

Instructions for CMPC Members: Accessing YourCourts.com and Making Reservations

Dear CMPC Members,

We are excited to announce that our club (and community) now uses YourCourts.com as our court reservation system. This replaces HoldMyCourt, which is closing on November 15. This system works similarly to HoldMyCourt with some changes required to match the software's capabilities and setup. The system is web-based and does not require any software to be installed. The site is available 24 hours a day 7 days a week from anywhere you can find a web browser with an internet connection, including mobile devices and tablets. The system will reserve tennis courts, pickleball courts, bocce courts and the pool table once fully configured. Tennis is being used now and pickleball will start doing reservations on November 1.

In addition to providing a reservation system, YourCourts also has some built-in capabilities for managing events such as Kings and Queens, Novice Practice, Skills 1 & 2, and others. We will be working on how to implement those in the next couple of months but want to focus on reservations for now. Below are detailed instructions to help you get started and reserve pickleball courts.

Reservations for courts from now until and through November 13, 2025, will still be processed in HoldMyCourt as always. HoldMyCourt will be active until November 13 to allow for reservations during that timeframe. YourCourts.com will be used beginning November 1, 2025, at 6:00am for reservations for courts on and after November 14.

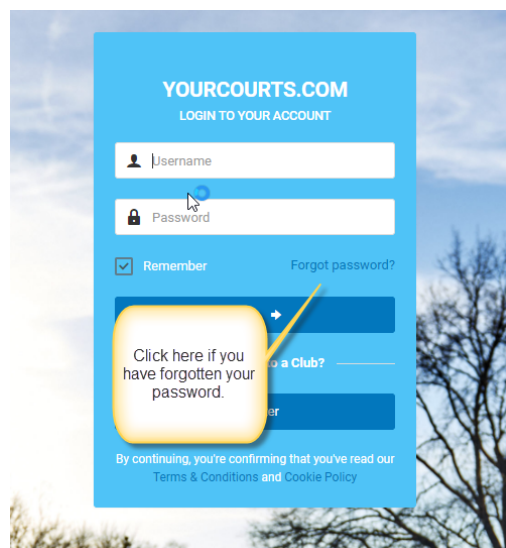
Accessing YourCourts.com

1. YourCourts.com is open for registration as of October 26th. Court reservations for November 14 will start in YourCourts on November 1.
2. YourCourts.com can be accessed through your favorite web browser on any device. There is also an app for apple devices through the App Store. (Note as of 10/27 there is an issue with the Android version. YourCourts is working with their vendor to address the issue.) We have not tested apps, but believe they behave essentially like the online version, with likely differences in presentation. The site has been tested on Internet Explorer, Firefox, Safari and Chrome.

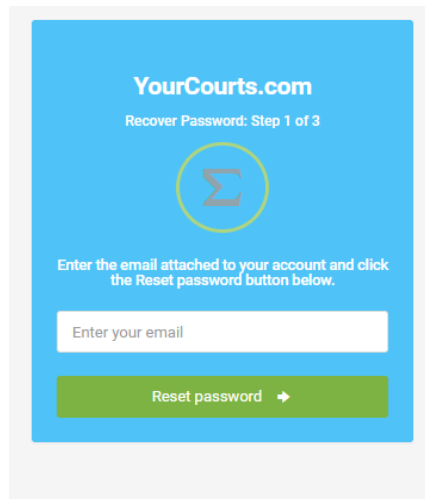
There are some subtle layout differences between the different browsers and within different versions of the same browser, but the site is designed to work in any recent browser version. The program is also linked on the CMPickleballClub website.

YourCourts.com does utilize some JavaScript for pull-down menus and dynamic features so you must enable JavaScript in your browser if it's not already enabled.

