

# Club Manager 365 User Guide

## Background

We use the Club Manager 365 system to provide the following services to club members:

- Court Booking
- Ladders
- Box Leagues
- Member Dashboard (including mobile and email details for other members)

The system is integrated with the Smart Club database that is used to store member details, raise and pay invoices and manage your smart card.

The software is accessible from the club web site by clicking on the relevant service (available on the Home page, from the drop down menus for Adult and Junior Players and in the Quick Links area on the right of each page).

You can also access the services directly using the links that Club Manager have developed specifically for CLTC.

- <https://clubmanager365.com/1/CLTC.aspx> brings you to the MyDashboard page
- <https://cltc.clubmanager365.com/CourtCalendar.aspx?&sport=tennis> brings you to the Court Bookings page
- <https://clubmanager365.com/Club/Ladder.aspx> brings you to the Ladder
- <https://cltc.clubmanager365.com/Club/ResultsAndTables.aspx> brings you to the Box League

## 1 – The Basics

### 1.1 Login

The system uses your Smart Club Cloud username (first-name.surname.membership-number) and password.

Refer to the Smart Club User Cloud Guide for details on getting a login or to reset your password.

Most services are only available when you are logged in to the system. There are however some read-only screens that allow you to view Court Bookings, Ladders and Box Leagues without logging in. These screens all include a login box that will allow you access the full system.

### 1.2 Navigation

Once you are logged in, a number of menu options will appear at the top centre of the screen. These are [My Services](#), [Courts](#), [Ladders](#) and [Box Leagues](#). Clicking on any of these options will display a drop down menu of options. There is a section on each menu below.

