

- As of September 1, 2009 WWS will be reserving court time using "Reserve my court"
- Log on to www.reservemycourt.com
- You will be asked:
 1. Home Facility (drop down menu) look for Wildwood Springs - Roswell, GA
 2. Access code **1234**
 3. Put in First/Last name
 4. Telephone
 5. Email
 6. Birth month/year
 7. Fill in Reservation confirmation info
 8. Log in Info
 9. Telephone Login
- A maximum reservation time is 2 hours
- Reservations can be made 10 days in advance
- You can call to reserve a court 1-877-662-6878 (1-877-on-court) You will need your telephone 4 digit user code and your 4 digit pin that was set up during registration.
- Only 1 reservation per player per week during peak hours Monday through Friday 7:00 am – 11:00 pm. Saturday/Sunday 8:00 am – 11:00 pm.
- Below please find a list of [Frequently Asked Questions](#)

How do I sign-up or subscribe?

Players should click [Here](#) to register as a new user. Tennis facilities who would like to subscribe should click [Here](#).

I am already at the courts and do not have a reservation, what do I do?

For most people the easiest way is to call 1-877-ON-COURT (1-877-662-6878) to reserve a court. You will need the last 4 digits of your social security number and your personal identification number (PIN).

How do I prove I have a reservation?

When making a reservation over the internet, players should print out their reservation confirmation which provides all their reservation details. Confirmations can also be sent via text message to any cell phone. To use this service you need to include your cell phone number in your personal information.

Why am I not receiving email confirmations?

If you are not receiving reservation confirmations via email, first ensure that your email address and your confirmation settings under My Profile are correct. Since our emails are sent out automatically, they are sometimes interpreted as Spam by some email servers. Check with your internet service provider and insure that confirm@reservemycourt.com and support@reservemycourt.com are on your list of safe email addresses.

Why do I need to enter my cell phone number?

If you will be using the toll-free telephone reservation system and want confirmations sent to your cell phone we will need your phone number. Your cell phone number will remain confidential and you will not receive anything other than requested confirmations from us via text message.

■ **What if I can't find my facility on this site?**

If you are certain that your facility is a subscriber to our service then [email us](#) and we will investigate the problem. If they are not yet signed up or in our database, select OTHER as you facility until your facility subscribes.

■ **How long can my reservation last?**

The facility administrator can set a limit to the length of time for reservations. This limitation will apply to all reservations made by players. Reservations made by team captains or by facility administrators are not limited by this setting.

■ **How far in advance can I make a reservation?**

The facility administrator can set a limit on how far in advance a player can make a reservation. Reservations made by team captains or by facility administrators are not limited by this setting.

■ **How is reservation access to private facilities controlled?**

Facility administrators can designate their facility as "Private" by checking the appropriate box on their information form. Private facilities can designate access codes that restrict reservations to their membership. Facility Managers will need to distribute this code to their members.

■ **What's the difference between a facility's "Player Code" and "Captain Code"?**

Private facilities can insure that only their tennis members can make reservations by using the Player and Captain Code feature. Regular tennis players should be given the player code and those players will use that code when establishing their online accounts. These players will be restricted by the [maximum reservation length](#) and [advance reservation](#) features as established by the facility administrators. To allow tennis league team captains more flexibility to schedule longer practices and matches as well as make reservations for matches well in advance, individuals who register using the captain code will not be limited by these constraints.

■ **What happens during facility repairs, etc.?**

If a facility, or a portion of a facility is unavailable for any reason, you can prevent reservations for individual courts. To do so, uncheck the "Active" option.

■ **What is the PRO Module?**

Administrators can designate players as teaching Pros. After doing so, that Pro will be available for players to reserve for private lessons. Pros, along with administrators, can also setup group lessons and players can sign up for those on the site. DO NOT designate a player as a Pro until they are ready to manage their schedule and take private lesson automatically through ReserveMyCourt. For information, [Click Here](#).

■ **What if some of my courts are first-come-first-serve or are designated as walk-up courts?**

You can add walk-up courts to your facility. For these, reservations are not taken and players are free to use them as long as they are empty. To do this, check the Walk-Up option.

■ **How do I change/delete a reservation?**

To change a reservation, you must delete the existing reservation and create a new one. To delete a reservation, click on the text portion of your reservation as it appears on the schedule. This will bring up the details on your reservation. Click the box next to the reservations you wish to delete, and then click the DELETE button.

■ **How do I change players to captains or administrators and visa-versa?**

Administrators can change players to captains or administrators and visa-versa at anytime. To do this, login with you admin account, click on PLAYERS, click the last name of the player you want to change, scroll to the bottom of their information, change their security level as appropriate, and the click SUBMIT.

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