



Forgotten Password

Introduction

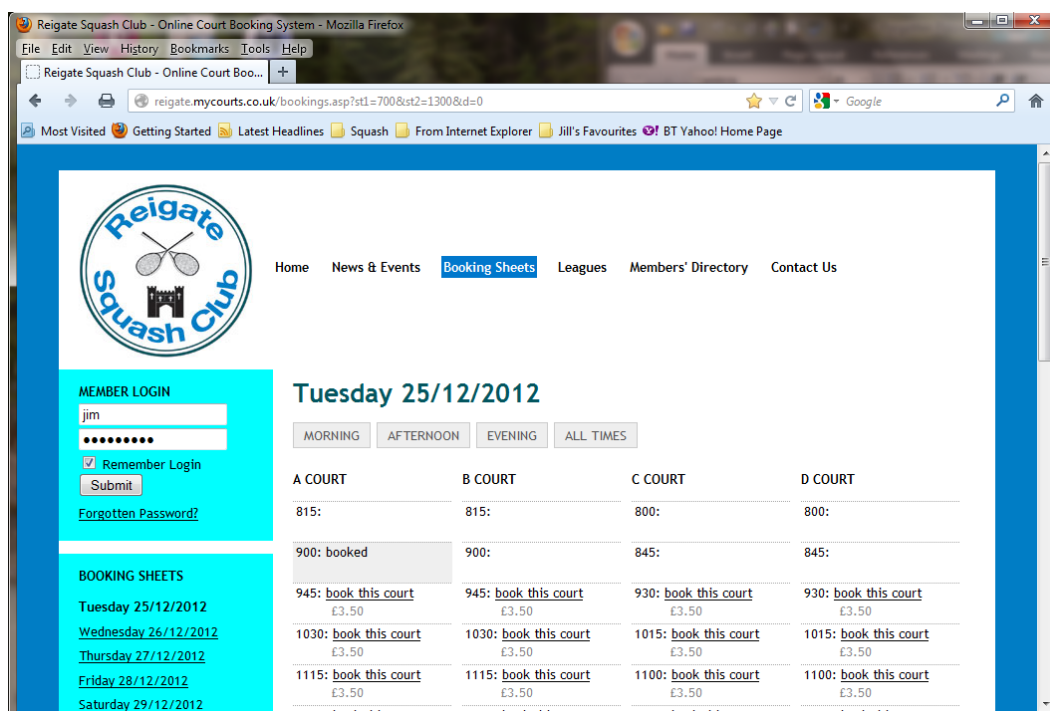
This user guide covers how to use the Forgotten Password function in the online booking system.

Notes

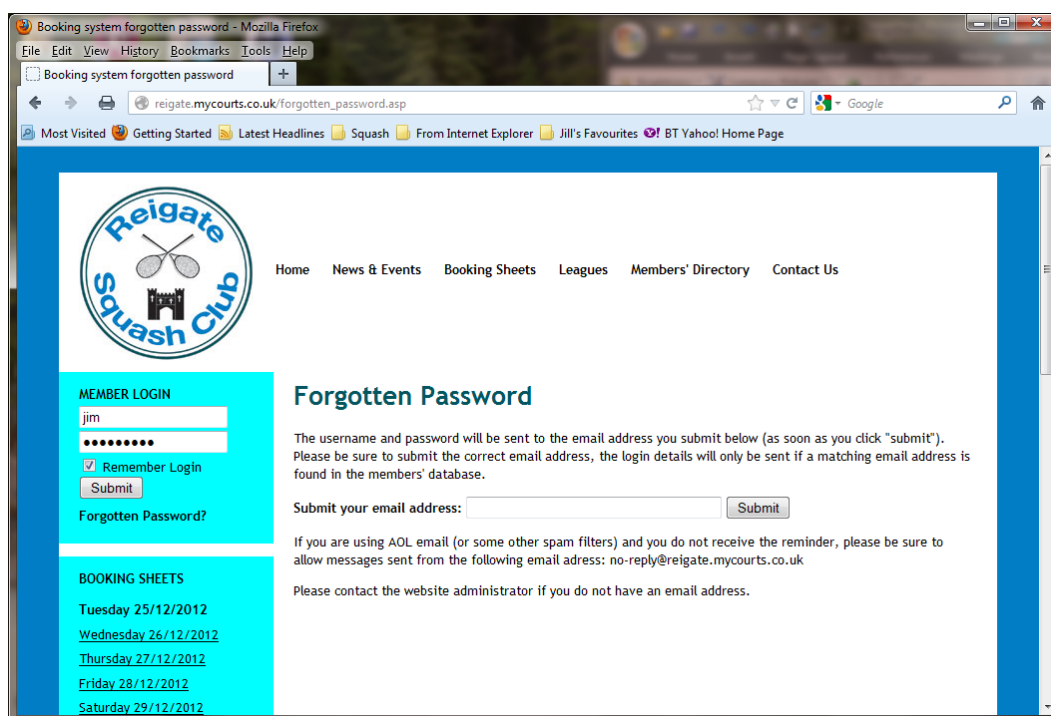
- The Forgotten Password function will only work if your email address is recorded in the system.
- The system sends an email to the address you enter. The email will contain the username, password and PIN number for each user on the system whose email address matches the one you enter.
- The system generated email will come from no-reply@reigate.mycourts.co.uk, so please make sure that your email system will not block mail from this sender.

