



Booking Website FAQ

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How do I find the Penrith Squash Booking website?

Simply go to <https://penrithsquash.azurewebsites.net> on your computer/tablet/ phone.

I have been a member before the 1st March 2018 - how do I register myself to use the booking site?

If you were a member of the Penrith Squash Club at the time the booking site first went live you have been pre-registered and will be able to login with the email address you provided when you joined the club. We provided you with an initial password, which you should change when you login for the first time.

If you did not provide us with an email address when you joined we will create you a mock email in the format of name.surname@penrithsquash.net e.g. joe.bloggs@penrithsquash.net.

I am a new member - how do I register myself to use the booking site?

If you have become a member recently we will add the email address you provided us when you joined (or create a mock email described above), which will then allow you to register yourself for the booking site. Simply complete the registration form at this link: <https://penrithsquash.azurewebsites.net/Account/Register>.

Your password must follow these rules:

1. Be at least 6 characters long
2. Have at least one non letter or digit character
3. Have at least one lowercase letter (a - z)
4. Have at least one uppercase letter (A - Z)

What do I need to log in and out for?

There are a number of things that you must login for and some, which you don't. If you are not logged in you will be able to:

- View the court schedule and who is playing who
- See the description for group activities such as Club Night and Junior Coaching
- See which court time slots are free and which are not

You must be logged if you want you to:

- Book a court
- View your upcoming games
- Cancel a game
- Change your password

It is important to log out when you are done, especially if you are using a device which other people have access to, such as the Booking iPad at the club. Logging out will ensure no one can access your account by mistake or otherwise.

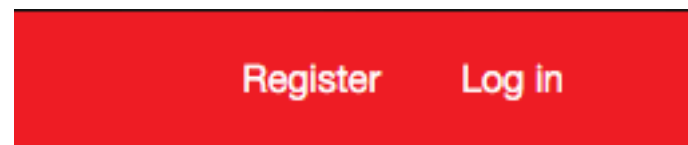
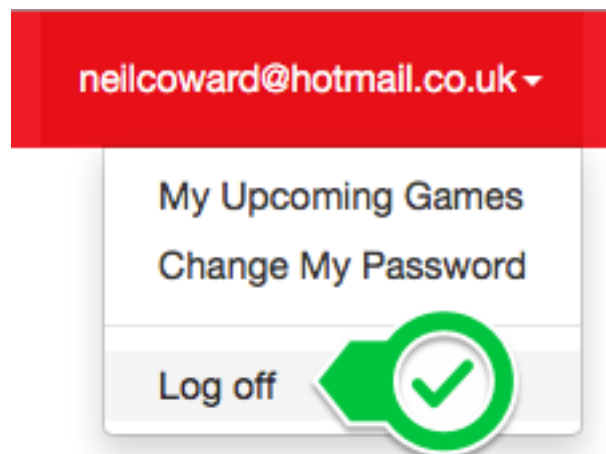
How do I login?

You can login by clicking the Log in link in the top right. This will direct you to the form where you enter your email address and password, then click the Log in button.

If you try to book a court or view your upcoming games whilst not logged in you will be directed to the login. After you have logged in you will be redirected back to where attempted to go before you logged in.

How do I log out?

Simple click on your email address in the top right and select Log off.



Log in.

Use a local account to log in.

Email

Password

Remember me?

[Register as a new user](#)

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How do I change my password?

You can change your password at anytime and you should do so immediately after the club has sent you your initial password.

Once logged in, you simply click your email address in the top right and select Change My Password. On the change password form you must supply your current password, your new password and confirmation of the new password. Clicking the change button will complete the process and take you back to the home page.

Penrith Squash Book a Court Admin

Change Your Password.

Current Password

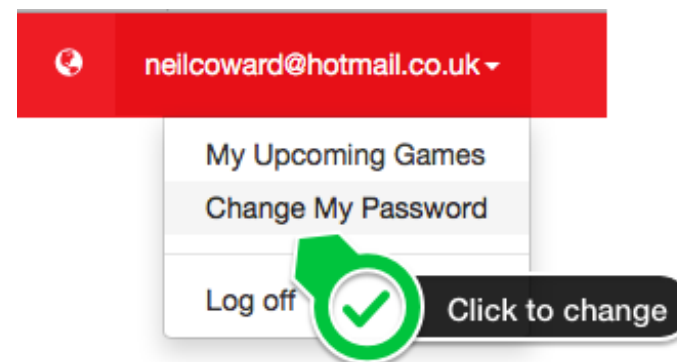
New Password

Confirm New Password

Change

Passwords must:

1. Be at least 6 characters long
2. Have at least one non letter or digit character
3. Have at least one lowercase letter (a - z)
4. Have at least one uppercase letter (A - Z)



How do I view court availability?

