MEMBERS' GUIDE

A user guide for Smart Cloud & Online Booking

Smart Cloud

Ho

Smart Club Cloud

Username

Password

Forgot password ? | Create an account

SUNDAY'S WELL BOATING & TENNIS CLUB

Table of Contents

SECTION 1: SMART CLOUD ACCCOUNT

How do I login to Smart Cloud?

1. Go to the link http://www.sundayswelltennis.ie/
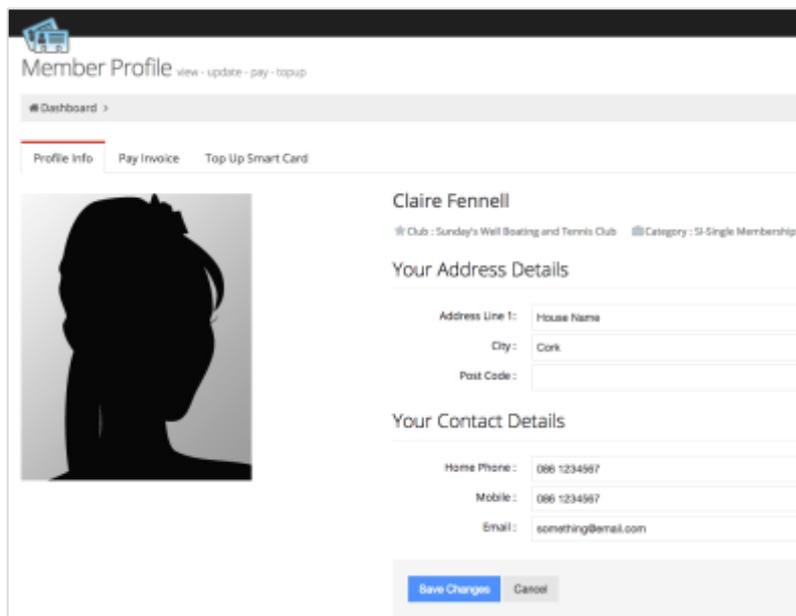
2. Click the **Smart Cloud** link.

3. A page will appear and you will be asked for your username and password. **Type the username and password** you were emailed by the club.

4. Click **Login.**

5. Once logged there is a link for online booking. Click the link and you will be brought to a profile page such as the below.

How do I top up my smart card?

1. Once logged into the smart cloud system, you will see a profile page with your details. At the top of the screen there is a menu like the below.

2. Before proceeding it is **very important to understand that the money on your account is divided into two balances** or purses:
   a. **Balance 1 - The Smart Card Balance:** You must have this topped up in order to pay for items in the club such as drinks in the bar or lights.
   b. **Balance 2 - The Bookings Balance:** You must have this topped up in order to be able to book a court online.

   If you wish to top up the first balance (which allows you pay for lights and items in the bar) then Click the **Top Up Smart Card** option. (If you wish top up the bookings balance then skip to step 6 below.

3. **Type the amount** that you would like to top up your card by in the box that says **Amount to top up by**:
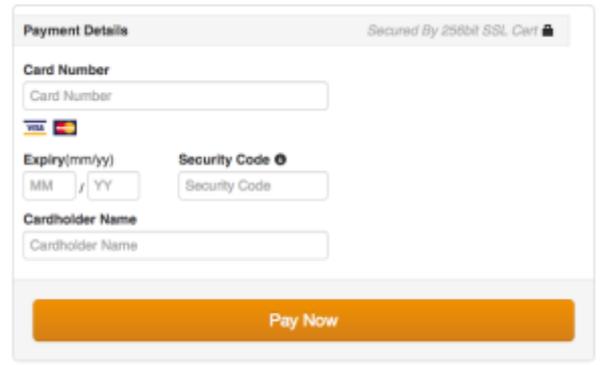

4. Tick the two boxes at the bottom of the screen (by clicking on them) and click **Process Top Up**.

5. Enter your card details (you can use either credit/debit cards) in the page that appears and click **Pay Now.** You should then get confirmation that payment has been made.

6. If you wish to top up the second balance (which allows you pay for court bookings) then click the **Bookings** option.