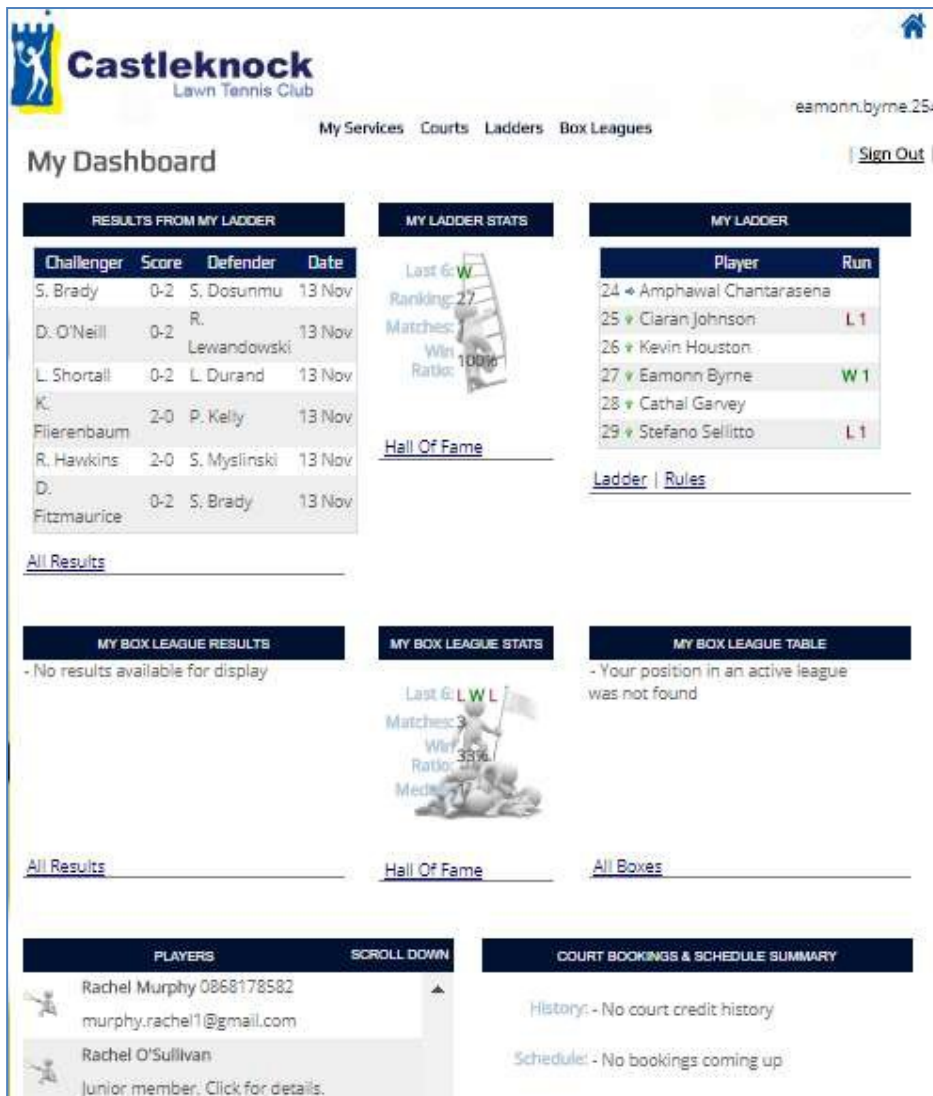


## 2 – MyServices

The My Services menu gives you access to 7 drop down options, each of which is described below.

### 2.1 My Dashboard

The dashboard is a summary page, and is the default landing page after login. It shows a row of activity from any singles ladders and box leagues you are involved in. At the bottom right is a summary of any upcoming court bookings, and bottom left is a players list which you can use to locate other players and get their contact information by scrolling down the list of players. By default your mobile phone number and email address appear in this list. If you want to hide your email address choose that option in [My Details](#). The only way to remove your mobile phone number is to delete it off the Smart Club database. To do this choose [Smart Club Cloud](#) in the [My Services](#) drop down menu. If you do this, please ensure that there is a number in the Home Phone or Work Phone boxes or the club will have no way to contact you.



The screenshot shows the 'My Dashboard' page for a user named 'eamonn.byrne.254'. The page is divided into several sections:

- My Services:** Courts, Ladders, Box Leagues
- My Dashboard:** Includes a 'Sign Out' button.
- RESULTS FROM MY LADDER:** A table showing match results.
 

Challenger	Score	Defender	Date
S. Brady	0-2	S. Dosunmu	13 Nov
D. O'Neill	0-2	R. Lewandowski	13 Nov
L. Shortall	0-2	L. Durand	13 Nov
K. Flierenbaum	2-0	P. Kelly	13 Nov
R. Hawkins	2-0	S. Myslinski	13 Nov
D. Fitzmaurice	0-2	S. Brady	13 Nov
- MY LADDER STATS:** Last 6: W, Ranking: 27, Matches: 3, Win Ratio: 100%. Includes a 'Hall Of Fame' link.
- MY LADDER:** A table showing player rankings and results.
 

Player	Run
24 Amphawal Chantarasena	
25 Claran Johnson	L 1
26 Kevin Houston	
27 Eamonn Byrne	W 1
28 Cathal Garvey	
29 Stefano Sellitto	L 1
- MY BOX LEAGUE RESULTS:** - No results available for display
- MY BOX LEAGUE STATS:** Last 6: L W L, Matches: 3, Win Ratio: 33%. Includes a 'Hall Of Fame' link.
- MY BOX LEAGUE TABLE:** - Your position in an active league was not found
- PLAYERS:** A scrollable list of players: Rachel Murphy (0868178582, murphy.rachel1@gmail.com) and Rachel O'Sullivan (Junior member; Click for details).
- COURT BOOKINGS & SCHEDULE SUMMARY:** History: - No court credit history; Schedule: - No bookings coming up.

## 2.2 Smart Club Cloud

This option brings you into the Smart Club Cloud system which allows you to see / amend your details, see and pay invoices and see / top-up your smart card balance. Please see the Smart Club Cloud User Guide for details of this system.