When you go to the home page (<https://penrithsquash.azurewebsites.net>) you will be presented with court time slots for the day. Time slots that can be booked will be indicated with a Book link. If you click the 5 Day View button the next 5 days schedule can be viewed.

Clicking a Book link will take you to the booking form or to the login page if you aren't logged in. The below images outline the functionality of the court slot viewing pages.

Penrith Squash Book a Court - Next Day neilcoward@hotmail.co.uk

Sat 10 Mar 2018 Today 5 Day View Key: Past Slot 2 Weeks Ahead (can't be booked)

COURT 1

Previous Day

09:00 - 09:45

09:45 - 10:30

10:30 - 11:15

11:15 - 12:00

12:00 - 12:45 Book

12:45 - 13:30 Book

13:30 - 14:15 Book

14:15 - 15:00 Book Available Slots

15:00 - 15:45 Book

15:45 - 16:30 Book

16:30 - 17:30 Junior Squash Coaching - All 7 -17 year olds welcome for £3

18:00 - 18:45 Book

18:45 - 19:30 NEIL COWARD vs CHRIS LILLEY

19:30 - 20:15 Book Member Booking

20:15 - 21:00 Book

21:00 - 21:45 Book

COURT 2

09:00 - 09:45

09:45 - 10:30

10:30 - 11:15

11:15 - 12:00

12:00 - 12:45 Book Past Slots

12:45 - 13:30 Book

13:30 - 14:15 Book

14:15 - 15:00 Book

15:00 - 15:45 Book

15:45 - 16:30 Book

16:30 - 17:30 Junior Squash Coaching - All 7 -17 year olds welcome for £3

18:00 - 18:45 Book Group Activity

18:45 - 19:30 Book

19:30 - 20:15 Book

20:15 - 21:00 Book

21:00 - 21:45 Book

COURT 3

09:00 - 21:45 Out of Action - unsafe floor

COURT 4

09:00 - 09:45

09:45 - 10:30

10:30 - 11:15

11:15 - 12:00

12:00 - 12:45 Book

12:45 - 13:30 Book

13:30 - 14:15 Book



Previous day



Home - todays view



Next day



Back to today



Sat 10 Mar 2018



Today

5 Day View

Key: Past

1. Click the date

2. Calendar appears

3. Pick date to view

March 2018

Mo	Tu	We	Th	Fr	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



View 5 days ahead

09:00

09:45

10:30

11:15

12:00

12:45

13:30

14:15 - 15:00 Book

15:00 - 15:45 Book

09:00

09:45

10:30

11:15


12:00

12:45

13:30

14:15

15:00

Penrith Squash [Book a Court](#)  [Next 5 days](#) [Register](#) [Log In](#)

< Fri 16 Mar 2018 > Today Key: * Past Slot @ 2 Weeks Ahead (can't be booked)

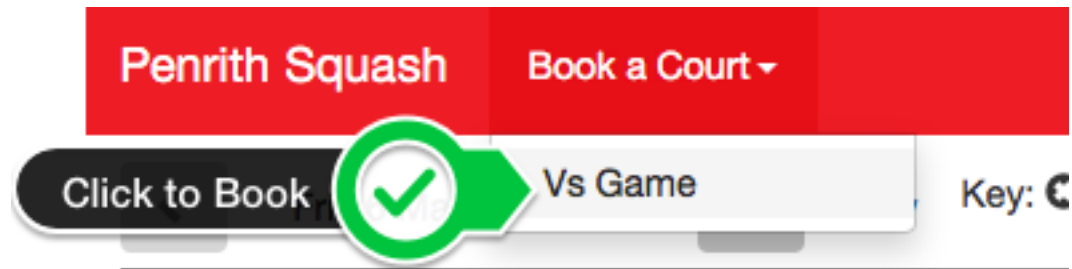
	Fri 16 Mar 18	Sat 17 Mar 18	Sun 18 Mar 18	Mon 19 Mar 18	Tue 20 Mar 18
09:00	* *	- *	Book Book	Book Book	Book Book
09:45	Book Book	- Book Book	Book Book	Book Book	Book Book
10:30	Book Book	- Book Book	Book Book	Book Book	Book Book
11:15	Book Book	- Book Book	Book Book	Book Book	Book Book
12:00	Book Book	- Book Book	Book Book	Book Book	Book Book
12:45	Book Book	- Book Book	Book Book	Book Book	Book Book
13:30	Book Book	- Book Book	Book Book	Book Book	Book Book
14:15	Book Book	- Book Book	Book Book	Book Book	Book Book
15:00	Book Book	- Book Book	Book Book	Book Book	Book Book
15:45	Book Book	- Book Book	Book Book	Book Book	Book Book
16:30	Book Book	- Book Book	Book Book	Book Book	Book Book
17:15	Book Book	- Book Book	Book Book	Book Book	Book Book
18:00	Book Book	- Book Book	Book Book	Book Book	Book Book
18:45	Book Book	- Book Book	Book Book	Book Book	Book Book
19:30	Book Book	- Book Book	Book Book	Book Book	Book Book
20:15	Book Book	- Book Book	Book Book	Book Book	Book Book
21:00	Book Book	- Book Book	Book Book	Book Book	Book Book

