# RPTC Court Reservation System Instructions

## 1. Requirements

### 1.1. Browser

The site works best in Internet Explorer. The site might not work using other browsers. Other browsers have not been tested yet. Google's new Chromatic will not let you reserve a court at this time.

### 1.2. Computer

In order to use the reservation system you must have an internet connected computer. If this is not the case a member can call another member to reserve a court or call the facility's office. Calling a member would be most beneficial as it will take some time for a facility to schedule a court by phone.

## 2. Visit the website

Go to www.rptctennis.com to explore and register as a member.

## 3. Member Registration

Registering on the site will enable the access to reserve courts and the active membership list. The Membership list consists of member information given when a member registers on the site. This consists of name, address, email address and telephone number. Only members of the club will have access to this list.

### 3.1. STEP 1: Fill out registration form

At the main page of the club web site, click on "Register". This link is located at the top right hand side of the page.
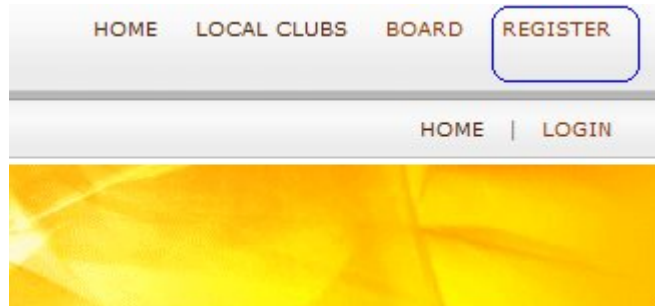


Fill out the right hand side of the form that is displayed.

## Request an Account

On successful registration you will have guest privledges. The web administrator will be notified of your registration. The administrator will change permissions according to your club membership status.
The characters ^~`@#$' are not allowed in any entry on the form. You will not be registered if any of these characters are present, except the @ in email entry.

| | |
|---|---|
| User Name: | Donahue |
| Password: | •••••••• |
| Confirm Password: | •••••••• |
| E-mail: | sassy1_s@yahoo.com |
| Security Question: | webadmin |
| Security Answer: | admin |

Create User

### 3.1.1. Request an Account

Each member must fill out this form to have access to the member privileges of the site.

Please pay close attention to the instructions on the form.  If the instructions are not followed you will not be registered.

User Name- A unique word that is used to identify a person without using a first and last name.  If you select a username that currently exists, a message will display asking you to enter a different username.

Password - The password has to be of 7 or more characters in length and must contain at least one non-alphanumeric character as explained in the following bolded paragraph.

Confirm Password – Type the password entered in the "Password" box again.  Just want to make sure you have entered it correctly.  If the two do not match a message will display notifying you that the two entries did not match and you will need to try again.

**Please note the invalid characters that are listed in the instructions.  Also note that the password must contain a non-alphanumeric character. (Alpha-Numeric is a set of alphabetic and numeric characters. The alphanumeric character set consists of the numbers 0 to 9 and letters A to Z.  Example of non alpha character (underscore "_" this character is**

**HIGHLY recommended as if you read the instructions there are characters the site doesn't accept).**

Email – Enter your email address. This has to be in the format of an email address (i.e., myemail@yahoo.com). Ensure you enter a valid email address.

Security Question – This is a statement that will help you remember your password. If you have forgotten your password, this question will be asked of you when you select the "Forgot" link on the main page. If your answer matches the Security Answer that you will be entering, in the next entry box, your password will be emailed to you at the above entered email address.

Security Answer - This field is the answer to the question that was entered in the above entry box. This answer will be compared to the answer you enter in the forgotten form area (See the next section, Forgot Password, for details). If the answers match user's password will be sent to the email address entered on the registration form. If they don't match, you will not be able to log into the site and contact should be made to the site manager.

Once the form is filled out select the "Create User" link to continue to the next page.

The information on the next form will be visible to all members of the club who have registered on the site and verified by the office as a member. If you do not wish to give this information please leave it blank. This information is for members who might need to contact other members of the club. Click the "Finish" link at the bottom of the form to complete registration.

