

Match Point Program Registration & Court Reservation System

To reserve courts and register for programs at Naples Reserve Match Point, you must first sign up for your *Play by Point* Account.

Here are the step-by-step instructions to set up your account:

1. Go to: <https://www.playbypoint.com>
2. **Click: Sign In**
3. At the bottom of the page, next to “Don’t have an account?”, click: **Sign Up**
4. Enter an email, create a password, click “create account”, then complete the information asked for and **click “Finish”**. (**NOTE:** the verification process (see below) will proceed more smoothly if you use an email address that is already registered with the Naples Reserve HOA).
5. You should get a window indicating you have successfully created your account. **Click Next**
6. The screen will indicate Step 1 of 6 and ask for your preferred facility. Type in Naples Reserve Court Reservations. As you type, ‘*Naples Reserve Court Reservations*’ should come up in a list. **Select this and click Next**
7. Step 2 of 6 is for a profile picture. It is not necessary to add one, but you may if you wish. **Click Next.**
8. Step 3 of 6 asks for some demographic info. The system has some functionality that uses this data to match up players, but Naples Reserve does not use this functionality so you can skip this if you prefer. **Click Next.**
9. Step 4 of 6 asks for your tennis/pickleball playing level. The system has some functionality that uses this data to match up players, but Naples Reserve does not use this functionality so you can skip this if you prefer. You may indicate your tennis or pickleball ratings if you wish. **Click Next.**
10. Step 5 of 6 asks for your billing address. Since Naples Reserve does not use the billing features of the system, you do not need to enter this information.
11. Step 6 of 6 asks if you want to link to other users with social media type features within the system. It is not necessary to do this as Naples Reserve does not use the system in this way.

Click Finish, and you should then be taken to the main screen of the system.

Note that most users access the system through a *mobile app*. You can download and install the app on your mobile device from [Google Play](#) or the [Apple App Store](#).



Once installed, you can open the app and enter your username and password to access the system.

At this point, from either the web site or the mobile app you can see the Naples Reserve facility within the system including notices, calendars, courts, and programs, but you cannot enroll in programs or book courts. An additional step is required to be granted this access – **see below**.

Getting Membership Credentials in the System

The first time you try to sign up for a program or reserve a tennis court, a screen will pop up that says: “Reservations are only available to Members”

Click “Request Verification” The system will automatically send a request to someone in the HOA Management Office to verify your identity and create a membership with a duration that coincides with your status as a resident (ongoing) or as a tenant (for the term of the lease). This process is usually completed within one or two business days.

When your membership is created, you will receive an email from the system.

You are now able to enroll in programs and reserve tennis courts.

If you have questions, please contact the [Naples Reserve HOA Management Office](#) at the Island Club.

Call-in and chat help for using the playbypoint [website](#) or app is also available via the support menu.