



PICKLEBALL RESERVATIONS INSTRUCTIONS

SECTION A: Your Y membership and Court Reserve account

SECTION B: Using Court Reserve on a web browser

SECTION C: Using the Court Reserve app

SECTION D: Using Court Reserve on the EUG YMCA app

SECTION A: Your Y membership and Court Reserve account

To reserve pickleball courts or to participate in pickleball mixers, you must have an active Tennis & Pickleball Y membership and be able to access your Court Reserve account.

Use the camera on your phone to scan the QR code and sign in to Court Reserve. If you do not have a Court Reserve account yet, scan the QR code and click "CREATE ACCOUNT" or visit the Welcome Center at the Tennis & Pickleball Center or Don Stathos Campus to get signed up.



Note: Once you create a Court Reserve account, a Y employee must verify your Tennis & Pickleball membership status and grant you access to Court Reserve. Please allow 2 business days for processing. Thank you for understanding!

SECTION B: Using Court Reserve on a web browser

Registration for pickleball courts and mixers opens at 7 a.m. 7 days prior.

- **Step 1:** Go to <https://app.courtreserve.com/Account/Login>
- **Step 2:** Log in using your Court Reserve account.
- **Step 3:** Open the "Reservations" menu on the top left corner.
- **Step 4:** Select one of the pickleball options:
 - Mornings & Afternoons – Tennis & Pickleball Center
 - Nights & Evenings Pickleball – Tennis & Pickleball Center
 - Don Stathos Gym Pickleball

The screenshot shows the Court Reserve login interface. At the top is the 'COURT RESERVE' logo with a green checkmark. Below it are two input fields: 'Username or Email' (containing 'example@gmail.com') and 'Password' (with a red error message 'Password is required' and masked characters '*****'). There is a 'Remember Me' checkbox. A green 'Login' button is below the password field. Below the login button is an 'OR' separator and a 'Login with Google' button with the Google logo. At the bottom, there are links for 'Forgot Password?' and 'Don't have an Account?'.

PICKLEBALL COURT RESERVATIONS

To make a court reservation:

- **Step 1:** Click on the open court you wish to reserve on the schedule.
- **Step 2:** In the "Book a reservation" pop-up window, add any additional players or guests.
- **Step 3:** Hit "Save".
- **Step 4:** The court will now be reserved under your name. You will receive an email confirmation and your court reservation will now show up under "My Reservations" in the Reservations menu.

To edit a court reservation:

- **Step 1:** Click "My Reservations" in the Reservations menu in the top left corner.
- **Step 2:** Find the reservation you wish to edit and click "Edit Reservation".
- **Step 3:** Click the "Edit reservation" button.
- **Step 4:** Edit the players or guests on your court reservation. When you add a player, they will get an email confirmation and the reservation will be added to their list of reservations.

- **Step 5:** Click "Save".

Note: All the names of those playing should be included when making a reservation. The reserving member is responsible for reporting all additional players no later than 8 p.m. the day prior to the reservation. Failure to add additional names at this time will result in the court being made available to those on the waitlist.

To cancel a court reservation:

- **Step 1:** Click "My Reservations" in the Reservations menu.
- **Step 2:** Find the reservation you wish to edit and click "Edit Reservation".
- **Step 3:** Click the "Cancel reservation" button.
- **Step 4:** You may enter a cancellation reason if you wish, but it is not required. Hit the second "Cancel reservation" button to confirm your cancellation.
- **Step 5:** You (and everyone on the court reservation) will receive a cancellation notice email.

PICKLEBALL MIXERS

To register for a pickleball mixer:

- **Step 1:** Click on the mixer you want to register for on the schedule.
- **Step 2:** Tap the "Register" button to the next screen.
- **Step 3:** Tap the "Finalize reservation" button on the next screen.
- **Step 4:** You should receive an email confirmation, and your mixer reservation will now show up under "My Events" in the Events menu.

Note: If you receive the message that you are not eligible for a pickleball mixer, it is because your pickleball rating does not match the mixer level you are trying to register for.

Note: You are not eligible. See restrictions below.

Pickleball Restriction: 3.5

Everyone in Court Reserve has a pickleball rating. When you sign up for Court Reserve, go to "Personal Information" under your name on the top right of Court Reserve. Scroll down to "Ratings" and add your pickleball self-rating. The rating that you give yourself will grant you access to that level of mixer. After you rate yourself, you cannot change your rating.

If you feel your rating level has changed, please speak to a Y staff member, who can update your rating.

Beginner mixers are for 2.5 players, intermediate mixers are for 3.0 and 3.5 players, advanced mixers are for 4.0 players and all levels mixers are open to all.

To cancel a pickleball mixer registration:

- **Step 1:** Click "My Events" under the Events menu.
- **Step 2:** Find the mixer you wish to cancel and click "Edit Registration".
- **Step 3:** Click "Withdraw".
- **Step 4:** You may enter a withdraw reason if you wish, but it is not required. Hit the second "Cancel reservation" button to confirm your cancellation.
- **Step 5:** You will receive a cancellation notice email.

SECTION C: Using the Court Reserve app

Reservations for pickleball court and mixers open at 7 a.m. 7 days prior to reservation date.

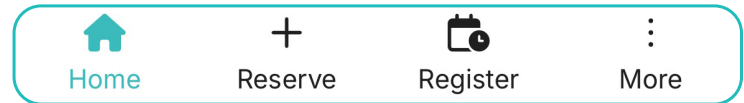
- **Step 1:** Download the Court Reserve app through the App Store or Google Play.
- **Step 2:** Log in using your Court Reserve account.



