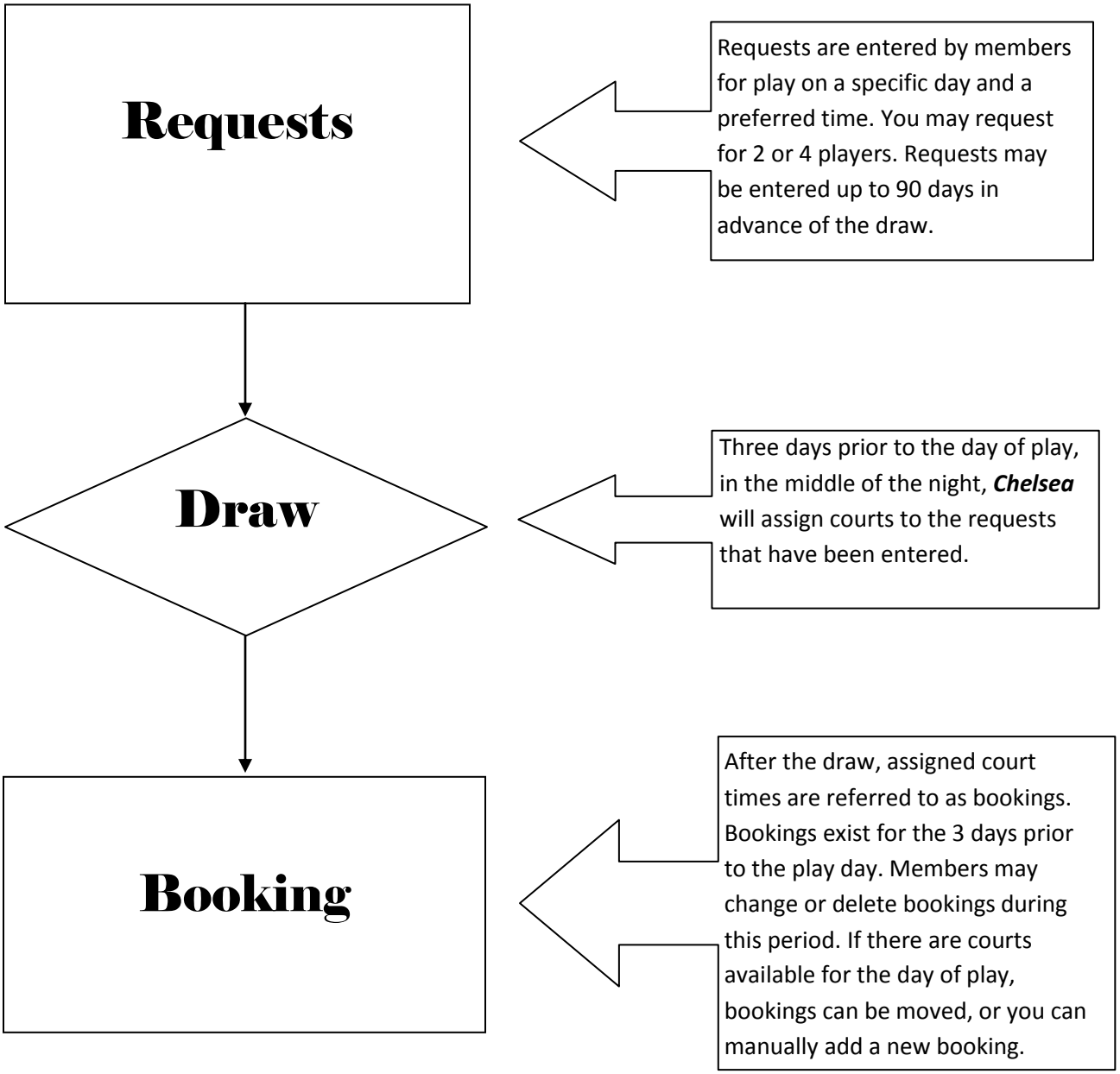
How the Chelsea Court Reservation System Works