3. YourCourts.com uses your email address as your username and all information is keyed from that. The system will not allow duplicate emails (couples, for example, will need separate emails for each partner).
4. Start the program by going to YourCourts.com or by opening their app. We will also have a link on the CMPC website which will take you immediately to the reservation schedule.
5. Prior users of HoldMyCourt have been migrated into YourCourts already. Those users were sent a password to use to log in, and will need to change their password upon logging in.
6. Members who paid current dues and completed the HOA waiver, and did not use HoldMyCourt prior to October 25, will be added automatically also. You will receive an email to log in using your CMPC email address and a given password.
7. If you already have a YourCourts account, log in using your username and password.
8. If you prefer for your login information to be kept in your browser so you don't have to enter it each time, you can check the "Remember" checkbox and the browser will remember your login credentials for 30 days.
9. If you are new to YourCourts (i.e. you paid your dues or completed the waiver after 10/25/2025), click on the green button and follow the prompts to create an account. Be sure to use the email address associated with your CMPC membership. An email will be sent to the administrator, who will approve your request. You will receive an email with a password to log in with.
10. If you forget your password, you can recover it by clicking on the **Forgot Password** link.

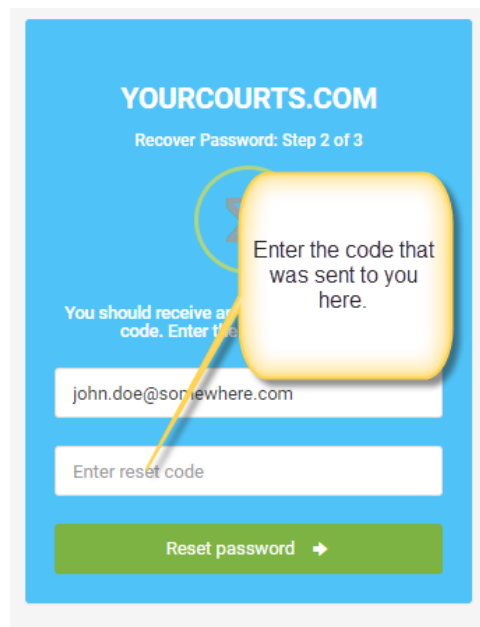


A screen is displayed that asks for your email address. Enter the email address that is associated with your YourCourts.com account in that screen.



The screenshot shows a blue rectangular interface for password recovery. At the top, it says "YourCourts.com" in white, followed by "Recover Password: Step 1 of 3". Below this is a circular icon containing a red Greek letter sigma (Σ). The text "Enter the email attached to your account and click the Reset password button below." is displayed. There is a white input field with the placeholder text "Enter your email". Below the input field is a green button with the text "Reset password" and a right-pointing arrow.

After you enter your email in the field, click the **Reset Password** button. The system will send a secret code to the email address entered (assuming the email is registered to an active account). When you receive this code, enter it into the next screen.



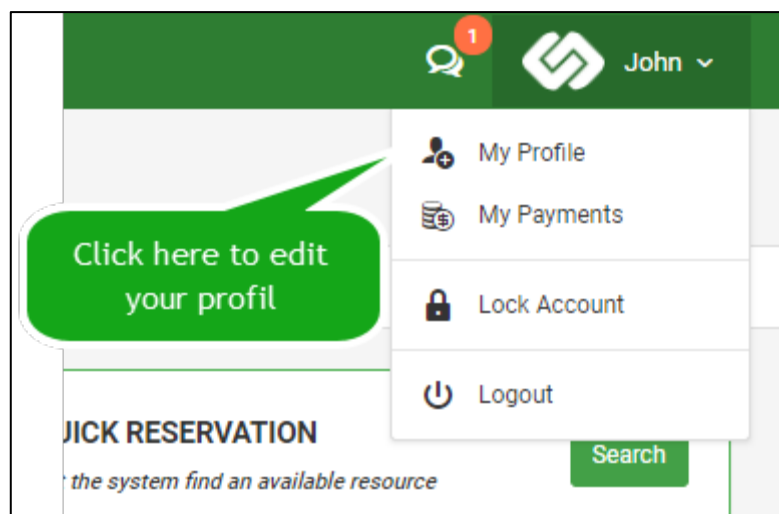
The screenshot shows the second step of the password recovery process. It has a blue background with "YOURCOURTS.COM" at the top and "Recover Password: Step 2 of 3" below it. A yellow callout box with a pointer to the input field contains the text "Enter the code that was sent to you here." The text "You should receive an email with a code. Enter the code here." is visible. There are two input fields: the first contains the email "john.doe@somewhere.com" and the second has the placeholder "Enter reset code". A green button at the bottom says "Reset password" with a right-pointing arrow.

