Using Playtomic system for Online Reservations of the Tennis Courts – REGISTER WITH ACORN PONDS

We have transitioned to a new application for the online reservations of the tennis courts. In order to make reservations on our tennis courts, you must be registered by the admin as a member of our community. If you are not registered with the system and you try to make a reservation, the system will say "unknown tenant". In order to register, **please send an email to Leah and Kathie in the office letting them know that you want to use the system and include your name, email and cell phone number.** They will pass the information on to the admin, who will enter you into the system. You can create an ID on the application either before or after you get registered as a member of Acorn Ponds – the order in which this happens does not matter. You need to both create an ID and get registered as a member of Acorn Ponds before booking a court.

General Information:

We are no longer tracking the names of all of the players on the court. You only need to supply the name of the person reserving the court. We are also no longer tracking if you are playing tennis or pickleball on court 1.

You may sign up for a court up to 48 hours (two days) in advance.

You can only have one reservation per day.

You can sign up for ½ hour, for 1 hour or for 1 ½ hours of court time (the maximum time for which you can sign up is 1 ½ hours).

If you decide to not play, please cancel the reservation in the system so that others know that the court will be available.

After your reservation time is complete, the system will send an email asking you to upload the match score. Please ignore this email.

To use the Playtomic system - Using a PC (vs. a phone):

The URL to for the Playtomic website is:

https://playtomic.io/

To go to the Acorn Ponds specific site on Playtomic, use this URL:

https://playtomic.io/acorn-ponds-at-north-hills/99844d8a-dd33-4f2c-abc4-26489ed6ce99

Log into the system. If it is your first time using the system, simply follow the prompts to create a user ID and password. Remember that in order to make a reservation, you must be identified as a member of our community (see the note above). Having your ID registered by the admin can be done either before or after you create your ID.

To Reserve A Court – Using a PC:

Search for "Acorn Ponds at North Hills". Note, if you have already selected this venue, the application should automatically bring you to it.

You'll see that we have 4 courts.

Select a day (today, tomorrow or the day after – you can reserve a court 48 hours in advance). Any time that is still available will be blank. If the courts are not available, the box will be gray. If the time today has already passed, you will see gray and white stripes. Please note that the time is displayed in military time; so, if the time you want is in the afternoon, add 12 to the hour (e.g., 4PM is displayed as 16). If you are using the pull-down calendar, please be aware that the week starts with Monday (it's Monday through Sunday, not Sunday through Saturday).

Point the cursor at the court and time you want to start playing and click.

Select the amount of time you want to reserve the court for (i.e., ½ hour, 1 hour or 1 ½ hours).

Click on Continue.

The system takes you to a new page titled Payment Data. To confirm your reservation, click on "Proceed with the Payment". Note – there is no charge for our courts – you can see on the right side of the screen that the price is $0.

You will get two emails – one indicating that you have a reservation and the other with the fee (which is $0). Ignore the email that indicates that you are charged a fee (we are requesting a change to the system to not generate this email).

To Cancel A Reservation – Using a PC:

There is a link in the reservation email that you can click on to cancel the reservation.

OR

In the system, click on your name or profile, and click on "My bookings".

The system will bring you to a screen with your upcoming bookings.

Click on the booking that you wish to cancel.

The system will bring up another window; at the bottom of this window, you can click on "Cancel Booking".

The system will generate two emails – one telling you that the reservation was cancelled and the other telling you that the payment is refunded.

To access the Playtomic system - Using a phone (vs. a PC):

Go to the App Store (iPhone) or Play Store (Android) on your phone, search for Playtomic and download the Playtomic app. Chose the app that has the Playtomic icon, which is a black background and has a stylized "P" with a swirl in white. The first time you install the app, go into the application and follow the prompts to create an ID. Don't forget that you need to be registered as a member of Acorn Ponds (see the first note above). This can be done either before or after you create your ID in the Playtomic app.

To Reserve A Court – Using a phone:

Search for "Acorn Ponds at North Hills". Note, if you have already selected this venue, the application should automatically bring you to it.

You'll see that we have 4 courts.

Touch "book" on the top of the screen.

Select a day (either today, tomorrow or the day after – you can book a court 48 hours in advance).

Decide what time you want to play. Be aware that time is displayed in miltary time, so if you want to book in the afternoon, add 12 to the hour (e.g., 4.30PM is listed as 16.3).

Scroll down and select which court you want to play on, and how long you want to play for. This is an important step to select which court before you select how long you want to play for. The duration is shown for the first court by default – you need to select a different court if you do not want to play on court 1 (the hard court).

A "check-out" page will appear which displays the date, time range and court that you have selected. If this is good, touch "Continue payment: $0". Note – although it says payment, we do not charge to use our court, so that total amount appropriate says $0.

Then on the Review page, touch on "Pay $0".

You will get two emails – one indicating that you have a reservation and the other with the fee (which is $0). Ignore the email that indicates that you are charged a fee (we are requesting a change to the system to not generate this email).

To Cancel A Reservation – Using the app on a phone:

Touch the circle with the 3 dots on the top right of the screen, then touch "see booking or cancel".

The booking will be displayed. Scroll down and touch "cancel".

A window will come up so that you can confirm that you want to cancel. Touch "yes".

The system will generate two emails – one telling you that the reservation was cancelled and the other telling you that the payment is refunded.