FastCourts Booking System – Quick Start

1. Use a computer, tablet or smartphone to access fastcourts.com.
2. Log in using the email and password shown on your Welcome email.
3. Please update your Profile to include your phone number and photo.
4. To make a rink booking, first select "Court" from the top menu.
5. Choose a court and the week in which you want to book.

6. Click any empty (white) timeslot on the booking grid to make a booking.
7. Confirm the names of every playing member and then add the booking.
8. Confirmation emails will be sent to all players.

IMPORTANT: You may be silently logged out of Fastcourts after a period, without any indication that this has happened. If FastCourts stops working correctly, it is likely that you have been logged out and you will have to log in again. By clicking on the Club menu item, you will be able to check whether you are still logged in and, if not, log in again.

Other points to note:

9. Please cancel any bookings that you do not require, as soon as possible.
10. On the day, arrive no earlier than 10 minutes before your booked timeslot.
11. Observe all social distancing and hygiene requirements while on club premises.
12. Play on the correct rink (odd or even) matching the day of the month.
13. Leave the club by the time shown on the following reserved (red) timeslot.

More detailed instructions can be found in the **FastCourts Booking System Users' Guide**.

FastCourts Booking System – Users' Guide

Introduction

Bowls England has advised all clubs under its jurisdiction to implement a rink booking system to help clubs manage the risks associated with playing bowls while COVID-19 restrictions exist. A booking system can help clubs by:

- Limiting the number of players on the bowling green at one time
- Knowing who those players were (e.g. for contact tracing purposes)
- Preventing the use of adjacent rinks to support social distancing

Eastcote Bowling Club has selected FastCourts as its rink booking system, at least for the 2020 season. FastCourts is a configurable cloud-based service, allowing many different sports clubs to have a dedicated booking system that meets their needs. It is used widely by tennis clubs (hence "courts") and multi-sport facilities, but it also works well for our purposes. However, it is not a dedicated bowls management system.

Our configuration of FastCourts is a closed system, meaning that only registered players can book rinks, or be added to bookings. This ensures that anyone named on a booking is currently approved to play. It also means the booking system is only suitable for managing social bowling by or between the club's members.

Getting Started

To access the FastCourts booking system, you need a personal digital device (i.e. computer, laptop, tablet or smartphone) and an internet connection. You can then access FastCourts using a web browser, such as Google Chrome, Microsoft Edge, Apple Safari or Mozilla Firefox. FastCourts is a website, not an "app" that you download.

You have been or will be sent an email from FastCourts containing your initial password. When you have this, open your web browser and type fastcourts.com in the address bar, or just click the link on the welcome email. You should see the page below (or similar).
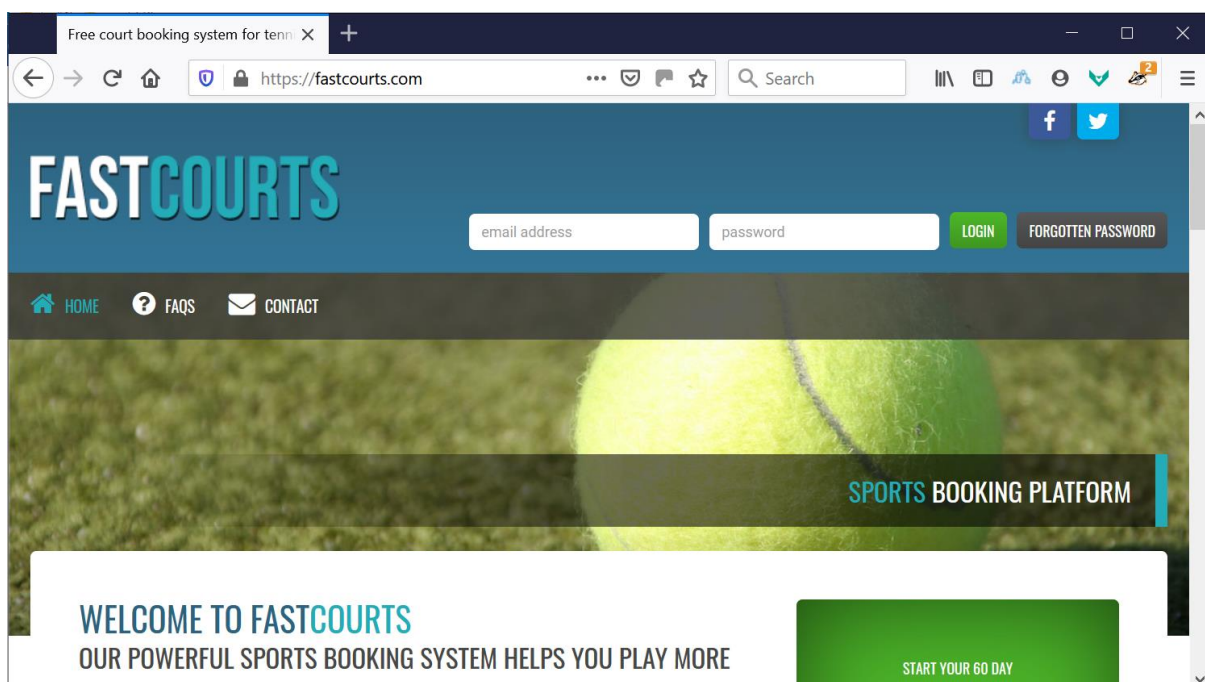
# FastCourts Booking System – Users' Guide

