



WEB SITE AND TOUCHSCREEN USER MANUAL

The Clubs Web Site and Touchscreen provide a lot of useful information and enables you to book courts, record your games results, make Ladder challenges and get contact information of other players for example. To get the most out of the site all members should make sure their own information is provided and updated when necessary and ensure they have chosen their preferred options for contact. Below is a summary of the basic information you need to get the most out of the fantastic technology the club has.

1. HOME

The club's home page gives you access to all the web sites facilities and also provides the latest news and events information. If you are interested in one of the Headlines on the NEWS or EVENTS sections then click on the link to find out more.

The Home page also shows the clubs sponsors at the bottom of the page.

2. MEMBERS AREA

If you LOGIN you go to the Members Area you will be presented with a page which gives you various options, tells you when your membership expires and shows your current Court Account balance.

To log in simply enter your membership name and your password (which can be changed easily from "Your Account" page) and then click "Log in". Once you are logged in you can access all the active parts of the site.

1. Court Account

If you click on this link you are taken to a page which allows you to top up your court account using PayPal or a credit or debit card. The process is much like any other online purchase, but if you need help please get the Court Account guide from the info page on the web site.

On this page you can also select to share your account with your joint or family members so only one of you needs to pay into the court account.

You can also top up your court account at the club using coins. There is a coin converter below the touchscreen. To top up your court account using this simply Touch the Court Lights option, touch the "Add Money" option, scan your fob, put your money in the coin converter and when finished press "Finished".

Once set up you use your fob to turn on the lights for your pre-paid court by scanning your fob at the reader above the touchscreen outside the court. You can pay for another 22 minutes by scanning again if you have sufficient funds in your account.

You can also use your court account to pay your opponent £1 by transferring £1 to their court account from yours using the touchscreen at the club. To do this touch the "Court Lights" option, touch the "Transfer £1...." option, scan your fob, get your opponent to scan their fob and finish.

You can also use your court account to pay for your club night session or monthly competition using the touchscreen at the club. To do this touch the "Court Lights" option, touch the "Pay £1 for Club Night" option, scan your fob and finish.

You can see your current Court Account balance from this page or you can also check it at the club on the Touch Screen from the Court Lights section.

2. Your Account

This shows the contact information the club has for you, your booking notification options and your members directory options. Please make sure the club has your up to date contact information.

On this page you can check or uncheck the boxes to make sure you receive web site contact information via email and/or text as preferred, and what contact information for you other members can see.

You can change your password on this page. Simply enter a new password in the box shown.

You can also upload a photo to this page so everyone knows who you are and all members are encouraged to do this.

If you make any changes to your account then please make sure you click on [SAVE CHANGES](#) before you leave this page.

3. Booking Sheet

This page shows the full booking period and summarises what courts are booked and available for booking

4. Your Bookings

This page shows you what courts you have booked and enables you to easily cancel or amend these if required

5. Squash League

This simply takes you to the Squash Leagues page where you can also switch to the Racketball Leagues page. Here you can enter your results if you need to.

6. Racketball League

This simply takes you to the Racketball Leagues page where you can also switch to the Squash Leagues page. Here you can enter your results if you need to.

7. Squash Ladder

This takes you to the Squash Ladder where you can see who you can Challenge, make a challenge and record results

8. Member Contact List

This shows the contact information that has been made available to other members. If members do not check the boxes on the Your Account page then no information is shown, which makes it more difficult for members to contact each other to arrange games.

3. [BOOKING A COURT](#)

If you want to book a court you can see what courts are available (without being logged in) by clicking on the Book A Court link. This shows you the available days and by clicking on your preferred day you can see what courts are still available. To book the court, simply click on the relevant **Book Court** button. If you are not logged in you will need to do so now. On the booking page you then need to select the reason for booking and your opponent if they are known at the time of booking. Then click on confirm booking.

BOOKING FEE By confirming your booking you are authorising the club to take one pounds from your court account. This will be used to pay for the lights when you use the court. You simply scan your fob outside the court before you play and the booking fee is used to pay for your half of the lights. Your opponent will need to scan their fob to pay for the other half of the time. If they do not have their fob they can give you £1 and if you scan your fob again another pound will be taken from your court account. We would suggest, however, that they add that £1 to their court account using the cash converter machine and then scan their fob. There are of course other options available as mentioned in the Court Account section above.

Once your booking fee has been taken then it will only be refunded if:

1. You cancel the court within one hour of booking it;
2. You cancel the court at least 48 hours before you are due to play;
3. You cancel the court less than 48 hours before you are due to play and another member books the court.
4. The system was down at the time you played and you had to use the coin meter.

Once you have booked, you will be sent a confirmation email or text depending on your options. This will also go to your opponent if you have selected one. If you share your court account it means that anyone can use a pre-paid court from the same account when they scan their fob, not just the person who actually booked it.

N.B. Please always have a £1 coin with you in case the system is down for any reason. If the internet connection is lost then your fob will not work but the coin meter will still work.

