

## Isles Online Court Reservation System – User Documentation

When you first access the court reservation system at <http://isles.reservethecourt.com>, you will be prompted to log in with the user ID and **case-sensitive** password that you have been given. Your user ID is not case-sensitive, and it cannot be changed. It will be the first two letters of your street name, followed by your house number. So for 5901 Benevento, the user ID would be BE5901. The initial password is “courts”. We encourage you to change your password after you first log in to the system. Please do not share your system credentials with anyone else.

isles.reservethecourt.com/login1.asp

Hub Access Functions (by ... World, Breaking & Loc...

### Welcome to the Court Reservation System

User ID  not case sensitive

Password  IS case sensitive

Use the TAB key to move between fields.

[Display Password Hint](#)

[Forgot Password](#)

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**OPTIONAL Password Hint:** there is a link on the login screen that will show the password hint associated with a particular email address that is registered in the system. Therefore, anyone who knows your email address, can view your password hint, so use this with caution, and make the hint something that only you will know how to interpret.

Court Reservation Password Hint Screen

Email Address used for your account registration

**Forgotten password:** a link on the login screen will allow you to retrieve your system password (see below). Your password will be emailed to the email address that you have on record with your account set-up.

If you cannot login, and you cannot remember your password, send an email including your name and phone number to [islesadmin@reservethecourt.com](mailto:islesadmin@reservethecourt.com). The password will be reset, and a reply email will be sent to the email address that you registered with.

Court Reservation System - Forgotten Password Screen

Please enter either your system user ID, and/or the email address that you registered with

User ID

Email Address used for your account registration

## Isles Online Court Reservation System – User Documentation

After you enter your correct user ID and password, you will be presented with the **court scheduling screen** for today. You can make a reservation two full weeks in advance. The scheduling window of 14 days will advance each day at 12:00 pm ET (noon). Time slots that are in the past will appear in dark green. Please pay attention to the message board on the top of the screen, as important information may appear there that could impact your reservation plans.

**For the four tennis courts only:** the system will enforce the traditional fixed time blocks that have always been in effect at the Isles. You can see the color coding below that designate those blocks.

**The Isles Message Board**  
Courts 1-4: reservations spanning color-coded time blocks are NOT allowed.

Today
Tomorrow
Sunday-10/24
Mon Oct 11
7 AM
Monday Oct 11, 2021
Court Schedule at The Isles
System Menu
User: sresident - Sample Resident

Court	7:00 AM	7:30 AM	8:00 AM	8:30 AM	9:00 AM	9:30 AM	10:00 AM	10:30 AM	11:00 AM	11:30 AM	12:00 PM	12:30 PM	1:00 PM	1:30 PM	2:00 PM	2:30 PM	3:00 PM	3:30 PM	4:00 PM	4:30 PM	5:00 PM	5:30 PM	6:00 PM	6:30 PM	7:00 PM	7:30 PM	8:00 PM	8:30 PM	9:00 PM	9:30 PM
Tennis-1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tennis-2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tennis-3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tennis-4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Community	Community	Community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pickle-1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	pickleball clinic	pickleball clinic	pickleball clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pickle-2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	pickleball clinic	pickleball clinic	pickleball clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bocce-1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bocce-2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basketball	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

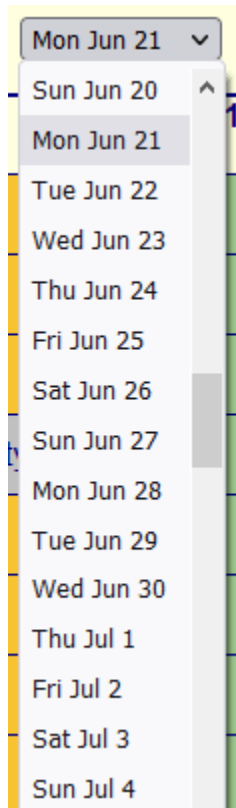
Submit
Log Off
To cancel a reservation, check the box under the reservation name, and click Submit

To **make a court reservation**, you can select up to three consecutive checkboxes designating the time range you wish to reserve the court for. Any more than three boxes checked will be ignored, due to the 90-minute reservation limit. You must reserve for at least one hour - a single box checked will result in an error message. You can click just the first and last boxes of your reservation timeframe. When your time frame has been selected, click Submit.