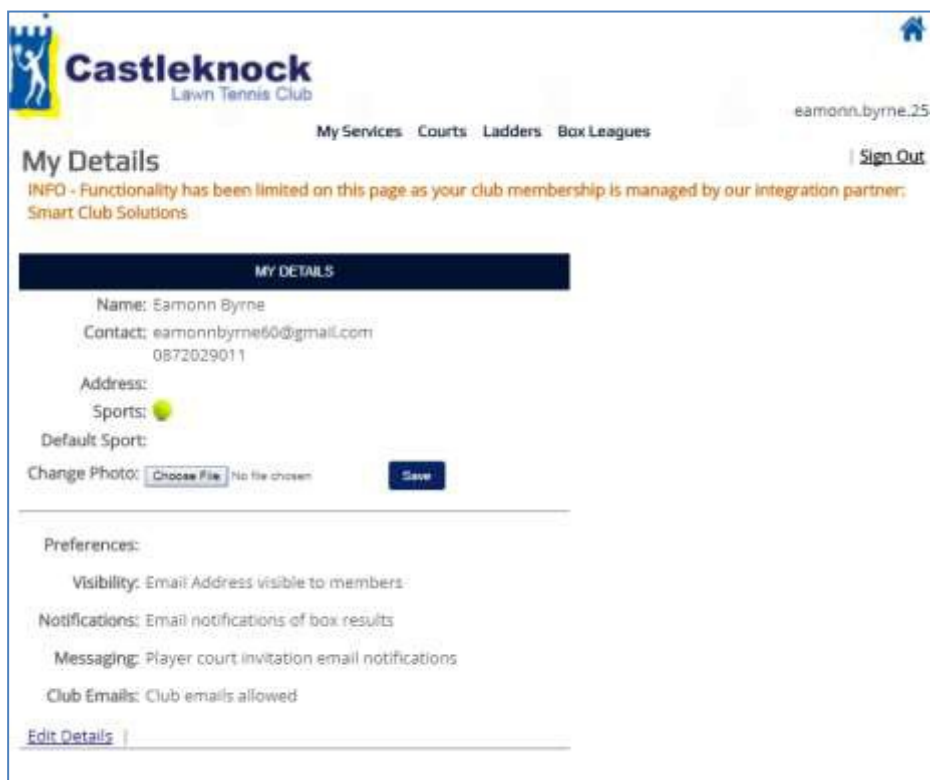
## 2.3 My Club Events

We don't use this module of the system, so you can ignore this option.

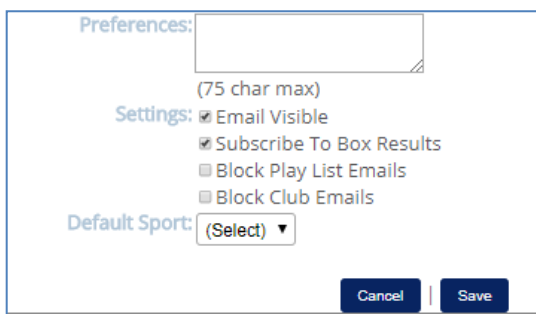
## 2.4 My Details

We use Smart Club as our primary database and it holds core member details such as address, mobile and email address. To modify these details use the [Smart Club Cloud](#) system.

The My Details section allows you to edit details used solely by the Club Manager system. Click 'Choose File' to upload a picture of yourself that other players will see when they click your name.



Click 'Edit Details' at the bottom of the screen to edit the following details



- Preferences – This text will appear when a player clicks your name. For example, you could enter 'Only available to play at weekends'.
- Settings



- Email visible: when ticked, other members will be able to see your email address, click to remove the tick if you don't want your email address visible.
- Subscribe to box results: when ticked, you will receive an email with the result each time a match in your box is played (if you are in a Box league).
- Block Play List Emails: when ticked, you will not receive Play List emails. See below for details of Play Lists.
- Block Club Emails: when ticked, this will block all emails from the Clubmanager365 system. You will still receive standard club emails.
- Default Sport – We only have Tennis so there is no need to change this!

Click **Save** to save your changes.

### 2.5 My Messages

As you will discover in the sections below, there are times when the system will send you messages. If you have new messages a yellow speech bubble will appear at the top of the screen to the right of the Sign Out button. To see your message click this bubble or select **My Messages** from the **My Services** drop down menu.



### 2.6 Testimonials

This section allows you to post a Testimonial to Club Manager if you so wish.

### 2.7 User Guides

Contains a link to the CLTC Club Manager User Guide.

### 3 - Court Booking

There is a read-only Court Booking page to view Court Bookings. Once logged in, you can use the full court booking service to book, update and cancel courts via the courts menu. Select **Bookings** from the **Courts** drop down menu.



