

# SKY COURT FITNESS

Squash Courts Schedule

Mon 8 Tue 9 Wed 10 Thu 11 Fri 12 Sat 13 Sun 14 Mon 15 Custom Date

	Court 1	Court 2	Court 3	Court 4
8:00				
9:00		8:40	8:40	8:40
10:00	Greg Veres Brock Lee	9:20 ★ Book	9:20 Book	9:20 Book
11:00	Book	10:00 Book	10:00 Book	10:00 Book
11:40	Book	10:40 Anna Mull Book	10:40 Book	10:40 Book
12:00 PM	Barb Ackue Mario Speedwagon	12:00 Book	12:00 Gail Forcewind Joe King	12:00 Book
1:00	Book	11:20 Book	11:20 Book	11:20 Book
2:00	Book	2:00 Book	2:00 Book	2:00 Book
3:00	Book	2:40 Book	2:40 Book	2:40 Book

## Court Booking User Guide

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# Court Booking made easy

Your club has chosen to use SkyCourt for their online court booking system. Great, let's help you understand how to get the most out of it.

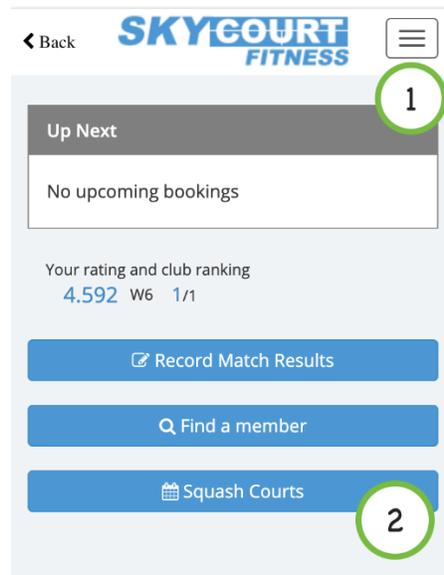
## THE BASICS

For the typical club member, court booking starts on the court schedule page. From the home screen there are two ways to get to the court schedule page.

The screenshot shows the SkyCourt Fitness website interface. At the top, there is a navigation bar with the SkyCourt Fitness logo on the left and menu items: Player, Rankings, Leagues & Ladders, Courts (circled with a green '1'), and Brock Lee with a dropdown arrow. Below the navigation bar, the main content area is divided into two columns. The left column displays the user's rating and club ranking (4.592 W6 1/1) and three blue buttons: 'Record Match Results', 'Find a member', and 'Squash Courts' (circled with a green '2'). The right column features a 'Up Next' section with a dark header and a white box containing the text 'No upcoming bookings'.

The first way to get to the court schedule is through the “Courts” menu at the top of the screen (circle number 1). The second approach is through the button on the left side of the screen (circle number 2).

If you are on a mobile device, the two ways still exist, but they are in different locations.



The “Courts” menu is now hidden in the mobile menu.  (the circle number 1) and the court button is available near the bottom of the screen (circle number 2).

If your court has multiple groups of courts, for instance, indoor tennis courts, outdoor tennis courts and squash courts, then your “Courts” menu will be a drop down menu with choices for each of the types of courts the club has. And there will be multiple court buttons, one for each type of court.

Once you are get to the court schedule page, you can click on a court slot that has the word “Book” in it to book that court at that time. For instance, in the following image, to book Court 2 at 10:00 am, you would click on the 10:00 slot indicated by the circle number 1.

### Squash Courts Schedule

Fri 13
Sat 14
Sun 15
Mon 16
Tue 17
Wed 18
Thu 19
Fri 20

	Court 1	Court 2	Court 3	Court 4
9:00-				
	9:20	9:20	9:20	9:20
10:00-	Book 10:00	1	Book 10:00	Book 10:00
11:00-	Book 10:40	Book 10:40	Book 10:40	Book 10:40
	Book 11:20	Book 11:20	Book 11:20	Book 11:20

You could not book the 9:20 court because there is no "Book" in that slot. In this case, that court slot time is in the past so it can't be booked.

The court schedule page will be described in more detail in the next section.

Clicking on the 10:00 AM slot will bring up the court booking dialog. This is where you indicate your partner(s) and the type of booking you would like to do (if your club allows different types of bookings, see the section below for more information).

Booking for Court 2
✕

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Friday, March 13th - 10:40 AM  
Court 2

Regular Match
Solo Practice
Guest Match

Who will you be playing with?