Logging In

You must first log in to the FastCourts Booking System. Type in your email address and password from your FastCourts welcome email, then click on the Login button. On smaller screens, you may have to select the Login option from a menu first. Some browsers allow you to save your login details to save time, and to remember your password. You can also bookmark fastcourts.com so you don't have to type the website address every time.

If your login doesn't work, check the password and try again. Please be aware that the uppercase letter O and the number 0 look similar, as do the lowercase letter l and the uppercase letter I. The simplest way to be sure is to copy the password from the email and paste it into the password box on the login web page. Also check that the email is the one used on the FastCourts welcome email.

If you still have problems, you can reset your password by clicking the Forgotten Password button and following the instructions.

FastCourts Menu

Once you have logged in, you should see the club's homepage below (or similar).
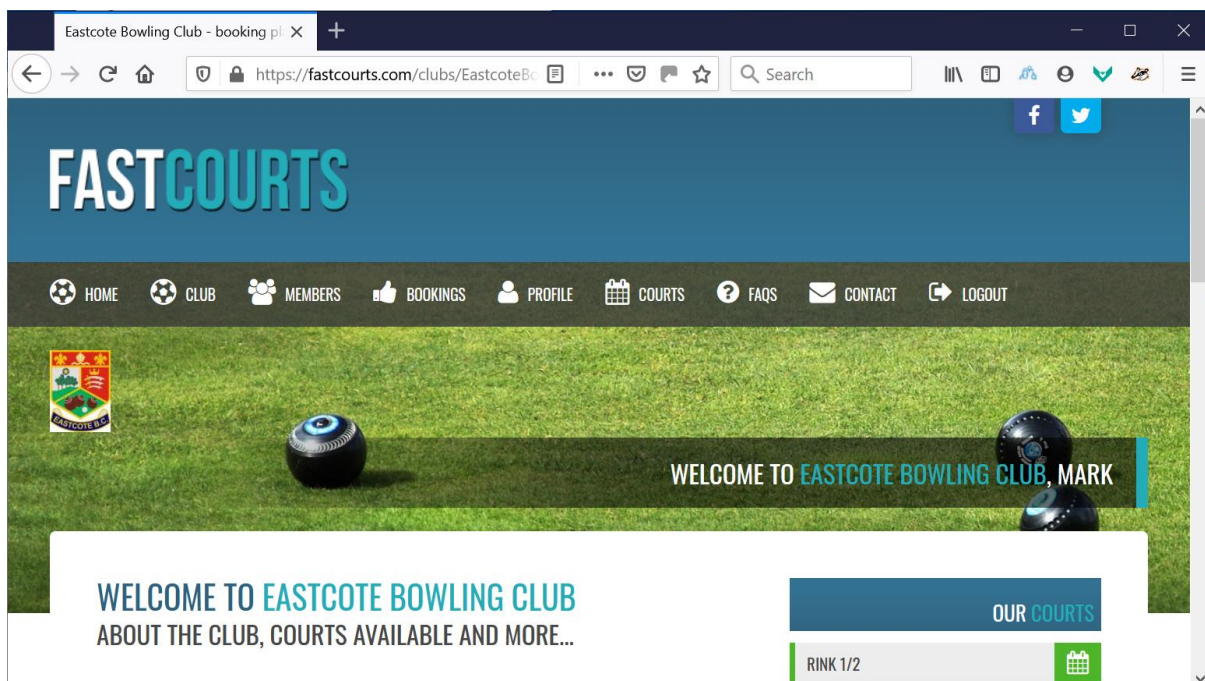
Please note the menu above the club's crest. The menu items have the following functions:

