

MEMBERS' GUIDE

A user guide for
Smart Cloud &
Online Booking



Smart Cloud

Smart Club Cloud

[Forgot password ?](#) | [Create an account](#)

Table of Contents

SECTION 1: SMART CLOUD ACCCOUNT	3
How do I login to Smart Cloud?	3
How do I top up my smart card?	4
How do I update my personal details (example address/phone number)?.....	6
How do I change my password?	6
SECTION 2: ONLINE COURT BOOKING	7
What are the new booking rules for Tennis?	7
What are the new booking rules for Squash?	8
How do I book a court?	9
How do I cancel or edit a booking?.....	13
How do I show/hide my email address to other members?	14
How do I “watch” a court slot?	15
How do I use the Period Calendar?	16
What is a play list and how do I create one?	18
How do I send an invite to my play list?	20
How do I respond to a play list invite or check my messages in the system?.....	21
How do I update my email preferences?.....	22
How do I change sport from tennis to squash and vice versa?.....	23

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.

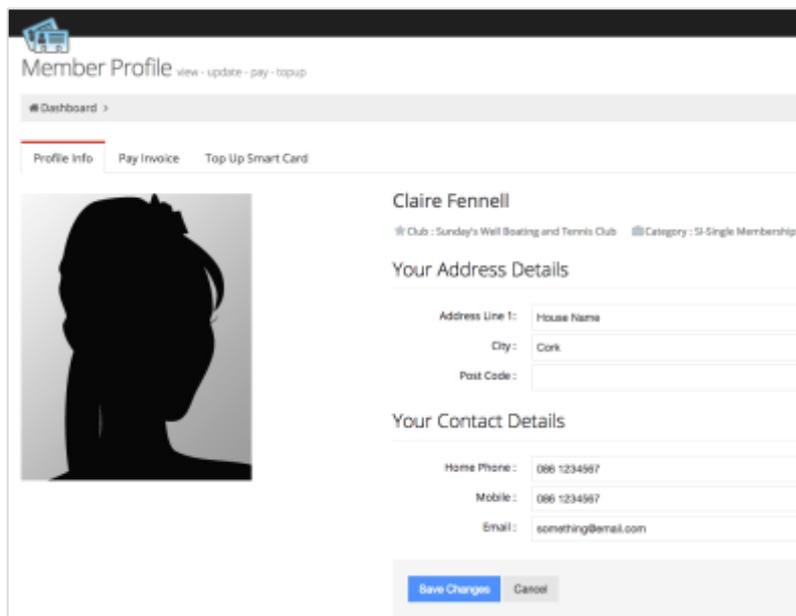


3. A page will appear and you will be asked for your username and password. **Type the username and password** you were emailed by the club.

A screenshot of the 'Smart Cloud' login page. The page has a white background with a red header. Below the header is a form with two input fields: 'Username' and 'Password'. Below the 'Password' field is a link that says 'Forgot password? | Create an account'. To the right of the form is a 'Login' button, which is circled in red.

4. Click **Login**.
5. Once logged there is a link for online booking. Click the link and you will

a

A screenshot of a 'Member Profile' page. The page has a white background with a dark header. The header contains a logo and the text 'Member Profile view - update - pay - topup'. Below the header is a navigation bar with three tabs: 'Profile Info', 'Pay Invoice', and 'Top Up Smart Card'. The 'Profile Info' tab is active. The main content area shows the member's name 'Claire Fennell', their club 'Sunday's Well Boating and Tennis Club', and their membership category 'SI Single Membership'. Below this are sections for 'Your Address Details' and 'Your Contact Details'. The 'Your Address Details' section has fields for 'Address Line 1: House Name', 'City: Cork', and 'Post Code:'. The 'Your Contact Details' section has fields for 'Home Phone: 086 1234567', 'Mobile: 086 1234567', and 'Email: something@email.com'. At the bottom of the page are two buttons: 'Save Changes' and 'Cancel'.

be brought to 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:**

Your total smart card balance : €16.66

Top up your smart card. . . please select from available purses below to top up your balance

Purse :