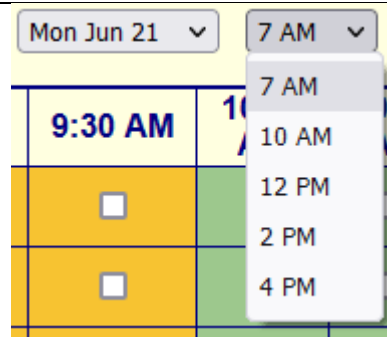
To **delete a court reservation**, you will see a single checkbox in the first cell for your reservation. Click that checkbox and then Submit. **If you will not need a court you have reserved, you are strongly encouraged to log in and cancel your reservation, as this will free the court up for other users.**

A user cannot reserve more than one court with a start time within 90 minutes backwards or forwards. This is to restrict back-to-back court reservations.

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You can view 10 days in the past, and up to 120 days into the future, for advance planning purposes. This will help you be aware of court closings due to upcoming tournaments or other similar events.



You can adjust the **starting time for the scheduling window** for any day you are viewing. This only changes your current view of the reservation screen.

The **system menu**, located at the top of the scheduling screen, includes these menu selections:



**Isles Online Court Reservation System – User Documentation**

The “**List of Current Reservations**” menu pick will display a table-based list of current and future reservations that have not been cancelled. The list is in chronological order by court. You will see your own reservations first, then reservations for other users.

**Your Active Reservations:**

Resv Date	Start Time	Court #	Resident Name	When Received
Sunday, Oct 10	07:00 PM	T-1	Resident, Sample	10/10/2021 1:13:40 PM
Wednesday, Oct 13	07:00 AM	T-3	Resident, Sample	10/9/2021 5:36:33 PM
Wednesday, Oct 13	10:00 AM	Pickle-5	Resident, Sample	10/9/2021 5:37:20 PM
Saturday, Oct 16	10:00 AM	T-2	Resident, Sample	10/9/2021 6:00:41 PM
Saturday, Oct 16	08:30 PM	Pickle-5	Resident, Sample	10/9/2021 5:38:09 PM
Sunday, Oct 17	10:30 AM	T-2	Resident, Sample	10/9/2021 6:04:49 PM
Monday, Oct 18	10:00 AM	T-1	Resident, Sample	10/10/2021 11:21:45 AM

**OTHER Active Reservations:**

Resv Date	Start Time	Court #	Resident Name	When Received
Sunday, Oct 10	07:00 PM	T-4		10/10/2021 4:22:29 PM

[To Main Reservation Screen](#)

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### Waiting List Feature

If all courts for the specific day/time you want are already booked, you can put yourself on the **court waiting list** for that day. This is a first-come, first serve list. The 14-day advance booking rule applies to the waiting list as well. Multiple/duplicate waiting list entries will be ignored.

Isles Court Reservation System - Waiting List Request Form		
Date (pick one)	Time slot (pick 1 or 2)	Court Type (pick one)
<input type="radio"/> Sunday, October 17	<input type="checkbox"/> 7:00AM - 8:30AM	<input checked="" type="radio"/> Tennis
<input type="radio"/> Monday, October 18	<input type="checkbox"/> 8:30AM - 10:00AM	<input type="radio"/> Pickleball
<input type="radio"/> Tuesday, October 19	<input type="checkbox"/> 10:00AM - 11:30AM	<input type="radio"/> Bocce
<input type="radio"/> Wednesday, October 20	<input type="checkbox"/> 11:30AM - 1:00PM	
<input type="radio"/> Thursday, October 21	<input type="checkbox"/> 1:00PM - 2:30PM	
<input type="radio"/> Friday, October 22	<input type="checkbox"/> 2:30PM - 4:00PM	
<input type="radio"/> Saturday, October 23	<input type="checkbox"/> 4:00PM - 5:30PM	
<input type="radio"/> Sunday, October 24	<input type="checkbox"/> 5:30PM - 7:00PM	
<input type="radio"/> Monday, October 25	<input type="checkbox"/> 7:00PM - 8:30PM	
<input type="radio"/> Tuesday, October 26	<input type="checkbox"/> 8:30PM - 10:00PM	
<input type="radio"/> Wednesday, October 27		
<input type="radio"/> Thursday, October 28		
<input type="radio"/> Friday, October 29		
<input type="radio"/> Saturday, October 30		
<input type="radio"/> Sunday, October 31		

