

START

**On any browser go to your club website
And click "Tennis reservations"**

UPDATING YOUR PROFILE INFORMATION

You should keep your profile information always updated. Please pay special attention to:

- Notification email
Where all system emails are sent.
- Cell phone, cell carrier and notification preference
If you wish to be notified via text instead of email
- Password
Your profile was set without a password. Please set one up so nobody can make reservations in your name without your knowledge.

If you are not logged in yet, click the "Sign in" button on the top of the menu.



And the sign in page will appear:

Login to your account
(If you are already registered with TennisDirector.com, use your account email)

Enter Email or User Name

Enter password

[\(Did you forget your email or password?\)](#)

If it is the first time with TennisDirector.com, you are not a member yet...



Enter your email address and, if you do not have a password, leave it blank. If you don't have an email address, please contact administration in order to have one posted to your profile.

If you are already logged in the system and wish to change your account. Click the "Account" button:



Either way, your profile page will show:

(Information marked * is mandatory)

Player number	3734
Email *	pedro@tennisdirector.com
User Name (Optional)	M3734
Notification email (if different from above)	<input type="text" value="pedro@tennisdirector.com"/> (What is this?)
Enter password (6 characters minimum) *	<input type="password"/>
Enter password once again to confirm *	<input type="password"/>
First name *	<input type="text" value="Pedro"/>
Last name *	<input type="text" value="Machado"/>
Cell phone	<input type="text" value="3052973542"/> Cell carrier <input type="text" value="AT&T"/>
I want to be notified by	<input type="radio"/> Text <input checked="" type="radio"/> Email
Other phone	<input type="text"/>
Date of birth	Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>
Gender	<input type="text"/>
Preferred language *	<input type="text" value="English"/>
Street	<input type="text"/>
Apartment/Suite	<input type="text"/>
Country	<input type="text" value="United States"/>
ZIP code *	<input type="text" value="33141"/>
City	<input type="text" value="MIAMI BEACH, FL"/>
Check box to receive marketing notifications <input checked="" type="checkbox"/>	
<input type="button" value="Update"/>	

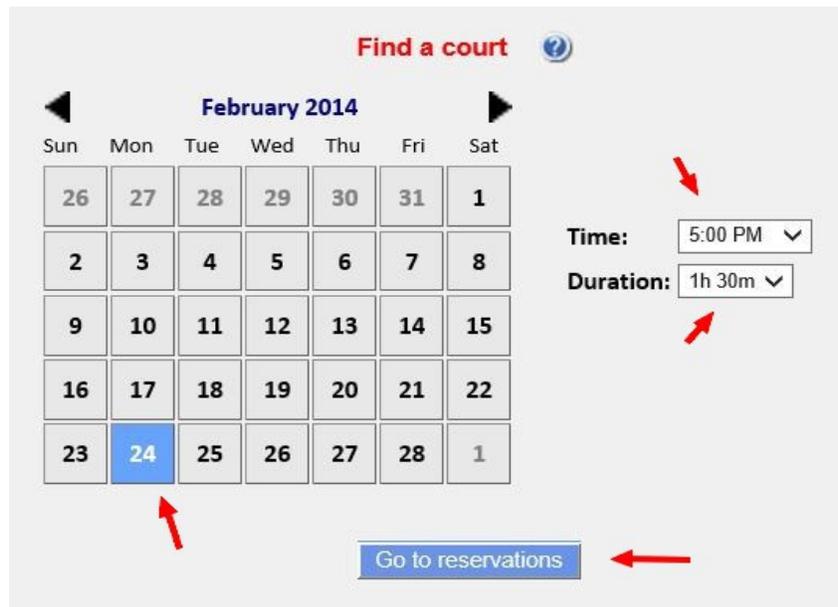
Update any required information a click the "Update" button.

ONLINE COURT RESERVATIONS GUIDELINES

On any browser go to tennisdirector.com and click “Find a court”

Step 1

Use the calendar to Indicate the reservation date (use the arrows to navigate the months) and enter play time requested. In **Duration**, enter the total amount of time that you want to play. For example, if you want to rent a ball machine for half an hour, put “30 minutes” on the duration.



Find a court 

◀ **February 2014** ▶

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1

Time: 5:00 PM ▼

Duration: 1h 30m ▼

[Go to reservations](#)

Click the “Go to reservations” button.