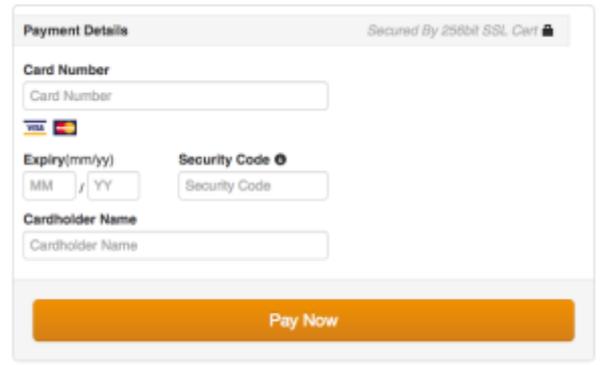
Amount to top up :

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

I have read and accept terms and conditions

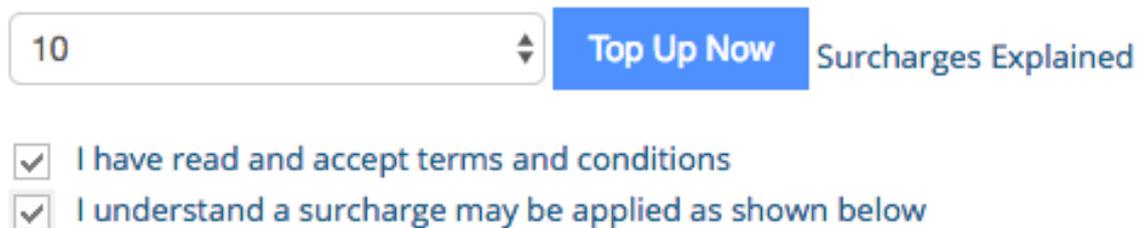
I understand a surcharge may be applied as shown above

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.



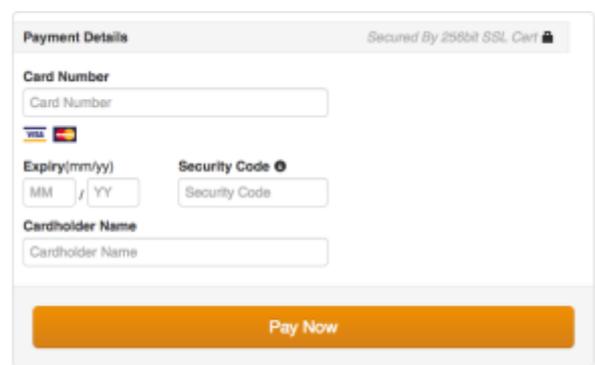
The screenshot shows a payment form titled "Payment Details" with a security notice "Secured By 256bit SSL Cert". It contains the following fields: "Card Number" (a text input field), "Expiry(mm/yy)" (two small input fields for month and year), "Security Code" (a text input field), and "Cardholder Name" (a text input field). There are also icons for Visa and Mastercard. At the bottom, there is a large orange button labeled "Pay Now".

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).



The screenshot shows a dropdown menu with the value "10" selected. To the right of the dropdown is a blue button labeled "Top Up Now" and a link "Surcharges Explained". Below these are two checkboxes, both of which are checked. The first checkbox is followed by the text "I have read and accept terms and conditions" and the second by "I understand a surcharge may be applied as shown below".

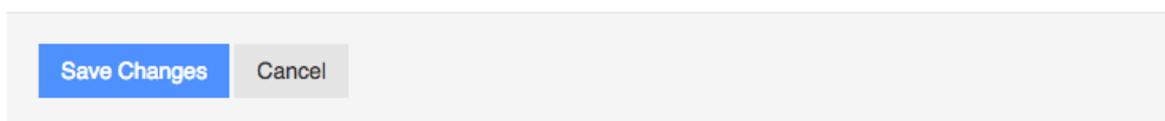
8. Click **Top Up Now**.
9. Enter your card details (you can use either credit/debit cards) in the page that appears and click **Pay Now**. You should then get confirmation that payment has been made.



This screenshot is identical to the one in step 5, showing the "Payment Details" form with fields for Card Number, Expiry, Security Code, and Cardholder Name, and a "Pay Now" button.

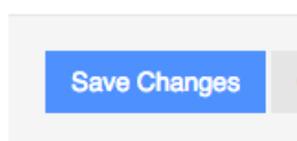
How do I update my personal details (example address/phone number)?

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 link.



[Change Password?](#)

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.

Change your password

Current Password :	<input type="password" value="*****"/>	New Password :	<input type="password" value="*****"/>
		Confirm New Password :	<input type="password" value="*****"/>

Cancel Change Password

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?