TIME	COURT A	COURT B	COURT C	COURT 1	COURT 2	COURT 3	COURT 4	COURT 5	COURT 6	COURT 7	COURT 8	COURT 9	COURT 10	ACTIONS
17:30-18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	n/a
18:45-20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	n/a
20:00-21:15	20:00 - 21:15	20:00 - 21:15	20:00 - 21:15	20:00 - 21:15	20:00 - 21:15	20:00 - 21:15	20:00 - 21:15	20:00 - 21:15	20:00 - 21:15	20:00 - 21:15	20:00 - 21:15	20:00 - 21:15	20:00 - 21:15	n/a
21:15-22:30	21:15 - 22:30	21:15 - 22:30	21:15 - 22:30	21:15 - 22:30	21:15 - 22:30	21:15 - 22:30	21:15 - 22:30	21:15 - 22:30	21:15 - 22:30	21:15 - 22:30	21:15 - 22:30	21:15 - 22:30	21:15 - 22:30	n/a

**Rules:** Familiarize with the rules for court booking by clicking on [Booking Rules](#) (top right of screen). A copy of the rules is also available [here](#).

#### 3.1 Book a court

Once on the courts page, choose the date in the filters section by clicking on the text to pop open the calendar control, or using the arrow buttons:

#### Handy Date Picker:



#### Full Calendar:



Once you have the appropriate day selected, click an available slot in the calendar:

Calendar: Tuesday 14 Oct 2014

Time	Court 1	Court 2	Court 3	Watch?
18:00 - 19:00	18:00 - 19:00	18:00 - 19:00	18:00 - 19:00	W
19:00 - 20:00	19:00 - 20:00	19:00 - 20:00	19:00 - 20:00	W
20:00 - 21:00	20:00 - 21:00	20:00 - 21:00	20:00 - 21:00	W
21:00 - 22:00	21:00 - 22:00	21:00 - 22:00	21:00 - 22:00	W

Book this court

Then confirm the booking details before clicking the book button:

Make a Booking

When: Tuesday 14 Oct 2014

Time Slot: 20:00 - 21:00

Where: Court 3

Opponents: Anthony Thompson

Match Type: Friendly

Notifications: (Select)

Cancel Book

**Opponents:** Anybody involved in the booking. This is required, except for coaching.

**Match Type:** Ladder match, friendly, box league match etc. The software will try and match this information to a known fixture, allowing a date to be displayed in the fixture details.

**Notifications:** Use this section to invite players from your box or your custom [play list](#) to join the match that requires additional players.

### 3.2 Edit / Cancel / Notify a booking

Each booking made appears in a list in the top right of the page. You can click the icons to cancel, edit or notify.

Date	Slot	Where	Details	Notify	Edit	Cancel
Tue, 14 Oct	20:00	Court 3	Brian Thompson			