Step 2

Server time 19:44:03 Welcome: **Pedro Machado** [Back](#) 

Harbor Islands Association - Hollywood, FL

Date: Tuesday, March 03, 2015
 Time: 5:00 PM
 Court type: any surface, any placement
 Reserve time: 1 hour 30 minutes
 Member? Yes
 Court rates \$0.00/hour

Player name /Member #	Username	
Player 1 Pedro Machado	M3734	+ members + friends
Player 2 <input type="text"/>	<input type="text"/>	
Player 3 <input type="text"/>	<input type="text"/>	
Player 4 <input type="text"/>	<input type="text"/>	

Select your court

01 Hard court Outdoor	02 Hard court Outdoor	03 Hard court Outdoor	B1 Basketball Outdoor
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To enter your playing partners you may:

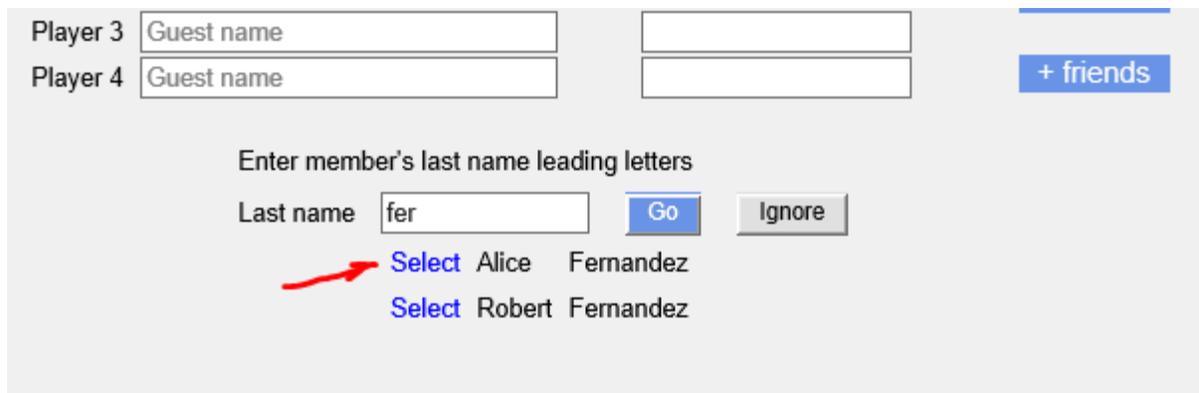
- Enter guest names on the “Player” 2 to 4 lines'

Do not enter members by name or they will not be recognized as members.

To enter members , you may either search them by name clicking the “+ members” link or use your friends' list if you have created one.

Searching members by name

After clicking “+ members”



Enter your tennis partner's last name first letters (one or more) and click “Go”. You will see a list of all members whose names start with these letters. Locate the one you want and click “Select”. The result will be:



You may repeat this operation up to three times. Once done, click “Reserve your court”.

Selecting member using the friends' list

You can build a friend's list by clicking the “y friends” link on the top of the reservation page.



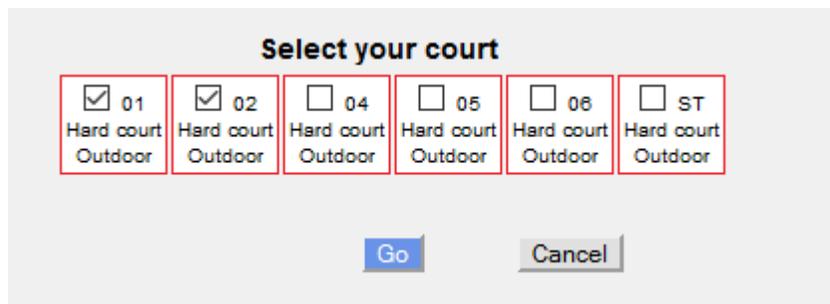
To reserve courts using your friends' list, click the “+ friends” button:



The form includes the following fields and options:

- Ball machine? Check to rent a ball machine)
- Member? Yes
- Court rates \$10.00/1h 30m
- Player 1: Pedro Machado (Player name /Member #), M699 (Username)
- Player 2: Alice Fernandez (Player name), F2917 (Username)
- Player 3: Guest name (Player name), (Username)
- Player 4: Guest name (Player name), (Username)
- Buttons: + members, + friends (highlighted with a red arrow), Reserve your court