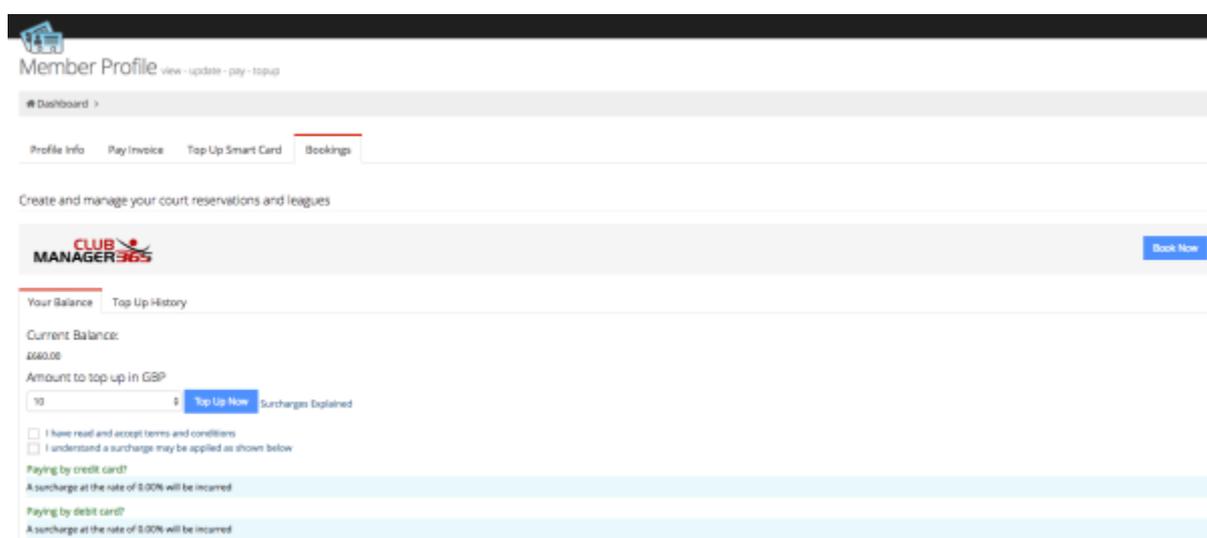
- All members will be able to book up to a maximum of 10 days in advance and up to a minimum of 15 mins before the time of play.
- Members must make bookings using their own username.
- Members can only be involved with one booking per day.
- One player from each booking will be required to check in 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?

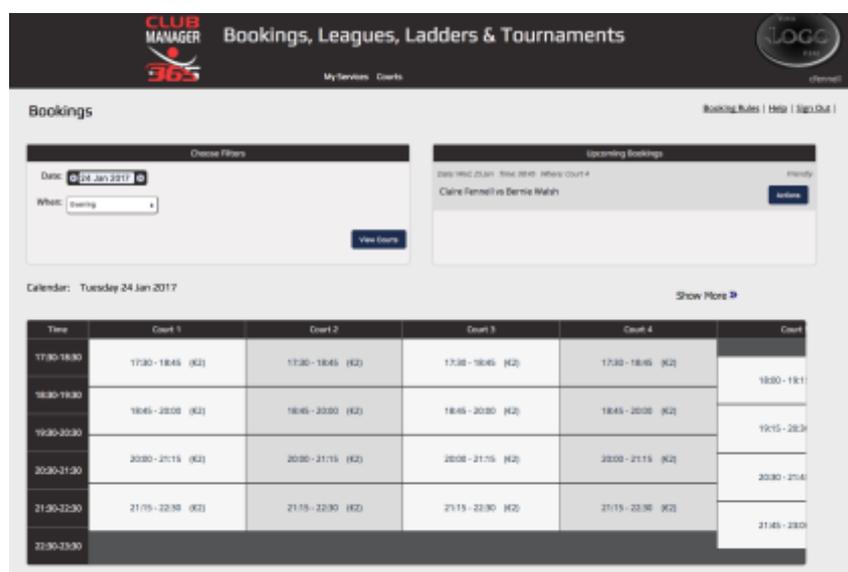
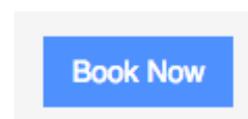
1. Once you have logged into Smart Cloud, select the Bookings option



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.

