

# Using YourCourts for Pickleball Reservations

## Reservations

The Villages Pickleball Club is moving to a new system called “YourCourts” for reserving play time. The link to click is <https://www.yourcourts.com/yourcourts/security/showLogin>. Please note, we have added restrictions limiting the number of times players can reserve to five (5) times a week (Monday – Sunday), and no more than three (3) active reservations. Players can still only play once per day.

Your account has been created with the email address with which you joined the Pickleball Club. In your profile your last name is equal to “Last Name + House #” (Ex: last name = “Pomeranz – 8713”). This means you will no longer need to add house numbers of players when creating reservations! The initial password is “Villager” – please change it using the drop-down arrow next to your name and selecting “My Profile”.

The screenshot displays the user interface for the Villages Pickleball Club's online reservation system. At the top right, the user's name "Mark Gregg - 3213" is shown with a dropdown arrow (1). Below this, a menu is visible with options: "My Profile" (2), "My Payments", "Lock Account", and "Log Out". The main content area is titled "Member Profile: Mark Gregg - 3213" and features several tabs: "Personal", "Password" (3), "Privacy", "Preferences", "Ratings", and "Find a Match". The "Password" tab is selected, showing instructions to change the password and a "Save" button. Below the instructions are two input fields: "Password \*" with the placeholder "Enter new password" and "Reenter Password \*" with the placeholder "Enter password again".

If you already have a YourCourts account set up for Bocce or a different club with the same email, you have two options:

1. If you use the same password, you will be prompted with a list of clubs that that your account has access. You can choose which club you want to access for that session.
2. If you prefer to use two different passwords, your access is controlled by the password you enter.

# Creating Reservations

Reservations can be made 7 days one hour in advance of requested time. Example: On Thursday at 8:00 AM, a reservation can be made for the next Thursday at 9:00 AM.

1. The easiest way to make a reservation is to view the Club Calendar under reservations, then click on any black space to create a reservation. The Club Calendar provides an easy visual to determine what date/time a resource is and isn't available. Reservations can only be made on a future day, the current day is shaded in yellow (Saturday, 8/8).

QUICK ACTIONS

Home Reservations

Directory Club Events

Show Buttons on Startup

Home

Reservations 1

View Schedule

View Club Calendar 2

View My Calendar

Club Pros

Club Events

Communications

Find a Match

The Villages Pickleball Club

Saturday 8/8/2020 2:17:53 pm

Quick Book Reservations Club Events

Home / Calendar View

Contact Club Online Help

Welcome to the Villages Pickleball Club online reservation system!

Club Reservation Calendar 3

The calendar view allows you to view reservations by week or month. Use the arrows on the top left to move to the previous or next date. You can change your view by clicking the month or week buttons on the right.

- Click any existing reservation to view its details
- Click any blank area on the calendar to go to the schedule and make a reservation for that date or [Click Here to Reserve](#)

Aug 3 - 9, 2020

	Mon 8 3	Tue 8 4	Wed 8 5	Thu 8 6	Fri 8 7	Sat 8 8	Sun 8 9
all-day							
9am		5:00 - 10:30 Court 5 Anahid Gregg - 3213					
10am				10:30 - 12:00 Court 6 Maro Avakian			
11am							3
12pm							
1pm							
2pm			1:30 - 3:00 Court 6 Mike Wallas				
3pm							
4pm							
5pm		4:30 - 6:00 Court 5 Maro Avakian	4:30 - 6:00 Court 5 Mark Gregg				
6pm	6:00 - 7:00 Court 5 Anahid Gregg						
7pm							

2. Click Yes on the popup window:

Go to schedule view to make a reservation?

Cancel Yes

3. Click on "Open" to start a reservation. You can also change the date with the arrows at the top of the page to reserve or check another day:

Reservations: *Sunday, August 09*

Sunday, August 09

Click an **Open** time slot to make a reservation or hover over an existing reservation to see details. If you are the reservation owner, you can click on a future reservation to change or cancel it. Based on the account settings set by the administrator, you can book reservations **8 Days (Rolling Starting Time)** in advance.

