SPRING MEMBER COMMUNICATION - YOURCOURTS

Logging onto YourCourts

* All existing accounts and passwords will still be valid. Some members may remember their old PW and can go ahead and start using the system, some may have forgotten and need a “Forgot Password Option” and new members will need to create an account. We will explain how to do each.
* **For anyone who might NOT remember their password,** you can go to the YourCourts login screen and use the "Forgot Password" option. Here is the direct link for that choice: <https://www.yourcourts.com/yourcourts/security/forgotPassword>
* If you are **new to the club**, please email Whitney Cheever, the Membership Secretary for DTC: whitney.cheever@gmail.com and she will get you up and going. If you have **questions about YourCourts**,please email Barbara Emery: btemery3@gmail.com
* All members in a family membership can have a username and log in credentials on the system.
* Members can also search YourCourts online for more information - there's a link within the site from the member home page, or you can reference it directly at [YourCourts Support Center](https://www.yourcourts.com/supportcenter/member/index.html).
* You can navigate to yourcourts.com on your phone with the same password as above. There is NOT an app to download. If you want to add an icon on your phone, go here:

<https://www.yourcourts.com/supportcenter/common/getting_started.html#phone_home_screen>

Finding other members on YourCourts for a game:

* New for this season, we are enabling the YourCourts ‘**member directory**’. Members can control their profile (turn on and off having their email / cell phone visible to other members). In this case, a member can view your profile and take the email address off the platform and email the other member to set up a game.
* We have also turned on the “**Find A Match**” setting on YourCourts. Within each member’s profile on YourCourts, you can turn on that you are open to “allowing invitations to come to you”. Any member can run a search to find matches within this group of people who have selected the option to receive invitations. It is OPTIONAL to set different parameters within your profile (gender preference, tennis level, days of the week)

More details about the YourCourts system:

* Unlike last summer, all four courts AND the pickleball court can and should be reserved on the platform. Courts can be booked one week in advance at 9PM the night prior (if you are hoping to book on a friday / you can reserve anytime after 9PM on Thursday the week prior).We will also be using the YourCourts system as a way to track guest usage for billing and tracking so it is necessary for members to use the system
* Walk-ons are permitted if the courts are available but reserved courts will have priority. If you walk on with a guest (tennis OR pickleball), please report it to Sam Griesmer, the DTC Treasurer by emailing him the names and numbers of guests: samgriesmer@yahoo.com
* When a member goes to sign up for either a tennis or pickleball court - they can choose singles or doubles and then will be prompted to add in the other members and / or guests they will be playing with.
	+ **Member names** will be recognized and self populate once you start typing in the name under Additional People
	+ if you **know the exact guest name** -- you type it in under Additional People (non user).
	+ If you are bringing a family guest (each membership gets 6 free family guest passes): Type in the words "Family Guest One” under Additional People on the left side (exactly where you would another member). If you are bringing more than one family guest (you can also use Family Guest Two and Family Guest Three) as placeholders for your family guests.
* If the names in your group change in the days prior to the court time, then the member will have up until their court time to make the change. After their court time, if the correct names have not been added, then the member should email Whitney Cheever, DTC Membership Chair, and she will make the adjustment: whitney.cheever@gmail.com
* On a weekly basis, the DTC Board will run a Guest Reservation Report from the Your Courts system. The Guest Reservation Report will provide the information needed to support a ***weekly check-in*** email and the ***monthly billing*** for guest fees.
* WEEKLY- A simple email will be sent to each member who has brought a guest to track that week’s guest usage while it is fresh in their memory. If the member wants to change something, they can adjust it before the billing period by replying to the email that goes out. Perhaps it rained OR a guest canceled and a member jumped into the spot or vice versa. The record can be amended at this point. If there is no response to this email, the assumption will be made that the guest report is correct as stated.
* MONTHLY - The DTC Treasurer will email a bill for total guest usage that month - and at that point, a reference will be made to how many of the 10 total guest allowances the member has left.

Restrictions on the YourCourts system:

* Prime Time - ONLY ONE GUEST IS ALLOWED
* Non Prime Time - A MEMBER CAN BRING UP TO 3 GUESTS
* You can book a court for the following increments of time:
	+ 30 min, 60 min, 90 min, 120 min
* The YourCourts system, as per the DTC rules, will only allow you to book one court per time session
* If you need to cancel a court, we ask that you do so 24 hours in advance as a courtesy to other members