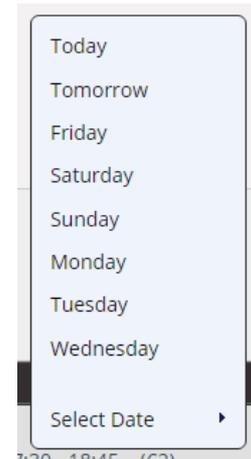


3. **Select the date** that you would like to book. There are two ways to do this

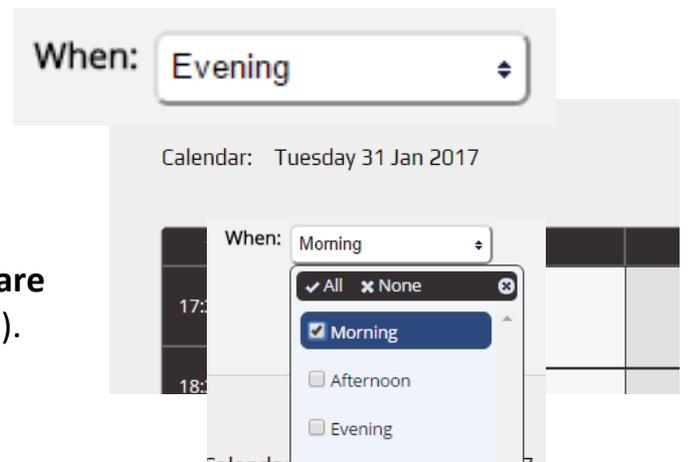
- a. Click the **arrows to the left/right of the date**, this will move through the dates a day at a time as you do this the day above the calendar changes.

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.



4. Click on the **“When” box** and a dropdown giving you the choice of Morning, Afternoon or Evening. Note: it defaults to the 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.

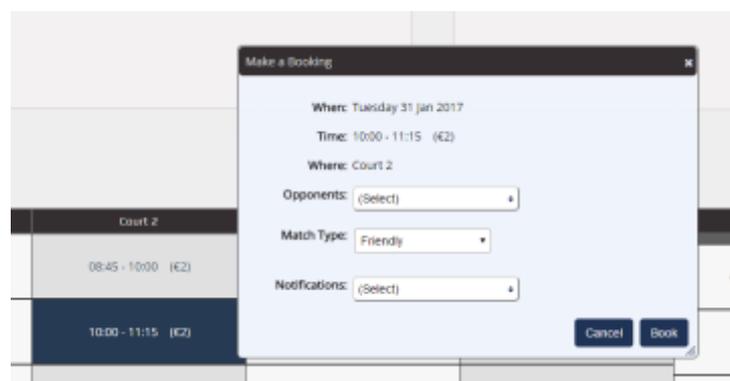


7. The Calendar should now be showing the date and period that you are going to book for (example: the calendar is showing the morning of 31st January).

Calendar: Tuesday 31 Jan 2017 Show More »

Time	Court 1	Court 2	Court 3	Court 4	Court 5	Court 6
08:45-09:45	08:45 - 10:00 (K2)	09:00 - 10:15 (K2)	09:00 - 10:15 (K2)			
09:45-10:45	10:00 - 11:15 (K2)	10:15 - 11:30 (K2)	10:15 - 11:30 (K2)			
10:45-11:45	11:15 - 12:30 (K2)	11:30 - 12:45 (K2)	11:30 - 12:45 (K2)			

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.

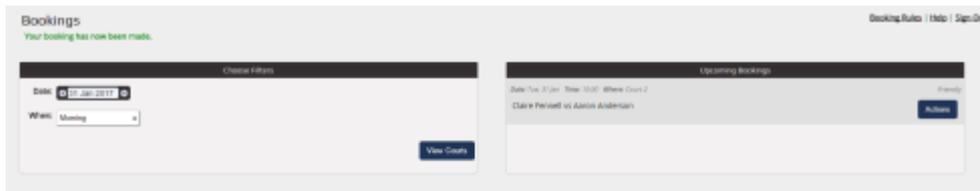


The screenshot shows a 'Make a Booking' form with the following fields and values:

- When: Tuesday 31 Jan 2017
- Time: 10:00 - 11:15 (€2)
- Where: Court 2
- Opponents: Aaron Anderson
- Match Type: Friendly
- Notifications: (Select)

Buttons: Cancel, Book

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.