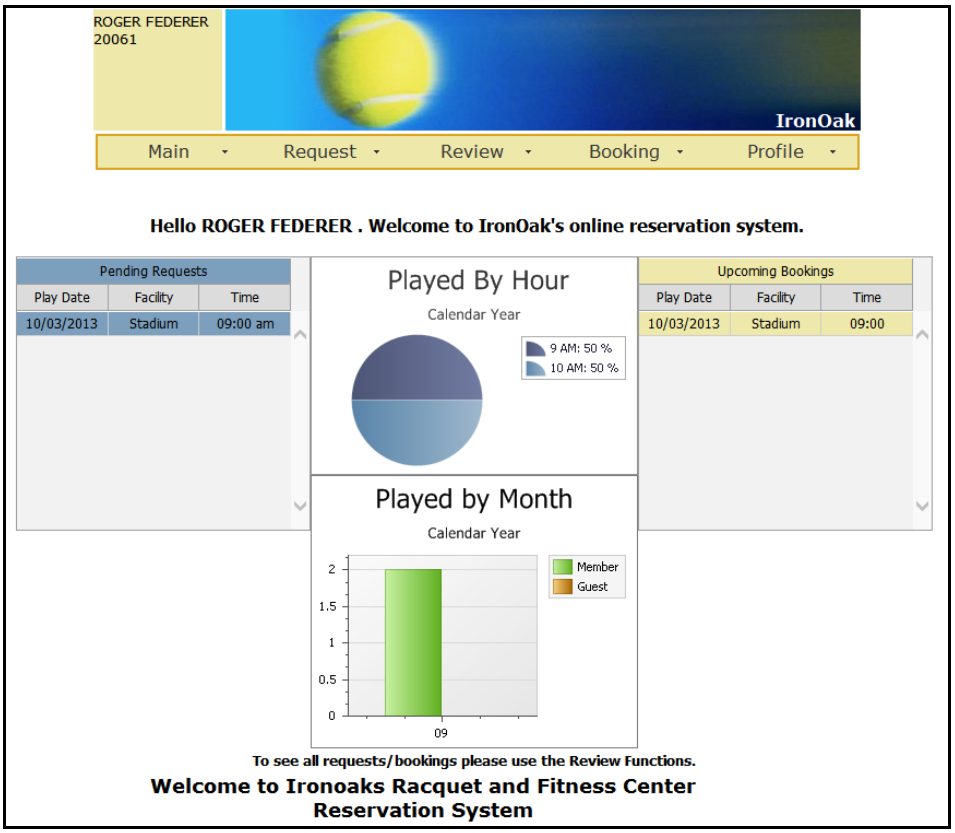


How do I make Chelsea work for me?

Chelsea is principally a web based system. By far, the best way to see all of your court times and to make requests for court times is to log into your personal account which is already set up in ***Chelsea***. When you navigate to the login page in your web browser (http://ironoaks.chelseareservations.com/), you will be asked for a Member Number and a Password. Your member number is usually the last four digits of your phone number plus one additional digit. This additional digit is typically a 1 for the male member of the family and 2 for the female. The first time you connect to ***Chelsea***, your password will be 1234. You will need to create a different password as you proceed.

When you have entered your Member # and Password, you need to click on the button that says 'Login Tennis'. As you will see, our golf community uses the same system and they can login as golf members from this same screen. When you have clicked the login button, you will see the main member screen with your name and your tennis activity showing. This screen is called your 'Dashboard' or welcome screen. It is from this single screen that you can create or modify requests, create or modify bookings, view your play history and find out when your friends are scheduled to play.

Your dashboard will look something like this:



How do I enter a request for court time?

In the dashboard screen, just under the fuzzy tennis ball, there is a menu item titled 'Request'. When you click on this menu, you will have the choice of adding, editing or deleting a request. When you select add a request, a different screen appears that allows you to select time and location.

You first must select the date on which you want to play. Then you must tell Chelsea your preference of court facility. You have first, second and third choices available, but you may select only one facility if you wish.

Next, you can enter your preferred time of play. You may also enter the earliest time you will play and the latest time you will play. If you absolutely must play at 9:00, for example, you can enter 9:00 in all three boxes. However, that will limit your chances of getting a court.

If you want to have two adjacent courts, you can enter a 2 in the segment titled '# of Court Times'. If you do this, you will need to enter 8 players in the next screen.

