

## MiraBay Online Tennis Court Reservation System – User Documentation

When you first access the court reservation system at <http://mirabay.reservethecourt.com>, you will be prompted to log in with the user ID and password that you have been given. You will have the opportunity to change both later, although user IDs must be unique throughout the reservation system (including other tennis clubs). The default scheme for user IDs is the first initial plus your last name.

Welcome to the Tennis Court Reservation System

User ID

Password

Use the TAB key to move between fields.

[Display Password Hint](#)

[Forgot Password](#)

After you enter your correct user ID and password, you will be presented with the **court scheduling screen** for seven days from today. You can make a reservation one full week in advance. The advance scheduling window of 7 days will be enforced, as you can see by the table cells that are white and do not contain checkboxes. On every hour and half-hour, another column will become selectable for inclusion in a court reservation (the screen auto-refreshes every 60 seconds). Time slots that are in the past will appear in dark green. Please pay attention to the message board on the top of the screen, as important information that could impact your reservation plans may appear there.

MiraBay Message Board

Welcome to MiraBay Tennis! Please use the Member Info Update screen to verify that your email address and cell phone number are correct. If you want text message notification of system events, also specify your correct cell phone provider.

Today Tomorrow Friday Saturday Thu Apr 21 7 AM Thursday Apr 21, 2016 Court Schedule at MiraBay System Menu

Court	7:00 AM	7:30 AM	8:00 AM	8:30 AM	9:00 AM	9:30 AM	10:00 AM	10:30 AM	11:00 AM	11:30 AM	12:00 PM	12:30 PM	1:00 PM	1:30 PM	2:00 PM	2:30 PM	3:00 PM	3:30 PM	4:00 PM	4:30 PM	5:00 PM	5:30 PM	6:00 PM	6:30 PM	7:00 PM	7:30 PM
1	<input type="checkbox"/>																									
2	<input type="checkbox"/>																									
3	<input type="checkbox"/>																									
4	<input type="checkbox"/>																									
5	<input type="checkbox"/>																									

To cancel a reservation, check the box under the reservation name, and click Submit

To **make a court reservation**, you can select up to four consecutive checkboxes designating the time range you wish to reserve the court for. Any more than four boxes checked will be ignored, due to the club's two hour limit. You must reserve for at least one hour - a single box checked will result in an error message. You can click just the first and last boxes of your reservation timeframe. When your time frame has been selected, click Submit.

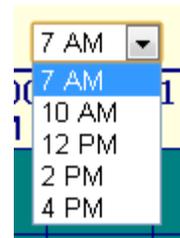
To **delete a court reservation**, you will see a single checkbox in the first cell for your reservation. Click that checkbox and then Submit. If you will not need a court you have reserved, you are strongly encouraged to go online and cancel your reservation, as this will free the court up for other users.

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A user cannot reserve more than one court with a start time within 150 minutes backwards or forwards. For example, if you have a 6PM reservation, you could reserve another court at 3PM that day (3PM to 6PM is 180 minute difference), but you could not reserve one for 4PM and 6PM (only 120 minute difference).

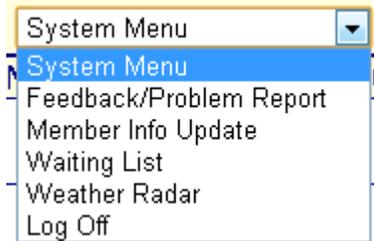


You can view 10 days in the past, and up to 120 days into the future, for advance planning purposes. This will help you be aware of court closings due to upcoming tournaments or other similar events.



You can adjust the **starting time for the scheduling window** for any day you are viewing.

The **system menu**, located at the top of the scheduling screen, includes these menu selections:



The “**Feedback/Problem Report**” menu pick will send a brief feedback message to the administrator of the system. If your message is longer than 255 characters, just compose a new email and send it to [admin@reservethecourt.com](mailto:admin@reservethecourt.com).

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In the **Member Info Update** screen, you will be able to view and update your own system information.