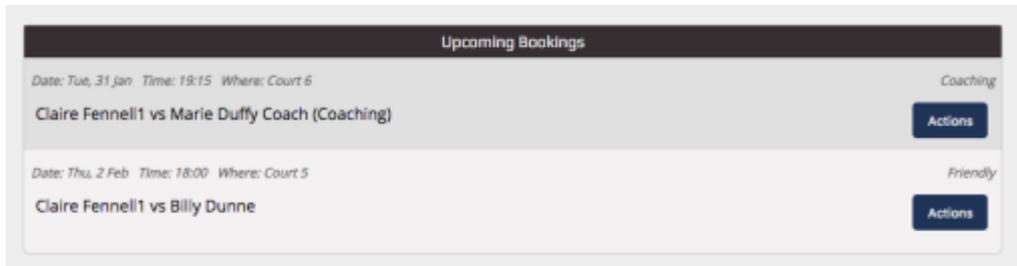


The screenshot shows the 'Bookings' page with the following elements:

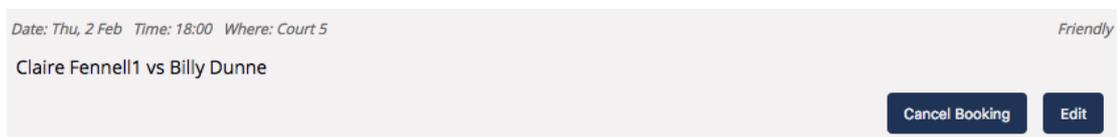
- Header: Bookings, Booking Rules | Help | Sign Out
- Message: Your booking has now been made.
- Left Panel: 'Choose Dates' section with a date picker set to 31 Jan 2017 and a 'View Calendar' button.
- Right Panel: 'Upcoming Bookings' section showing a match: 'Clare Ferrell vs Aaron Anderson' with a 'Subtract' button.

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**'.



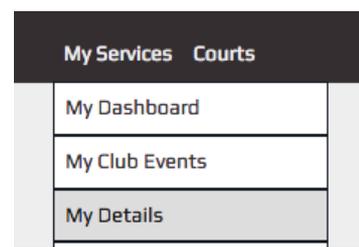
2. Find the match you would like to cancel and click the corresponding **Actions** button.
3. Two buttons will appear Cancel Booking or Edit,
 - to cancel the booking completely click **Cancel Booking** (note: if you cancel more than 24hrs before your match you will be refunded €2 booking fee.
 - to 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.

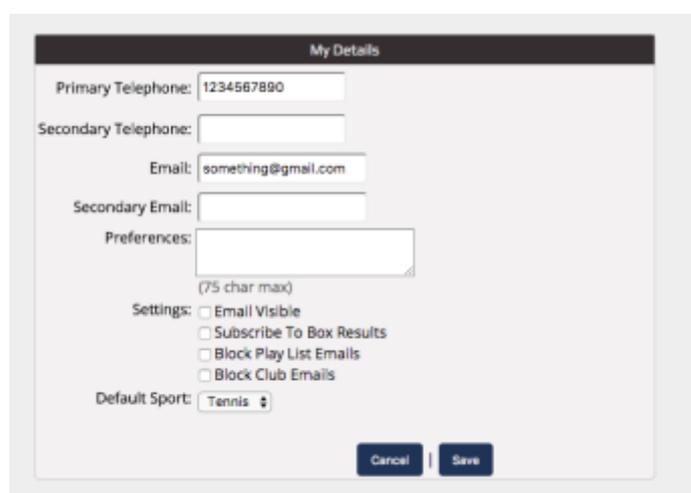
How do I show/hide my email address to other members?

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).

A screenshot of a 'My Details' form. The form has a title bar 'My Details'. It contains several input fields: 'Primary Telephone' with the value '1234567890', 'Secondary Telephone' (empty), 'Email' with the value 'something@gmail.com', and 'Secondary Email' (empty). There is a 'Preferences' field with a text area and '(75 char max)' below it. Under 'Settings', there are three checkboxes: 'Email Visible' (checked), 'Subscribe To Box Results' (unchecked), and 'Block Play List Emails' (unchecked). Below the settings is a 'Default Sport' dropdown menu with 'Tennis' selected. At the bottom right, there are 'Cancel' and 'Save' buttons.

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.

Settings: Email Visible

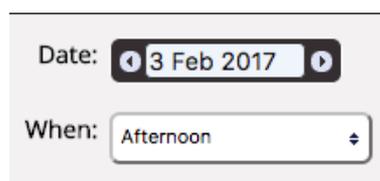
5. Click **save**.

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.