Annotations:
 - Green checkmark icon at top left.
 - Blue arrows pointing from the 10:30 slot to date headers.
 - Green arrow pointing from the 15:00 slot to the 'Book a court' button.
 - Orange arrow pointing from the 18:00 slot to the 'Booked slots' button.
 - Question mark icon at 10:30 slot labeled 'Home page for date'.
 - Checkmark icon at 15:00 slot labeled 'Book a court'.
 - Exclamation mark icon at 18:00 slot labeled 'Booked slots'.

How do I book a court?


The easiest way to book a court is click a Book link like those in the above images. Clicking the Book link will take you to the booking form (or the login page if you aren't logged in). This will pre fill the date, time and court. And you only need to select your opponent clicking the Save button to book. If the booking is successful you will be taken to the date you selected where you will be able to see your booking.


The alternative way to get to the court booking form is to click Book a Court and select Vs Game. You will then have to manually select the date, time, court and opponent.





Book a Court


All fields are **required**. A session lasts for **45 minutes**. Bookings can only be made **2 weeks** in advance.

Date  Click for calendar
16 Jan 2018

Time  Select time slot
09:45

Court  Select a court
Court 4

Opponent  Select an opponent
Richard Utting

Save  Click to confirm

If you got here by clicking a Book link you only need select an opponent

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Complete the form and Save as seen in the left image.

Once the booking is made you will be taken to the date of your booking where you will see the game on the schedule in the below image.

Tue 16 Jan 2018 Today 5 Day View Key: Past Slot 2 Weeks Ahead (can't be booked)

COURT 1	COURT 2
09:00 - 09:45 Book	09:00 - 09:45 Book
09:45 - 10:30 Book	09:45 - 10:30 Book
10:30 - 11:15 Book	10:30 - 11:15 Book
11:15 - 12:00 Book	11:15 - 12:00 Book
12:00 - 12:45 Book	12:00 - 12:45 Book
12:45 - 13:30 Book	12:45 - 13:30 Book
13:30 - 14:15 Book	13:30 - 14:15 Book
14:15 - 15:00 Book	14:15 - 15:00 Book
15:00 - 15:45 Book	15:00 - 15:45 Book
15:45 - 16:30 Book	15:45 - 16:30 Book
16:30 - 17:15 Book	16:30 - 17:15 Book
17:15 - 18:00 Book	17:15 - 18:00 Book
18:00 - 18:45 Book	18:00 - 18:45 Book
18:45 - 19:30 Book	18:45 - 19:30 Book
19:30 - 20:15 Book	19:30 - 20:15 Book
20:15 - 21:00 Book	20:15 - 21:00 Book
21:00 - 21:45 Book	21:00 - 21:45 Book

COURT 3	COURT 4
09:00 - 21:45 Out of Action - unsafe floor	09:00 - 09:45 Book
	09:45 - 10:30 NEIL COWARD vs RICHARD UTTING
	10:30 - 11:15 Book
	11:15 - 12:00 Book
	12:00 - 12:45 Book
	12:45 - 13:30 Book

Booking confirmed

Why didn't my booking complete?

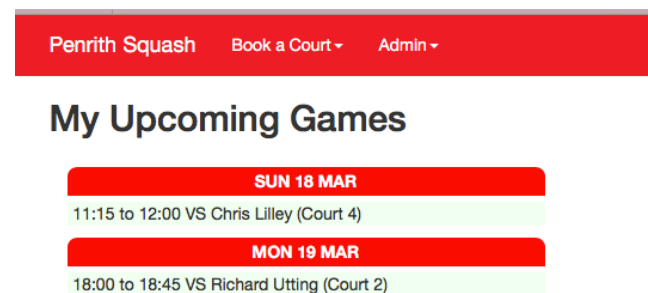
The most likely reasons your booking couldn't be completed are:

1. Someone has already booked the time slot
2. You have another booking at the same time
3. Your opponent has another booking at the same time
4. You are trying to book a slot over 2 weeks in the future
5. You are trying to book a slot in the past

Usually you will get a message stating one of the above reasons for a failed booking. If you get an error not listed above try again and if the problem persists please contact neilcoward@hotmail.co.uk passing on the details of the error.

How do I view my upcoming games?

To view your upcoming games you first need to be logged in. Once logged in you can click your email address in the top right and select My Upcoming Game. You will then be shown all the upcoming games you have.



How do I cancel a game?

