

# Getting Started with Online Court Reservations

## Gain Access to Member Online Services

- **You must have a Member Login set up to schedule online courts.** If you do not have a Member Login already set up please see the directions that are included on the last page of this packet.  
(NOTE: The directions to set up your member login are also found on our website racmn.com. Click on "Member Login" in the upper right hand corner of the home page (or select "I want to" on a mobile device) and then select "**Create a Member Login**". Scroll down on that page to the first FAQ and expand it to learn full details of "How do I create my member login?".)

## Log in on the Webpage

- Once you have your member login set up, you can log in any time by going to "Member Login" in the upper right hand corner of the home page (or select "I want to" on a mobile device) and then select "**Log into my account**".

## To Make Your Online Court Reservation Experience Easier

- We recommend using a desktop computer or a large tablet for setting up court reservations as you are making and viewing your first online reservations. A cell phone will work, but the text will be small and it will be easier to navigate on a desktop computer until you are familiar with the process.
- We also recommend using the directions "How to Make an Online Tennis Court Reservation" starting on the next page to guide you the first time. They really do teach you the quick way!

## Rules for Online Reservations

- You can reserve 7 days in advance.
- Maximum of 4 people may be reserved on a court.
- Court fee will be split evenly between the people reserved on the court.
- Up to 2 online reservations per day can be made for each member of your family on your membership.
- You must reserve through the Activities Desk:
  - If you want **multiple courts** at the same time of day
  - If you want a **tennis ball machine**
  - If you are signing up for **ACE free court time** (must follow normal ACE rules)



**Court Scheduler**

# How to Make an Online Tennis Court Reservation



1. Select: **Court Scheduler**

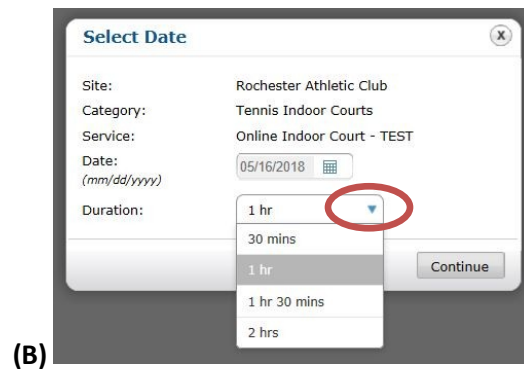
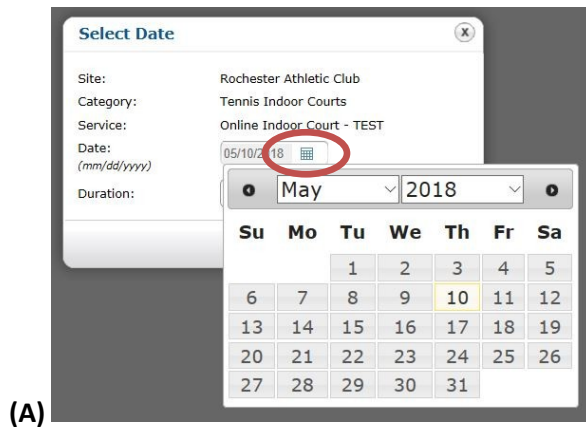


2. Select:



3. Select:

4. Select Date (A) and Duration (B) by clicking on the calendar icon and down arrow respectively:



5. On the bottom half of the next screen you will see available times and courts for Courts #1-5 displayed in a grid. White portions are available. Light gray portions are already taken by other reservations or tennis activities. To see Courts #6-10 and then Court #11 select the black right arrow shown next to "Tennis Indoor 5" heading.