When your time and court are requested, you can proceed to entering the players. Notice at the top of this screen that there are 3 tabs (like file folder tabs). When your court and time is entered, you click on the tab labeled 'Player Info' and you will see a screen like this:

You will need to enter your member ID number in the first box – which makes you the 'Captain' for this request. You can then enter the other players for this request either by entering their member ID or by clicking on the magnifying glass icon to do a search (every request must have at least 2 players). There is an easier way to fill in players too, it's called the Buddy List but that will be covered later.

Once your player list is filled in, press the 'Submit' button to have your request processed. It takes a few seconds, but then a confirmation screen will appear to let you know the request is in the system.

Confirmation screen:

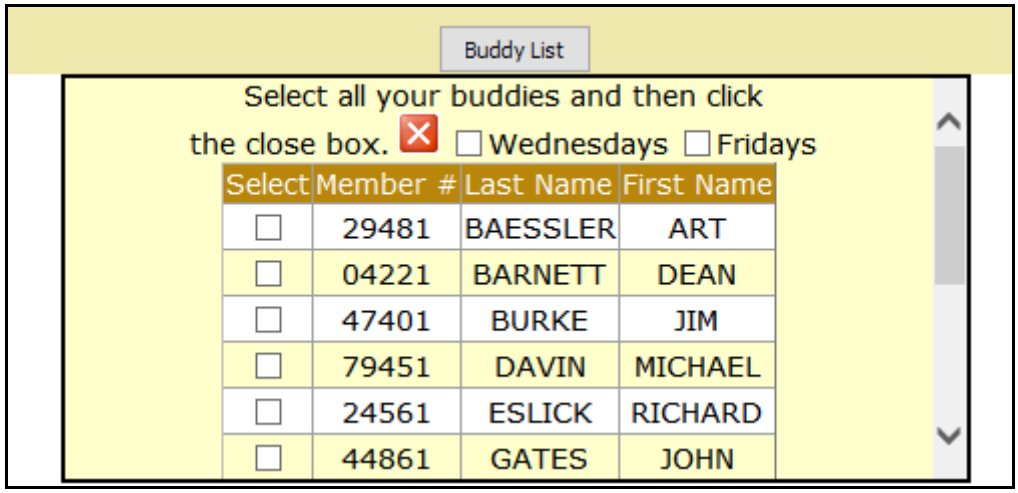
You will notice a confirmation number on the right-hand side of the screen. Typically, you will not need to know this number so you do not need to write it down. However, if some other member has a reason to make a change to this request, they will need this number to access it.

When you go back to the welcome screen or 'Dashboard', this request will now show there. This will be the case for all members who are listed in this request. To get back to the welcome screen, you can use the menu item 'Welcome' under the 'Main' menu.

Notice the check box at the bottom of the screen that says 'Repeat Request'. As you get familiar with this system, that check box will become very helpful. If you check it, you will be taken back to the first request screen with your selections and players unchanged. You now have the ability to select a different day and make a request. For those of you who have regularly organized play with the same group of members, you can use this feature to fill out requests in a very short time for a month or more in advance. This feature represents one of the most powerful advantages of the ***Chelsea*** system.

The Buddy List

It was mentioned earlier that there is a feature called The Buddy List and that it makes entering a request even easier. If you have created a buddy list (that's done under the profile menu) then when you are adding players to a request, you can click on the Buddy List button and bring up a list of the players with whom you frequently play. The pop up buddy list screen looks like this:



If you are requesting a doubles court, you can just simply check the box next to the name of 3 buddies that will be playing on the requested day. Then click the red 'X' and those three people will be filled in.

Look back a couple of pages at the player entry screen. You will see a check box just above the submit button that says "Add Players to <*captain's name*> buddy list. If you check this box, then the players you have entered for this particular request will be added to your buddy list unless, of course, they are already on your list.