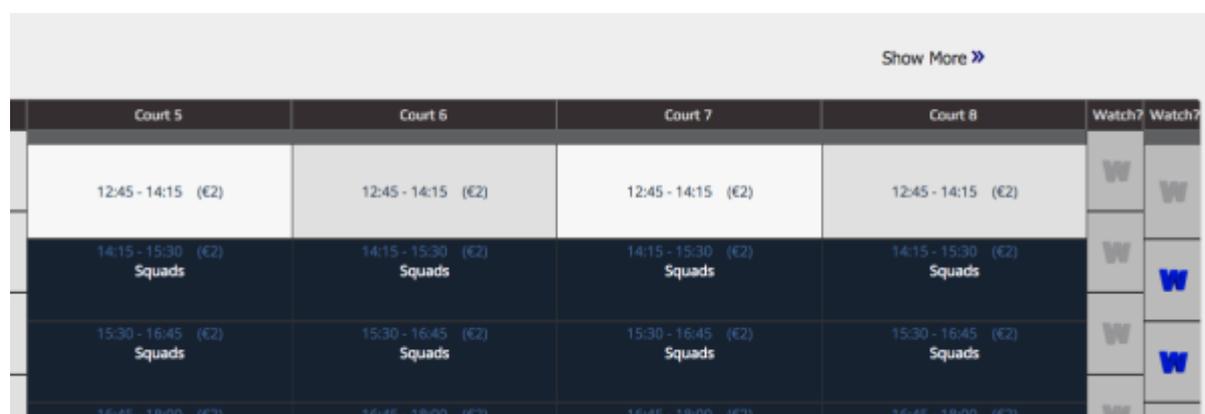


Date: 3 Feb 2017
When: Afternoon

3. **Scroll to the extreme right** of the booking calendar (using the **Show More arrow**) until you see two columns of **blue Ws**.

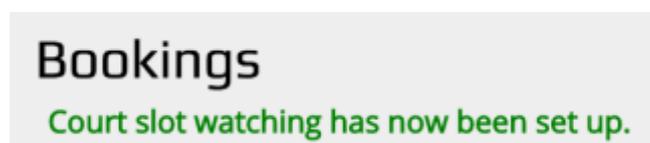
- The first W corresponds to the times for courts 1-4
- The second W corresponds to the times for courts 5-8

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



Show More »					
Court 5	Court 6	Court 7	Court 8	Watch?	Watch?
12:45 - 14:15 (€2)	12:45 - 14:15 (€2)	12:45 - 14:15 (€2)	12:45 - 14:15 (€2)	W	W
14:15 - 15:30 (€2) Squads	W	W			
15:30 - 16:45 (€2) Squads	W	W			
16:45 - 18:00 (€2)	16:45 - 18:00 (€2)	16:45 - 18:00 (€2)	16:45 - 18:00 (€2)	W	W

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.

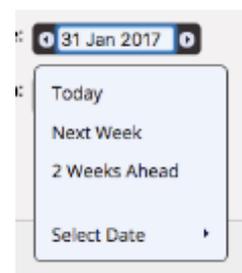
How do I use the Period Calendar?

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

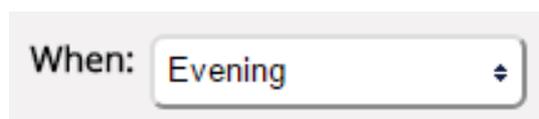
1. **Select the date** that you would like to view. As with the booking calendar, there are two ways to do this
 - a. Click the **arrows to the left/right of the date**, this will move through the dates a day at a time as you do this the day above the calendar changes.

OR

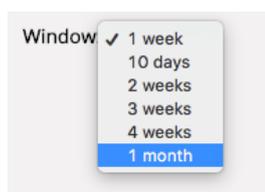
- b. **Click inside in the date box** and light blue menu appears showing the upcoming days. Select the day you want to book for.



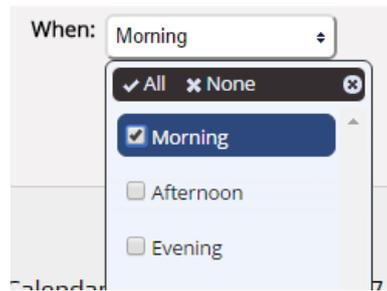
2. Click on the **“When” box** and a dropdown giving you the choice of Morning, Afternoon or Evening.



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.



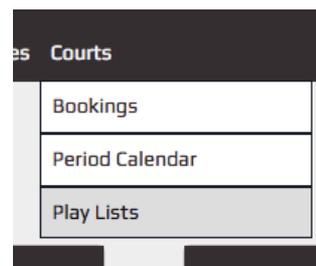
5. Click the **View** button and the calendar will refresh showing you how many courts are available (without giving the details).

