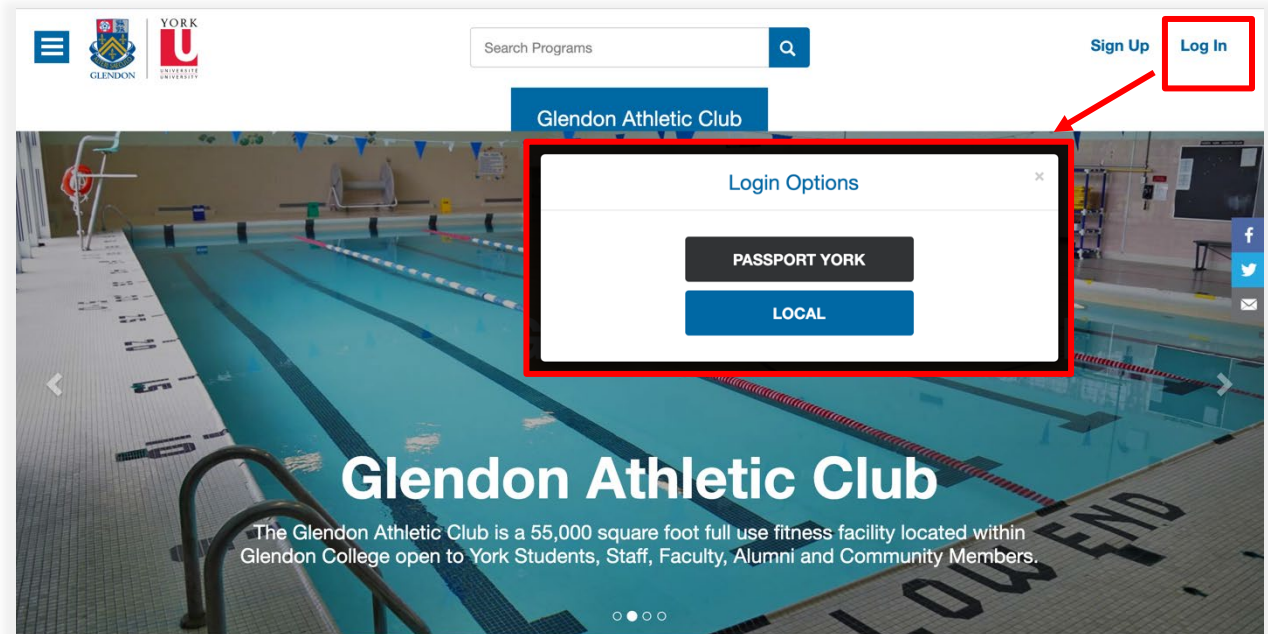


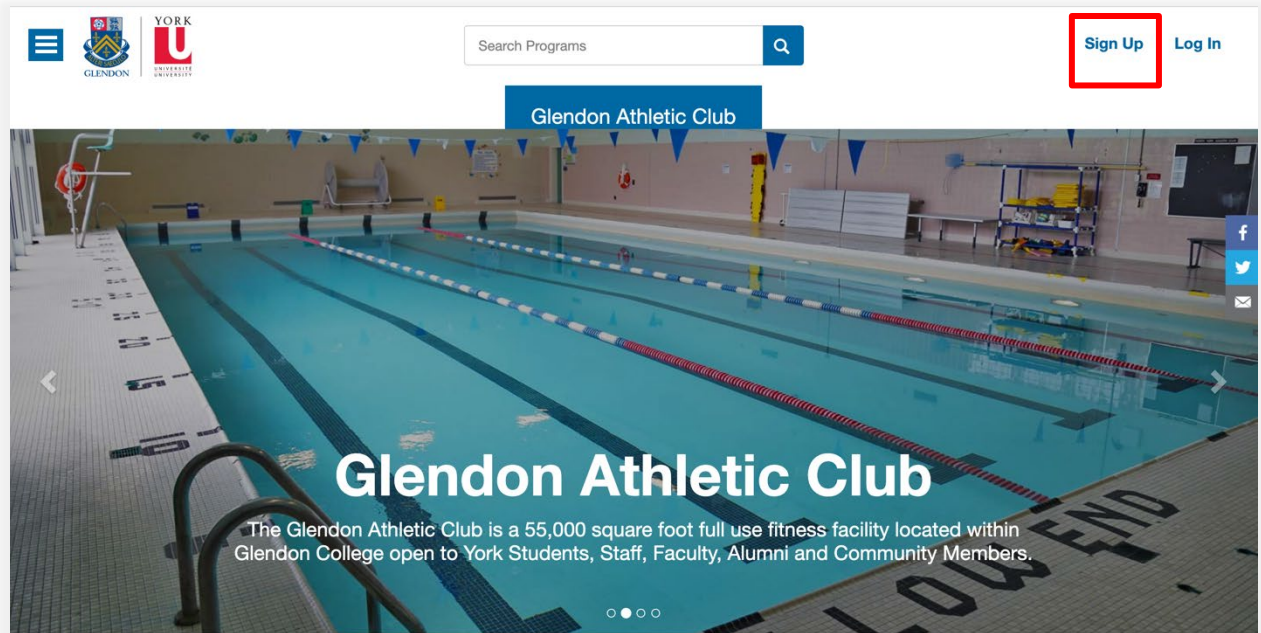
How to Book and Manage a Booking (Member)

1. Sign into the Member Portal.



1. Use the **log in** button to sign into the member portal.
 - a) Community Members: Use the blue **Local** button and enter your username and password. If you do not have an account see **1.1. Creating an Account**