Date/time after which to disregard waiting list request:

Date  Time

### Court Waiting List

Position	Day	Start Time	End Time	Court Type	Member Name
# 1	Monday, October 18, 2021	11:30 AM	1:00 PM	Tennis	Resident, Sample

- Since you cannot have more than one court reserved at a time, do not put in a waiting list request for a time slot during which you already have a reservation.
- Make sure that you have email and/or text messages enabled in the Member Info Update screen, so that you can receive all system notifications.
- After any court cancellation, the system will evaluate whether your waiting list request can be filled by any open court.
- If yes, your court reservation will be automatically booked and you will receive email and/or text confirmation of your new reservation.
- If you don't want or need this reservation, **PLEASE CANCEL IT**. Thank you.

Any time a court cancellation takes place, the system reviews any waiting list requests for that day and determines if any requests can be accommodated. If there is a court cancellation that frees up a court at a time that matches your waiting list request, the court will instantly be booked in your name, and you will receive an email and/or text message notification if you have enabled this feature. Consideration of waiting list requests is on a first-come, first-serve basis. Make sure your email and/or text message info is correct in the system so you can receive these notification messages.

If you know that there is a specific time by which you need to know whether you can get a court or not, please indicate that in the **“Date/time after which to disregard waiting list request”** boxes. For example, on Tuesday, I put myself on the waiting list for Thursday evening. However the people I am playing with need to know by Wednesday at 6PM whether it is a go or not – otherwise they are making other plans. Please use this feature when applicable so that we can accommodate as many members’ requests as possible.

**Please cancel waiting list requests when you know you no longer need to be considered for a court opening.**

## Isles Online Court Reservation System – User Documentation

In the **Member Info Update** screen, you will be able to view and update your own system information.

The Isles Member Information Update Screen	
Last Name	Resident
First Name	Sample
User ID	BE5901
System Access Password (3 to 15 letters/digits)	●●●●●●●●●●
System Access Password (re-type here ONLY when changing password)	
Password Hint (Can be viewed by anyone knowing your email address) (OPTIONAL)	
Cell Phone (10 digits - no dashes)	9419871234
Home Phone (10 digits - no dashes)	
Work Phone (10 digits - no dashes)	
Email Address	sresident@gmail.com
Email Preferences	All system messages
Text Message Preferences	Reservation-related messages only
Cell Phone Provider (Required if Text Message Preferences are not None)	Verizon
<input type="button" value="Submit"/> <input type="button" value="Cancel/To Main Reservation Screen"/>	

Enter your **cell phone number** without spaces or punctuation of any kind (numbers only). There is an extensive list of cell phone providers. If you do not find your provider in this list, email [islesadmin@reservethecourt.com](mailto:islesadmin@reservethecourt.com) to request that your cell provider be added to the list. You must enter the proper cell phone provider for SMS text messaging to work properly.

The choices for **Email Preferences** and **Text Message Preferences** are:

**All system messages:** you will receive any system broadcast messages that are sent, regardless of whether you have any outstanding reservations or not

**Reservation-related messages only:** you will receive messages for reservations made or cancelled, and system broadcast messages that impact a time frame during which you have an outstanding reservation.

**None:** you should not receive any messages from the system, unless the system administrator makes a general broadcast message that needs to be read by all system users.

Your user ID cannot be changed.

The "**Feedback/Problem Report**" menu pick will send a brief feedback message to the administrator of the system. If your message is longer than 255 characters, just compose a new email and send it to [admin@reservethecourt.com](mailto:admin@reservethecourt.com).

**System enhancement requests, issue/bug reporting:** please use the Feedback/Problem Report menu pick to enter a message which will be sent to the system administrator.

**Weather Radar** menu pick: this will take you to a Weather.com screen targeted for our area. You can click on the Next 6 Hours button, and then PLAY to get a radar forecast. **Click Back** to return to the reservation system.