7. In the dropdown menu **select the amount you would like to Top up the bookings by** and **Tick the two boxes** underneath (by clicking on them).
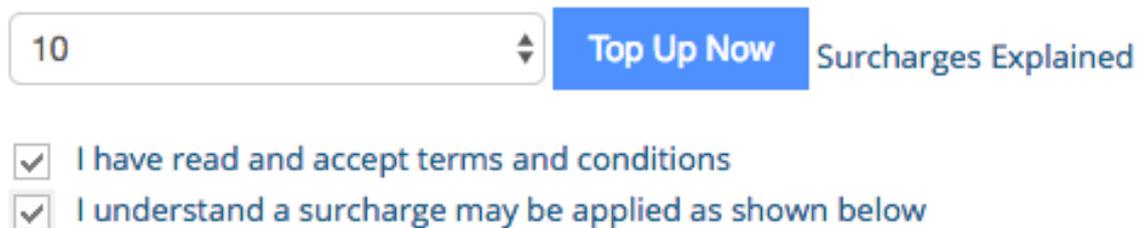
8. Click **Top Up Now.**

9. Enter your card details (you can use either credit/debit cards) in the page that appears and click **Pay Now.** You should then get confirmation that payment has been made.
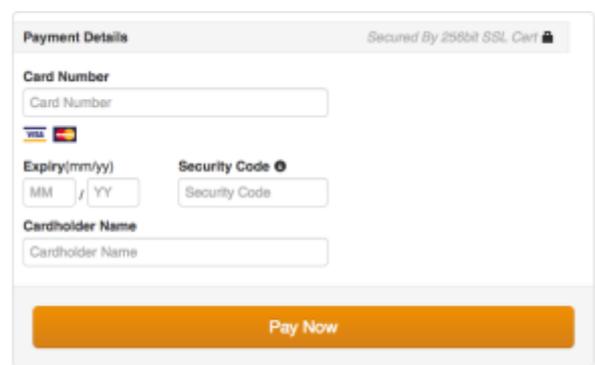
How do I update my personal details (example address/phone number)?

1. Once logged into the smart cloud system, you will see a profile page with you details such as address phone number etc. Change the relevant details and click **Save Changes** at the bottom of the screen.
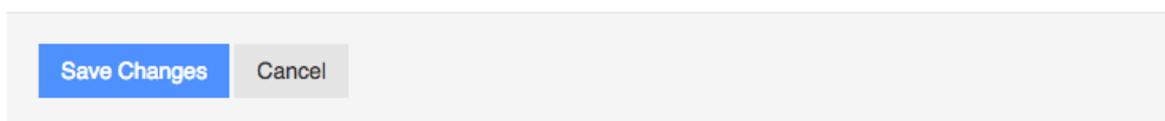
How do I change my password?

1. Once logged into the smart cloud system, you will see a profile page with you details such as address phone number etc. At the bottom of the screen click the blue Change Password ink.
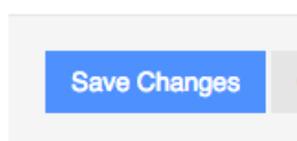
2. Once clicked three boxes appear. **Enter the current password** in the first box and then **enter the new password** that you are changing to, into the second and third box.

3. Finally, click the **change password** button.

SECTION 2: ONLINE COURT BOOKING

What are the new booking rules for Tennis?

- All members (Junior and Senior) will be able to book up to a maximum of 6 days in advance and up to a minimum of 15 mins before the time of play. (e.g.: a 6pm court Wednesday can be booked from 6pm the Thursday before up until 5:45pm Wednesday of play).

- Members must make bookings using their own username.

- Members can only be involved with one booking per day.

- Members must cancel their court a minimum of 24 hours prior to play in order for the booking fee to be refunded.

- In cases where the courts are unplayable (e.g. due to bad weather) the responsibility for rebooking the court will now lie with the member. (i.e.: the club will no longer roll the courts forward from one week to the next).

- One player from each booking will be required to check in at the clubhouse within 15 mins before/after start of play.

- Junior members will not be able to book courts after 6pm

- Members are not required to name other players on the system when booking but are encouraged to do so as this brings advantages (such as email confirmation). Except in the case of playing with a juniors, - if playing with a junior then the opponent name should be left blank.

- Special bookings for events such as Maher Cup/Winter League etc. should be done by contacting the office.

- As always players must declare guests and ensure they are signed in at the bar.

What are the new booking rules for Squash?

- All members will be able to book up to a maximum of 10 days in advance and up to a minimum of 15 mins before the time of play.

- Members must make bookings using their own username.

- Members can only be involved with one booking per day.

- One player from each booking will be required to check in at the clubhouse within 15mins before/after start of play.

- Members are not required to name other players on the system when booking but are encouraged to do so as this brings advantages (such as email confirmation). Except in the case of playing with a juniors, - if playing with a junior then the opponent name should be left blank.