	Court 5	Court 6
9:00AM	<a href="#">Open</a>	<a href="#">Open</a>
10:30AM	<a href="#">Open</a>	<a href="#">Open</a>
12:00PM	No monitors available	No monitors available
1:30PM	No monitors available	No monitors available
3:00PM	No monitors available	No monitors available
4:30PM	<a href="#">Open</a>	4:30PM - 6:00PM Anahid Gregg - 3213  Pickleball Members: David Cook - 6304 Maro Avakian - 7110 Greg Avakian - 1117
6:00PM	<a href="#">Open</a>	<a href="#">Open</a>

(1) total reservations for 08/09/2020

- The Reservation window opens. Type the first name to see all members who have an account, and select at least one other person. Click Reserve to save the reservation. The Type should be left as Pickleball, and the Duration cannot be changed from 90 minutes.

 All last names have been appended with their house number, so you no longer need to enter a house number for tracking purposes.

Pickleball - Court 5 - Sunday Aug 9 @ 4:30PM

[Reserve](#) [Cancel](#)

**Type \***  
Pickleball (1 additional player name required)

**Duration \***  
90 Minutes

**Additional People**  
Add other users that have also have an account

Maro Avakian - 7119

Maro Avakian - 7119  
Mark Gregg - 3213  
M.A. Sridhar - 6168  
Mike Wallias - 6318

**Reservation Instructions**

- Choose the correct reservation **Type**. Reservation type is also a **required** field.
- Choose the **Duration** you need for the reservation. Duration is a **required** field and is limited based on club rules.
- You can add the names of additional players by entering their names in the **Additional Players** field.
- An email will automatically be sent to the reservation owner and any additional players added to the reservation.

- An email confirmation (with court/resource and time details) will be sent to you if you have email notifications turned on in your profile

## [Viewing Reservation Detail](#)

If you wish to view the details for a reservation, there are a couple of options.

From the **Club Calendar**, you can click on any reservation and a small window will popup providing you with additional detail. The popup can tell you things like when the reservation was originally created, by whom, and if it's been updated. If you are the owner of the reservation, you'll be able to **Edit** or **Cancel** the reservation; if you are not the owner you can still view the details.

This reservation was made by someone else:

reservation was made by you:

This

From the **Reservation Creation** window, you will see the name of the member who made the reservation and all those playing with them. If you are the owner of the reservation, you'll be able to **Edit** or **Cancel** the reservation but if you are not the owner, you can still view the details.

	Court 5	Court 6
9:00AM	<a href="#">Open</a>	<a href="#">Open</a>
10:30AM	<a href="#">Open</a>	<a href="#">Open</a>
12:00PM	No monitors available	No monitors available
1:30PM	No monitors available	No monitors available
3:00PM	No monitors available	No monitors available
4:30PM	4:30PM - 6:00PM Mark Gregg - 3213 Mbr #: 3213 Pickleball Members: M.A. Sridhar - 6168	4:30PM - 6:00PM Anahid Gregg - 3213 Pickleball Members: David Cook - 6304 Maro Avakian - 7119 Greg Avakian - 1117
6:00PM	<a href="#">Open</a>	<a href="#">Open</a>
	Court 5	Court 6
(2) total reservations for 08/09/2020		

## Editing Reservations

There are times that you may need to edit one of your existing reservations. It might be that you want to switch to a different court or to a different time of day. If you need to edit an existing reservation, you don't have to cancel and create a new one. Instead, you can edit the existing reservation to make whatever changes are needed.

 You can only change or edit one of your reservations. You can't edit or change reservations that belong to other users.

To edit one of your reservations, simply click on the reservation on the schedule and the detail window will be displayed.