If you enter an email that is not associated with any YourCourts.com account, an error message will be displayed. If this happens, contact the administrator.

11. Once you have successfully logged in, you will see your individual Home Page. From the Home Page you can see community news and headlines, your upcoming reservations, and any community events.

Setting your User Profile

Having successfully logged in to the YourCourts.com site, you can edit your individual profile. The user profile controls various aspects of how the site works for you. Administrators can edit some values for a user from the administrator screens, but there are certain fields only you can modify. To edit your profile, click on your name in the upper right of the screen and select the **My Profile** option:



We recommend that you enter and edit a variety of information (some of which is mandatory to sign up) as part of your profile:

- Name and Address and Phone Number
- Your Password
- Privacy Settings
- Email Notification Preferences

Remember that we intend to use this system for more than simple reservations (including event and activity signups), so having complete information will be helpful in the future.

The **Notifications** screen allows you to select which email notifications you want to receive from the system. For example, you can choose whether to receive a confirmation email when you book a reservation. Again, some event and activity invitations may come from YourCourts, so be judicious in not opting in to receive emails.

Member Profile: **John Test**

Personal

Password

Privacy

Notifications

Tennis

Find a Match

These settings control which automated notifications you will receive from the system. Make any desired changes and Save to update your profile.

✓ Save

NOTIFICATIONS

Receive Reservation Emails *

Receive Reminder Emails *

☒

☒

Once you have your profile set up, you can go to your home page. Here's an example of a typical home page view:

YourCourts

John Test

QUICK ACTIONS

Home

Schedule

Directory

Documents

Open at startup

Home

Reservations

Teams

Communications

Club Events

Challenge Ladders

Find a Match

WEATHER

Demo Club

Home / Dashboard

NEWS & HEADLINES

WELCOME TO DEMO CLUB

To reserve a paddle court, click [here](#).

To view the tennis court schedule, click [here](#).

TRIO & MIXED DOUBLES SIGN-UPS DUE MARCH 15TH!

The sign-up deadline for Trio and Mixed Doubles is right around the corner. Get your team signup up now!

Posted: 4/11 2:20 PM

WELCOME NEWEST MEMBER MARY TESTER!

Everyone please help welcome our newest tennis community member Mary Tester. You can reach Mary at xxxxx.

Posted: 6/28 9:07 PM

QUICK RESERVATION

Let the system find an available resource

Search

VIEW SCHEDULE

Select a date..

UPCOMING EVENTS

See more -->

NEXT 7 DAYS

NEXT 30 DAYS

There are no events scheduled for this period

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Privacy Policy

You can perform a number of actions directly from the home page:

- Perform a “Quick Reservation” search to look for an open court
- View the schedule for a selected date to see an existing reservation or book a new one

View information about upcoming community events.

Making a Reservation

1. Reservation rules:

- You can reserve courts up to 13 days ahead of time. This mirrors HoldMyCourt.
- Reservation windows open at 6:00 am, Arizona time.
- You can reserve two times per week, Sunday through Saturday with a maximum of 4 hours total court time.
- You can reserve one court per day.
- You can reserve for a 1- or 2-hour block.
- Reservation limits apply whether you are playing or practicing.
- The club, as always, reserves specific times and dates for CMPC activities and open play

2. Check Court Availability: Browse the calendar or schedule to see open time slots.

3. Book Your Court: Click on your preferred date and time slot.

4. Follow the prompts to confirm your reservation.

5. After booking, you will receive a confirmation email with your reservation details.

6. You can review or cancel your reservation at any time by logging into YourCourts and accessing your account dashboard.

