



# USERS GUIDE TO PLAYBYPPOINT

## GETTING STARTED

### Where to log in?

- Your account has already been set up for you - please do NOT click "Sign Up"
- On the web: <https://graniteymca.playbypoint.com/> . Click Log In.
- On mobile: Download the Playbypoint app. Click LOGIN.
- Username: the email address at which you received your Playbypoint notice
- Password: tennis (all lower case) unless you have already reset your password

### What's the first thing I should do once I receive my new-account email?

- **Change your password** (you will not receive a prompt, so please follow the steps below)
  - Click the person icon at upper right, then Profile, the Change Password on the left
  - If Playbypoint doesn't like your password, try using a long one that is all letters and numbers, with no special characters.
- **Edit your profile** to ensure required fields (with a red star) are present and correct
  - Click the person icon at upper right, then Profile, then Edit Profile:
  - Phone - set both phone numbers - ok to put cell phone in both
  - Turn on "PUBLISH PHONE INFORMATION ON PROFILE" to allow people to call or message you; otherwise they can only email.
  - Birthday - this must be set to a real date
  - Address - enter your address
  - Verify or enter gender
  - NTRP level
  - Select "update settings"
  - If you still have trouble, contact Dave ([dbrown@graniteymca.org](mailto:dbrown@graniteymca.org)), Brenda ([bmarcotte@graniteymca.org](mailto:bmarcotte@graniteymca.org)), or the Welcome Center

## BOOKING COURTS

### Quick “how to” booking video:

- A useful short video on how to book a court using the mobile app:
  - [How to Book a Court video](#)

### Understanding when courts are open/available:

- When you’re booking a court, times that have passed are not shown. Times when courts are not available are shown in red. You can click on them to join the waitlist. You can also click the tiny “View Calendar” to see current bookings:

Our Court Tennis Club

1 Select date and time

SUN 01 MON 02 TUE 03 WED 04 THU 05 FRI 06 SAT 07 SUN 08

VIEW CALENDAR

Select Type

TENNIS

Select Time

5:30-7AM 7-8:30AM + 8:30-10AM 10-11:30AM

11:30-1PM 1-2:30PM 2:30-4PM 4-5:30PM +

5:30-7PM 7-8:30PM 8:30-10PM 10-11:30PM

### If I select a booking time and then click another one, I get an error message

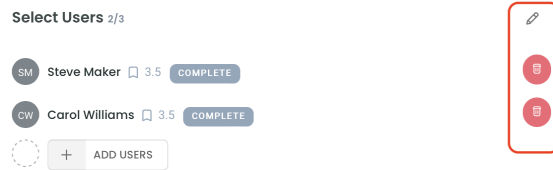
- Click the time you’ve selected in order to unselect it, then select the new time

### How do I indicate Singles, Doubles, etc?

- Singles: select 1 player. Doubles: select 2.
- Finding Partners: try Game Match

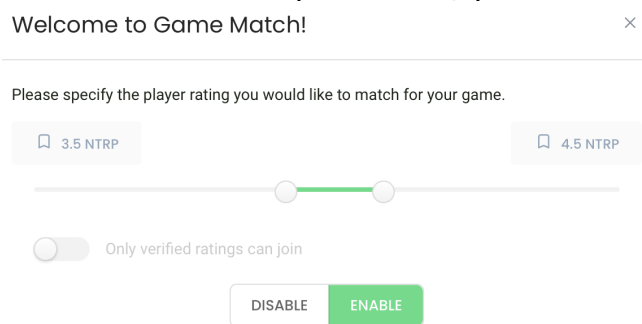
## How do I change a booking?

- Open the reservation
- Click the pencil to change the number of people and add players
- Click the trash can to remove that player



## How do I go about Finding Partners?

- Try Game Match: when we book a court, say for singles, we get an option to "Enable Game Match". When you click it, you see



- You can then invite specific players.
- Also, everyone else sees a list of Game Match options on their home page, and can join.

## How do I get notified of a booking?

- Click the Home button at the top
- On the upper left, by your name, click the Gear, then Profile
- Click Notification Options
- You can select whether to get an email or a Push notification to the mobile app, or both (SMS is not currently available)
- On your phone, under settings, you will want to enable notifications for the Playbypoint app

## How do I add a guest?

- Select the Guest user, then enter their name and click Save

The screenshot shows a 'Select Users' interface with a title 'Select Users 2/2' and an edit icon. There are two user entries. The first entry is for 'Steve Maker' with initials 'SM', a rating of '3.5', and a 'COMPLETE' status. The second entry is for 'Joe Schmoe' with initials 'G', a 'SAVE' button, and a status of '(Guest) UNPAID'. To the right of each entry is a red circular icon with a white document symbol.

- You can pay for your guest with club credits if you have any (as in TennisBookings)
- You can also pay by credit card, and you can keep a credit card on file to make that effortless. To put a card on file:
  - Go to your Profile > Payment
  - Click Cards to set up your card
  - Click Default payment method to set your default method
- To Add Funds:
  - Profile > Payment > Club Credits > Add Funds (as in TennisBookings)
- Please ensure your guest follows the YMCA policies and procedures and checks in at the Welcome Center upon arrival.