- As always players must declare guests and ensure they are signed in at the bar.
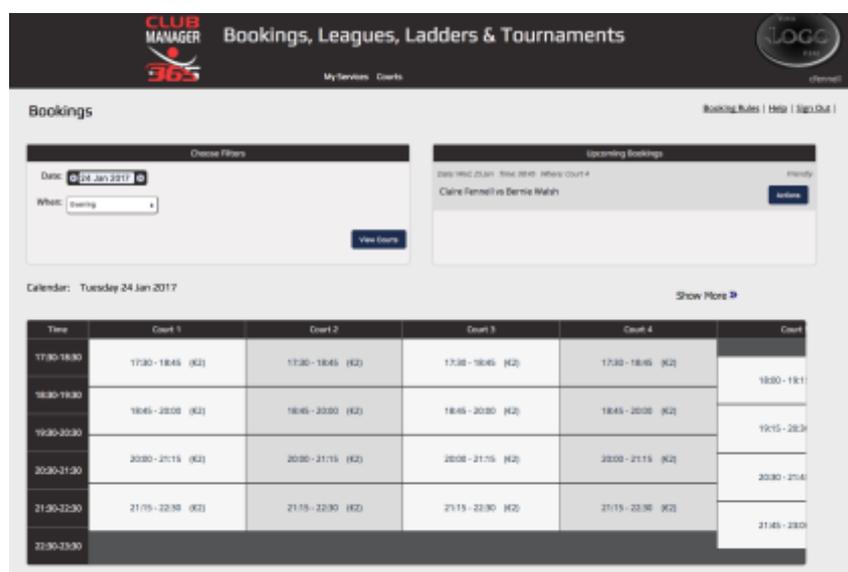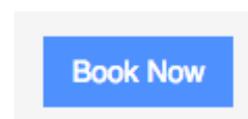
How do I book a court?

1. Once you have logged into Smart Cloud, select the Bookings option

Once in the Bookings option you will see a page that looks something like the below:
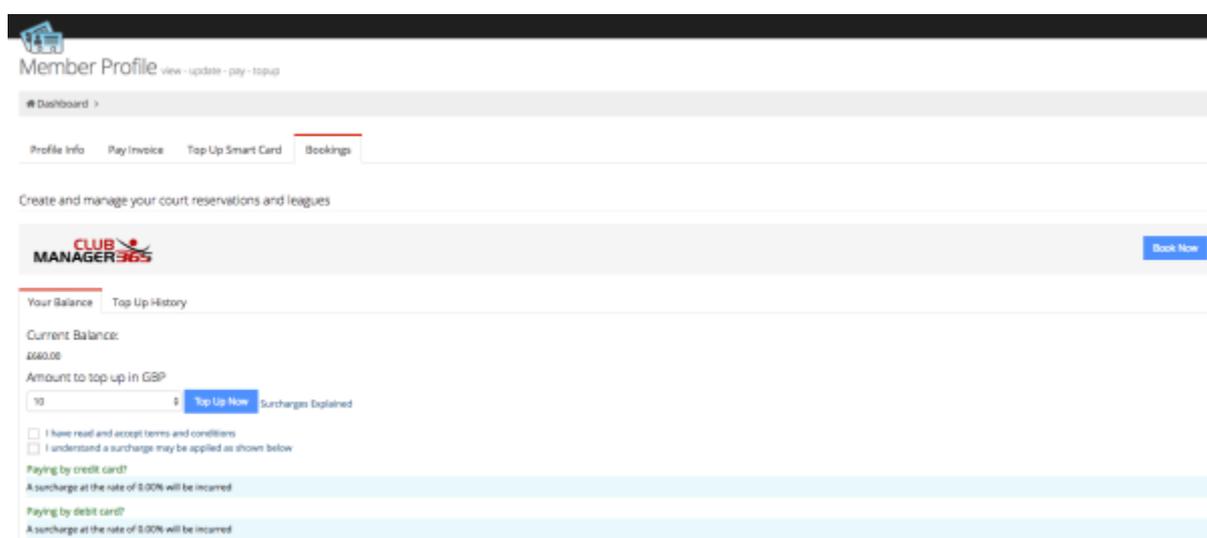
2. Click the **Book Now** button and you will be brought to the **booking screen** below.

3. **Select the date** that you would like to book. There are two ways to do this

    a. Click the **arrows the to the left/right of the date,** this will move through the dates a day at a time as you do this the day above the calendar changes.