### Request an Account

On successful registration you will have guest privledges. The web administrator will be notified of your registration. The administrator will change permissions according to your club membership status.
The characters ^~` @#$' are not allowed in any entry on the form. You will not be registered if any of these characters are present, except the @ in email entry.
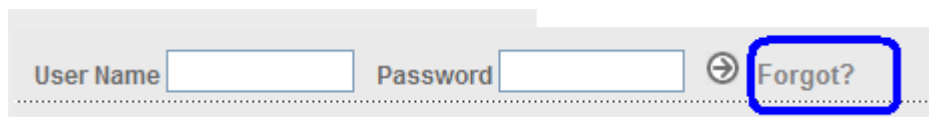
| First Name: | Jane |
| Last Name: | Smith |
| Address: | 11294 Samilka Place, SanDiego Ca 92126 |
| Phone: | 858-888-9999 |

Finish

**NOTE:** Once registered the user permissions will be set to "Guest" until the site manager changes the permission level to "Member". Once the change is made, the member will be able to gain full access to the reservation system and membership list.
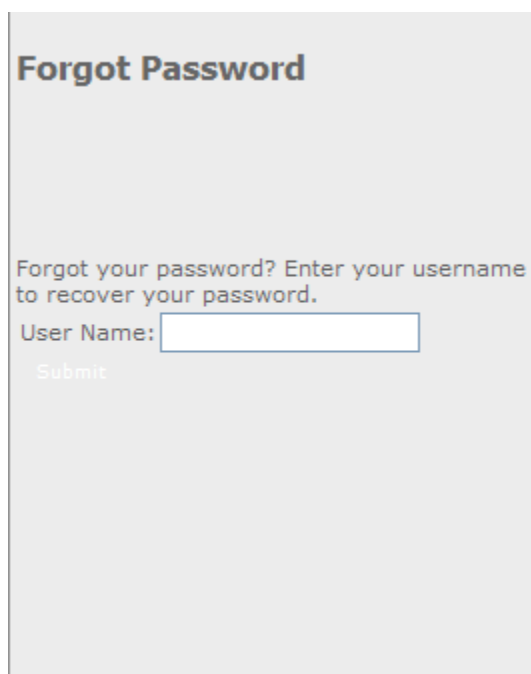
If a successful registration is completed the user will be logged in once the "Finish" link is pressed.

### 3.1.2. Forgot Password



Starting from the main page, click on the "Forgot?" link to retrieve a registered user's password.



A person registered on the site can access this form to retrieve a forgotten password. You will need to know the user name specified when initially registering. Once the user name is entered click "submit". A popup window will appear and ask the security question entered at time of registration. Enter the answer that was also entered at registration and select ok. If the answer matches a password will be sent by email.

### 3.2. STEP 2: Notify Site Manager by email

Members: send a friendly email to the site manager notifying them you registered for the site and the permissions need to be changed to "Member".

## 4. Member Login

Go to www.rptctennis.com and be prepared with the username and password to a member account. Enter the username and password into the

designated entry fields and press "Enter" on the keyboard or the circled arrow next to the password entry field.

If a user is logged in and the name of the user is "Guest" the Site Manager has not changed the permission level for the user.
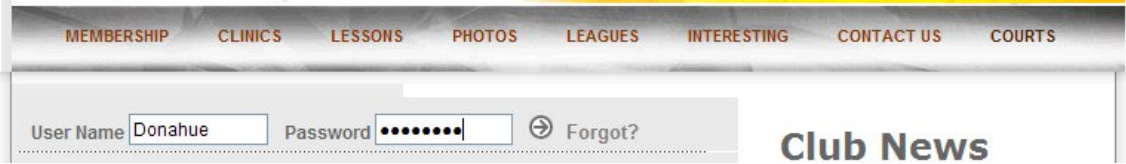