Instructions

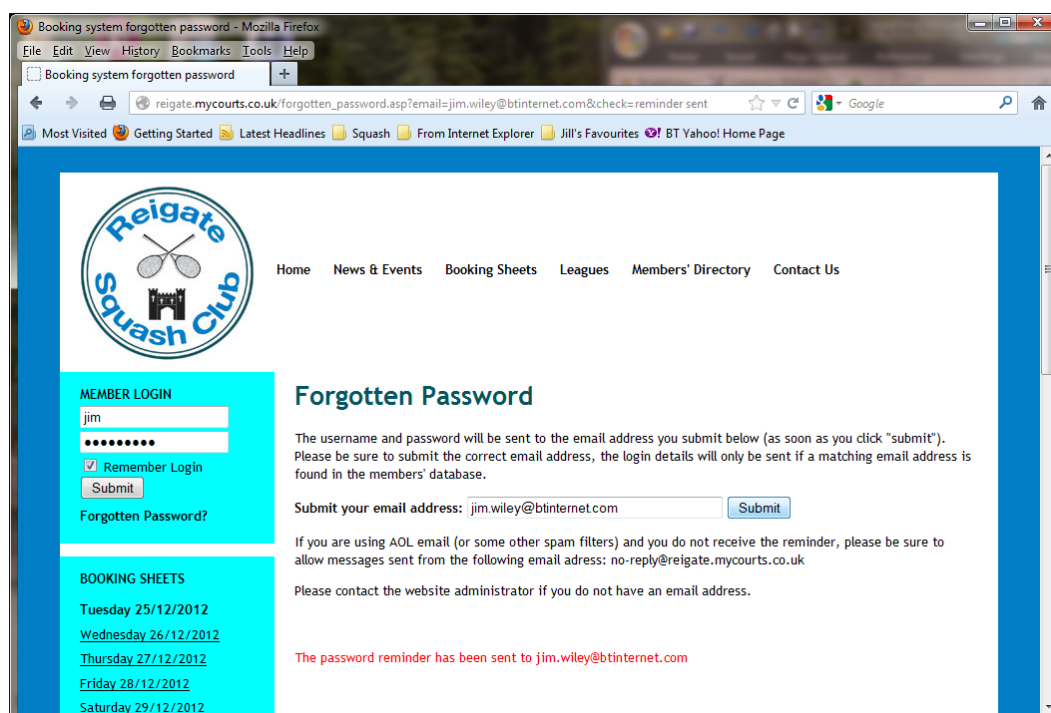
- Open your internet browser.
- Go to the following URL <http://reigate.mycourts.co.uk>; the resulting page should look like the one shown below.



- Click on the Forgotten Password link below the Submit button. The following page should appear.



- Enter your email address in the box provided and click on the Submit button. The following page should appear. If the text in red at the bottom page is different (apart from the email address, of course) then see point 7 below.





5. The system sends an email to the address you entered. The email will contain the username, password and PIN number for each user on the system whose email address matches the one you entered.
6. **Note:** the system generated email will come from no-reply@reigate.mycourts.co.uk, so please make sure that your email system will not block mail from this sender.
7. If, when you submit your email address, you get the following screen instead of the one in point 4, then it means that the email address you entered does not match the email address recorded on the system for any member. In this situation, you will need to contact either the club secretary or the online booking system administrator.

A screenshot of a web browser window showing the 'Forgotten Password' page of the Reigate Squash Club. The browser is Mozilla Firefox. The address bar shows the URL: reigate.mycourts.co.uk/forgotten_password.asp?email=jim.wiley@btinternet.co.uk&check=not found. The page has a blue header with the club's logo and navigation links: Home, News & Events, Booking Sheets, Leagues, Members' Directory, and Contact Us. The main content area is white. On the left, there is a 'MEMBER LOGIN' section with a username field containing 'jim', a password field with dots, a 'Remember Login' checkbox, and a 'Submit' button. Below this is a 'Forgotten Password?' link. On the right, the 'Forgotten Password' section has a heading, a paragraph explaining the process, a 'Submit your email address' field with 'jim.wiley@btinternet.co.uk' and a 'Submit' button, and a paragraph about AOL email filters. At the bottom, a red error message states: 'Sorry, the email address you submitted was not found as belonging to any active member. Please try again, or contact the Membership Secretary or Club Manager.' On the left side of the page, there is a 'BOOKING SHEETS' section with a list of dates from Tuesday 25/12/2012 to Saturday 29/12/2012.

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