To make a new reservation or to see court usage, click the “Schedule” shortcut button, select the “View Schedule” option from the Reservations menu, or click the Schedule icon in the upper right corner of the screen. You can also click the link on our website. You’ll see a display like the following:

Demo Club

Home / Facility Schedule

Reservations: **Thursday, June 29** Paddle Courts

Click an **Open** time slot to make a reservation or hover over an existing reservation to see details. If you are the reservation owner, you can click on the reservation to change or cancel it. Based on the account settings set by the administrator, you can book reservations 14 Days in advance.

	Paddle Courts Court 1	Paddle Courts Court 2	Paddle Courts Court 3	Paddle Courts Court 4	Paddle Courts Court 5	Paddle Courts Court 6
5:00 AM	Open	Open	Open	Open	Open	Open
5:30 AM	Open	Open	Open	Open	Open	Open
6:00 AM	Open	Open	Open	Open	Open	Open
6:30 AM	Open	Open	Open	Open	Open	Open
7:00 AM	Open	Open	Open	Open	Open	Open
7:30 AM	Open	Open	Open	Open	Open	Open
8:00 AM	Open	Open	Open	Open	Open	Open
8:30 AM	Open	Open	Open	Open	Open	Open
9:00 AM	Open	Open	Open	Open	Open	Open
9:30 AM	Open	Open	Open	Open	Open	Open
10:00 AM	Open	Open	Open	Open	Open	Open
10:30 AM	Open	Open	Open	Open	Open	Open

To create a new reservation, click on one of the “Open” slots for the desired court. The new reservation screen will be displayed:

Court 3 (Paddle Courts) - Thursday Jun 29 @ 1:00PM

✓ Reserve Reserve & Email ✕ Cancel

RESERVATION DETAILS

Duration *

⌚

30 Minutes

Type *

-Choose a Type-

Reservation Instructions

- Choose the **Duration** you need for the reservation. Duration is a **required field** and is limited based on your permissions.
- Choose the correct reservation **Type**. Reservation type is also a **required field**.
- You can add the names of additional players by clicking on the Edit Guests and Edit Members buttons, or you can just enter the count using the # Guests and # Members fields.
- Add a reservation note if you want others to see something about the reservation.
- An email will automatically be sent to the reservation owner. You can send a copy to other players by clicking the Reserve & Email button above.

ADDITIONAL PLAYERS

RESERVATION NOTES

You must choose a duration and a reservation type when booking a reservation.

To save the reservation, click the “Reserve” button at the top of the page. An email confirmation (with court and time details) will be sent to you if you have this email option turned on in your user profile. If you use the CMPickleball website, you will be taken to a login screen then your reservation will be confirmed. If you’ve logged in through the website on your own device, be sure to check the “remember me” (or similar) to reduce the need to log in again.

The Reservation Scenario

At midnight, the reservation page for a day becomes visible with all reservable times showing as ‘not avail’. At 6:00am (or a few seconds before to allow the web page to refresh), users will need to refresh their web pages and reservable times will show ‘Open’. Users click on the court and time they want to reserve. It is possible that multiple users may click on the same court/time at nearly the same time. The first one the system recognizes will get the court/time, others will get a message saying the court is not available. They can click to acknowledge the message and will automatically be taken back to the reservation page so they can try again.

Editing or Canceling a Reservation

If you need to change one of your reservations, you don’t have to cancel and create a new one. You can just edit the existing reservation to make whatever changes are needed.