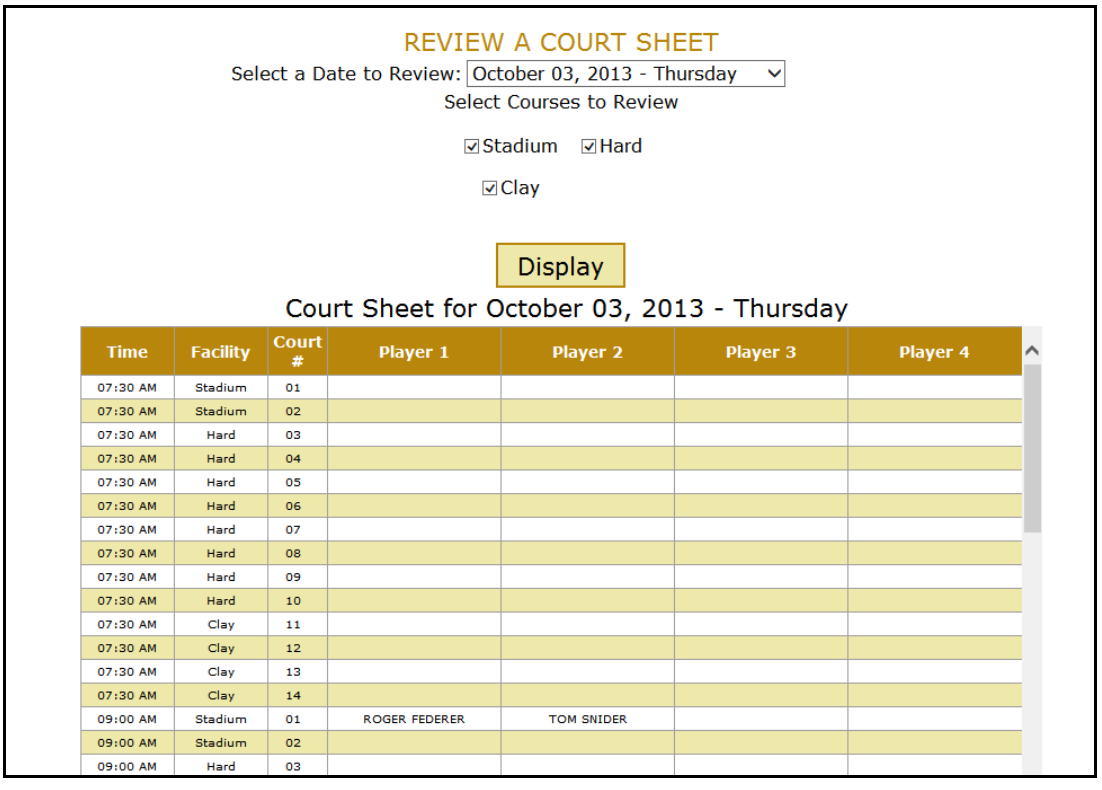
As with the repeat request described above, this feature represents one of the most powerful advantages of the ***Chelsea*** system.

When Do I Get a Booking?

As shown on the flow chart on page 1 of this document, three days before the day of play, all the requests for that day are gathered and, in the middle of the night, ***Chelsea*** sorts them according to its weighting system and assigns courts to groups. If you made your request choices too narrow, you may not get a court. The definition of too narrow is if you only want a specific facility (surface) and if you only are willing to play at one specific time.

At 10:00 in the morning, again three days before play, the bookings are shown within the system and you will be able to see them. In addition, if you wish to, ***Chelsea*** will send you an email with your booking information. The way you allow or stop these emails is to either add or remove your email from your profile page.

To see all of the bookings for any booked day, you can select 'Review a Court Sheet' under the Review menu. You need to select the date you want to see, and then a full view of that day's bookings will show.