Cancel
Book Court

Once you click on the "Book Court" button, the system will attempt to book the court. If somebody else has already booked the court, then

you will get an error message telling you that. Otherwise, you will have booked the court and the schedule will be updated.

These are the basics of court booking. The rest of the document goes into more detail about each of the areas: the schedule page, the court booking dialog, emails that are sent with calendar attachments and more.

# The Schedule Page

The schedule page is where you see who has booked which court times and which court times are available for booking. This page comes in two versions, the desktop version and the mobile version when the club has more than 2 courts. Each version will be covered in detail starting with the desktop version.

## **THE DESKTOP LAYOUT**

This is a typical view of the schedule page with each of the areas of the page labeled.

**Squash Courts Schedule** 1

2 Fri 13 
 Sat 14 3 Sun 15 Mon 16 Tue 17 Wed 18 Thu 19 Fri 20

	Court 1	Court 2	Court 3	Court 4
10:00 AM	Book 10:00	Book 10:00 <span style="border: 1px solid green; border-radius: 50%; padding: 2px;">5</span>	Book 10:00	Book 10:00
11:00	Anna Mull Brock Lee 10:40 ★	Book 10:40	Book 10:40	Book 10:40
	Book 11:20	Book 11:20	Book 11:20	Book 11:20
12:00 PM	Book 12:00	Book 12:00	Book 12:00	Book 12:00
1:00	Book 12:40	Greg Veres Cliff Hanger 12:40	Inter City League 12:40	Inter City League 12:40
	Book 1:20	Greg Veres Cliff Hanger 1:20	Inter City League 1:20	Inter City League 1:20

6 Legend

Regular Booking	Lesson	League	Maintenance
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**1. Page title.**

The title tells you which courts you are looking at. This is important for clubs that have more than one group of courts

**2. The date selector row**

The date selector row shows you the dates you can view for the schedule. Clubs will define how many days ahead you can see and book. Sometimes these will be different values. If that is the case then when you view a day that is further out than you can view, all the cells will no longer have the "Book" word in them and you wont be able to click on them.

**3. The selected date**

The selected date appears highlighted to indicate to you which date you are looking at. In this case, we are looking one day ahead at the Saturday schedule. It is the 14<sup>th</sup> day of the month.

#### ***4. The timeline for the day***

The timeline down the left side of the schedule gives you an overview of the times. This is helpful sometimes when court times don't align with hours of the day

#### ***5. The court times***

This is the grid of court times that can be booked for this set of courts. The courts are represented as the columns of the grid and the times that can be booked are the rows of the grid.

Each cell of the grid represents one court time that can be booked. If the cell is white and has the word "Book" in it, then you can book that time.

If the cell has a coloured background and has some details other than "Book", then it is already booked. View the legend to see what type of booking it is.

#### ***6. The legend***

There are many different types of court bookings that can be created in the system. The legend shows you the types of bookings and the colour that represents them. This image shows the 4 standard colours, but your club may have created their own types of bookings and assigned different colours. If they have done that, those custom types show up in the legend as well.

### **How do I know which bookings are mine?**

When you are looking at the court schedule, bookings that involve you will have an orange star in the upper right corner of the cell. You can see in the above image, that court 1 at 10:40 is a court that involves the logged in user (Anna Mulls) because it has the orange star. None

of the other bookings involve Anna because none of them have the orange star.

There are many types of bookings that can involve you:

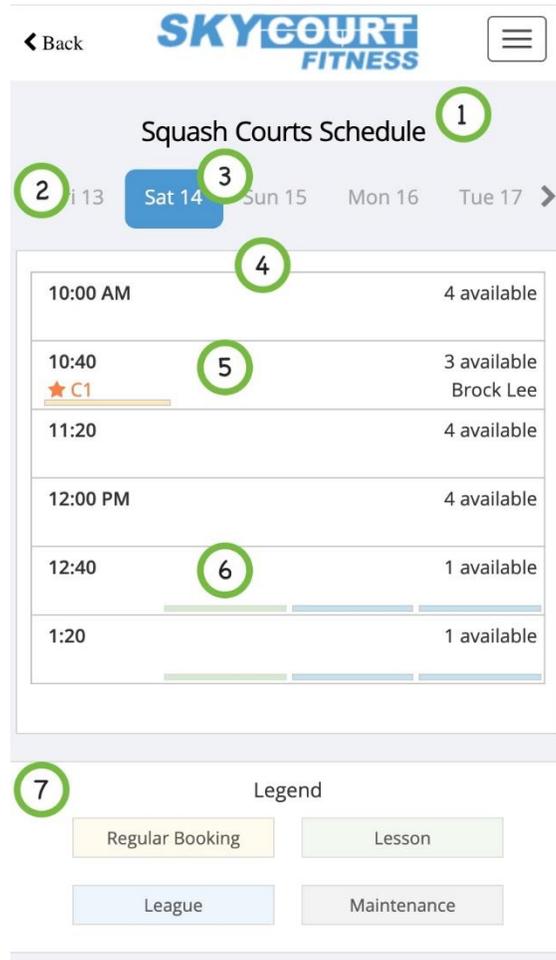
- *Regular bookings: you can be the one who booked the court or you can be an opponent (or partner) of the person who booked the court*
- *Lessons: your sport pro may have booked a court for lessons and indicated you as the trainee. Or maybe you are the pro and you are providing lessons.*
- *League Match: you may be part of a league that automatically books courts and a league slot has been designated for a match you are playing in.*

All of these cases would be displayed with an orange star to draw your attention to the slot as being your slot.

## **THE MOBILE LAYOUT**

The mobile layout has been optimized to display many courts on the narrow view of a typical phone. The intention of the view is to give you an overview of the schedule without the details for every slot so that you can quickly find your booking or a free slot that can be booked.

The mobile layout for the same day as the desktop layout would look like this:



- 1. Page title**
- 2. The date selector row**
- 3. The selected date**
- 4. Court time slots for the day**

On the mobile view, there is only a single column for the schedule. That column is organized by the time slots and within each cell the following items are displayed:

- 1. The time of the slot*
- 2. The number of available courts during that time slot*
- 3. A bar across the bottom that represents the type of booking for each court in that time slot. If the area is empty, then that court does not have a booking for that time.*

- 5. A booked court slot that includes you**

The second slot (10:40 AM) represents a court that is booked by Anna (the logged in user). You can tell because there is an orange star under the time label and in addition to the star, it lists the court. This is the court that Anna has booked. And over on the left, it lists Anna's opponent: Brock Lee.

This allows Anna to get all the information she needs about her court booking from the top-level schedule without having to drill into that time slot.

### ***6. A booked court slot that has 3 of the 4 courts booked***

Item 6 represents a court slot that has 3 courts booked and 1 available. We can see from the colour bar across the bottom of the time slot that court 1 is the free court because it does not have a coloured bar in the first position of the 4 positions. But court 2 is booked for a lesson (because it is green) and courts 3 and 4 are booked for League (because they are blue).

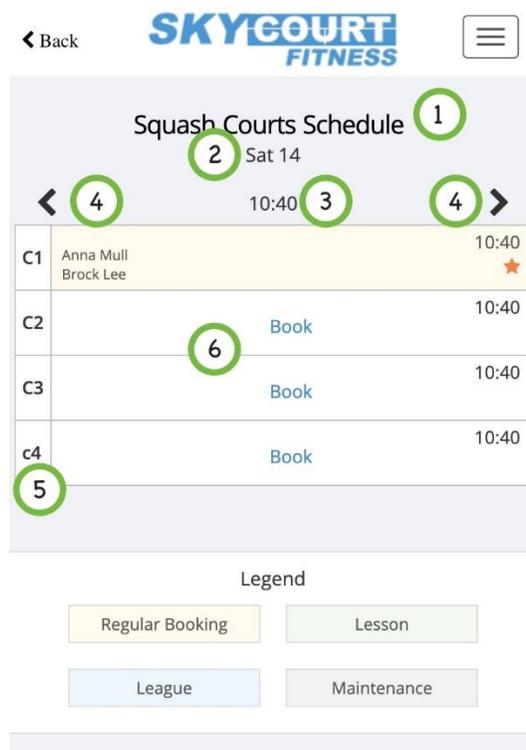
Seeing the court time slot in this fashion allows you to quickly see which court slots have available courts, which ones are booked for you and which ones are booked for other reasons.

### ***7. The legend***

There are many different types of court bookings that can be created in the system. The legend shows you the types of bookings and the colour that represents them. This image shows the 4 standard colours, but your club may have created their own types of bookings and assigned different colours. If they have done that, those custom types show up in the legend as well.