If a member successfully logs in, the main page will display "Welcome %UserName%" and at the top of the page a couple of links will be added, "Membership" and "Members".
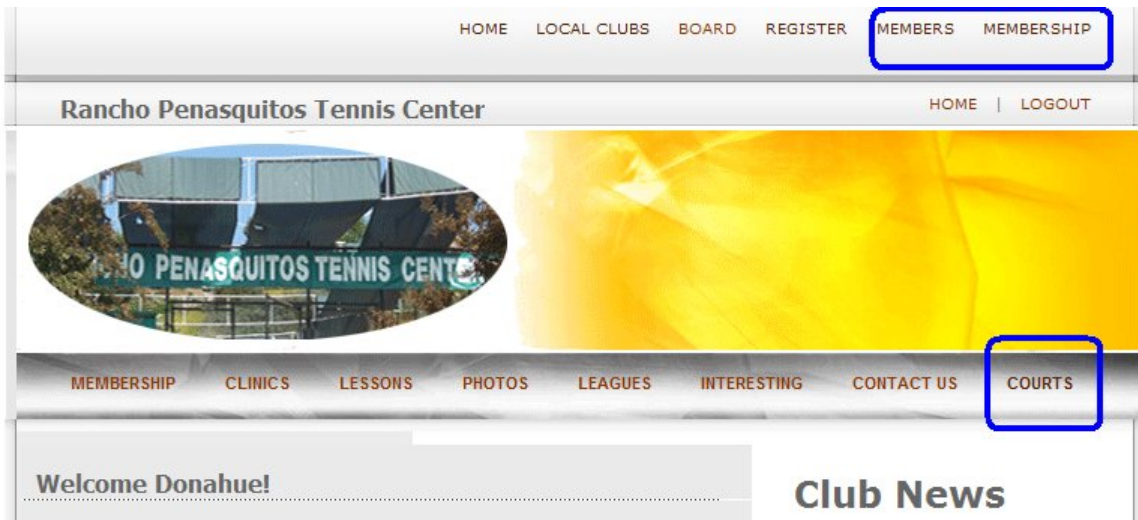
## 5. Membership Link
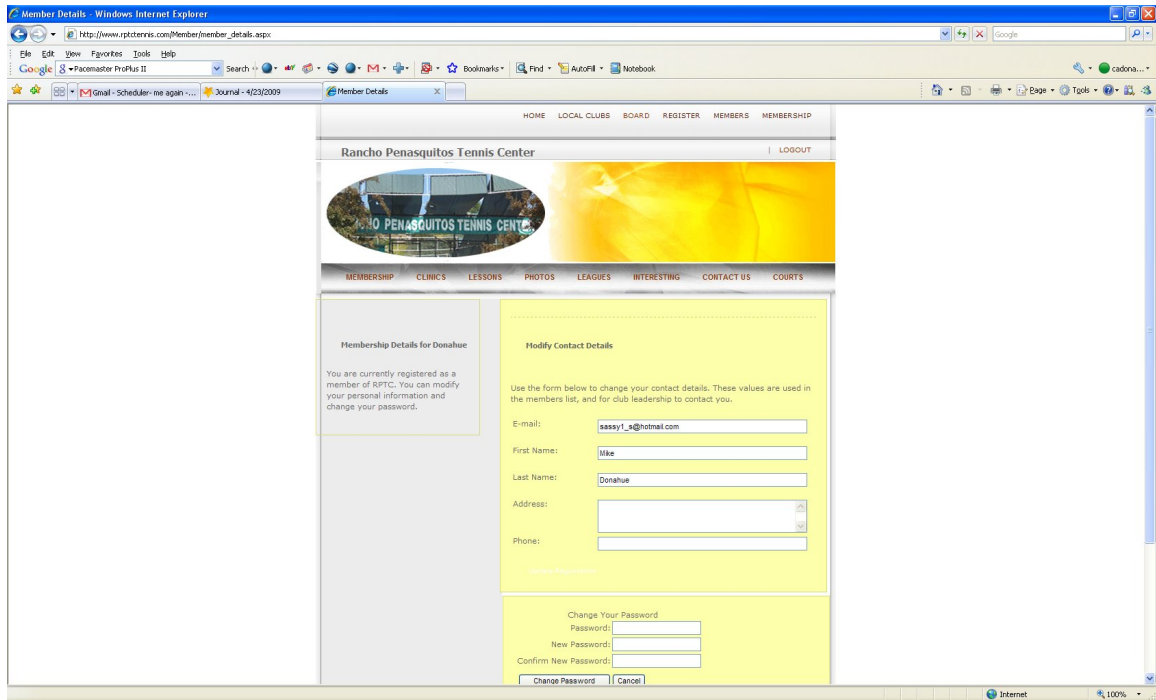


A member can change their account settings by way of the "Membership" link located at the top of the main page. The status of their account is displayed to the left and the information that can be changed is located on the right. A member can change their email, first and last name, address and phone number. A member can also change their password by filling in the password information, following the instructions in Section 2. Click on "Change Password" button to complete the password change.

