

FAQ – CourtReserve

How do I access Court Reserve?

- From your desktop/laptop, go to courtreserve.com.
- From your tablet or phone, choose the Court Reserve app.

What if I already have a CourtReserve account?

- After you login, click on your name.
- Scroll down to My Organizations.
- Make QCPC your primary.

How do I get the Free Court Reserve app?

- You can go to the Apple/Google App store and download.

Can my spouse/partner and I use the same email?

- Each member **must** have a separate email address.
- If you both share an email, you have been sent an email to let you know the new login to use by one of you.

How do I reserve a court?

- Reservations open at 9:00 pm 7 days prior to the date of the reservation.
- From your desktop/laptop, choose “Book A Court” at the top of page, under the Reservations tab.
- From your phone/tablet, choose “Reservations” from the screen.
- Use the arrow keys to change the date, then scroll to the court and time you wish to reserve and click reserve, and then be sure to click save.

How do I reserve the pickleball machine?

- Reservations open at 9:00 pm 7 days prior to the date of the reservation.
- From your desktop/laptop, choose “Book Pickleball machine” at the top of page, under the Reservations tab.
- From your phone/tablet, choose “Book Pickleball Machine” from the “Reservations”.
- Choose the time you wish to reserve and click reserve, and then be sure to click save. It automatically reserves court 4 for you.

How do I sign up for an Event?

- From your desktop/tablet, choose Events at the top of the page.
- Chose the way to find the Event by List, Categories or Calendar.
- Click on the Event, click on register and then be sure click “FINALIZE REGISTRATION”.
- You will receive a confirmation email.

How far in advance can I sign up for an Event?

- Registration for an Event opens 7 days in advance at 9 pm.

How do I cancel a Court Reservation?

- This is extremely important to cancel any reserved court you will not use as soon as possible. This allows other members to reserve and play.
- Click “details” on your particular court reservation.
- Choose Cancel Reservation. Then click Cancel Reservation. A cancellation reason is not required.

How do I cancel an Event?

- It is extremely important to cancel out of an Event, as this allows another member to participate from the waitlist.
- Click on Events and scroll down to the Event you wish to withdraw from.
- Click on “Edit Registration” then “withdraw”.

Court Reserve looks different when I use my phone app

- The app does have a different look and feel to it.
- [Apple phone app](#)
- [Android phone app](#)
- Both the Android and Apple apps have the following menus:
 - Home ->
 - Schedulers -> Scheduler, Ball Machine(s), Consolidated
 - Reservations -> Courts, Ball Machines, Events, Who's Here Today
 - Events -> List, Categories, Calendar
 - Members
 - Closures
 - More ->My Profile, Member Portal, Log Out

Is there a Membership List?

- The Membership List is on Court Reserve, at the top of the page.

Can I see my upcoming reservations?

- Choose "Reservations" from the top of the website, then My Reservations.
- You will see a list of your current, past and cancelled reservations.

Can I see my upcoming Events?

- Choose "Events" from the top of the website, then My Events.
You will see a list of your current, past and cancelled Events.

How do I change my personal information?

- Choose the drop down menu under your name.
- "My Personal Information" at the top of the page, under the drop down.
- You will see options to change your personal information.
- Be sure to click on " Save" when you are finished.

I can't see all the courts at one time.

- From the Court Reserve website, you can view all the courts by scrolling across the bottom of the screen.
- From the app, at this time there is not an option for viewing all of the courts. Use your finger to slide left or right to the court you want.

Is there a way Reservations can be automatically sent to my calendar?

- Click on your name and choose calendar feed.

Can I see a list of other players/members signed up for a particular Event?

- Choose Event List.
- Then choose "details" under the particular Event that you want to see.

Is there an option to turn off email notifications?

- Yes, but you will not receive any Club notifications (email alerts, newsletters, updates, etc.). To do this, go to your name on the Home screen>Personal information>Check the box Unsubscribe from emails.
- You may personalize the emails/alerts you receive from the club by clicking on "Notifications" and unchecking the boxes of items you don't want to .