**Cancel:** Removes the booking (ignore any message about court credits as we do not use this option at present).

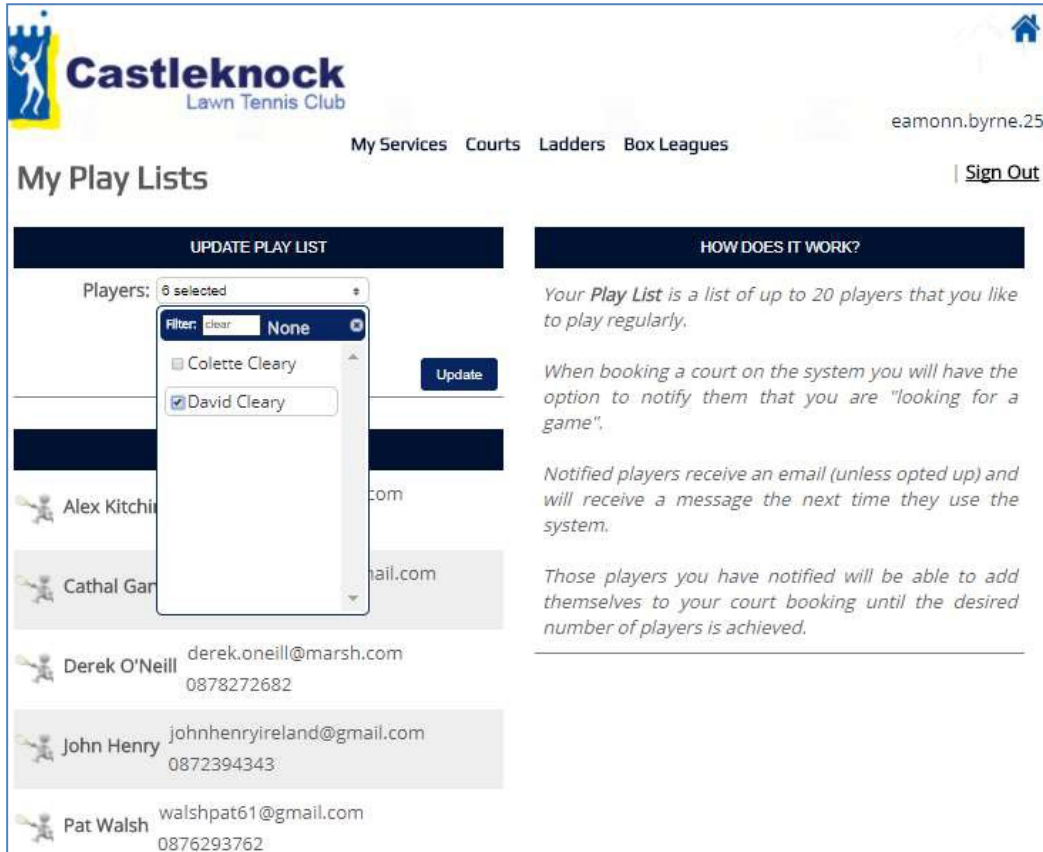
**Edit:** Used to change the players involved. An update email will be sent to all parties, added, removed or remaining involved.

**Notify:** Can be used to invite players from your box or your custom [play list](#) to join the match.



### 3.3 Playlists / Inviting Players

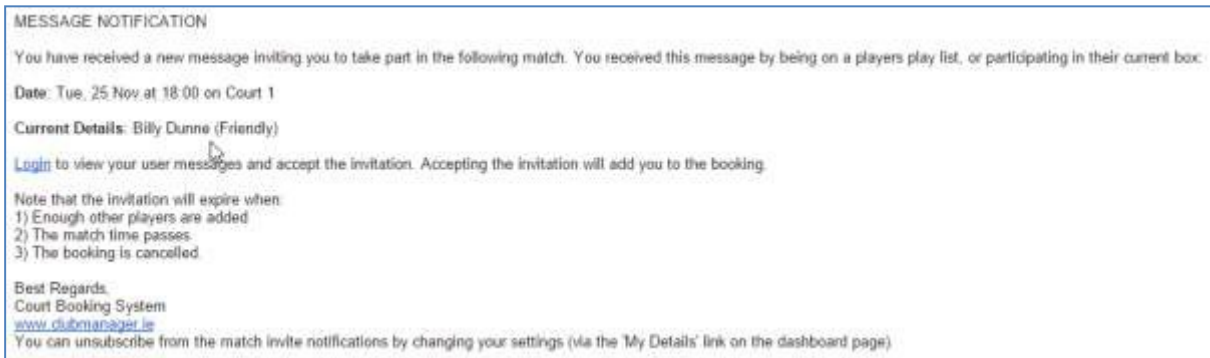
You have the option to create a playlist and invite those players to take part in a match you are organising on a first come first serve basis. Select **Play List** from the drop down menu under **Courts**. Then simply select the players you would like to have on your play list (you can type part of their name in the Filter box), and click update.



On the court bookings page, choose your court slot and select "My Play List" from the Notification options and select whether you want to play a Singles or Doubles match. An email will be sent to each player in your play list. The first one (singles) or 3 (doubles) who accept the invitation to play will be added to your court booking.



If you are invited to take part in a match you will receive an email like this this:



### 3.4 Accepting an Invitation

Following on from the previous sections, you can accept an invitation by logging into the site. You should see a speech bubble next to the sign out link indicating that you have a new message.