- **Home** goes to the general FastCourts homepage
- **Club** goes to the Eastcote Bowling Club homepage (either this page or the login page)
- **Members** shows a searchable list of registered members with contact options
- **Bookings** summarises your active, recent and cancelled bookings
- **Profile** allows you to view and update your personal details, including your password
- **Courts** allows you to select a court, view the booking grid and make or amend bookings
- **FAQs** goes to the general FastCourts support articles, which can be searched
- **Contact** allows you to send an email to the Club's Booking System Administrator
- **Logout** logs you out of your FastCourts session

FastCourts Booking System – Users' Guide

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Managing Bookings

The heart of FastCourts is the booking system. We have configured our club's booking system to allow play on three rinks over three two-hour sessions per day, seven days a week. The Morning and Afternoon sessions start at 11:00 and 14:00, respectively. The Evening sessions may start between 17:00 and 18:30, for the benefit of all members, including working members.

Players must arrive no earlier than 10 minutes before the start of their session (to open up and set up) and must leave no later than 15 minutes after the end of their session (to clean up and close up). For Evening sessions, the players must also leave by the London sunset time for that day. London sunset times for this bowls season vary between 21:21 (in late June) and 18:30 (on 4 October).

These session times and session limits are designed to minimise the use of toilets and to provide a buffer between the end of one session and the start of the next. It is the responsibility of all players to respect these rules and to report any concerns.

Each booking can be for individual, singles or pairs – in other words, one, two or four players per rink. The maximum number of players present at any time during a bowls session should therefore be twelve. All players (including the booker) must be named on the booking to be allowed to play.

How to Book

To book a session, you must first select a court. One way to select a court is to click on the Courts menu item from the main Club menu. This will display a booking grid for the first court and the

FastCourts Booking System – Users' Guide

current week (Sunday to Saturday) as shown above (or similar). This screenshot is incomplete: there are additional menu items and booking slots that can be seen by scrolling up or down, respectively.

In our booking system, a "court" represents adjacent rinks, namely 1&2, 3&4 or 5&6. This was done to help players comply with social distancing rules. The actual rink you have booked depends on that booking's day of the month: odd dates (e.g. the 23rd) are played on odd rinks (1-3-5); even dates (e.g. the 8th) are played on even rinks (2-4-6).

The screenshot above shows two bookings: the first was booked by C Williams to play G Aylett on the morning of Tuesday the 16th of June; the second was booked by Gleeson to play J Harris on the afternoon of Thursday the 18th of June. For both bookings, an even rink should be used because both dates are even.

