

HOW TO MAKE A COURT REQUEST WITH CHELSEA

You may make a request for court reservations up to 14 days in advance. You will receive an Email confirmation 5 days in advance informing you of your actual court time if you have entered your email address in your profile. You can confirm your booked time at the **MAIN>Welcome** tab.

Initial Login

- **Go to our tennis website at SterlingOaksTennis.com and click on the yellow tennis ball.**
- Enter your Chelsea member number (not your club member number)
- Click on **LOGIN TENNIS**
- Enter your password. If this is your first log in, your initial password is 1234. Please reset your password by going to **Profile>My Profile** and typing in a new one.
- Go to **Profile**
- Click on **My Profile** and fill out information. If there is no email address listed you will not receive a confirmation email with your court reservations.
- Click on **SAVE CHANGES**

Making a New Request

- Click on **REQUEST**, and drop down to **ADD A REQUEST**.
- Select the **Play Date** at the right of the screen.
- Select the **Requested Time**. Put in your requested, then earliest and latest times you would like to play.
- Enter the number of courts desired at this time (1 or 2).
- Click on the **PLAYER INFO** tab to put players on the court. A new screen appears. You are always the first player, the captain of the court, so click on the Magnifying Glass to search a player's last name. Enter the first few letters, then click on **SEARCH**. A list of players will come up. **Check the Box** next to the player's name. It will automatically fill in the name and member number.
- Repeat for player's three and four.
- Check **Add Members to Buddy List** if desired.
- When you have all players, click on **SUBMIT**. A new screen with your confirmation number will appear.
- Check **Repeat Request** box if this is a recurring game. Change the play date for the desired day.

Changing a Request

To change the time, date or players go to **REQUEST>Edit Request**. All of your requests will appear. Click the confirmation number to select the request. The **Court Time Info** screen appears, and you can change date or time here. To change players, click on the **PLAYER INFO** tab. Make sure you click on the **SUBMIT** button to save your changes. A confirmation screen will appear.

To delete a request go to **Request>Delete A Request** and follow directions on the screen.

Buddy List

Adding members to your Buddy List will save you from searching for them each time you make a request. On the bottom of the **PLAYER INFO** screen, check the box **Add To Buddy List** to add the players on that request to your list. You can check who's on your Buddy List under the **PROFILE>Buddy List** tab on the right side of your screen.

To Start Over or Check That Your Reservation Went Through

If you make a mistake on a reservation and you want to start over, go to **MAIN tab>Welcome** on the left of your screen. This page shows your pending requests on the left and your upcoming court bookings on the right. Start over with a new request if you don't see yours listed.

To Review Your Information

You may review your schedule, review your request, review your standby status, or review your history by going to the **Review Your Information** tab.

CHELSEA LANGUAGE

REQUEST - A request for court time and not an actual reservation (booking). Request may be made up to 14 days in advance of play, but they are not processed until 5 days before the day you requested to play. There is no advantage to early request other than convenience. Chelsea allocates courts on average points of the group's players.

BOOKING-A booking is an actual court reservation that your group receives once the system has processed all of the court requests.

PROCESSING (also call Placement)- Chelsea processes requests five days before play. Processing is done each day. Once processed, you have an actual booking confirmation.

STANDBY LIST- If you did not get a court within your requested time parameter, your group will be placed on a standby list. The wider and more flexible your time parameter, (ex: play as early as 8AM and as late as 11AM) the more you will play.

E-MAIL- Once the system processes all of the requests for courts 5 days prior to date requested, you will receive an E-mail indicating the status of your request. The system will also send you Emails when add/edit/delete a request or booking.

Note: Emails will be coming from SterlingOaks@ChelseaReservations.Net

Chelsea Confirmation Schedule

You'll receive an email (if you've included it in your profile) on:

Monday for Friday

Tuesday for Saturday

Wednesday for Sunday

Thursday for Monday

Friday for Tuesday

Saturday for Wednesday

Sunday for Thursday

You can check your schedule by going to **MAIN>Welcome**

Questions? Call 239-566-1800