It asks to select your courts:



The form is titled "Select your court" and contains the following options:

<input checked="" type="checkbox"/> 01 Hard court Outdoor	<input checked="" type="checkbox"/> 02 Hard court Outdoor	<input type="checkbox"/> 04 Hard court Outdoor	<input type="checkbox"/> 05 Hard court Outdoor	<input type="checkbox"/> 08 Hard court Outdoor	<input type="checkbox"/> ST Hard court Outdoor
---	---	--	--	--	--

Buttons: Go, Cancel

Click OK and a list of your friends will show. Just select players among your friend's list and allocate them to the correct courts:

Member?	No				
Court rates	See rates				
Rules & Policies	See rules & policies				
Select players		Court(s) now available for other players to reserve			
<input type="button" value="Finish"/>			<input type="button" value="Ignore"/>		
Regina	Guimarães	MIAMI BEACH FL 33141	Courts	02	Cancel
Sean	Buechele	HOMESTEAD FL 33031	Courts	01	Cancel
Andrew	Mercado	MIAMI BEACH FL 33141	Courts	<input type="radio"/> 01 <input type="radio"/> 02	
Santiago	Sosa	MIAMI BEACH FL 33140	Courts	<input type="radio"/> 01 <input type="radio"/> 02	

Step 3

The confirmation page will show. You have 1 minute to click the confirmation button after which the court will be released for other players to reserve.

AND THAT'S IT!

CHANGING/DELETING COURT RESERVATIONS

You may change or delete reservations that you placed online or even the ones that you requested from the pro-shop:

Click the red "My reservations" button located on the top right of your computer screen:



Resulting in:

Current reservations

COURTS	Facility	Date	From	To	Reserve #	Court	Players	Payment	Refund?	Action
	Harbor Islands	01/09/2014	5:00 PM	6:30 PM	5202	N/A	Pedro Machado Jerry Lewis Joe Guest Add players	(Delete) (Delete)		Cancel reservation

You can:

- Cancel a complete reservation
Click on the "Cancel reservation" link
- Delete an individual player
Click the "Delete" link located in front of the player that you want to delete
- Add players to your reservation
Click the "Add players link"

To add players:

After you click the link:

Enter the first characters of the name of the player that you want add.

Enter member's last name leading letters to search database

Last name

A list of Member names starting with the characters that you previously entered.

Enter member's last name leading letters to search database

Last name

[75224](#) Jerry Lewis
[75225](#) Linda Lewis
[75227](#) Rob Lewis

Click the member number located on left of the name that you want to add.

And that's it. You just added one player.

COPYING COURT RESERVATIONS

Players may copy reservations that they own. A reservation owner is a player/organizer that creates a reservation or, if the reservation was created by the front desk, the owner will be the first player in the list of participants.

Copied reservations must obey to the same rules as reservations created online. This means that they have to be within the advanced reservation periods stipulated by the club in the system setup. These periods are substantially different depending on the RPS system activation:

- 1) RPS is not active
The copy period is strictly the number of days in advance that players may reserve courts as established in TennisDirector Rules and policies
- 2) RPS active
Within the RPS confirmation period (e.g. 4 days) or for reservations that do not fall under the RPS requirements (date and time) , the system will work as if RPS was not active (see 1). However, reservations that meet RPS requirements and are placed within the RPS cycle, the copy generate more RPS reservations.

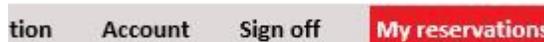
Court search algorithm

When copying, the new reservation will need a court available at the requested time (if it is not an RPS reservation). The system performs a court search first with the exact time of the copied reservation. If no such court exists, the system will extend the court search starting 30 minutes earlier or 30 minutes later. If not found, the search will be extended to 1 hour earlier and 1 hour later. If not found, the copy will be rejected with a detailed error message.

If found, the new reservation will be created and will be listed so players can see the result. Every copied reservation can be deleted with one single click of the mouse.