    OR

    b. **Click inside in the date box** and light blue menu appears showing the upcoming days. Select the day you want to book for.

Today
Tomorrow
Friday
Saturday
Sunday
Monday
Tuesday
Wednesday
Select Date ▸
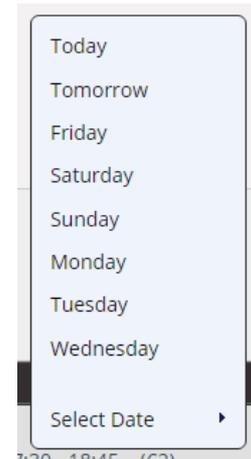
4. Click on the **"When" box** and a dropdown giving you the choice of Morning, Afternoon or Evening. Note: it defaults to the evening.

When: | Evening | ▲▼

Calendar: Tuesday 31 Jan 2017

When: Morning ▲▼
✓ All ✗ None ⊗
☑ Morning
☐ Afternoon
☐ Evening
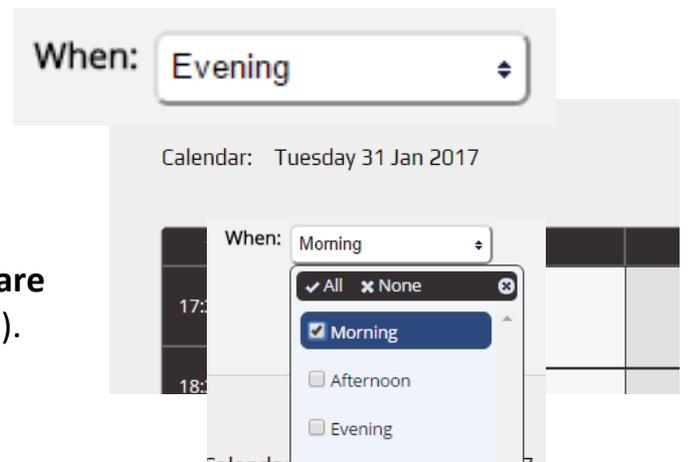
5. **Tick the period of the day that you are looking to book for** (by clicking on it). Example, below morning has been selected.

6. Click the **View Courts** button.

View Courts

7. The Calendar should now be showing the date and period that you are going to book for (example: the calendar is showing the morning of 31st January).

Calendar: Tuesday 31 Jan 2017

8. **Click the box for the court and time slot that you would like to book**. (Once selected the time slot appears navy and a small booking window appears per below).
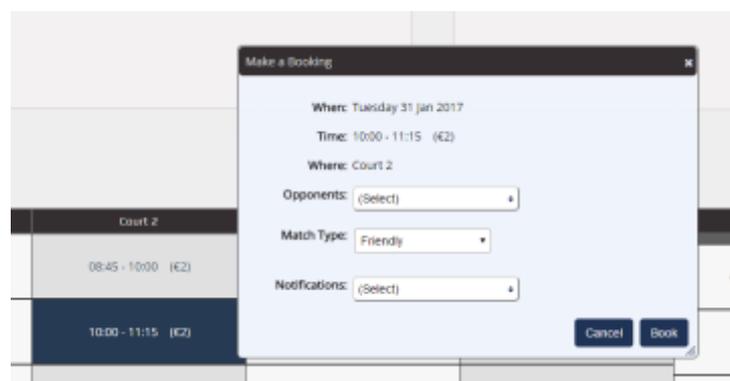
9. In the booking window **double check that the court and time details are correct** and fill in the following details by selecting them from the respective dropdown menus (all three of the below are optional).
   - **Opponent:** You do not have to name who you are playing but you are encouraged to do so (as they will automatically get an email confirming that you have booked the court).
   - **Match Type:** Friendly, ladder match…etc.
   - **Notifications:** Selecting this will send emails to players in your playlist (This is essentially a way of inviting others to play). If you do not want to invite others – leave it as is.