If you cannot book the time slot you want you can request that the web site notifies you if the court becomes available. A time slot button **18:00** will now appear when both courts are booked. Clicking on this will enable you to register your interest in this time slot and if a court is subsequently cancelled you will receive an email and/or text advising you of this.

Simply click on the time slot button **18:00**, Login and then confirm you wish to be notified. The methods by which you will be contacted by the web site are shown and if you wish to alter these you can do so by altering the settings in the "Your Account" page within the Members Area.

The Book A Court page also allows members to register their interest in attending the weekly Club Nights. Anyone wishing to play is encouraged to click on the **I'm Going** button so that other members can see who is intending to turn up. The more people who register, the better the chances of other members coming along. By saying you are going does not mean you have to turn up!

4. CANCELLING A COURT

Bearing in mind the booking fee and in an effort to reduce the incidents of courts being booked and not used please remember it is now as easy to CANCEL A COURT as it is to book a court. This is best done when logged in either from the Your Bookings section where you simply click on **Cancel**, or on the Book A Court page where you will see a button saying **Cancel Court** which replaces the **Book Court** button after it has been booked. Simply click on the **Cancel Court** button. You must be logged in to complete this.

Where someone has booked using pre-pay and their opponent has pulled out with less than 48 hours notice, please remember the member who booked does not get a refund if they cancel at such short notice. In such circumstances we would hope the member who pulled out of the game recognises the fact that their intended opponent may lose £1, and either pay them £1 or pay in full for the next court when they re-arrange the match. Obviously it will be up to the two members involved and we hope this will not be a common problem.

It should be remembered that the sooner you cancel the court the better chance you have of someone else booking it in which case a refund is made. This will obviously particularly apply to peak courts. The system creates an incentive to cancel ASAP and so we also encourage members to check days where they thought all the courts were booked as there is a good chance someone will cancel. Don't forget you also have the option of clicking on the time slot where both courts are booked and a yellow box appears. This gives you the chance to ask the system to notify you if a court is cancelled.

5. AMENDING A BOOKING

If you need to amend or update your booking you can do this from the Your Bookings page. Here you can change the reason for the game and either add in or change the person you are playing. Simply correct the two drop down lists and click on **Update**.

6. LEAGUES

You can view all the Leagues by clicking on this link from either the Squash or Racketball drop down menus. There is a link to the other from each's home page. If you want to enter results or view more detailed information on other players then you need to Log in which you can also do via link from the League home page.

If you want to view historical result information for a player you can do so by clicking on their name. This shows all the results we have recorded for that player.

To enter your games results via the web site then you need to log in. Once logged on go to the relevant Leagues page. In your League you will see a "Results" button on the right hand side. If you click on the results button in the row of the person you played, you are taken to a page which allows you to enter the result. Simply select the correct score and click the submit button. If you make a mistake then you can click on the result button again and check the box next to "Clear results between these two players". Then click submit and start again.

You can also view the leagues and enter the results using the touchscreen at the club. To enter your result touch the "Enter Results" option, touch the Squash or Racketball League option scan your fob and follow the instructions.

For more detailed information on playing in the Leagues then please refer to the Leagues Information Sheet within the INFO section.

7. LADDERS

You can view the current Ladder positions by clicking on this link from either the Squash or Racketball drop down menus. There is a link to the other from each's home page. If you want to enter a result, make a challenge, record a result or view more detailed player information then you need to log in or use the touchscreen at the club.

You can also view the historical result information for any player in the Ladder by clicking on their name if you are logged on to your PC.

To enter the result of a Ladder game you need to log on to the web site. When you have logged on go to the relevant Ladder page. Underneath the Ladder links row you will see your current Ladder challenges. Click on the challenge you wish to enter the result for. You then get the option of selecting who won or forfeiting the game. Click on the relevant option and the web site takes care of the rest.

You can also view the ladders, enter the result and challenge another player using the club using the touchscreen. To enter a result touch the "Enter Results" option, touch the Squash or Racketball Ladder option, scan your fob and follow the instructions.

You can play a Ladder game without making a challenge if you decide to on the spur of the moment to make the game more interesting. To do this you simply enter the result at the end of the match using the "On The Fly.." option from the Ladder option. You do need to be within challenging range for this to apply.

For more detailed information on using the Ladder then please refer to the Ladders Information Sheet within the INFO section.

8. INFO

You can access the INFO page by clicking on this link from either the Squash or Racketball drop down menus. The INFO page provides members with a range of information on the club, the web site, membership information, information on getting involved, rules of play and anything else which we feel will be of use or interest to the clubs members.

The INFO page will be updated and added to regularly so keep looking to see if anything has been added that might be of interest to you.

9. CONTACT US

If you want information on the committee members who organise the running of the club or wish to contact any of them then you can do so from this page.

10. GALLERY

The Gallery is accessed from the web sites Home page and provides pictures of competition winners as well as general photos showing juniors past and present and the general club events. If you want to get your face on the site then make sure you get involved.

Further Information

If you have any questions or wish to clarify anything please email tavysquash.chairman@gmail.com