REVIEW A COURT SHEET

Select a Date to Review: October 03, 2013 - Thursday

Select Courses to Review

☑ Stadium ☑ Hard

☑ Clay

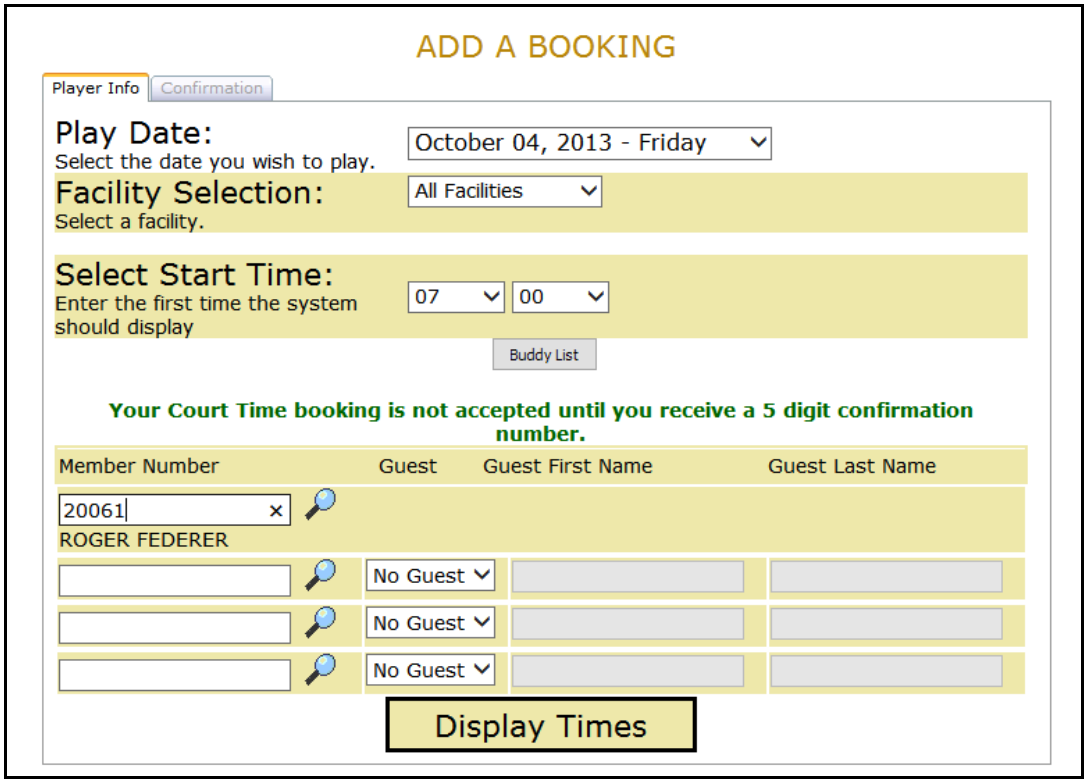
Display

Court Sheet for October 03, 2013 - Thursday

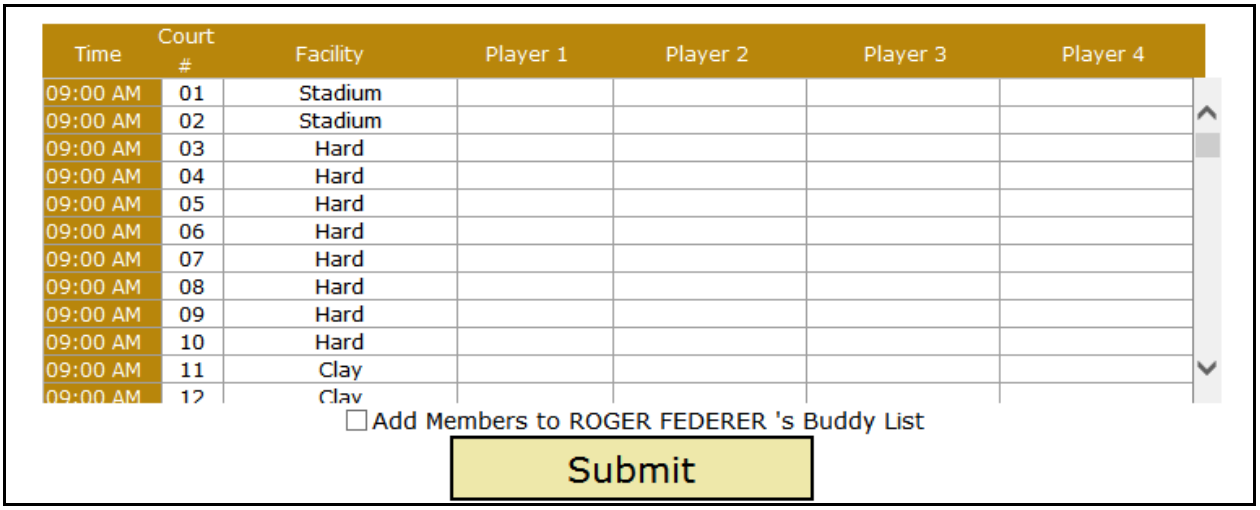
Time	Facility	Court #	Player 1	Player 2	Player 3	Player 4
07:30 AM	Stadium	01				
07:30 AM	Stadium	02				
07:30 AM	Hard	03				
07:30 AM	Hard	04				
07:30 AM	Hard	05				
07:30 AM	Hard	06				
07:30 AM	Hard	07				
07:30 AM	Hard	08				
07:30 AM	Hard	09				
07:30 AM	Hard	10				
07:30 AM	Clay	11				
07:30 AM	Clay	12				
07:30 AM	Clay	13				
07:30 AM	Clay	14				
09:00 AM	Stadium	01	ROGER FEDERER	TOM SNIDER		
09:00 AM	Stadium	02				
09:00 AM	Hard	03				

If you forgot to make a request and are not showing up on the court sheet, you can add your group to any of the available court times.