10. Once you have given the relevant details **click the Book button** in the bottom right hand corner.
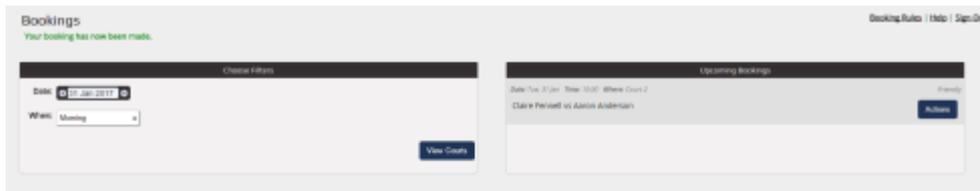

11. **A green confirmation will appear** at the top of the booking screen, you will also receive a confirmation email and the match details will now appear on the calendar and on the right of the screen under upcoming matches.
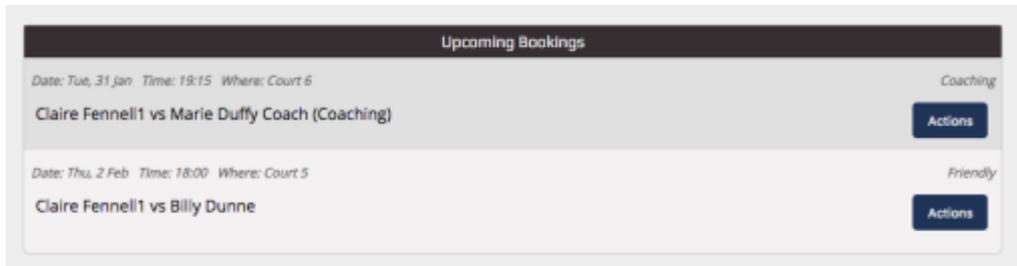
How do I cancel or edit a booking?

1. Login and you will be brought to the **Bookings page**. On the right, there is a section called '**Upcoming bookings'**.


2. Find the match you would like to cancel and click the corresponding **Actions** button.

3. Two buttons will appear Cancel Booking or Edit,
    *   to cancel the booking completely click **Cancel Booking** (note: if you cancel more than 24hrs before your match you will be refunded €2 booking fee.
    *   to change the opponent or the match type click **edit,** change the details and click update.
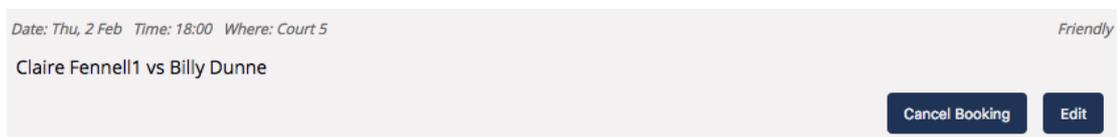
4. You should **receive an email** confirming that the booking has been cancelled/changed.
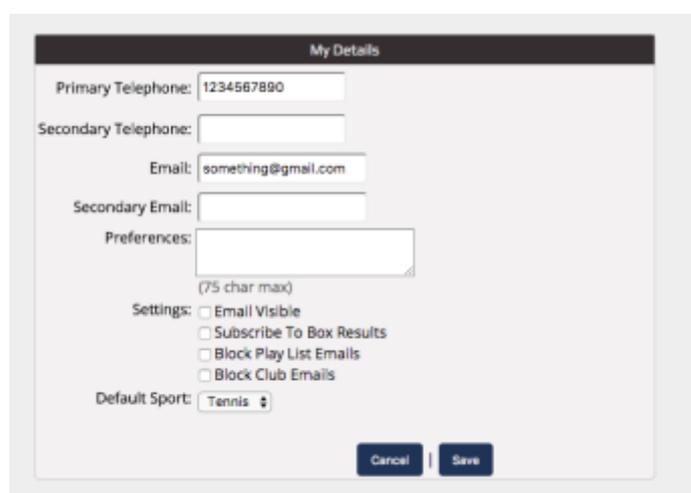
How do I show/hide my email address to other members?

1. Login and Click on the **My Services** button in the menu.

2. Click on **My Details.**
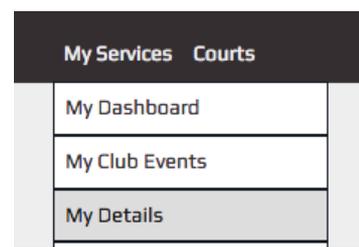
3. You will be shown your details and you preferences. Select **'Edit details'**.

   N.B: If you input personal details into the CM365 system they are visible to all players (email is the only item that can be hidden by choice).

4. Click the **Email Visible box** depending on whether you want to be shown or hidden.
   - If it is ticked your email address will be visible to all members.
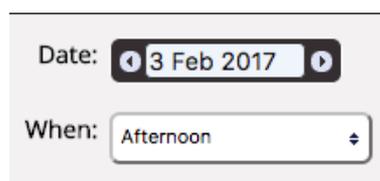   - If it is unticked it will be hidden from all members.

5. Click **save.**

How do I "watch" a court slot?