MiraBay Member Information Update Screen	
Last Name	<input type="text" value="Resident"/>
First Name	<input type="text" value="Mirabay"/>
User ID (at least 3 letters/digits)	<input type="text" value="mbayres"/>
Access Password (3 to 8 letters/digits)	<input type="password" value="•••••"/>
Access Password (re-type here ONLY when changing pw)	<input type="password"/>
Password Hint (OPTIONAL. Can be viewed by anyone knowing your email address)	<input type="text"/>
Cell Phone (10 digits - no dashes)	<input type="text"/>
Home Phone (10 digits - no dashes)	<input type="text"/>
Work Phone (10 digits - no dashes)	<input type="text"/>
Email Address	<input type="text"/>
Email Preferences	<input type="text" value="Reservation-related messages only"/>
Text Message Preferences	<input type="text" value="None"/>
Cell Phone Provider	<input type="text" value="3 River Wireless"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

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**OPTIONAL Password Hint:** there is a link on the login screen that will show the password hint associated with a particular email address that is registered in the system. Therefore, anyone who knows your email address, can view your password hint, so use this with caution, and make the hint something that only you will know how to interpret.

Enter your **cell phone number** without spaces or punctuation of any kind (numbers only). There is an extensive list of cell phone providers. If you do not find your provider in this list, email [admin@reservethecourt.com](mailto:admin@reservethecourt.com)

The choices for **Email Preferences** and **Text Message Preferences** are: All system messages, Reservation-related messages only, and None. If you choose Reservation-related messages only, that will limit the emails and/or text messages to your cell phone to be when you make or cancel a reservation, or when the court becomes unavailable for any reason, e.g. rain.

**Forgotten password:** a link on the login screen will allow you to retrieve your system password (see below). To reset your password, send an email including your name and phone number to [admin@reservethecourt.com](mailto:admin@reservethecourt.com). The password will be reset, and a reply email will be sent to the email address that you registered with.

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Tennis Court Reservation System - Password Forgotten Screen

Please enter either your system user ID, and/or the email address that you registered with

User ID

Email Address used for your account registration

### Waiting List Feature

If all courts for the specific day/time you want are already booked, you can put yourself on the **court waiting list** for that particular day. This is a first-come, first serve list. The 7 day advance booking rule applies to the waiting list as well. Multiple/duplicate waiting list entries will be ignored. (Disregard the Court Type here.)

#### MiraBay Tennis Court Waiting List Form

Day	<input type="text" value="Wednesday, 4/20/2016"/>
Earliest Start Time	<input type="text" value="5:30:00 PM"/>
Latest End Time	<input type="text" value="7:30:00 PM"/>
Court Type	<input checked="" type="checkbox"/> Clay <input type="checkbox"/> Hard
Date/time after which to disregard waiting list request:	
Date	<input type="text" value="Wednesday, 4/20/2016"/>
Time	<input type="text" value="5:30:00 PM"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

**Note that you can NOT use the Waiting List feature to make a reservation for longer than 120 minutes.**

Any time a court cancellation takes place, the system reviews the existing waiting list for that day, if any, and determines if any of the waiting list requests can be accommodated. If there is a court cancellation that frees up a court at a time that matches your waiting list request parameters, the court will instantly be booked in your name, and you will receive an email and/or text message notification if you have enable d this feature. Though consideration of the waiting list requests is on a first-come, first-serve basis, the parameters of your request also have a bearing on whether or not your request can be accommodated, so it is theoretically possible that someone behind you on the waiting list gets a court before you do. Choosing a wider time range for the start and stop time will improve your chances. Resulting reservations will still be for a maximum of two hours. Make sure your email and/or text message info is correct in the system so you can receive these messages.

If you know that there is a specific time by which you need to know whether you can get a court or not, please indicate that in the “**Date/time after which to disregard waiting list request**” boxes. For example, on Tuesday, I put myself on the waiting list for Thursday evening. However the people I am playing with need to know by Wednesday at 6PM whether it is a go or not – otherwise they are making other plans. Please use this feature when applicable so that we can accommodate as many members’ requests as possible. You are also

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encouraged to cancel waiting list requests when you know you no longer need to be considered for a court opening.

**Weather Radar** menu pick: this will take you to a Weather.com screen targeted for MiraBay. You can click on the Next 6 Hours button, and then PLAY to get a radar forecast. **Click Back** to return to the reservation system.



**System enhancement requests, issue/bug reporting:** please send an email to [admin@reservethecourt.com](mailto:admin@reservethecourt.com)