You can only cancel a game you are playing in and that has not yet been played. There are two ways you can cancel a game. The first seen in the right image is viewing the day your game is on in the home page and hovering over the game clicking the cancel link that appears.

The second way, shown in the image below, is view your upcoming games (see above image) and hover over the game clicking the cancel link that appears. On a tablet or phone the cancel link will appear when you tap the booking line in either of the two cancel methods outlined above.

Penrith Squash Book a Court Admin

My Upcoming Games

SUN 18 MAR
11:15 to 12:00 VS Chris Lilley (Court 4)
MON 19 MAR
18:00 to 18:45 VS Richard Utting (Court 2) Edit Cancel

Penrith Squash Book a Court Admin

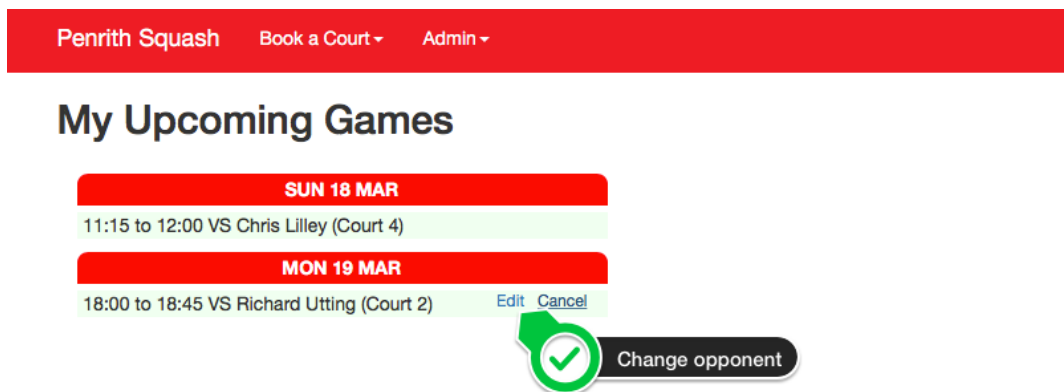
Mon 19 Mar 2018 Today 5 Day View Key: Past Slot 2 Weeks Ahead (can't be booked)

COURT 1	COURT 2
09:00 - 09:45 Book	09:00 - 09:45 Book
09:45 - 10:30 Book	09:45 - 10:30 Book
10:30 - 11:15 Book	10:30 - 11:15 Book
11:15 - 12:00 Book	11:15 - 12:00 Book
12:00 - 12:45 Book	12:00 - 12:45 Book
12:45 - 13:30 Book	12:45 - 13:30 Book
13:30 - 14:15 Book	13:30 - 14:15 Book
14:15 - 15:00 Book	14:15 - 15:00 Book
15:00 - 15:45 Book	15:00 - 15:45 Book
15:45 - 16:30 Book	15:45 - 16:30 Book
16:30 - 17:15 Book	16:30 - 17:15 Book
17:15 - 18:00 Book	17:15 - 18:00 Book
18:00 - 18:45 Book	18:00 - 18:45 NEIL COWARD vs RICHARD UTTING Cancel
18:45 - 19:30 Book	18:45 - 19:30 Book
19:30 - 20:15 Book	19:30 - 20:15 Book
20:15 - 21:00 Book	20:15 - 21:00 Book
21:00 - 21:45 Book	21:00 - 21:45 Book

COURT 3	COURT 4
09:00 - 21:45 Out of Action - unsafe floor	09:00 - 09:45 Book
	09:45 - 10:30 Book
	10:30 - 11:15 Book

How do I change opponent for a game I booked?

You can change an opponent for a yet to be played game you have booked. This will be useful if you booked a court with the Guest option, as you didn't have an opponent confirmed at the time. Simply go to my upcoming games and hover (or click on a tablet) on the game you wish to change the opponent and click the Edit link that appears, seen in the image on the left.




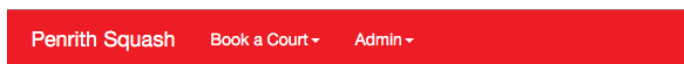
Penrith Squash Book a Court Admin

My Upcoming Games

SUN 18 MAR
11:15 to 12:00 VS Chris Lilley (Court 4)

MON 19 MAR
18:00 to 18:45 VS Richard Utting (Court 2) Edit Cancel

 Change opponent



Penrith Squash Book a Court Admin

Change Opponent


Select a new opponent.


Date
19 Mar 2018

Time
18:00

Court
Court 2

Opponent
Chris Lilley

 1. Change opponent

Save  2. Click to save

Clicking the link will take you to the Change Opponent form where you will be able to select a new opponent and save. Once saved you will be redirected to the home page for the day of the booking where you will see if the change to your opponent. If your new opponent has a game at the same time you will not be able to save the change.