



## New Members Guide

### Getting Started

SSRC use an on-line court booking system called MyCourts. It is used to reserve courts and contact other members.

When you first join, you are given a username and password to login.

Click the following link to access MyCourts

<http://stillingtonsquashclub.mycourts.co.uk/>

Please note you will need credit in your booking system account in order to book a court or purchase light time. You can "top-up" (credit) your booking system accounts on-line. After logging-in to the website, click the link to "Buy Credit Online".

A screenshot of the MyCourts website interface. On the left is a vertical menu with links: 'Your Bookings', 'Cancelled Court Alerts', 'Booking Rules', '£7.50 credit', 'Buy Credit' (circled in red), 'Transfer Credit', 'Account History', 'Privacy Settings', 'Email Settings', 'Change Password or PIN', and 'Logout'. On the right is a 'Buy Credit / Top-up your account' section. It includes a heading, a sub-heading 'Purchase credit for booking fees.', a paragraph explaining that purchases are processed by Stripe, and a form titled 'How much credit would you like to purchase?' with an input field containing 'amount' and a '.00' suffix, a note about a '£10 minimum', and a 'Continue' button. At the bottom of the right section is a 'Powered by stripe' logo.

Then follow the instructions (you may be asked for the 2 stage authentication – eg text to mobile phone). Use your credit/debit card to pay. Your SSRC account will be automatically credited.

You can now book courts. The system is now fully integrated with automatic light controls, the booking fee is the full cost for a court.

Inside the club we have installed a touch-screen "kiosk" in the entrance area. You will need to know and use your PIN number in order to use the kiosk booking system. You can use the kiosk to book (and cancel) courts, and also to purchase (additional) court light time to extend a booking

Please be sure you don't purchase light that overlaps the next booking, the kiosk will warn you and allow you to do this, however, it is not possible to refund members who purchase light time which overlaps an existing booking.

## SSRC Web Site & Policies

Info on SSRC (including booking rules) is in the MyCourts system, use the LH menu pages

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### STILLINGTON

**Stillington Squa**  
**Stillington Sport**  
**including two cc**  
**recognised as be**  
**whole facility (cc**  
**recently refurbis**  
**grant.**

Please can you read part of the section on Governance, particularly relating to Safeguarding. It is important that all of our members are aware of their responsibilities in this area. Also read the "Booking Rules" for complete information on how to use the court booking system. You will be asked to acknowledge these booking rules when you login for the first time.

## Club Access

So, now you are ready to play! To get into the club, press the bottom LH key to reset the door and then type in the 4 digit code then press the LH key again.

The code can be found on the club website. Login to MyCourts, then click MEMBERS AREA.

The door code is not the same as your PIN code.



## Clothing and Housekeeping

FINALLY and most important. Please wear NON-MARKING trainers on courts and wear a different pair to those you've worn outside. This is crucial if we are to keep our courts in good condition. Also please tidy up after yourself – imagine how you would feel entering an establishment that resembled a waste centre.

Put plastic bottles and any other relevant materials in the recycle bins.

Dry off in the shower area, not the changing rooms

Good luck, enjoy playing, any questions contact Martin Lawrence