If a particular time slot is booked out, you can put a "watch" it. This means that you will be **notified by email if an existing slot becomes available** for booking.

1. To place a watch on a court, **go to the bookings** page.

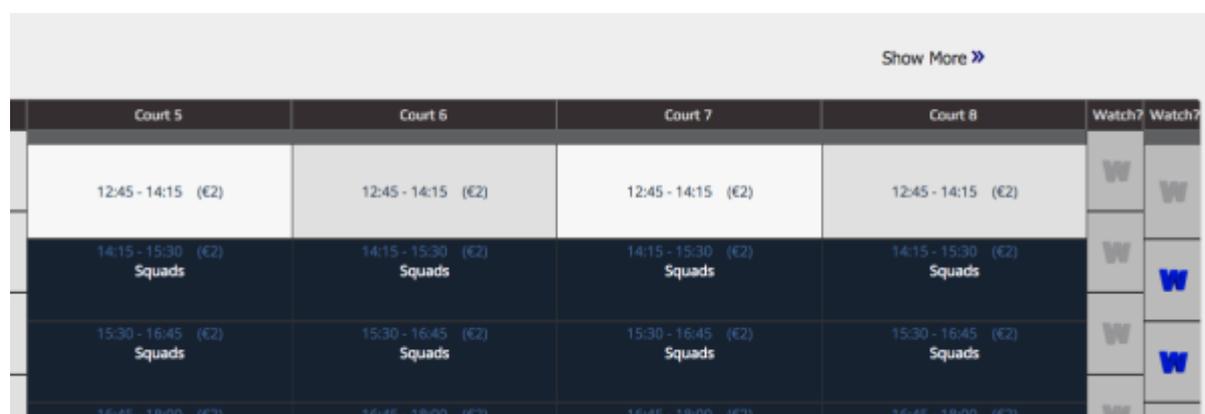2. **Select the date and period** that you are looking to book.

   Date: ◀ 3 Feb 2017 ▶

   When: Afternoon ⬍

3. **Scroll to the extreme right** of the booking calendar (using the **Show More arrow)** until you see two columns of **blue Ws.**
   - The first W corresponds to the times for courts 1-4
   - The second W corresponds to the times for courts 5-8

(In this example, only the W for courts 5-8 is blue/available to be clicked as courts 1-4 are not booked out).

4. To be notified if one of courts 5-8 becomes available between for a particular timeslot (e.g.: 14:15 – 15:30), **click the W corresponding to that time slot** and the below message appears at the top of the page.
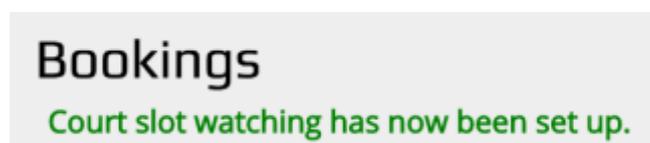
Bookings
Court slot watching has now been set up.

How do I use the Period Calendar?

The period calendar allows you to get an idea of court availability further into the future or for a range of days. In order to use it
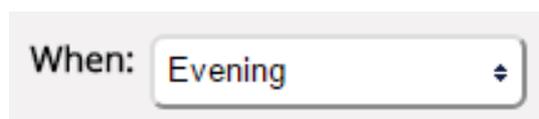
1. **Select the date** that you would like to view. As with the booking calendar, there are two ways to do this

   a. Click the **arrows the to the left/right of the date,** this will move through the dates a day at a time as you do this the day above the calendar changes.
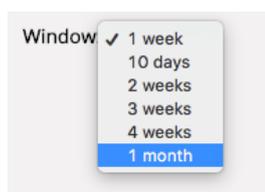
   OR

   b. **Click inside in the date box** and light blue menu appears showing the upcoming days. Select the day you want to book for.
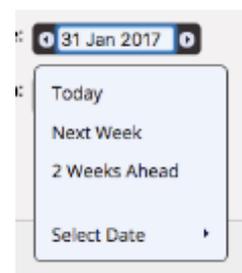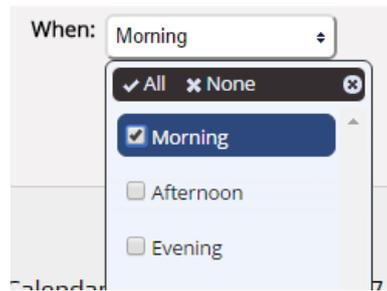
2. Click on the **"When" box** and a dropdown giving you the choice of Morning, Afternoon or Evening.

