



PLAYBYPPOINT FAQ

Can I use my same username and password?

- You will need to establish your account with Playbypoint by selecting “log in” as an account has already been setup for you. Use the email address that you received your Playbypoint notice and use the temporary password of *tennis* (all lowercase).
- Once you are logged into your account you will want to change your password and setup your profile. For further instructions on how to do this, please view our users guide ([click here to view guide](#)).

If I have trouble logging in and setting up my account who should I contact?

- If you still have trouble after viewing the user guide, you may reach out to Dave, Brenda, or one of our staff at the Welcome Center.

Why do I see Playbycourt in some places?

- That was this system’s previous name

What’s the schedule for going live with Playbypoint?

- Jan 8 – Jan 15: Use TennisBookings to book future dated courts to Jan 20
- Jan 16: members will now use Playbypoint for all court bookings
<https://graniteymca.playbypoint.com/>

Current Bugs Being Worked on by the Developer:

- Passwords with special characters may not work - if this happens, try a long one with just letters and numbers
- Initial required info is not always set correctly - if you have trouble updating your info, Dave, Brenda or Welcome Center staff can assist you.
- The Directory doesn’t find everyone - the Playbypoint people are working on this.
- When signing in and out, redundant alerts appear, sometimes hiding the Login button.
- Chat with an admin is available on mobile, but not on the website.