Scroll and move the cursor to the available time and court you want and left click to select:

Selected Date: 05/16/2018

List View Calendar View

Time	Tennis Indoor 1	Tennis Indoor 2	Tennis Indoor 3	Tennis Indoor 4	Tennis Indoor 5
5:00 AM	Cle. T. 5:00 AM - 6:00 AM				
6:00 AM					
7:00 AM					
8:00 AM	Online Indoor Court - TEST 7:30 AM - 8:30 AM				
9:00 AM					
10:00 AM					
11:00 AM					
12:00 PM					
1:00 PM					

6. On the "Booking Details" screen verify the details are correct and select

Continue

7. On the "Schedule Waiver" screen read and  the cancellation waiver to continue.

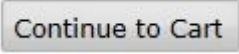
8. On the "Add Family Member(s)" screen:

### Add Family Member(s)



Current Schedule Details			
Service:	Online Indoor Court - TEST		
Date:	05/16/2018 07:00 AM to 08:00 AM		
Provider:		Resource:	Tennis Indoor 1
Min# of Participants:	1		

<input type="checkbox"/>	Name	Relationship	Select Host
<input checked="" type="checkbox"/>	Thomas Clemens Rac Employee	Main	<input checked="" type="radio"/>
<input type="checkbox"/>	Adam Dickinson	Buddy	<input type="radio"/>
<input type="checkbox"/>	Barbara Ulrich Rac	Buddy	<input type="radio"/>
<input type="checkbox"/>	Bobby Zeisse	Buddy	<input type="radio"/>
<input type="checkbox"/>	Brent Frueh Rac Employee	Buddy	<input type="radio"/>

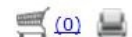
- First click in the circle to **Select Host** for the reservation in the rightmost column. The host may be you or someone in your family. This person will then also automatically be checked as part of the reservation in the left column.
- Then select other left column boxes if you wish to add someone to the reservation from the list of people you have had on your reservations in the past (your "**Buddy List**").
- Select  at the bottom of the screen.

**GROWING YOUR BUDDY LIST:** If you want to add someone to the reservation that you have not had on your reservations in the past, please contact the Activities Desk to have them added to this reservation. Once they have been added to your reservation they will show up in your Buddy List as an option to select in the future. You can create a partial reservation now and then add them through the desk before the scheduled court time.

**FEE NOTE:** Any people added to the reservation now (or later through the desk) will be responsible for paying an evenly split portion of the court fee. If you want to pay for the court by yourself, only put yourself on the reservation as host.

9. On the "Schedule List - Current Schedule" screen the reservation is now done, but can still be adjusted.


### Schedule List - Current Schedule



**Thank You!**  
You have made a booking for "Online Indoor Court - TEST" on "Rochester Athletic Club" for May 16 2018 (05:00 AM - 06:00 AM)

Participant Details					
Member	Series Sales Available	Adjusted Series Sales Available*	Credit Card Guarantee	Member/Guest	Action
Mr. Thomas G Clemens RAC Employee	<a href="#">0</a>	<a href="#">0</a>		Member	<a href="#">Remove</a>
Ms. Jeffrey Vaughan - employee	<a href="#">0</a>	<a href="#">0</a>		Member	<a href="#">Remove</a>



10. If it is correct select  in the upper left corner of the screen to return to the home screen.

# To View, Change\* or Cancel an Online Reservation

\*To change reserved time or court you must cancel and reschedule or contact the Activities Desk for assistance.



1. Select: Account Information



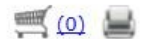
2. Select Right Arrow:  
(If needed)



3. Select:

4. On the “Reservation Listing” screen select the range of dates for the reservations you would like to view by selecting the “From:” and “To:” calendar icons:

## Reservation Listing



Date Quick Pick: This Month ▾

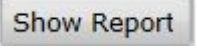
Module: All ▾

From: 05/01/2018 (mm/dd/yyyy)  To: 05/11/2018 (mm/dd/yyyy) 

Include Sub

May 2018

Su	Mo	Tu	We	Th	Fr	Sa
		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	29	30	31		

5. Select  on this screen to view the reservation(s). Click on the Schedule you want to view (see red circled underlined words below).