9:00AM	Open	Open	Open
9:30AM	Open	Open	Open
10:00AM	Open	10:00AM - 11:00AM John Test Lesson <i>(Report a no show)</i>	Open
10:30AM	Open		
11:00AM	Open	Open	
11:30AM	Open	Open	

Click on your reservation to edit

Just click on the reservation on the schedule and the detail window will be displayed:

Lesson on Court 2 (Paddle Courts) - Thursday Jun 29 @ 10:00AM

LESSON

Thursday, June 29

Member: John Test

Court 2 at Paddle Courts

10:00AM to 11:00AM

Confirmation #: 2170628213454-2058-8
Created by John Test on
Thursday June 29 @ 1:34 AM

Do you need to change or cancel this reservation?

Edit Reservation

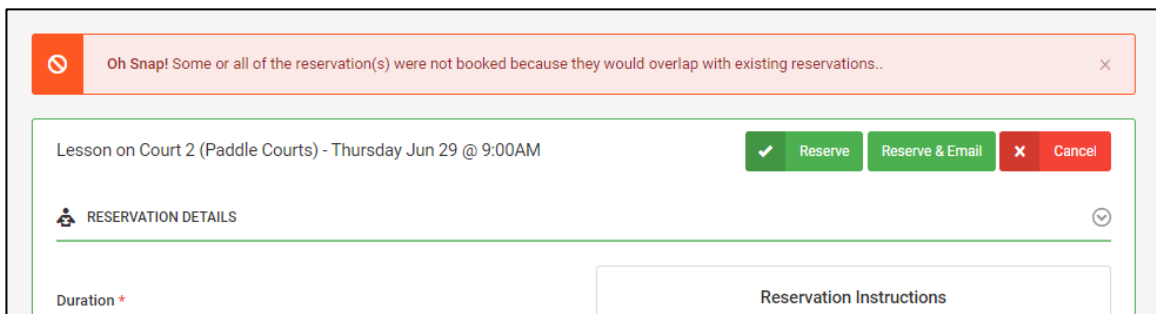
Email Others

Cancel Reservation

From the detail window, you can choose to edit the reservation, email the reservation information to other players, or cancel it. You'll receive a confirmation email if you cancel or change the reservation.

Reservation Error Messages

If the system is unable to save your reservation due to any of the underlying rules, you'll see an error message explaining the reason. For example, if you try to book a reservation that overlaps an existing one, you'll receive an error message like the one shown here:

A screenshot of a web interface showing a reservation error. At the top, a red banner with a white 'X' icon contains the text: "Oh Snap! Some or all of the reservation(s) were not booked because they would overlap with existing reservations..". Below this, a green-bordered box displays the reservation details: "Lesson on Court 2 (Paddle Courts) - Thursday Jun 29 @ 9:00AM". To the right of the details are three buttons: a green "Reserve" button with a checkmark, a green "Reserve & Email" button, and a red "Cancel" button with an 'X'. Below the details is a section titled "RESERVATION DETAILS" with a dropdown arrow. At the bottom of the green box, there are two input fields: "Duration *" and "Reservation Instructions".

Some of the reasons that your reservation may not be successfully saved are:

- It overlaps with an existing reservation (double booked)
- The date or time is in the past
- The time is before the opening time or after the closing time of the facility
- You have exceeded the maximum number of reservations per person per day
- You have exceeded the maximum number of reservations per person

Additional Tips

- If you have trouble logging in or making a reservation, please contact our club administrator for assistance.
- Check the club's reservation policies and rules above.

Making a Reservation for a Ball Machine

1. CMPC ball machines are available to club members who have viewed the usage videos on the CMPC website and who then have requested access to the machines by emailing the CMPC Secretary. Approved users will be given the option to reserve a ball machine during the court reservation process.
2. Using the ball machine requires a court on which to use it. You should follow the process above on reserving a court.
3. Once you've reserved your court, you will see an option on the reservation page to reserve a ball machine. Choose which one you want to use and click on it. Your reservation will show on the calendar with the name of the ball machine you chose. You will also get an email confirmation if you have opted in to receiving emails.

Help files can be found with the Online Help button near the top right of your home page. We hope you find YourCourts easy to use and convenient for managing your court time. Thank you for your continued support of CMPC - we look forward to seeing you on the courts!