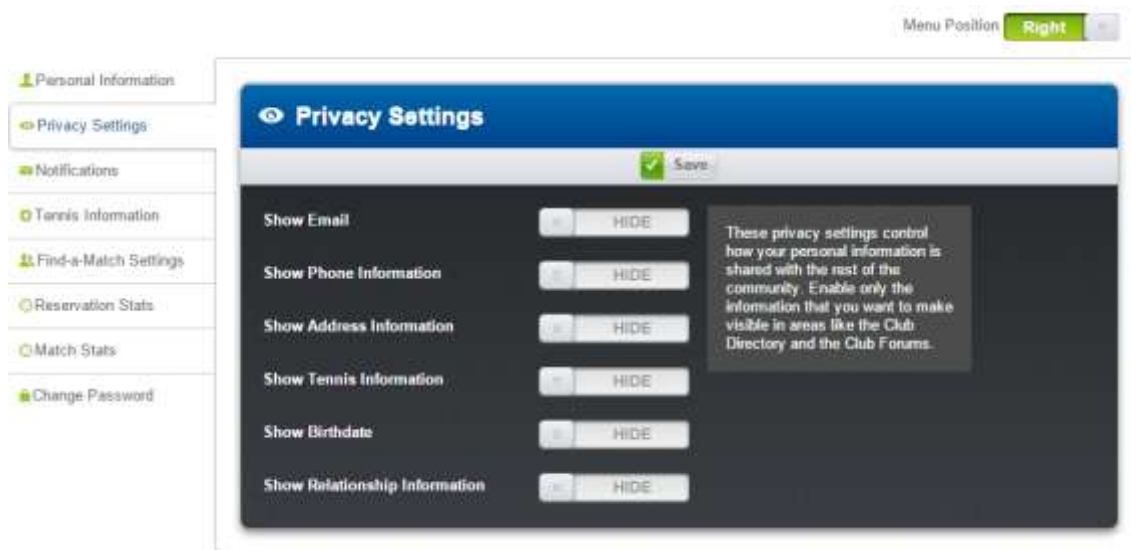
Personal Information

The personal information screen is first displayed when you click on the **Profile** button. It allows the user to set fields such as first and last name, email address, contact numbers and birthday. Required fields are indicated by a red asterisk. This is also the screen where users can upload a different picture for their avatar.

Even though only a few fields are required, users should be encouraged to enter as much information as possible. This will help administrators and captains if your community is using the **Team Management module**. Users have the ability through privacy settings to control what information is shown to the public.

Privacy Settings

The Privacy Settings page allows users to choose what information from their profile is shared with the community.



If a user doesn't want certain information shared, they can uncheck the individual boxes and the site will not display that information. Administrators still have access to this information but the community will not see the information if the checkboxes are unchecked.

Tennis Information

The Tennis Information page contains optional data that a user might want to share (assuming the privacy settings are set to share the tennis information with the community) about their tennis ranking and preferences.



Information such as what hand they play tennis with, their membership numbers (which help captains add them to rosters) and if they have a default facility that they book reservations at. Again, this data is not required.

Change Password

The **Change Password** screen allows users to change their own password.

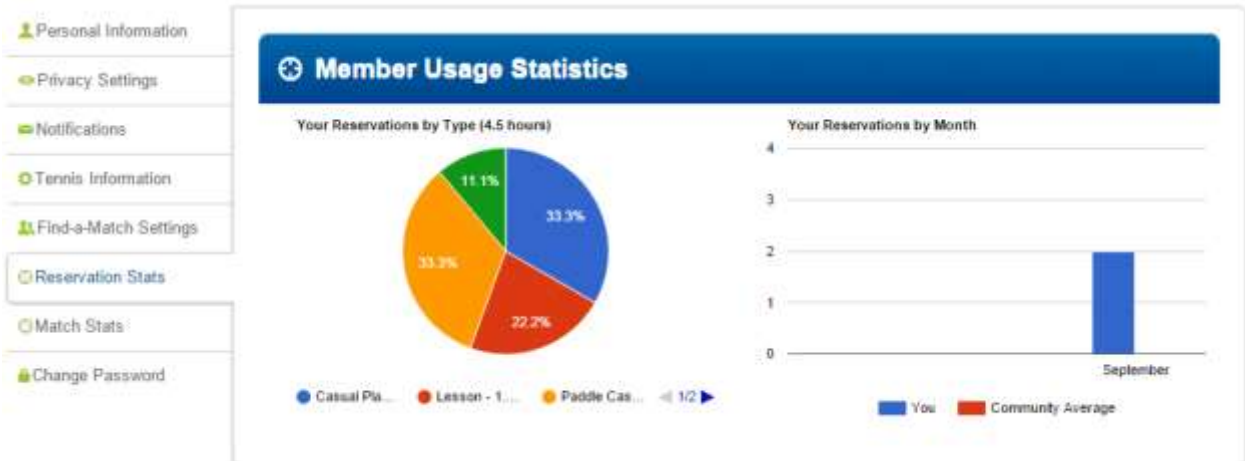
This self-service option allows you to change your password to help improve security.

Notifications

The **Notifications** screen contains preferences for which notifications the user wishes to receive.

Member Reservation Stats

The **Reservation Stats** page shows your reservation history and usage. This is a quick way to see statistics on the quantity and type of reservations you have booked in the past and also how your number compares to your overall community.



There are other features within YourCourts.com that will improve your tennis enjoyment. We'll let you explore those on your own. Just remember, if you need any help in how to use a feature, try the online help first. The online help can be found at the bottom of the menu bar.