3. Select the range you would like to view (e.: 1 month, 1 week etc..) from the **Window** dropdown.

4. **Tick the period of the day that you are looking to view** (by clicking on it). Example, below morning has been selected.

5. Click the **View** button and the calendar will refresh showing you how many courts are available (without giving the details).

What is a play list and how do I create one?

Your Play List is a list of up to 20 players that you play regularly. When booking a court on the system you will have the option to notify them that you are "looking for a game". Players on your play list will receive an email (assuming they haven't turned off notifications). To create a play list follow the below steps:

1. Go to the **Courts** option in the menu and click **Play Lists.**
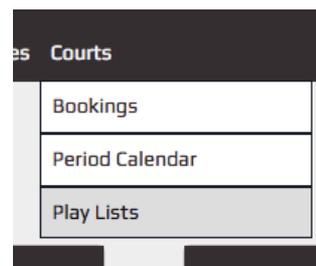
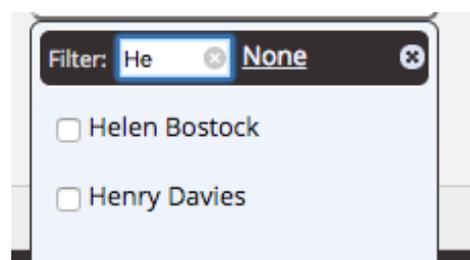2. Click on the **dropdown next to Players**, a list of names will appear.
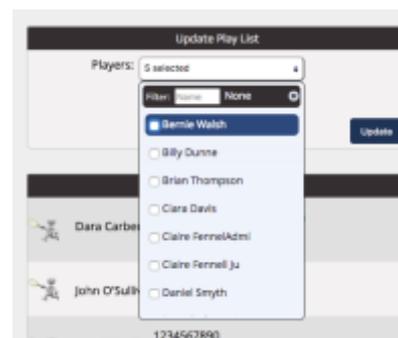
3. **Find the name** of the players that you would like to add to your play list. You can do this in 2 ways

    a. Begin to **type the name** into the smaller textbox and the list will filter accordingly as you type.
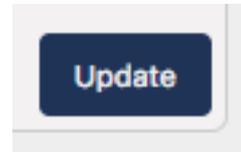
        OR

    b. Simply **scroll through the list**

4. When you find a player you wish to add. **Tick the box next to the name** or conversely, if you wish to remove a player, untick the name.
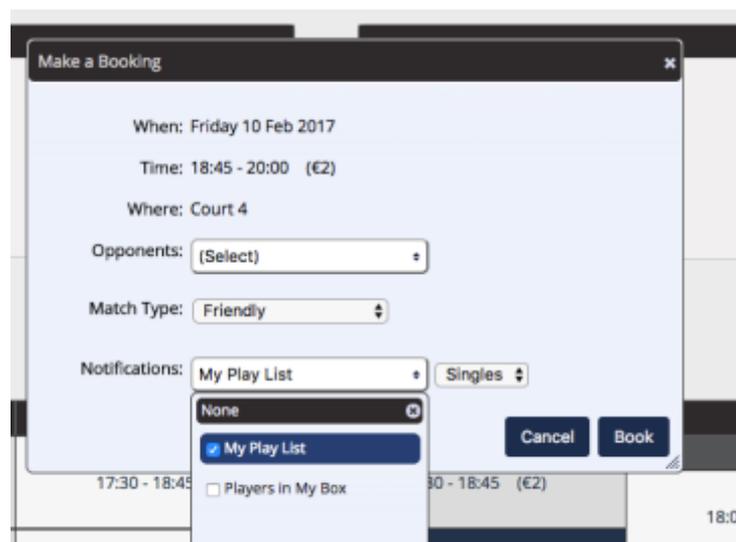
Brian Thompson

5. Once you have selected all the players, click **update.**

Update

How do I send an invite to my play list?

1. Start by going to book a court as normal, follow steps 1-7 of [How do I book a court](#)?

2. When the booking window comes up **do not select an opponent** and click on **Notifications** and select **My Play List** (per below).