## 6. Members Link



The member's link is only available to members of the club. The members list can only be used for the sole purpose of contacting a member regarding tennis. Misuse of this list will result in membership penalties!!!!!
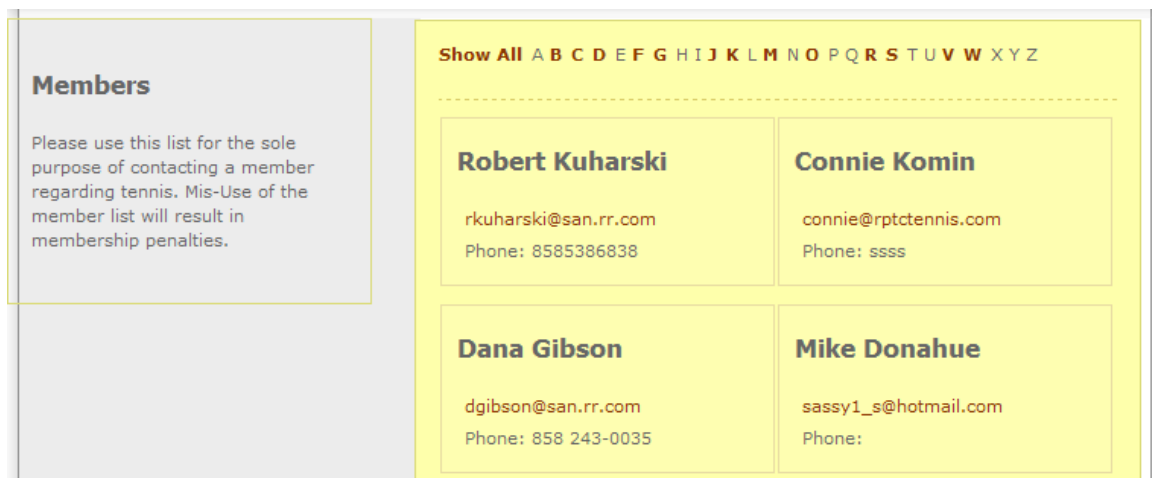
Questions or comments please contact the office at office@rptctennis.com or Carol Donahue at carol@rptctennis.com

# 7. Reservation System (Court Scheduler)

The reservation system can be viewed or used by anyone that visits the site.

## 7.1. Reservation System Page Orientation



### 7.1.1. Home Tab

The home tab will navigate to the main home page where a user can log off or visit the other areas of the web site.

### 7.1.2. Reserve Tab

The reserve tab opens the reserve window without court or time designation.

### 7.1.3. Reports Tab

The reports tab is for Administration use only.

### 7.1.4. FAQs Tab

The FAQ (Frequently Asked Questions) tab will have the most popular questions listed and answered.

### 7.1.5. Print Tab

Used by the administration to print out the current day's schedule.

### 7.1.6. Month Calendar

Members or Guests can change the month or the day of the currently displayed schedule by clicking the "<" and ">" for changing the month and clicking the requested day on the calendar respectively. The requested day and month will be shown at the top of the schedule as well as under the month calendar.

### 7.1.7. Facility

The facility will always be RPTC and can't be changed (Work in progress future functionality).

### 7.1.8. Filter

System users can filter by court. By clicking on the drop down menu a user can change the view of the Day Schedule to the requested court number.

### 7.1.9. Waiting List ( Coming Soon )

Future Functionality will be if a court is busy and there are no courts available the member user will be placed on the waiting list. If a court is cancelled the member next on the list in that available time frame, will be notified by email the court is available. The member will need to reserve the court in a given time frame. If the member does not reserve the court by the given time frame the next member on the waiting list will be notified. All notified members will still be able to reserve the open court even if the given time frame elapsed.

### 7.1.10. Day Schedule

The Day Schedule will display all the reservations for the selected day. This includes, but not limited to, Doubles, Singles, Practice, 30 Minutes, Tournaments, League, Instruction and Public. The different types of play are color coordinated for better reading ability. See the legend to the left for color descriptions.

### 7.1.11. Legend

The legend displays the play type color and descriptor.

## 7.2. User Privileges

### 7.2.1. Guests

Visitors, that are not authorized members, have limited functionality when controlling the system. Visitors will be denoted by the user name "Guest" that will be displayed in the upper left of the page.

Guest will not be able to reserve ANY court using the online system. Guests will be required to call or visit the office to reserve a court.

Guests will only be able to view the court schedule.

### 7.2.2. Members

Authorized members will have the ability to create, delete and edit a reservation. Deleting and editing a reservation can only be done by the member that originally created the reservation.