Step by Step

Click the red “My reservations” button located on the top right of your computer screen:



Welcome: **Pedro Machado** (User: KINGLOUIE99)

Resulting in:

Current reservations									
Current 30 days 60 days 90 days									
COURTS	Facility	Date	From	To	Reserve #	Court	Players	Actions	
	Dolphin Miami	12/14/2016	8:00 AM	9:00 AM	29328		Pedro Machado (Add players)	Copy (Add guests)	Cancel reservation
	Dolphin Miami	12/22/2016	8:00 AM	9:30 AM	29361		Pedro Machado (Add players)	Copy (Add guests)	Cancel reservation

Note that players can now see and copy (but not change) past reservations. Just click on one of the links to indicate how far back the system should list the reservations (30 days, 60 days or 90 days). On the example above, if we click "30 days" we will get:

30 days past reservations [Current](#) [30 days](#) [60 days](#) [90 days](#)

COURTS	Facility	Date	From	To	Reserve #	Court	Players	Actions
	Dolphin Miami	11/3/2016	1:00 PM	2:30 PM	28699	02	Pedro Machado (Add players)	Copy (Add guests)
	Dolphin Miami	11/14/2016	6:00 PM	7:00 PM	28971	01	Pedro Machado WALLACE BARRETT (Add players)	Copy (Add guests)
	Dolphin Miami	11/15/2016	8:00 AM	9:30 AM	28974	02	Pedro Machado JOYCE BARRETT (Add players)	Copy (Add guests)
	Dolphin Miami	11/15/2016	8:00 AM	9:30 AM	28983	03	Pedro Machado Lorena JOYCE BARRETT WALTER BLAKE	Copy
	Dolphin Miami	11/15/2016	6:00 PM	7:30 PM	28984	02	Pedro Machado Larry (Add players)	Copy (Add guests)
	Dolphin Miami	11/29/2016	5:00 PM	6:00 PM	29304	01	Pedro Machado (Add players)	Copy (Add guests)
	Dolphin Miami	11/30/2016	3:30 PM	5:00 PM	29343	01	Pedro Machado (Add players)	Copy (Add guests)
	Dolphin Miami	12/14/2016	8:00 AM	9:00 AM	29328		Pedro Machado (Add players)	Copy (Add guests) Cancel reservation
	Dolphin Miami	12/22/2016	8:00 AM	9:30 AM	29361		Pedro Machado (Add players)	Copy (Add guests) Cancel reservation

For illustration simplicity let's go back to Current Reservation ("Just click "Current"). Now, let's click "Copy" on reservation 29328. The result is:

Dolphin Miami 12/14/2016 8:00 AM 9:00 AM [29328](#) Pedro Machado Copy Cancel reservation
(Add players) (Add guests)

Please click the days that you want to copy to

- Light gray: Court reservations. No RPS.
- Dark gray: No reservations allowed
- Light Yellow: All reservations allowed
- Dark Yellow: RPS reservations only

December 2016 January 2017

S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21
18	19	20	21	22	23	24	22	23	24	25	26	27	28
25	26	27	28	29	30	31	29	30	31				

Done No dates selected yet

On the dark grey area, no reservations are allowed since they are neither in the advance period or the RPS cycle. The light gray area is within the advance period but after the RPS confirmation (courts will be allocated). Finally, the dark yellow area represents the the RPS cycle and reservations placed in this zone will not have courts allocated since they will be waiting for the RPS confirmation process.

If we click on December 2nd, we will be copying an RPS reservation to the advance period so:

We can see that court 05 was allocated. Now let's click on the 19th (within the RPS cycle):

and an RPS reservation is generated. We can copy as many reservations as we want. Now clicking "Done":

COURTS	Facility	Date	From	To	Reserve #	Court	Players	Actions
	Dolphin Miami	12/2/2016	8:00 AM	9:00 AM	29364	05	Pedro Machado (Add players)	Copy Cancel (Add guests)
	Dolphin Miami	12/14/2016	8:00 AM	9:00 AM	29328		Pedro Machado (Add players)	Copy (Add guests) Cancel reservation
	Dolphin Miami	12/19/2016	8:00 AM	9:00 AM	29366		Pedro Machado (Add players)	Copy Cancel (Add guests) Cancel reservation
	Dolphin Miami	12/22/2016	8:00 AM	9:30 AM	29361		Pedro Machado (Add players)	Copy (Add guests) Cancel reservation

The new reservations just copied are now ready to be maintained (add or delete players).