## **The time slot view**

You can click on any of the time slots to see the details of each court for that time slot. Here is what that view looks like:



### 1. **Page title**

The title tells you which courts you are looking at. This is important for clubs that have more than one group of courts

### 2. **The selected date**

This is a reminder of which date you are looking at.

### 3. **The selected time slot**

This is a reminder of which time slot you are looking at.

### 4. **Navigation arrows**

The navigation arrows allow you to quickly scroll through the time slots. If you press the arrow pointing left, then you go back one time slot towards the morning. If you press the arrow pointing right, you go forward one time slot towards the evening.

If you are looking for a time slot that a colleague has booked, this is a quick way to go through the time slots for a day looking for that member.

### **5. The list of courts which have slots during this time**

The first column shows the list of courts that have booking slots during this time. To the right of the court's short name is the booking slot for that court.

### **6. The list of bookings for the courts for this time slot**

The second column is the booking slot for each of the courts. It shows the same court booking information that you would see on the schedule page for the desktop view.

## **Court booking slot display explained**

There can be a lot going on in a court slot. Here are some examples with explanations of what information you will see in the various locations.

### **Regular booking slot**

The regular booking slot has a yellow background and contains the names of the players who are signed up to play in that slot.

The diagram shows a table with two rows representing court booking slots. The first row has a yellow background and contains the names 'Anna Mull' and 'Brock Lee' in the left column, and the time '10:40' in the right column. The second row has a white background and contains the time '11:20' in the right column. A 'Book' button is located above the first row and below the second row. Three green circles with numbers 1, 2, and 2 are overlaid on the image. Circle 1 is around the first name 'Anna Mull'. Circle 2 is around the second name 'Brock Lee'. Another circle 2 is around the time '10:40' in the first row.

Anna Mull Brock Lee	10:40
	11:20

- 1. The name of the person who booked the court*
- 2. The name of their opponent*
- 3. The time for the booking slot*

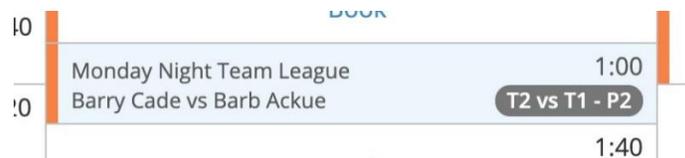
In this case, Anna Mull booked a regular match against Brock Lee at 10:40. If the match was a doubles match, then both players from each side would be listed.

Some clubs make the opponent optional. In that case you may not see an opponent listed.

Some clubs allow solo practice bookings. A solo practice booking is a booking without an opponent. In this case you wont see an opponent listed.

Some clubs allow guest matches. In that case you will see "Guest Match" listed as the opponent.

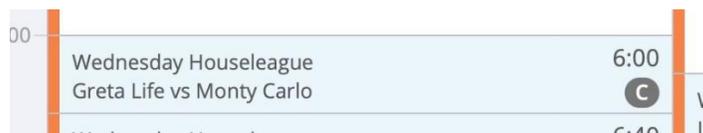
### ***Team League booking slot***



This example is for a team league. You can tell that it is for a league because it is blue. You can tell that it is for a team league because of the white text in the dark grey oval. The white text is saying that team 2 is playing T1 and this is the booking for two players who play position 2 on the teams.

In this example the league is called "Monday Night Team League" and the two players are Barry Cade and Barb Ackue.

### ***House League Booking slot***



This example is for a house league. You can tell it is for a league, again, because of the blue background. The league's name is "Wednesday Houseleague". The booking time is 6pm and the players are Greta Life vs Monty Carlo. And since the house league is a box format, these two players are from box "C".

The other types of bookings follow the same sort of pattern. The player names may be replaced with a booking note if the administrator who is booking the court wants to leave a message rather than specify players, but all the other elements are the same.

The only other element not discussed here is the orange start to indicate that the booking belongs to you. This was discussed above.

# How to book a court

Now that you know what the schedule page looks like, let's take a look at the court booking dialog that is used to create a new booking.

## THE ANATOMY OF THE DIALOG

Booking for Court 3

Wednesday, March 18th - 7:20 AM

Court 3

Regular Match Guest Match

Who will you be playing with? optional

Cancel Book Court

### **1. The title of the dialog**

The title reminds you which court you clicked on. In this case, Court 3.