There are rules the system checks before completing a member reservations.

## 7.3. Reservation System Rules

### 7.3.1. Maximum Court Time

The site manager will set maximum court times for the type of play the member has entered on the reservation form. The member will not be able to reserve more time than allotted for the type of play.

### 7.3.2. Doubles Play

The site manager can require the doubles courts to list the name of the members and/or guests on their reservation. This will help with doubles players reserving unneeded courts. The system will check to see if each member listed has a reservation in the same time frame as the doubles court the member is listed on. If the case is true the system will not reserve the court and will notify the member appropriately.

### 7.3.3. Time Slot Busy

If the time slot and court that the member is reserving for is busy the reservations system will try to find an open court in the same time range.

### 7.3.4. Reserve day in advance

The system will check the Site Manager's setting for the allowable reserve day in advance number. Members will not be authorized to reserve in advance greater than the set day amount.

### 7.3.5. Website Timeout

The website has a time out. If the user is logged on and not doing anything on the site the site will log the user off and the user will not be able to reserve a court.



The timeout period is 10-15 minutes. Please remember this when reserving a court.

## 7.4. Reserve a Court

To reserve a court a member must log in and click on the "Courts" link on the main page. This is depicted in Section 3 (Member Login). Once the court reservation system has completely loaded, click on the desired court and start time.



For instance if the user would like "Court 1" at 7pm, click on the yellow area at the 7pm time. A reservation form will be displayed. See Section 6.4.1 Reservation Form.

### 7.4.1. Reservation Form



#### 7.4.1.1. Event Name

The input in this field at the time the "Save" button is selected will display on the saved reservation and is viewable on the scheduler as depicted in Section 7.4. As seen "Friday Mixer" was inputted and saved in the 7pm timeslot.

#### 7.4.1.2. Start Date Calendar

The user can select a different date than the one at the bottom of the calendar by clicking on the date number or even changing the month of the calendar. The date listed at the bottom of the calendar will be the date used for the reservation.

### 7.4.1.3. Start Time

The user can select a different time than the one displayed in this field by clicking on the down arrow and selecting a different time. Once a time is selected the "End time" field is updated. A user can not update the end time field. The end time field is connected to the sites rules for reservation times.

### 7.4.1.4. Resources

The user can select a different resource (Court) than the one originally selected. To select a different court click on the down arrow and a list of courts will display. Select from the list.

### 7.4.1.5. Duration

The user can change the duration of their reservation by clicking on the down arrow and selected a predefined acceptable duration. The duration feature is synchronized with the type of play. Both features are configured by the site manager. Please select the duration and type of play that closely defines the usage of the reserved court.

### 7.4.1.6. Type Of Play

The user can change the type of play of their reservation by clicking on the down arrow and selected a predefined acceptable play type. The play type feature is synchronized with the duration. Both features are configured by the site manager. Please select the duration and type of play that closely defines the usage of the reserved court.

### 7.4.1.7. Requested By

The requested by field can not be changed by the user. This is to define who is reserving the court.

### 7.4.1.8. Add Member To Reservation

This feature is only a requirement when scheduling a doubles court and the doubles participants are required to be listed. Otherwise it is not a requirement, but a nice to have if one of the participants on the doubles reservation needs to know what time and court was scheduled. This feature can be used for any Type of Play selection. To select a member click on the down arrow and a list of authorized members is displayed. Select a member and click on the add button. The member will display in the box headed "Member(s) added to reservation". To delete a member, highlight a member in the box and select the delete button.

### 7.4.1.9. Number of Players

This field is not a required field to reserve a court. It is a nice to have for the site manager.

### 7.4.1.10.    Add to Wait List  (Functionality coming soon)

This checkmark will denote if the member should be added to the wait list.

### 7.4.1.11.   Save Reservation

Click on the save button once the reservation form is completely filled out.  A notification will display if the reservation was successful.



### 7.4.1.12.   Delete Reservation

If a user chooses to edit a reservation a delete button will be displayed at the left of the save button as shown below.  Click on the delete button to remove the reservation.  The member who made the reservation and site manager can edit or delete a reservation.



If the delete of the reservation is successful a notification will display.

### 7.4.1.13. Edit Reservation

Modify the reservation information on the form and click on the Save button. A notification will display if the edit of the reservation was successful.



Windows Internet Explorer

Reservation has been updated in system!

OK