

## SALISBURY TENNIS CLUB

### CLUBSPARK COURT BOOKING SYSTEM GUIDANCE NOTE AND FAQ

REV 01 19 MAY 2020

To Members of STC.....



This note is intended to provide some further guidance when you use the Clubspark Court Booking system, whether via the Club Website or using the Clubspark Booker App. Enjoy your tennis !!!



There have been one or two teething issues not surprisingly. But generally, we are finding the web-based booking and the app is working for court bookings by Members.



**BUT DO NOTE THAT THERE A FEW THINGS WE ALL NEED TO TAKE CARE OF IN ORDER TO USE THE BOOKING SYSTEM SMOOTHLY**



Apart from the distancing and hygiene provisions advised already, it is important to note that **YOU MUST BOOK A COURT IN ORDER TO PLAY**. Courts 1 and 3 are in use. The Club has activated the ClubSpark Court Booking System which can be accessed in two ways :

- a. **Go to the STC Website**, click on 'sign-in' and then enter your ClubSpark username and password. click on the "Booking a Court" Tab; you will then see the booking schedules where you can book a one-hour slot. It is important you enter the correct ClubSpark access information, if you have problems or get Access Denied after selecting the booking tab, see the section at the end of this document. This is by far the most common problem members are having.
- b. **Download the ClubSpark Booker App** from AppStore, then sign in using the same details you use to login into ClubSpark (again, this is critical) - and then find Salisbury Tennis Club in the list of Clubs and book a court using the schedule. This may take a little time to appear depending on the load on the ClubSpark system. Try again after a few hours if not immediately successful.
- c. **If you have not registered an account with ClubSpark**, then this is the perfect moment to allocate some time to do this. But take care here. If you have already filled out membership for yourself and or your family, you will be registered. Don't register again, if you can't remember how you logged in

contact the club secretary or Peter Mole ([p.j.mole@ntlworld.com](mailto:p.j.mole@ntlworld.com)) and we can help you identify your login. If you are part of a family or partners group, you may still need to register to gain access to the booking in your own right. This available to all those over 13, juniors must ask a parent to book for them. If you need to register it is important that your registration is linked to your Salisbury membership, to do this drop the Secretary or Peter Mole an e-mail and we will invite you to register by sending you a link you can click and follow the simple registration process.

d. **You can only book one hour at a time.** Given the reduced court availability, the need for singles not doubles and the anticipated pent-up enthusiasm to hit a ball, it is only fair that we operate a one hour policy at this stage. Please do not block book multiple sessions. In your booking confirmation email, you will be advised of the GATE CODE. **NOTE** that the new gate code for 2020 will be implemented as of **start of the day Wednesday 27 May**.

e. As the system is currently set up, **bookings can only be made 7 days in advance.**

f. **Only a registered member can book courts or use the app.**

g. **It is critical for you to use the login details to Clubspark that you have set up for your Membership of the Club.** If you have a partner or family Membership, there is usually a LEAD Person for the Clubspark registration. **You should use the login details for this Lead Person.** If you would like a separate family member login, please set up a Clubspark account and then contact Peter Mole or Tristram Owen to get advice how to link this to you main Clubspark registration.

h. **The Coaches are offering one to one coaching** in accordance with the LTA guidelines and these will be allocated using the booking system. Please contact Tom Dyball to arrange this, and then agree with Tom or Paul whether you book the Court or you prefer to leave it to them.