3. Click **book.** An email and (a system message like the below) will be sent to anyone who is in your play list.

# How do I respond to a play list invite or check my messages in the system?

1. If you have a new message a **yellow speech bubble will appear under the username/club logo** when you login.

2. Click the **speech bubble** and the message will appear, if it is a play list invite click the green tick to accept/ red cross to reject.
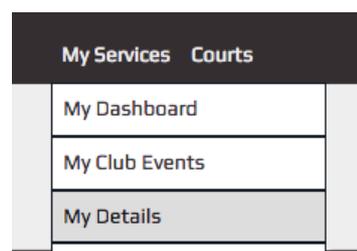

3. You can also see any previous messages by clicking on the '**My Services**' menu option and click '**My Messages**'.
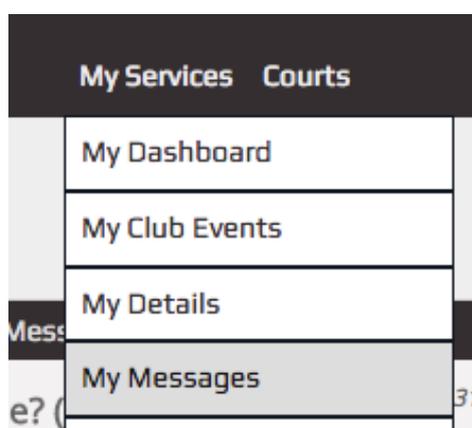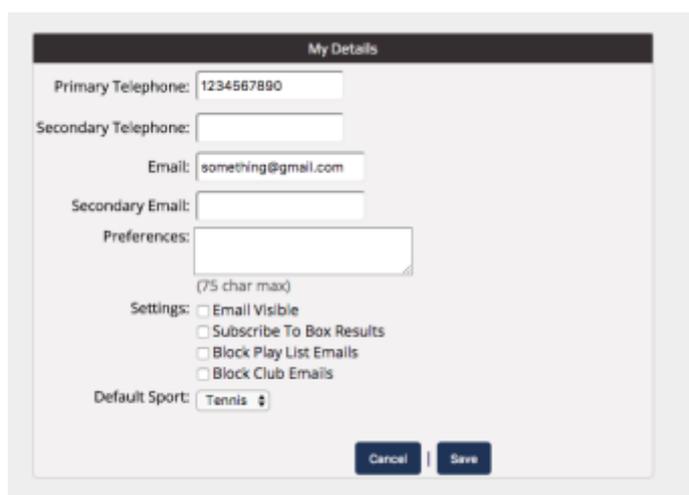
How do I update my email preferences?

1. Login and Click on the **My Services** button in the menu.

2. Click on **My Details.**

3. You will be shown your details and you preferences. If you wish to change them click **'Edit details'**.

   N.B: If you input personal details into the CM365 system they are visible to all players, email address is the only item that can be hidden by choice. If you do not want your phone number visible you should delete it.

4. **Select your preferences** such as:
   - Choose which email notifications you receive.
   - Show/hide your email address from other members.

5. Click **Save**

How do I change sport from tennis to squash and vice versa?

1. Once in the booking screen you can change the sport by selecting the dropdown in the top right hand corner (below tennis is selected).
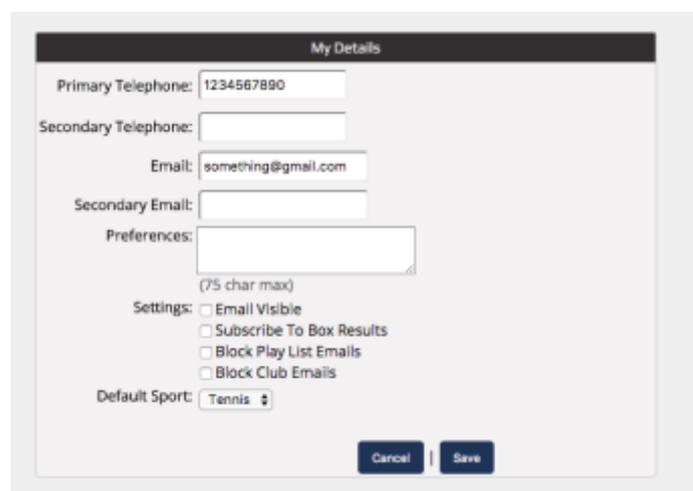

2. If you wish to change the default sport so that you always see Squash when you login . Click on the **My Services** button in the menu.

3. Click on **My Details.** You will be shown your details and you preferences. If you wish to change them click **'Edit details'**.
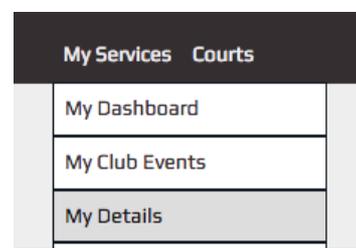
4. At the bottom of this scree is the **default sport**, change this to the sport you wish to see when you login.