### **2. The date, time and court information**

This section reminds you the full date and time for the court booking as well as repeating the court being booked.

### ***3. The type of booking***

The type of booking can change based on which options the club has enabled. Regular booking is always present. In this example the club has also enabled guest matches.

In this example the regular match is selected so the opponent selector is visible.

### ***4. Who you will be playing***

The club in this example has also marked the opponent as optional. Most clubs make this field a required field. If it is required, then start typing the first few characters of your opponent's name and the system will display a list of potential members. If the top member is who you are going to play, you can quickly select that person with the keyboard by pressing the tab key to select the member and then enter to place the member in the entry field. Or you can use your mouse to click on any member shown in the list.

In this next example the club has enabled solo practice, so it is available as a booking option. However, the user has selected the guest match. You will notice that there is a message from the club reminding you to check the guest in at the front desk before heading to the court. The club has control over the message that they display for guest matches.

Booking for Court 2

Wednesday, March 18th - 9:00 AM

Court 2

Regular Match Solo Practice **Guest Match**

Please make sure to check your guest in at the front desk before heading to the court.

Cancel Book Court

And since the booking is a guest match, there is no other information needed. As a result, there is no opponent selector shown.

Once you are ready to book the court, press the "Book Court" button.

It is at this point that the system tries to book the court for you. You might be racing against other members to book the same court.

# Deleting or Editing a Court Booking

When you own a court booking, you can make changes to that court booking. You do this by bringing up the court booking dialog and making changes. There are two ways to bring up the court booking dialog:

- 1. You can click on the court booking in the "Up Next" section of the player home page.*
- 2. You can navigate to the schedule page that contains the booking and then click on the booking.*

Once you have the court booking dialog open, you can make the necessary changes, such as changing your partner, and then click on the "Book Court" button. Or you can click on the "Delete" link next to the "Book Court" button to delete the booking.

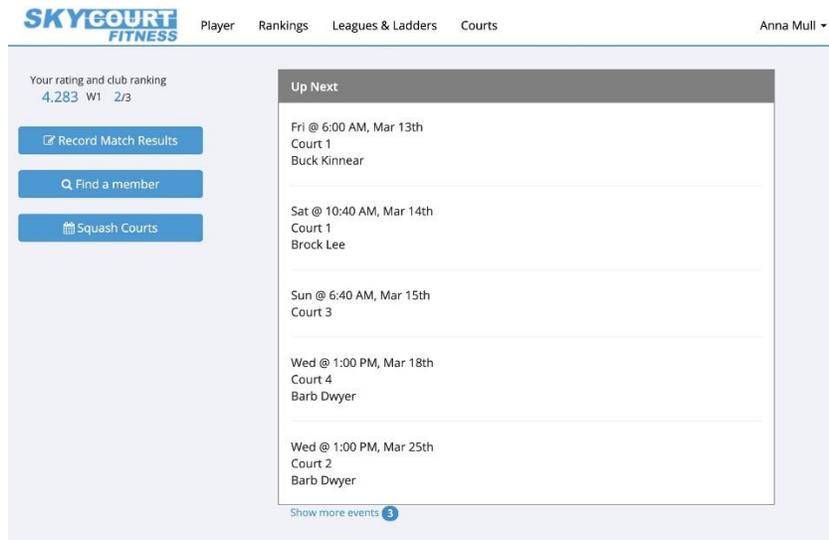
# The Up Next section

When you log into SkyCourt, you end up on the “Home” page or the “Player” page. This shows you the information about what is up next for you. This can include information about leagues you are participating in, or courts that you have booked.

The courts are shown in the “Up Next” section. Here is an example of what that looks like for members who are not part of any leagues. In this case, the Up Next section is expanded and takes up most of the page.

In the next image, Anna is a member of the club and has court bookings, but she is not a member of any of the leagues. So we see that her Up Next section is prominent on the page. It shows her the next 5 court bookings. Each booking shows her the date and time, the court and who she is playing.