 - b) Current Students, Faculty and Staff: Use the black **Passport York** button and sign in with your PPY credentials.

1.1. Creating an Account

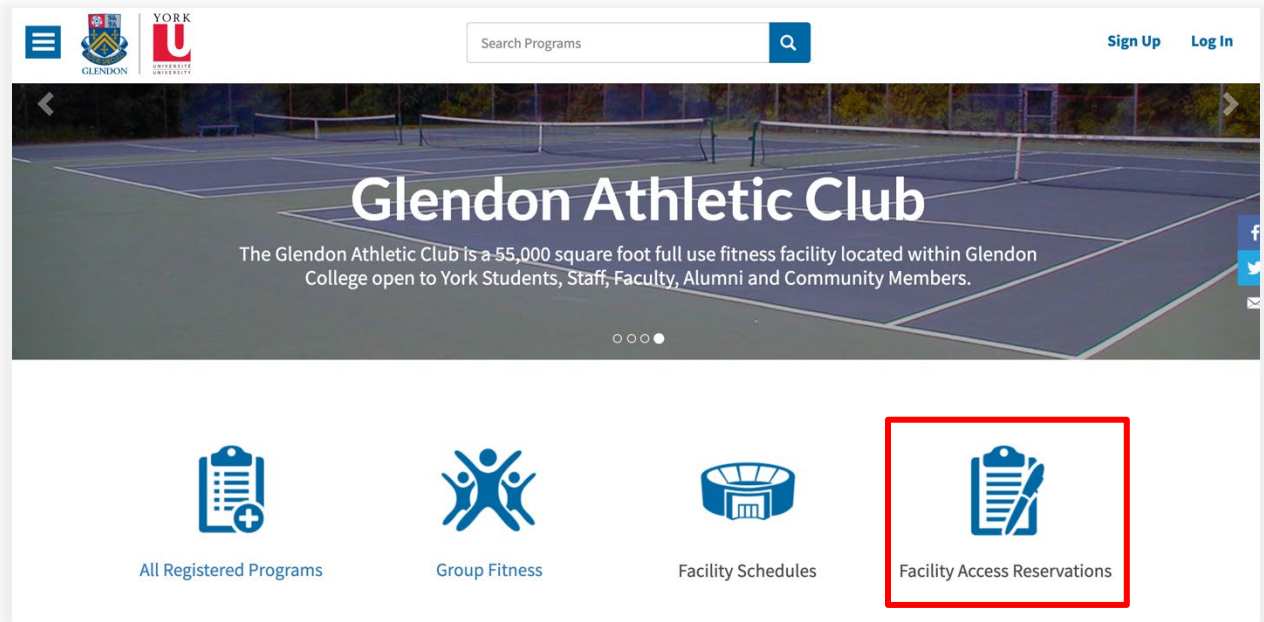


1. Click Sign up.
2. Fill in the form with your information.
3. You will receive an email to activate your account.

You can also contact the membership office and have someone assist you with setting up your online account.