Time	Tuesday 31 Jan 2017	Tuesday 31 Jan 2017	Wednesday 1 Feb 2017	Wednesday 1 Feb 2017	Th
17:30-18:30	17:30 - 18:45 (€2)		17:30 - 18:45 (€2) 3 of 4 available		17
18:30-19:30		18:00 - 19:15 (€2)		18:00 - 19:15 (€2)	
18:30-19:30	18:45 - 20:00 (€2)		18:45 - 20:00 (€2)		18
19:30-20:30		19:15 - 20:30 (€2) 3 of 4 available		19:15 - 20:30 (€2)	
19:30-20:30	20:00 - 21:15 (€2)		20:00 - 21:15 (€2) 3 of 4 available		20
20:30-21:30		20:30 - 21:45 (€2)		20:30 - 21:45 (€2)	

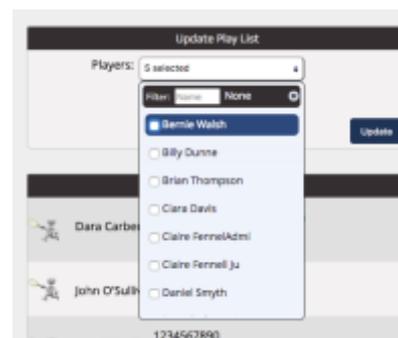
What is a play list and how do I create one?

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.

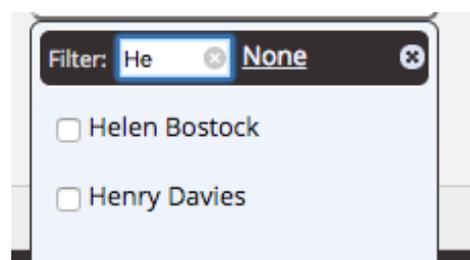


3. **Find the name** of the players that you would like to add to your play list. You can do this in 2 ways

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

OR

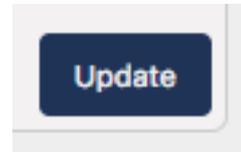
- b. Simply **scroll through the list**



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.

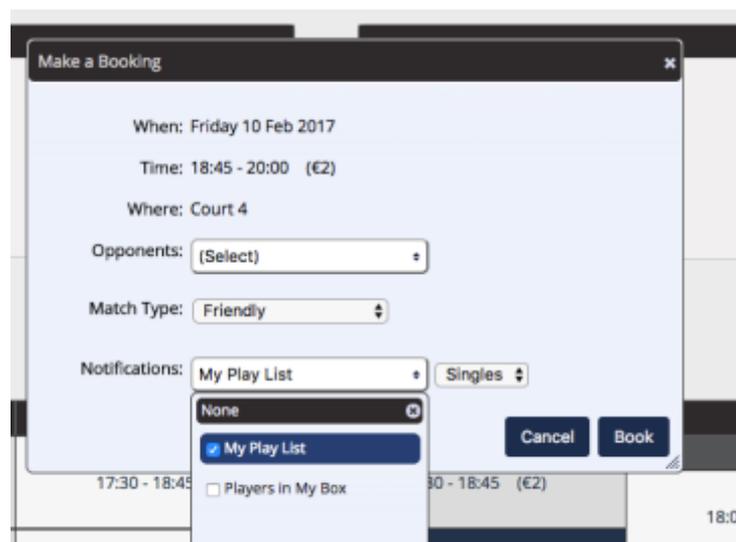


5. Once you have selected all the players, click **update**.



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?

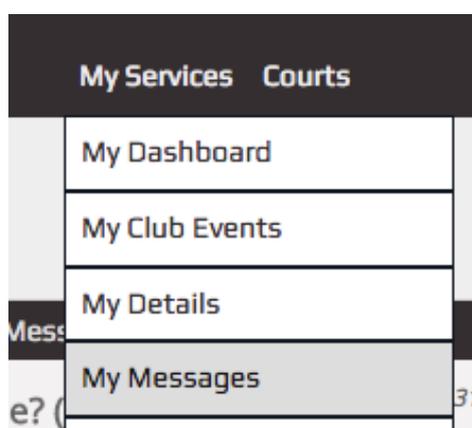
1. If you have a new message a **yellow speech bubble** will appear under **the username/club logo** when you login.



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.

