



On-line booking user guide

Introduction

This guide covers:

- The on-line booking system
- Your email settings
- Using the touch screen at the club

The on-line booking system

- Accessing the on-line booking system
 - Booking and cancelling courts
 - Applying Top-up vouchers
 - Tailoring the system to suit your needs
1. Access the website and login
 - a. To access the on-line booking system you can:
 - i. In your web browser go to the following URL: <http://reigate.mycourts.co.uk>, or
 - ii. Go to the Club website (<http://www.reigatesquash.co.uk>) and click on **Booking Sheets** in the menu at the top of the page, or
 - iii. Use your phone to access the site at <http://reigate.mycourts.co.uk> if you have a modern phone, or
 - iv. Use your phone to access the site at <http://reigate.mycourts.co.uk/wap> if you have an older phone (the WAP version of the system has fewer graphics and is more easily and more quickly displayed on older phones).
 - b. When you get to the on-line booking site, enter your username and password in the boxes under **Member Login**
 - c. Tick the box if you want the browser to remember your username and password
 - d. Click on the **Submit** button
 - e. Your name appears in **red** in the top left corner of the page.
 2. Book a court
 - a. Scroll down to the list of **Booking Sheets**



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- b. Three weeks of dates are shown, the last week of which are greyed out indicating that you can view but not book on these dates
 - c. Click on the date that you want to book the court
 - d. A page similar to the existing court booking sheet is displayed. You can use the options at the top of the page to display courts for [Morning](#) | [Afternoon](#) | [Evening](#) | [All times](#).
 - e. Choose the time and court you want to book by clicking on the appropriate [book this court](#)
 - f. The next page is the **My Bookings** page. It shows the selected court, time, date and a copy of the court booking rules. To proceed click **Yes**; to return to the Bookings page click **No** (note that when you click **No**, you are returned to the booking page for today and not the day you started on).
 - g. When you click **Yes**, the court is booked and the balance of your account is reduced by the court fee.
 - h. The next page gives you the option to [select your opponent](#) or to [cancel the booking](#).
 - i. Select your opponent – choose your opponent from the drop down list. You will then have the option to generate an email to your opponent, assuming they have an email address registered on the system, and the booking will show both your names.
 - j. Cancel the booking – the court fee is refunded if you cancel more than 48 hours before the court time or if the court is rebooked, if within the 48 hours.
3. Options on the left hand side of the page ([Account Balance](#) / [Top-up with Voucher](#) / [Buy Credit Online](#) / [Transfer Credit](#) / [My Bookings](#) / [My Settings](#) / [My Profile](#) / [Edit My Profile](#) / [Cancelled Court Alerts](#) / [Book with your mobile phone](#) / [Logout](#))
 - a. Account Balance
 - i. This page provides information on your current balance, the Top-ups you have applied and the court bookings and cancellations.
 - ii. Notice the overdraft limit.
 - b. Top-up with Voucher
 - i. Used to apply a Top-up voucher
 - ii. Enter Voucher Number and Voucher Code and click on Submit
 - iii. Your balance will be increased by £20
 - c. Buy Credit Online
 - i. Use this option to top-up your account online
 - d. Transfer Credit
 - i. Use this option to transfer credit from your account to another member's account
 - e. My Bookings – described above under booking a court
 - f. My Settings
 - i. System Access – username, password, PIN number and membership category.



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- username cannot be changed
 - membership category dictates the booking rules & charges that apply to you
- ii. Email Settings
 - iii. Address details
 - iv. **Don't forget** to click on **Submit** if you change any details, otherwise the change will not be saved.
- g. My Profile – this is your entry in the **Members' Directory**
 - h. Edit My Profile – use this page to edit the details shown in the **Members' Directory**, including the ability to upload your picture.
 - i. Contact details and privacy settings – if you tick the **show to other members** box, then the corresponding item is available to all members in the **Members' Directory**. If the box is un-ticked, then the corresponding item is shown as unlisted.
 - ii. About Me – use the tick boxes to control whether your profile shows the league you are in and the members you have played.
 - i. Cancelled Court Alerts – use this page to specify a time range and for which days you wish to be notified by email of court cancellations.
 - j. Book with your mobile phone – instructions on how to access the site via your mobile phone.
 - k. Logout – logout from the system
4. Options across the top of the page (**Home / Court Bookings / Leagues / Members' Directory**)
- a. Home – the club's website.
 - b. Court Bookings – as described in section 3.
 - c. Leagues – the club's main leagues.
 - d. Members' Directory
 - i. Details for each member based on the details and privacy settings as set by individual members.
 - ii. Choose an initial letter
 - iii. The next page contains two lists. On the left all members whose first name begins with the chosen letter and on the right all members whose surname begins with the chosen letter.
5. Forgotten Password
- a. Click **Forgotten Password?** On the login page.
 - b. Fill in your email address and click the **Submit** button.
 - c. The system will send to the specified email address the login credentials for all members with a matching email address registered in the system.



Your email settings

1. In your email settings you need to make sure that messages from the following address are not treated as junk mail or spam: **no-reply@reigate.mycourts.co.uk**

Using the touch screen at the club

1. The touch screen system at the club accesses the same underlying information and allows you to book and cancel courts; apply top-up vouchers and view the members' directory.
2. Instead of logging in with your username and password, the touch screen system uses the first letter of your surname and your PIN number.

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