### LOGIN TIPS

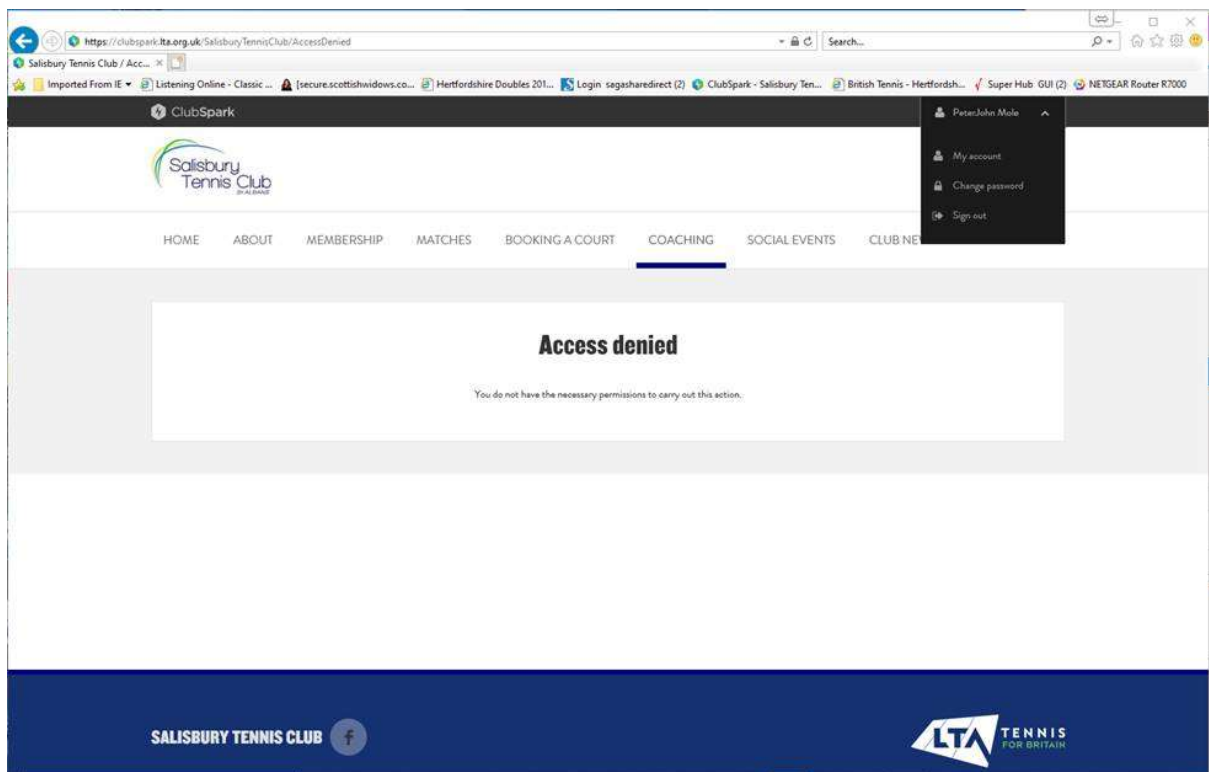
For a login to be linked to a registered member it must be the one used to set up the current membership. We can tell members which login was used to set up their membership (LTA, Clubspark or other) if they don't remember. You will have to go back to Clubspark, LTA etc if you have forgotten their usernames or passwords.



### FREQUENTLY ASKED QUESTIONS

**Question : I've tried via the club and once I've given my log in details the system says Access Denied. All correct but I still cannot get through to book a court.**

We are getting a few problems like this. Your screen will look something like the screenshot below if we understand your situation correctly.



If you click on your name at the top right hand corner and it does not have the words 'My Profile' or a 'change the user message' in the drop down box, then you are in the wrong account or your payment has not cleared the manual bit of the club's membership process. This usually takes 1 day, but we need to check payment before setting the box to say your membership is valid, we ask your patience.

A quick explanation, it is easy to create many unlinked accounts on the ClubSpark system. You can login with your e-mail, via LTA, or via an LTA account and it will get you into a valid ClubSpark account but not necessarily one linked to Salisbury tennis club. You need to be linked to Salisbury

From the club system we can see the account which is linked and that it is valid and tell you. When you sign in you will be shown a screen like:

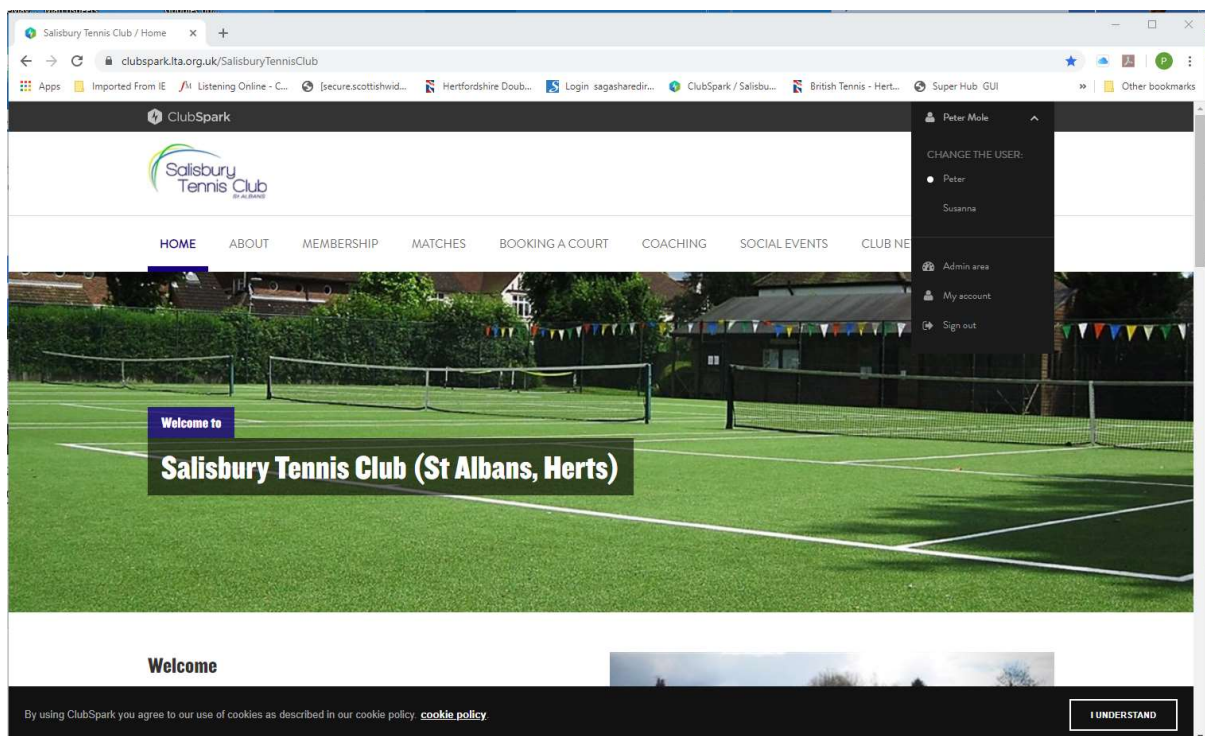
A screenshot of the ClubSpark sign-in page. The heading is 'Sign in to book a court or manage your upcoming bookings'. Below the heading is a link: 'Haven't created an account? Click here'. The page is divided into two main sections. The left section is titled 'Sign in with email...' and contains two input fields for 'Email address' and 'Password', a checkbox for 'Remember me?', and a link for 'Forgotten your password?'. A blue 'Sign in' button is at the bottom of this section. The right section is titled 'If you registered with your LTA or social account...' and features four large, colorful buttons for social login: 'LTA' (blue), 'Facebook' (blue), 'Google' (orange), and 'Microsoft' (purple).

By dropping the Secretary or Peter Mole (p.j.mole@ntlworld.com) an e-mail, we will be able to tell you if you logged in using a ClubSpark password or using one of the social media logins – eg the LTA login. If it is the ClubSpark login, we will be able to tell you the e-mail address you used which should be entered in the box on the left, add your password and click sign-in. If you used a social media login, click the appropriate box and it will guide you through the login process.

**Question. My partner and I have a joint membership, they can book a court, but I can't.**

This happens because you do not have a ClubSpark account which is linked to Salisbury Tennis club. The best solution is for you to ask the Secretary or Peter Mole (p.j.mole@ntlworld.com) via e-mail and we will invite you to register by sending you a link you can click and follow the simple registration process. Once you have a valid account you will be able to login to either the website or app and book a court in your name.

Alternatively, you can login as your partner. If you then click on their name at the top right of the screen you will see something like:



The white dot (next to Peter in this example) shows the registered partner, but by clicking on the other name you can switch partner and book a court in your name.

The same process can be used by families, but children must be over 13 to be able to book in their own name, so it is not worth setting up their own account.

If you are having any problems, please contact the Club Secretary or Peter Mole ([p.j.mole@ntlworld.com](mailto:p.j.mole@ntlworld.com))