

TENNIS COURT ONLINE RESERVATION INSTRUCTIONS

ONLINE POLICIES

Each court reservation is for 1 1/4 hours. You may reserve up to 2 courts per day (online, by phone or in person).

Court times must be reserved at these times (7:00-8:15, 8:15-9:30, 9:30-10:45, 10:45-12:00, 12:00-1:15, 1:15-2:30, 2:30-3:45, 3:45-5:00, 5:00-6:15, 6:15-7:30, 7:30-8:45.

Courts must be canceled 4 hours in advance (\$10 fee, per court time, no exceptions) (fee will be divided among only the persons named in the online reservation).

You may reserve up to 7 days in advance. When making a reservation, the "day" begins at 8:00 AM each morning.

Example: If you go online at 8:00 AM or later on a Monday you may reserve any open court through the next Monday at 9 PM when the club closes

**** Note: There is no advantage to call or stop by before 8:00 AM ****

Example: If you call or stop by for a court reservation before 8:00 AM on a Monday you cannot reserve a court for the following Monday but you may reserve any open court through the next Sunday

To reserve online you must set up your profile (this means get a user name and password)

HOW TO SET UP YOUR PROFILE

To get a user name and password:

1. Log into the website: <https://www.10sportal.com/club/login/ashland-tennis-and-fitness-club/index.html>
2. Select "forgot password" (in blue box)
3. On the "Reset Form," in the "account email box:"
 - . first enter the email address the club has for you,
 - . next, where prompted, enter your first and last name
 - . then, click "reset password"
4. Go to your inbox and open the email from "10sportal" and click on "change password" (Be sure to check your spam/junk mail folder)

Important: You will see your user ID and password. Make a note of both of them. You will need both of them each time you login (If in the past you chose to unsubscribe from our emails you will need to re-subscribe.)

5. Enter the password you selected and click "reset password"
6. Your profile is now set up. Click on "go to login" to reserve a court

MAKING THE ONLINE COURT RESERVATION

1. Log into the website: <https://www.10sportal.com/club/login/ashland-tennis-and-fitness-club/index.html>
2. Click on the "Court sheet" tab (near top of page). Notice that court reservations (courts 1-4) and one column for the "ball machine" are on the left; and on the right are swim lane reservations
3. Put in the date you want to reserve by clicking into the date field (the date field is a small box and, until you

change it, shows today's date. It's near the top center of the screen just above where today's date appears in bold

4. Click on any open time on the court you want to play on. That will automatically bring up the "Advanced Scheduler" page:

from drop down menu, enter "match type"

verify start time and end time

enter names of other playing with you (optional) if you want to use the ball machine, under "what else do you need," select "ball machine" (**Note:** select court 1 or 2 if available). click "submit"

5. Verify all of the information is correct (in the grey box). Click "submit"

Note: If you reserved the ball machine you will notice there are 2 grey boxes, 1 in the column on the court you reserved and 1 in the ball machine column

6. You are now done unless you want to reserve another court. You will receive an email reservation confirmation. (Check spam/junk mail)
7. To reserve another court, repeat process to reserve another court beginning with #3 above. You will receive an email reservation confirmation (check spam/junk mail)

TO CANCEL/DELETE A RESERVATION:

click on the grey reservation box you want to delete on reservation window that opens, click red "delete" button you are now back on the court sheet. Verify the reservation has been deleted

TO CHANGE A RESERVATION: You must first delete it

If you need help, please call the club 541-482-4073 or stop by. The front desk staff desk will be able to help you. If you still need help, please email Valerie at billing.atfc@mind.net.