Note: this is only for community members. If you are a student, faculty or staff member please use your Passport York to sign in.

2. Navigate to the Bookings Icon



1. Navigate to **Facility Access Reservations**.

3. Features of the Booking page

The screenshot displays the 'Bookings' section of a website. At the top left, there are logos for 'GLENDON' and 'YORK UNIVERSITY'. A search bar labeled 'Search Programs' is located at the top right. The main heading is 'Bookings'. Below this, there are two main sections:

- 1 Upcoming (4)**: This section contains three booking tiles. Each tile shows the booking name (e.g., 'Tennis Court Reservations - Tennis Court 1'), the user name 'Jim Halpert', the date (e.g., 'Wed, May 26 2021'), and the time slot (e.g., '2:00 - 3:00 PM'). A 'VIEW ALL' button is located below these tiles.
- 2 New Booking**: This section features three blue tiles with icons and text: 'Squash Court Reservations' (with a squash racket icon), 'Tennis Court Reservations' (with a tennis racket icon), and 'Weight Room Reservations' (with a dumbbell icon).

1. If you have any **Upcoming Bookings**, each booking will appear with their own tile. If you have more than 3 bookings the full history of bookings can be found by clicking "View All".
2. All active booking products will show below under **New Booking**. You can click on the booking product to book a time slot for a specific date and time.

4. Choosing a Facility and a Time Slot

The screenshot displays a booking interface for 'Tennis Court Reservations'. At the top, there is a search bar and a navigation menu. The main content area is divided into several sections:

- 1**: A blue header bar with the text 'Bookings / Tennis Court Reservations' and a description: '1 hour time slots. Max 1 reservation per day. Booking available 3 days in advance.'
- 2**: A date selector for 'May 26 - 29, 2021' with buttons for '26 WED', '27 THU', '28 FRI', and '29 SAT'.
- 3**: A facility selector with buttons for 'Tennis Court 1', 'Tennis Court 2', and 'Tennis Court 3'.
- 4**: A grid of time slots with 'BOOK NOW' buttons. The slots are:
 - 6 - 7 AM: 1 spot available
 - 7 - 8 AM: 1 spot available
 - 8 - 9 AM: 1 spot available
 - 10 - 11 AM: 1 spot available
 - 11 AM - 12 PM: 1 spot available
 - 9 - 10 AM: No spots available
- 5**: A red box highlights the 'UNAVAILABLE' button for the 9 - 10 AM slot.

1. Booking product name is displayed along with the booking description at the top of the page.
2. The dates displayed here are determined by the number of days in advance you can book. You can click on your desired date of booking.
3. Facilities that are a part of this booking are displayed. If more than one facility is associated with the booking product, the you can switch between facilities to view the availability of time slots. (ex. Tennis Court 1, Tennis Court 2...)
4. Each tile is an individual time slot. The time slots show remaining number spots available at that time. Click **Book Now** to reserve.
5. If a time slot says **Unavailable**, the booking is full, you has reached their max amounts of bookings allowed for the day, or the concurrent/consecutive amount of bookings has been reached.

5. Confirmation Email Example

Tennis Court Reservations – Tennis Court 1 Booking

Jim Halpert | ID: M-10020

Hello Jim Halpert,

2 Here are the details regarding your recent booking. If you are unable to attend, please [cancel](#) your booking online.