Under the Booking menu, click on the ‘Add Booking’ item and a screen that looks a lot like the request screen appears.

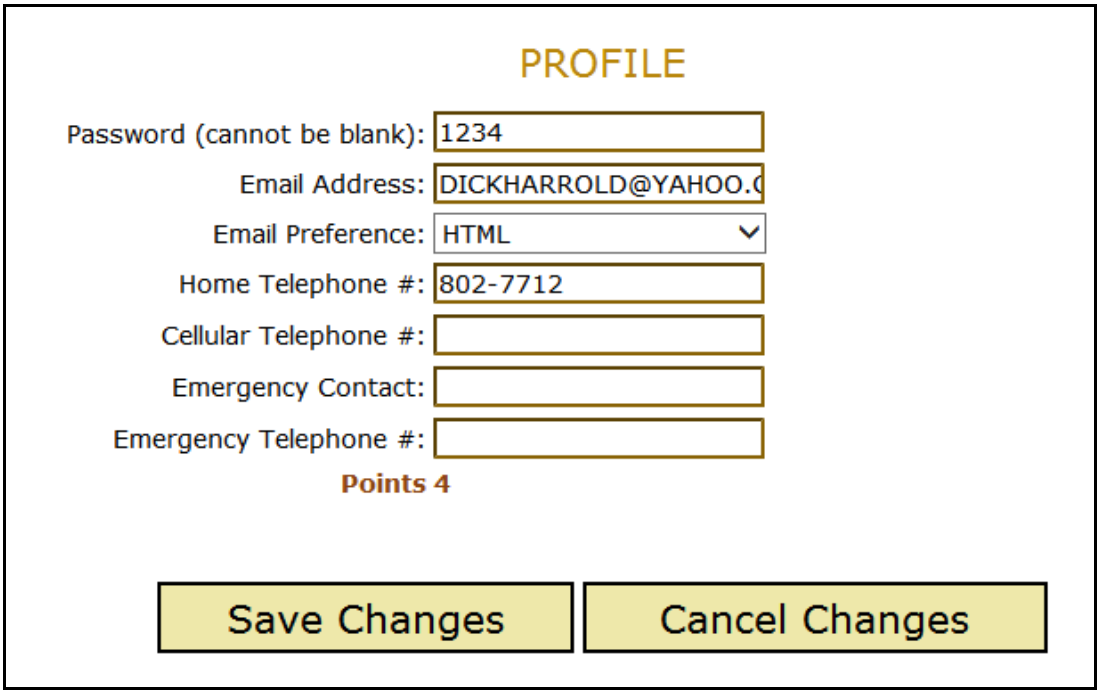


You have the ability to select the facility (surface) type if you want, and you can select the time that you want the display to start showing availability. Enter your member number just as in a request and then add the other members of your play group. You can use all the same shortcuts as in the request screen such as search and buddy list. When you have entered your players, click the ‘Display Times’ button and you will see a display of all booked courts for that day. If there are open courts, simply click on the time and court highlighted with the gold and press the submit button.



Your Personal Profile

The profile page is a fairly simple page but has a few important items to be aware of. Here is what the profile page looks like when you click 'My Profile' under the profile menu:



One of the important things to be aware of is the setting of your password. As stated above, it starts out with a value of 1234, but it should not stay that way. You need to select a password for yourself that you can remember . . . like your birthdate or your house number. If you do not change it from 1234, each time you log in, you will be taken to this page rather than the welcome screen defined above.

Your email address is another important item. You may remove it altogether if you wish. If you do that, you will not receive emails from the system telling you of your recent bookings. If you do wish to receive these reminder emails, be sure to check that the email showing on your profile page is the correct one.

Your cell phone number, an emergency contact and the emergency phone are not required.