Click that and you will a pop out message asking you to accept or reject the invitation:



If you accepted, the match will now appear in your schedule and you will receive a confirmation email.

The following court booking has been updated:

Date: Wed, 26 Nov  
Time: 20:00  
Court: Court 3  
Original Booking: Billy Dunne (Friendly)  
Changed To: Billy Dunne vs Helen Bostock (Friendly)

The booking can be cancelled at any time.

[Login](#) to view or edit your bookings.

Best Regards,  
Court Booking System  
[www.clubmanager.ie](http://www.clubmanager.ie)

You can also accept / decline on the My Messages page via **My Messages** under the **My Services** menu option.





3.4 Be notified if a court becomes free

When all courts for a time slot are booked, Watch? will appear in the actions column on the far right.

**Bookings**

CHOOSE FILTERS

Date: 17 Nov 2017 Type: Indoor, Outdoor

When: Evening

View Courts

UPCOMING BOOKINGS

There are currently no bookings to display.

Calendar: Friday 17 Nov 2017

TIME	COURT A	COURT B	COURT C	COURT 1	COURT 2	COURT 3	COURT 4	COURT 5	COURT 6	COURT 7	COURT 8	COURT 9	COURT 10
17:30-18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45	17:30 - 18:45
18:45-20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00	18:45 - 20:00
20:00-21:15	Ciaran Johnson	Stefano Sellitto	Deirdre Furlong	Mixed Social	Mixed Social	Mixed Social	Mixed Social	Mixed Social	Mixed Social	Mixed Social	Mixed Social	Mixed Social	Mixed Social
21:15-22:30	21:15 - 22:30	21:15 - 22:30	21:15 - 22:30	Mixed Social	Mixed Social	Mixed Social	Mixed Social	Mixed Social	Mixed Social	Mixed Social	Mixed Social	Mixed Social	Mixed Social

If somebody cancels one of the slots, anyone who is watching the court will receive an email letting them know a court is now free:

This is an automated email from the [www.cltc.ClubManager365.com](http://www.cltc.ClubManager365.com) booking system. Please do not reply to this email

NOTIFICATION - A slot you are watching has become available:

**Date:** Fri, 17 Nov  
**Time:** 20:00  
**Court:** Court A  
**Cancelled Match Details:** Ciaran Johnson  
**Number Of Players Watching This Slot:** 1

[Click here](#) to login and go directly to the booking confirmation step.

Best Regards,  
 Court Booking System  
[www.cltc.ClubManager365.com](http://www.cltc.ClubManager365.com)

## 4 - Ladders

A tennis ladder consists of players arranged like rungs of a ladder. Players can challenge one another to a match. As a player wins or loses, the player moves up or down in position on the ladder.

Ladder functionality is include under the **Ladders** menu. Any member can view ladder positions and results for any club ladder. A player who is on a ladder can issue challenges and subsequently enter results for matches they are involved in, via the ladders menu.
















Join

If you wish to join a Ladder click the join icon and you will be added to the bottom of the ladder. On joining the ladder you get one free challenge which means that you can challenge anyone in any position on the ladder .

### 4.1 Issue a Challenge

As the page loads, the ladder (positions) can be seen on the left hand side. The existing challenges and latest results are located on the right of the screen. Locate yourself on the ladder. In the example below Eamonn Byrne is in 27<sup>th</sup> place on the ladder, and has the option of challenging up to 8 places above him. A number of players are already in challenges. Those that are available to be challenged have a tennis ball beside their name. Eamonn can challenge one of these by clicking the tennis ball.

18		Gerard McVey	
19		Joe Finucane	Won 1
20		Barry Mahon	
21		Martin Mahon	
22		David Murphy	
23		Eoghan Furlong	
24		Amphawal Chantarasena	
25		Ciaran Johnson	Lost 1
26		Kevin Houston	
27		<b>Eamonn Byrne</b>	  Won 1
28		Cathal Garvey	

Once the challenge is issued, it appears in the challenges list (on right of screen) and an email is sent out to both players. The players become locked in that challenge and cannot challenge or be challenged by others until the match is resolved.

## Challenge Ladders

[Help](#) | [Sign Out](#)









Ladder challenge successfully added.