## Reservation Listing



**Selected Criteria**

From:	5/1/2018	To:	5/31/2018
Module:	All	Include Sub Members:	No

Participant: Thomas Clemens RAC Employee

Schedule	Site	Date	Providers	Resources
<u>Online Indoor Court - TEST</u>	Rochester Athletic Club	5/16/2018; 5:00 AM to 6:00 AM		Tennis Indoor 1

6. This will then display the “Schedule List - Current Schedule” screen which allows you to view the reservation participants and provides options to add someone, remove someone or “cancel schedule” (which means cancel the reservation).

# Online Tennis Court Reservation FAQs

## **What is a Buddy List?**

A buddy list is a list of all the people you have had on a reservation hosted by you in the past. This list shows up as you are making an online court reservation and you are able to select people from it to add to the reservation. Your buddy list is automatically built up as you reserve courts through the Activities Desk. Note that initially it would be empty if you are a new member.

## **Can guests make an online reservation?**

Guests do not have access to Member Online Services and as a result cannot login to make a reservation.

## **Can guests be on a member's reservation?**

Yes, guests can be on an online reservation hosted by a member. They may already be on your buddy list if you have added them to your reservations in the past and you can select them from there. If not, contact the Activities Desk to add the guest. Once added to a reservation through the Activities Desk they may be chosen from the buddy list in the future. Note that on the day they will be playing, guests must also have gained access to the club following normal guest fee rules.

## **Why can't I make a multiple court reservation online?**

If you have a large group that will require several courts to play on at the same time, you must call the Activities Desk to reserve the multiple courts. This is because there is no way provided by the online system to automatically split court fees across two or more courts. We have had a system in place for several years at the desk that allows us to provide this option to members when reserving through the desk.

## **Can I reserve a tennis ball machine in an online reservation?**

No, you must contact the Activities Desk (507) 287-9300 to reserve a tennis ball machine. This is because we can only provide a limited number of machines at any particular time.

## **I can make a reservation for someone else on my membership, but I can't cancel online for them. Is there a way to cancel online?**

No, if an online reservation was made by you for a submember on your member account it can only be cancelled by the submember online. To do this they must have their own separate email in our system and must be set up with their own Member Online Services account. You are able to cancel their online reservation by contacting the Activities Desk.

## **Is there a way to edit my Buddy List?**

You can contact Sabine Tetzloff at stetzloff@racmn.com to remove individuals from your buddy list.

## **As I am creating a reservation there is an option to "Add Member to this Schedule" - how does this work?**

It will send off an email to a member friend. They will only be able to accept your invitation if:

- The email address you used is the one they have in our computer system.
- It is a member and they have set up their Member Online Services login.
- Note that the member must be initially logged off of Member Online Services when they click the link in the email. It will then have them log in and after log in they will be able to add to the reservation.

Remember you can always add them to your reservation later through the desk and then they will be automatically in your buddy list going forward.

## How to Create Your Member Login

### **STEP 1: You must have a current email address for your account set up in our club computer system.**

- For recently new members, this email was set at joining time.
- If your email address has not been set up in our club computer system, or you do not know what email is set up, stop in or call the Business Office at (507) 287-9316 or (507) 287-9315 during Business Office hours (Monday-Friday 8:00 am - 5:00 pm).

### **STEP 2: Create your Login.**

- **Bring up “Member Login” on your computer or mobile device**
  - **On a desktop or laptop computer** hover over “Member Login” button in the upper right hand corner of any webpage and then select "Log Into My Account". It will open a new tab in your browser and you can easily click back and forth with the current tab to display and follow the directions below. Note that it is generally easier to use Member Online Services on devices with larger screens.
  - **On a mobile device** it can be found by selecting “I want to...” at the top of the screen and then selecting the option to “Log Into Member Account.” The login screen can be expanded or minimized on a touch screen.
- **Select “Forgot Password/Create Logins? Click Here.”**
- **Enter the email address for your account and select “Submit.”**
- **An email will be sent to that address within about a minute.** It will contain your new login information.
- **Use the login information in the email to login.** After logging in you will be given the option first to change your username, and second to change your password.
- **Select the small round “house” icon at the top left of the page to go to the home screen if you want to begin using Online Services.** It will ask you to log in with your new login information.