1 Product: Tennis Court Reservations – Tennis Court 1
Date: Fri, May, 28, 2021
Time: 6:00 AM – 7:00 AM

Thank you,
Glendon Athletic Club

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[VIEW BOOKING](#)

1. Details of booking date and time are sent in the confirmation email.
2. A link to cancel is provided in the confirmation email. This link sends the individual to their profile on the member portal.
3. "View Booking" also links the individual to their profile on the member portal.

6. How to Cancel a Booking

There are three ways to cancel a booking.

6.1. From the Member Profile

The screenshot shows a web interface for a member profile. At the top right, a user profile dropdown is visible with the name 'jhalpert' and options for 'Profile' and 'Log Out'. A search bar labeled 'Search Programs' is located at the top center. Below the search bar, the profile name 'Jim Halpert' is displayed. On the left side, a navigation menu lists various options: Personal Information, Programs, Memberships, Lockers, Equipment, Bookings, Facilities, Guest Passes, Multi-Visit Passes, Order History, Towel Services, Parking Permits, and Invoices. The 'Bookings' option is highlighted. The main content area displays a table of bookings with columns for Name, Day, and Time. Two 'CANCEL' buttons are visible next to the first two rows of the table.

Name	Day	Time	
Tennis Court Reservations - Tennis Court 1	Fri, May 28 2021	6:00 - 7:00 AM	CANCEL
Squash Court Reservations - Squash Court 1	Fri, May 28 2021	7:00 - 7:40 AM	CANCEL
Tennis Court Reservations - Tennis Court 1	Wed, May 26 2021	2:00 - 3:00 PM	
Weight Room Reservations - Weight Room	Wed, May 26 2021	2:00 - 3:15 PM	
Weight Room Reservations - Weight Room	Thu, May 20 2021	4:00 - 5:15 PM	
Weight Room Reservations - Weight Room	Fri, May 14 2021	10:00 - 11:15 AM	
Tennis Court Reservations - Tennis Court 1	Fri, May 14 2021	10:00 - 11:00 AM	
Tennis Court Reservations - Tennis Court 1	Tue, May 4 2021	11:00 - 12:00 PM	
Weight Room Reservations - Weight Room	Tue, May 4 2021	12:00 - 1:15 PM	

1. Click on the username/photo in the upper right corner. Click **Profile** from the menu that appears.
2. Select **Bookings** from the left menu.
3. Click cancel next to the booking you want to cancel.

6.2. From the Upcoming list from the Bookings page

The screenshot displays the 'Bookings' section of a user interface. At the top, the word 'Bookings' is written in a large blue font. Below it, the sub-section 'Upcoming (2)' is also in blue. Two reservation cards are shown side-by-side. The left card is for 'Tennis Court Reservations - Tenni...' and the right is for 'Squash Court Reservations - Squa...'. Both cards list the user 'Jim Halpert', the date 'Fri, May 28 2021', and a time slot. The 'Squash Court Reservations' card has a red box around its three-dot menu icon, labeled with a circled '1'. A second red box highlights the 'Cancel Booking' option in the expanded menu, labeled with a circled '2'. Below the upcoming list, a 'New Booking' section features three blue buttons: 'Squash Court Reservations' with a racket icon, 'Tennis Court Reservations' with a racket icon, and 'Weight Room Reservations' with a dumbbell icon.

1. From the **Bookings** page find the list of upcoming bookings and click the three vertical dots from the booking you wish to cancel and expand the menu.
2. Click **Cancel Booking**

6.3. From Inside the Booking Product

26 WED 27 THU 28 FRI 29 SAT

Tennis Court 1 Tennis Court 2 Tennis Court 3

Some times may be unavailable due to conflicting appointments.

6 - 7 AM No spots available ✓ Booked Cancel Booking	1 8 AM 1 spot available UNAVAILABLE	8 - 9 AM 1 spot available UNAVAILABLE
9 - 10 AM 1 spot available UNAVAILABLE	10 - 11 AM 1 spot available UNAVAILABLE	11 AM - 12 PM 1 spot available UNAVAILABLE

1. Inside to booking product find your booking date, facility, and time slot. Click the three vertical dots.
2. Click cancel booking.