### SELECT LADDER

Ladder: Mens Singles Ladder


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### LADDER

1	 Kevin Daly	Won 1
2	 Ray McGinley	Lost 1
3	 Shay Dolan	
4	 Cormac Power	
5	 Keith MacDonald	
6	 David Gleeson	
7	 Ciaran Brady	
8	 Daniele Mancia	

### LADDER STATISTICS

Matches: 15

Matches/Day: 0.1 

[My History](#) | [Multi-Player Timelines](#)

### Top 5 Form Players

1	Kevin Daly	Won 1
9	Radoslaw Lewandowski	Won 1
13	Gideon Vlok	Won 1
14	David Cleary	Won 1
16	Konrad Flierenbaum	Won 1

### LADDER CHALLENGES

Issued: 14 Nov 15:41

Eamonn Byrne v E Furlong Enter Result

### 4.2 Enter a Challenge Result

Locate your challenge on the right hand side of the ladders page and click the **Enter Result** button.

A result entry form will pop out. Select the appropriate result and click **Submit**

If the challenger has won, they will move up the ladder, displacing the players in between who each fall one place. In the example above, Eamonn would move up to 23<sup>rd</sup> position with Eoghan, Amphawal, Ciaran and Kevn moving down one position.

If the challenger loses, both players remain in the same place on the ladder.

### 4.3 Remove yourself from the ladder or sit-out for a period

Locate yourself on the ladder.

27  Eamonn Byrne   Won 1



To remove yourself from the ladder for good, click this icon.



You are allowed to sit out of the ladder for one period each year. Click this icon to sit out. The little red patch will turn green. Click this when you are ready to re-join the ladder.

## 5 - Box Leagues

A Box League consists of players (single or doubles pairing) grouped together in boxes of a similar standard. Each player or pairing plays the others in their box over a 6-8 week period. At the end of the period, the box winner moves up into the box above and the loser moves down into the box below.

Box League functionality is include under the **Box Leagues** menu. Any member can view box league results and tables. A player who is in a box can enter results for box league matches.




If you wish to join a Box League, click the join icon and you will be added to the next round of this Box League by the administrator.

To drop out of a Box League, click the drop-out icon and you will be removed from the next round.

### 5.1 Entering Results

Select **Results and Tables** from the Box Leagues drop down menu. Select the Group that your league is in (e.g. Ladies Singles Box League). The League will default to the currently running Box League. To see previous rounds of your box league, select from the drop down list. As the page loads, the positions can be seen on the left hand side, and the results on the right. As you move the mouse icon down over the boxes, the appropriate results will scroll up alongside.



Box:B	Name	Pld	W	D	L	B	Pts	Target
1	Brian Thompson	0	0	0	0	0	0	Box:B
2	Clara Davis	0	0	0	0	0	0	Box:B
3	Claire Riley	0	0	0	0	0	0	Box:B
4	Daniel Smyth	0	0	0	0	0	0	Box:B
5	David Williams	0	0	0	0	0	0	Box:B

Box:C	Name	Pld	W	D	L	B	Pts	Target
1	Emily Stevens	0	0	0	0	0	0	Box:C
2	Helen Bostock	0	0	0	0	0	0	Box:C
3	Henry Davies	0	0	0	0	0	0	Box:C
4	Hilary Thompson	0	0	0	0	0	0	Box:C

Box:B Player 1	Score	Player 2	Enter Result
B Thompson	v	Clara Davis	Enter Result
B Thompson	v	Claire Riley	Enter Result
B Thompson	v	Daniel Smyth	Enter Result
B Thompson	v	D Williams	Enter Result
Clara Davis	v	Claire Riley	
Clara Davis	v	Daniel Smyth	
Clara Davis	v	D Williams	
Claire Riley	v	Daniel Smyth	
Claire Riley	v	D Williams	
Daniel Smyth	v	D Williams	

Click on “Enter Result” for the appropriate match. A form will pop out:



**B Thompson v D Williams**

Please enter the match result:

B Thompson 3 v 1 D Williams or (Select)

Referee: (Select Referee)

Submit

Select the appropriate score/result and click submit. Once you enter the score, the points are re-calculated and the positions are updated.