The booking grid uses colours to show whether a booking timeslot is **available** (white), **booked** (green), **reserved** (red) or **unavailable** (yellow). Please note that each booking timeslot is of 90 minutes' duration, rather than two hours or one hour. It was set up this way to make the booking process as easy as possible by having one timeslot per session, starting at the correct time. This means that each two-hour session extends into the following reserved timeslot, where the latest leaving time is shown to make this clear.
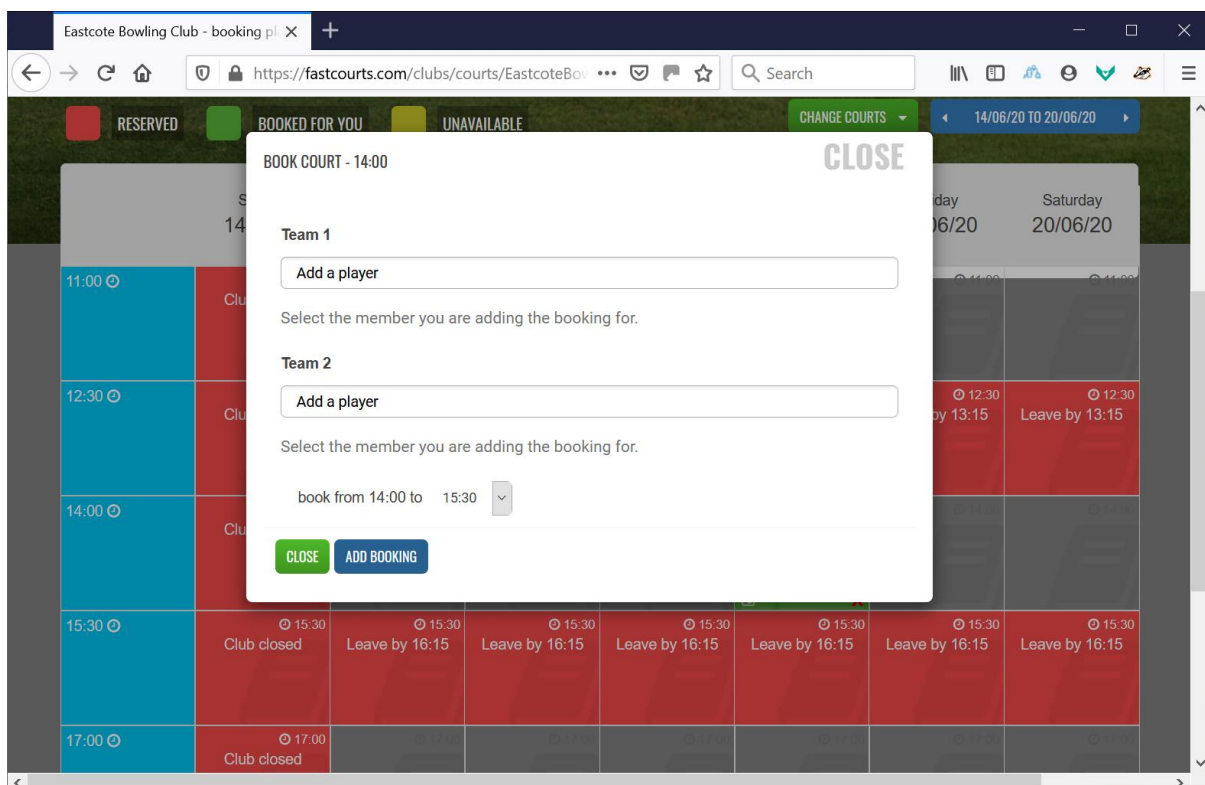
To book a session, first select one of the three courts. You can change courts by clicking on the green Change Courts button. You can change the week by clicking on either end of the blue Date-Range button. Once you have found an available session to your liking, click on the white timeslot for that session. A pop-up panel will appear, as shown above (or similar).

Next, select the member or members who will play by clicking on either Add a Player box. You can easily search for members by typing the first few letters of their names. Then click on the name you require, and that member will be added to the booking. You can remove a member by clicking the X

by their name. Repeat until all playing members have been added to the booking. For pairs, this will mean adding two members in each team. Then click the Add Booking button.

Please be aware that, if you haven't added your name to your booking, the system will automatically add you to Team 1. This means you cannot book a session for someone else unless you are also on the booking. All players will be sent an email confirmation of the booking.

Changing or Cancelling a Booking

Unless you are a Club Admin, you can only amend or cancel a booking that you created. If an active booking does not show a pen-and-paper icon then you were not the booker.

To amend a booking, find the booking on the booking grid then click on the pen-and-paper icon in the bottom-left corner of the booking timeslot. The same pop-up booking panel will appear, allowing you to add or remove players from the booking. All players added to or removed from the booking will be sent an email confirmation of the change.

To cancel a booking, find the booking on the booking grid then click on the red-X icon in the bottom-right corner of the booking timeslot. A Cancel Booking pop-up panel will appear, asking you to confirm the cancellation. Click the Delete Now button to confirm the cancellation. All players on the booking will be sent an email confirmation of the cancellation.

No Access?