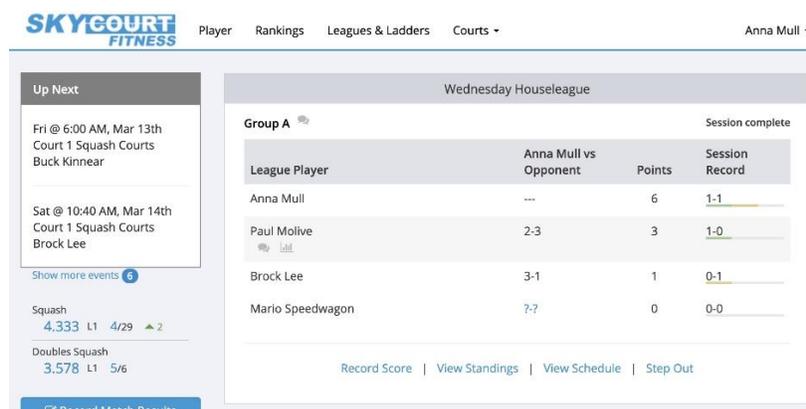
Also, under the Up Next section the system tells her that there are more court bookings that have not been displayed. In this case there are 3 more bookings not shown.



If Anna clicks on the “show more events” link, then all 8 of her court bookings will be shown.

From here, Anna can also click on one of those bookings to take her to the schedule page with that court booking selected. This allows her to make changes immediately to that booking. Or she can dismiss the dialog and see what other times are available that day.

If Anna is part of a league, then the Up Next section is shrunk and displayed in the upper left corner of the page, leaving room for the league information.



The Up Next tile provides the same functionality, except now it only shows 2 bookings rather than 5 and it takes up less space. It can still

be expanded, and each booking can still be clicked on to get the same result.

# Court Booking Emails

When you book a court, SkyCourt will send you an email. This email will contain the details about the court as a reminder and as confirmation that you have booked a court.

## **WHO GETS EMAIL?**

Email is sent to everyone who is mentioned in the court booking. For instance, if you book a regular match and specify an opponent, both you and your opponent will receive email.

If the courts support doubles and you book a doubles match, then all four players will receive email with the booking information.

If your sport pro books a lesson with you, then you will receive an email about the booking.

Most of the leagues will send you email when the schedule has been created. Generally, you will receive a single email with multiple court bookings rather than receiving multiple emails for the same league.

## **CALENDAR ATTACHMENTS**

When a regular court booking email is sent, the email will contain an attachment that is a calendar appointment for the time and location of the court booking. On most systems, you can double click on the attachment and add the appointment to your calendar. If you later delete the booking, you will receive another email about the deleted booking with another appointment attachment. If you double click on this appointment attachment, the appointment will be removed from your calendar.

## **RESPONDING TO THE EMAILS**

When you receive a court booking email from SkyCourt, you can reply directly to the email. This response will be sent back to SkyCourt where it will be routed to the other members involved in the booking.

This is a great way to acknowledge that the booking time works for you and that you will be there to play. Or, alternatively, it is an easy way to let your opponent know that you can't make the court time.

When your opponent receives the email, they can do the same thing. They can reply to the email in their email program and send you a response directly.

## **CAN I TURN OFF THE EMAILS?**

Yes, you can turn off the court booking emails. SkyCourt sends emails for a variety of reasons. You have control over all the different email types.

The control for this is found on your profile page. Click on your name in the upper right corner to reveal the "Profile Menu". On this menu is a choice for your "Profile". Click on that menu option and you will be taken to your profile page.

This page has several tabs on it. There is one tab named "Preferences". The email preferences are located on this tab. Click on

the word "Preferences" to be taken to that tab, then scroll to the bottom of the page. Find the link called "Show Options" and click that to reveal the list of email types. All these options are unchecked by default, meaning that you will receive email for each type of email. If you check any of these options, then you will disable email for that email type.

We do not recommend that you disable email. SkyCourt only sends email that helps facilitate communication between members. However, if you would like to disable certain email types, this is the place to do that.

# Error Messages

There are various error messages that you might see when booking a court. These messages might appear if somebody beats you to booking a court time or when you are trying to book a court that is not allowed based on the settings that your club has configured in the court group's rules.

The types of rules that might be in place include:

- *Back to Back courts.*
  - The club may limit the number of consecutive court times you may book. For instance, the club may not allow you to book court 1 at 9:00 AM and 9:30 AM if the court slot length is 30 minutes.
- *Overlapping courts.*
  - The club may limit the number of courts you can book at the same time. For instance, the club may not allow you to book court 1 and court 2 both at 9:00 AM

All error messages are verbose and should be self-explanatory. If they are not, you can email [support@skycourt.ca](mailto:support@skycourt.ca) to get ask for a better explanation.