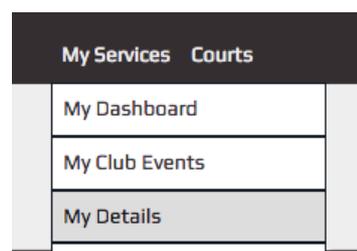


3. You can also see any previous messages by clicking on the **'My Services'** menu option and click **'My Messages'**.



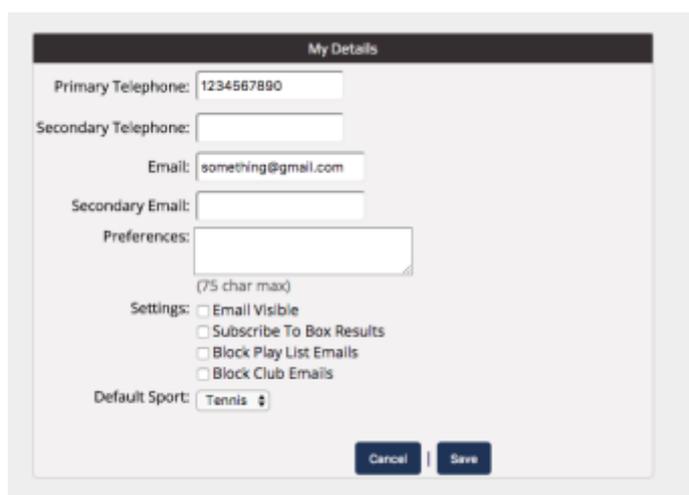
How do I update my email preferences?

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.

A screenshot of a web form titled 'My Details'. The form contains several input fields and checkboxes. The 'Primary Telephone' field contains the number '1234567890'. The 'Secondary Telephone' field is empty. The 'Email' field contains 'something@gmail.com'. The 'Secondary Email' field is empty. The 'Preferences' field is empty, with a note '(75 char max)' below it. Under the 'Settings' section, there are four checkboxes: 'Email Visible', 'Subscribe To Box Results', 'Block Play List Emails', and 'Block Club Emails', all of which are currently unchecked. The 'Default Sport' dropdown menu is set to 'Tennis'. At the bottom right of the form, there are two buttons: 'Cancel' and 'Save'.

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

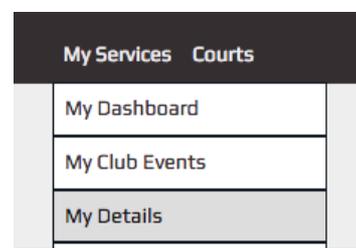
How do I change sport from tennis to squash and vice versa?

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).

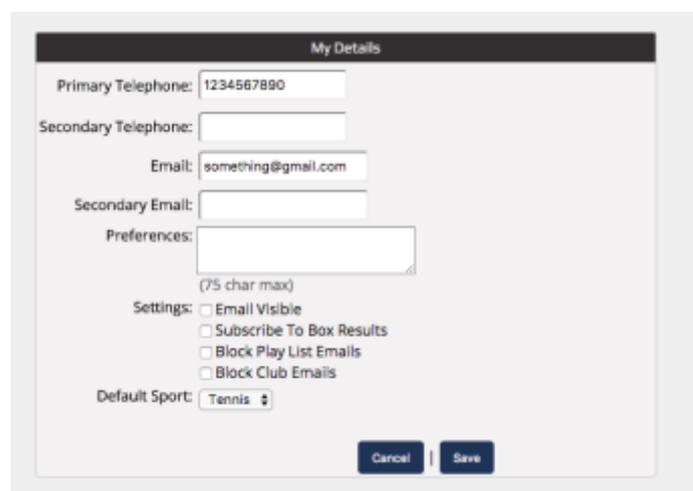


2. If you wish to change the default sport so that you always see Squash when you login . Click on the **My Services** button in the menu.

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.

A screenshot of a 'My Details' form. The form has a title bar 'My Details'. It contains several input fields: 'Primary Telephone' with the value '1234567890', 'Secondary Telephone' (empty), 'Email' with the value 'something@gmail.com', and 'Secondary Email' (empty). There is a 'Preferences' dropdown menu with '(75 char max)' below it. Under 'Settings', there are four checkboxes: 'Email Visible', 'Subscribe To Box Results', 'Block Play List Emails', and 'Block Club Emails'. At the bottom, there is a 'Default Sport' dropdown menu with 'Tennis' selected. At the very bottom of the form are 'Cancel' and 'Save' buttons.