

# Tennis Court Reservation – HOWTO

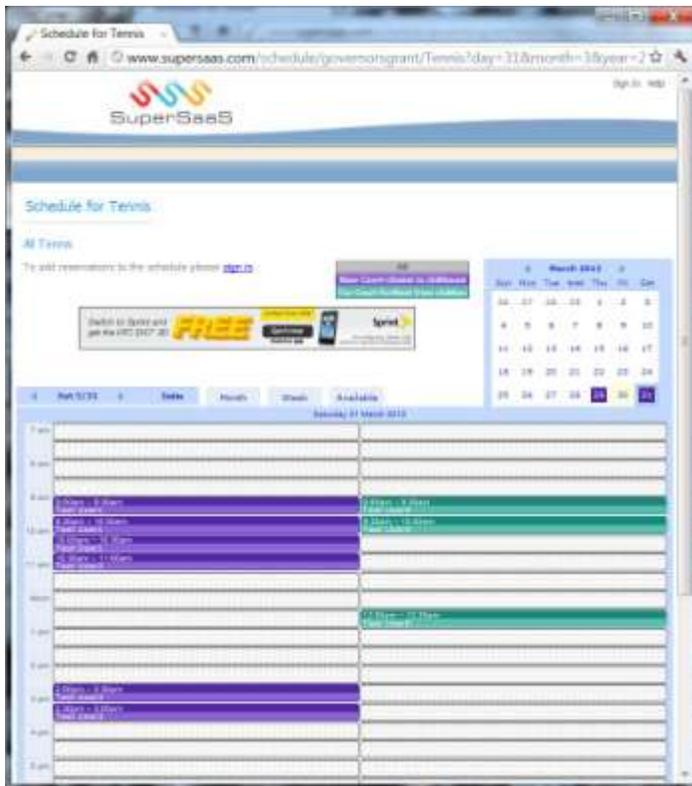
## Overview

Reserving a tennis court at Governors Grant has moved online. With this system you can reserve the use of a court from anywhere that you have internet access. We have incorporated a simple-to-use online scheduling system that takes care of all the details. You no longer have to physically go to the tennis courts to sign-in on the paper schedule when you want to reserve a court. Sound good? Let's get started...

## Step 1 – Bring up the reservation system

<http://www.supersaas.com/schedule/governorsgrant/Tennis>

The website is available to anyone that has the above link. Below is what you should see:



This is the “day” view that shows reservations for both courts for the selected day. In the top right corner is the calendar that you can use to quickly select the day of interest. There are tabs across the top to change the view (Month, Week or Available). Just to the left of the calendar is an area where you can filter the view to show one court or the other (or both as shown here). The courts are labeled by the position relative to the clubhouse (Near Court and Far Court). Reservations for each court are color coded. In the view above, the Near Court reservations are shown in the left column and the Far Court reservations in the right column.

## Create a User Account

Before you can create a reservation, you must first register with the site. Click on any link that says “sign in” or you can click on the reservation area. The “sign in” screen will have the option to “create a new user account”. Clicking on this link will take you to a page where you can enter required information as shown below.

A screenshot of a web browser showing the registration page for SuperSAAS. The browser's address bar displays 'www.supersaas.com/users/new/governmentgrant?afas=%2F%2F'. The page features the SuperSAAS logo at the top. Below the logo, the text reads 'New user for account governmentgrant' and 'Please enter your details'. A registration form is presented with the following fields: 'Email' (with a note 'Your e-mail address is the login name'), 'Password', 'Full name', 'Phone', and 'Address'. A note below the form states 'A confirmation e-mail will be sent to the supplied e-mail address'. At the bottom of the form are 'Create' and 'Back' buttons. The footer of the page contains the copyright notice '© 2012 SuperSAAS. All rights reserved. Home/Help/Privacy Policy'.

The required information is:

- Email address (this is your login name and it must be a valid address where you can receive a confirmation email).
- Password (this can be anything that is meaningful to you, but for your own security don't use the same one you use for critical access like banks...just saying).
- Full name (first and last is sufficient so other players will know who has court reserved)
- Phone number (to contact in case of conflict)
- Address (house number and street is sufficient just to verify that you live in the neighborhood)

There is link at the bottom where you can view the Privacy Policy for SuperSAAS. Essentially, it says that they will not use any personal information that you provide outside the bounds of providing this service without your consent.

The registration process goes as follows:

1. Bring up “create a new user account” registration screen.
2. Enter required information (including a valid email address) and click “create” button.
3. Check for confirmation email from SuperSAAS.
4. Click on the link in the email to activate account.

Once this is completed, you can login and start using the reservation system. If you ever forget your password, you can request that it be sent to your email address (but you must use the same email address that you used to register with the site).

## Using the Reservation System

Now that you are a registered “player”, it is up to you to enter your court reservations. There are some rules about what you can and cannot do when making reservations that will make things easier. All reservations are made in 30 minute increments. Therefore, if you want to reserve a court for 1 hour, you will need to create two adjacent 30 minute reservations. That’s easy to do, just click in the adjacent boxes for the times you want.

The system will enforce the rules for reserving tennis courts as set forth by the POA and the Tennis Committee. The rules are as follows:

- 24 hour advance sign up
  - The system will allow you to make a reservation for any time on the current day or the next day. You cannot reserve a court further in the future than one day.
- Only one court per person may be reserved for blocks of up to 1.5 hours but blocks may not be consecutive
  - The system will not allow you to create more than three 30 minute reservations on any single day.
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Now that you understand the constraints, let’s create a reservation. Remember that each court has its own column of reservation blocks. Select the blank block for the court and time that you want to request. Your information should already be entered. Click the “Create Reservation” button. That’s it, you’re done. If you want to make this a 1 hour reservation, simply click on the blank block immediately below.

If there is a problem with your reservation, the system will not allow you create it. You should get feedback from the system about what the problem is. Simply correct the problem and try again. Here are some examples of problems you may run in to:

- Not logged in
- Missing required information (name, address, phone)
- Too many existing reservations
- Trying to create a reservation in the past

## Other Features

We’ve covered the basics of creating a new user account and creating reservations. Let’s talk about some other features provided by this system. The system is available 24/7 as long as you have internet access. Suppose you wanted to play tennis after work, but forgot to book a court that morning. Check the website to quickly see if a court is available...and if so login and book it. What if you decided at the last minute that you wanted to get in some serving practice? No problem, whip out your smart phone and generate an on-the-spot reservation.