	Court 5	Court 6
9:00AM	<a href="#">Open</a>	<a href="#">Open</a>
10:30AM	<a href="#">Open</a>	<a href="#">Open</a>
12:00PM	No monitors available	No monitors available
1:30PM	No monitors available	No monitors available
3:00PM	No monitors available	No monitors available
4:30PM	4:30PM - 6:00PM Mark Gregg - 3213 Mbr #: 3213  Pickleball Members: M.A. Sridhar - 6168	4:30PM - 6:00PM Anahid Gregg - 3213  Pickleball Members: David Cook - 6304 Maro Avakian - 7119 Greg Avakian - 1117
6:00PM	<a href="#">Open</a>	<a href="#">Open</a>
	Court 5	Court 6

(2) total reservations for 08/09/2020

The reservation detail window is displayed and shows additional information. From the detail window, you can choose to **Edit** the reservation, **Email** the reservation information to other players or **Cancel** it. You'll receive a confirmation email if you cancel or change the reservation.

Pickleball - Court 5 - Sunday Aug 9 @ 4:30PM

**PICKLEBALL** Sunday, August 9

Mark Gregg - 3213  Court 5  
In: 408-203-6902 4:30PM to 6:00PM

Confirmation #: 692200808175011-83370-1214 

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(1) **Guests: (0)**  
M.A. Sridhar - 6168 (MBR)

Created by Mark Gregg - 3213 on  
Saturday August 08 @ 2:50 PM

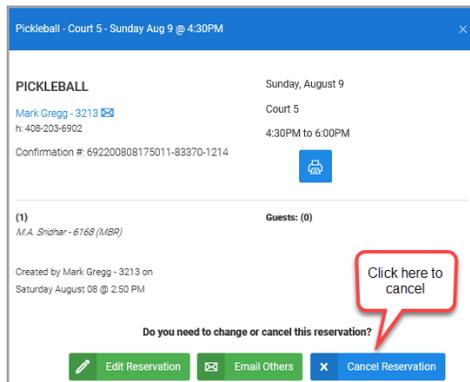
Do you need to change or cancel this reservation?

 Edit Reservation  Email Others  Cancel Reservation

Once you click the **Edit** button, you will see the **Reservation** create screen where you can change aspects of the reservation and click the **Update** button.

## Canceling Reservations

To cancel a reservation, follow the procedures mentioned above for editing and choose the **Cancel Reservation** button from the detail screen.



You will be presented with the **Cancel Reservation** screen which will prompt you for a reason for the cancellation.

 You cannot edit or cancel reservations that are in the past.

## Error Messages

If the system is unable to save your reservation due to any of the underlying system rules, you'll see an error message explaining the reason. For example, if you try to book a reservation that overlaps an existing one, you'll receive an error message like the one shown below.

• **Oh Snap!** The reservation for Court 5 starting at 9:00AM would result in more reservations than your daily limit. ×

• **Oh Snap!** The reservation could not be booked because the following player(s) would exceed the limit on future reservations: [Mark Gregg - 3213]. ×

• **Oh Snap!** The reservation could not be booked because the selected reservation type requires between **2 and 4 total players**. Check your entries in the **Additional Players** section. ×

There are several reasons why you may not be able to **Save** or **Edit/Update** a reservation. The common reasons are shown below:

- Exceeds the maximum # of per-day reservations – players can only play once per day.
- Exceeds the maximum # of reservations in one week – players can only play 5 times per week.
- Players can only have 3 active reservations (regardless of whether you make the reservation or someone lists you as a player).  
Example: If you are playing Monday, Tuesday and Thursday, you will not be able to play (or be listed on a reservation) until after you play on Monday. After playing, you will only have two active sessions left. This helps to ensure all members have access to play time.
- Reservations must contain at least two and no more than four players. Do **not** enter anyone as a partner without confirming with them!
- Date is beyond the allowed future date (these days are marked as “Not Avail”)
- Attempts to reserve during court downtime (these times are marked as “No Monitor Available”)

## Questions

- You can send email to: [vgcc\\_pb\\_yourcourts@googlegroups.com](mailto:vgcc_pb_yourcourts@googlegroups.com)