For those who cannot access or use the FastCourts booking system, for whatever reason, there are two other ways to book a rink. The easiest way is to ask any other player on your team, or on your opponent's team, to make the booking. Only the booker needs to use the FastCourts booking system and only they can add all the players to the booking. The other way to book a rink is to ask the Booking Arranger (currently Jane Harris) to make the booking for you.

Booking Etiquette

Please update your FastCourts Profile to include your phone number and photo, so other players can easily contact and identify you.

There is a limit to the number of active bookings you may have at any one time. This limit does not include bookings that other members may make for you. Please don't abuse this.

Please only book sessions that you intend to play. Don't book alternative sessions just in case you might need them.

If you no longer intend to use a booking, please cancel the booking as soon as possible. If you were not the booker, please ask the booker to remove you from the booking.

Please don't book individual sessions at popular times unless you are looking for an opponent.

If you just want to practice, please book your session no more than 24 hours before and add your name to both teams to indicate that you are not looking for an opponent.

The booking system allows any number of players to be added to a booking. Please don't create bookings with more than four players unless and until this is allowed.

Club Admins may cancel bookings for any reason, without warning. All players will receive an automated email confirming the cancellation.

FastCourts Booking System – Users' Guide

Finding Players

The FastCourts booking system does not find opponents or team members for you. However, you can use FastCourts to find other players in the club. Click on the Members menu item to see a list of registered players. Please be aware the some of these members might not be authorised to play.
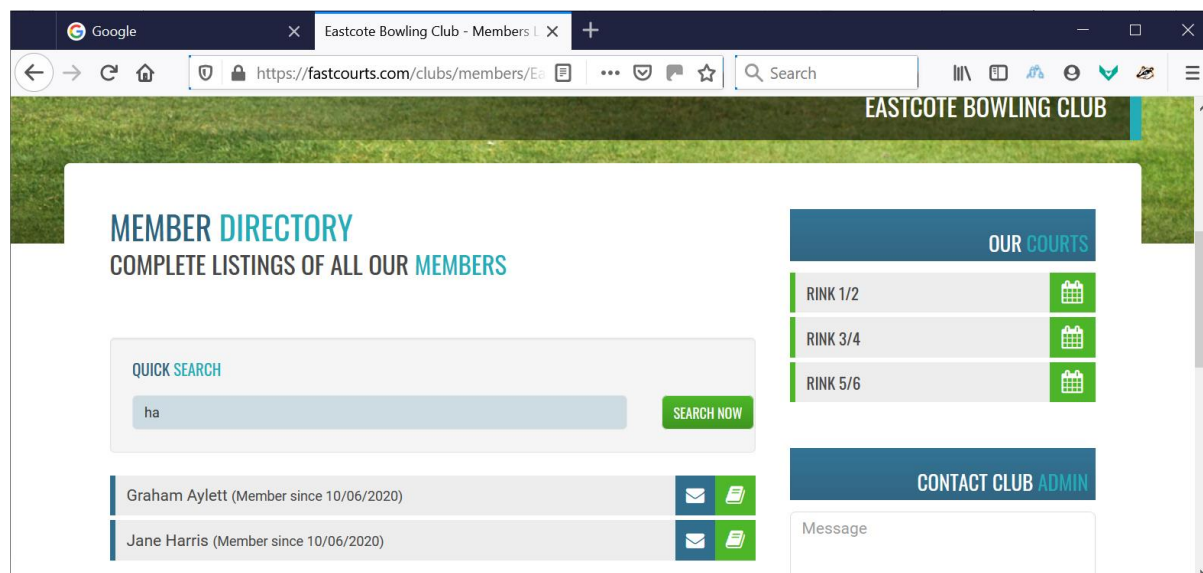
You can find players you know by typing a couple of letters from their name in the Quick Search box, as shown above (or similar). Click the envelope icon against a member's name to send them an email, or click the book icon against a member's name to see their contact details (but only if they have entered these on their FastCourts Profile page and allowed them to be viewed).

Of course, you can still contact players in traditional ways, such as asking friends. The club also provides a Booking Arranger service. This service can suggest possible partners or opponents for you to contact. Our current Booking Arranger is Jane Harris. Please contact her as shown above.