PICKLEBALL COURT RESERVATIONS

To make a court reservation:

- **Step 1:** Tap "Reserve" on the bottom menu.
- **Step 2:** Select one of the pickleball options:
 - Mornings & Afternoons – Tennis & Pickleball Center
 - Nights & Evenings Pickleball – Tennis & Pickleball Center
 - Don Stathos Gym Pickleball
- **Step 3:** Click on the open court you wish to reserve on the schedule.
- **Step 4:** Add any additional players or guests to your reservation.
- **Step 5:** Hit "Save".
- **Step 6:** The court will now be reserved under your name. You will receive an email confirmation and your court reservation will now show up under "My Reservations" when you tap "Reserve" on the bottom menu. You can view all your court reservations and mixers on the "Home" tab and under "My Bookings" when you tap "More" tab.



To edit a court reservation:

- **Step 1:** Click "Reserve" in the footer menu.
- **Step 2:** Click "My Reservations".
- **Step 3:** Find the reservation you wish to edit and click "Edit Reservation".
- **Step 3:** Click the "Edit reservation" button.
- **Step 4:** Edit the players or guests on your court reservation. When you add a player, their name will be added to the court reservation on the schedule, they will get an email confirmation and the reservation will be added to their list of reservations.
- **Step 5:** Click "Save".

Note: All the names of those playing should be included when making a reservation. The reserving member is responsible for reporting all additional players no later than 8 p.m. the day prior to the reservation. Failure to add additional names at this time will result in the court being made available to those on the waitlist.

To cancel a court reservation:

- **Step 1:** Click "Reserve" in the footer menu.
- **Step 2:** Click "My Reservations".
- **Step 2:** Find the reservation you wish to edit and click "Edit Reservation".
- **Step 3:** Click the "Cancel reservation" button.
- **Step 4:** You may enter a cancellation reason if you wish, but it is not required. Hit the second "Cancel reservation" button to confirm your cancellation.
- **Step 5:** You (and everyone on the court reservation) will receive a cancellation notice email.

PICKLEBALL MIXERS

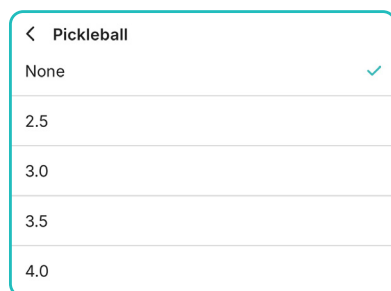
To register for a pickleball mixer:

- **Step 1:** Tap "Reserve" on the bottom menu.
- **Step 2:** Select one of the pickleball options:
 - Mornings & Afternoons – Tennis & Pickleball Center
 - Nights & Evenings Pickleball – Tennis & Pickleball Center
 - Don Stathos Gym Pickleball
- **Step 3:** Click on the mixer you want to register for on the schedule.
- **Step 4:** Tap the "Register" button to the next screen.
- **Step 5:** Tap the "Finalize reservation" button on the next screen.
- **Step 6:** You should receive an email confirmation, and your mixer reservation will now show up under "My Events" when you tap "Register" on the bottom menu. You can view all your court reservations and mixers on the "Home" tab and under "My Bookings" when you tap "More" tab.

Note: If you receive the message that you are not eligible for a pickleball mixer, it is because your pickleball rating does not match the mixer level you are trying to register for.

Note: You are not eligible. See restrictions below.

Pickleball Restriction: 3.5



< Pickleball	
None	✓
2.5	
3.0	
3.5	
4.0	

Everyone in Court Reserve has a pickleball rating. When you sign up for Court Reserve, tap "More" in the bottom right corner and go to "Personal Information". Scroll down to "Pickleball" and add your pickleball self-rating. The rating that you give yourself will grant you access to that level of mixer. After you rate yourself, you cannot change your rating.

If you feel your rating level has changed, please speak to a Y staff member, who can update your rating.

Beginner mixers are for 2.5 players, intermediate mixers are for 3.0 and 3.5 players, advanced mixers are for 4.0 players and all levels mixers are open to all.

To cancel a pickleball mixer registration:

- **Step 1:** Click "Register" on the footer menu.
- **Step 2:** Click "My Events".
- **Step 3:** Find the mixer you wish to cancel and click "Edit Registration".
- **Step 4:** Click "Withdraw".
- **Step 5:** You may enter a withdraw reason if you wish, but it is not required. Hit the second "Cancel reservation" button to confirm your cancellation.
- **Step 6:** You will receive a cancellation notice email.

SECTION D: Using the EUG YMCA app

Reservations for pickleball court and mixers open at 7 a.m. 7 days prior to reservation date.

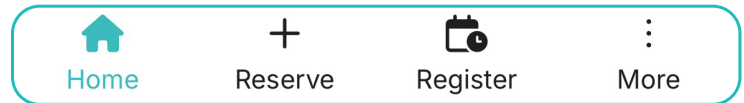
- **Step 1:** Download the EUG YMCA app.
- **Step 2:** Log in using your Y account.
- **Step 3:** Scroll down to the "Tennis & Pickleball Reservations" section on the Home tab.
- **Step 4:** Log in using your Court Reserve account.



PICKLEBALL COURT RESERVATIONS

To make a court reservation:

- **Step 1:** Tap "Reserve" on the bottom menu.
- **Step 2:** Select one of the pickleball options:
 - Mornings & Afternoons – Tennis & Pickleball Center
 - Nights & Evenings Pickleball – Tennis & Pickleball Center
 - Don Stathos Gym Pickleball
- **Step 3:** Click on the open court you wish to reserve on the schedule.
- **Step 4:** Add any additional players or guests to your reservation.
- **Step 5:** Hit "Save".
- **Step 6:** The court will now be reserved under your name. You will receive an email confirmation and your court reservation will now show up under "My Reservations" when you tap "Reserve" on the bottom menu. You can view all your court reservations and mixers on the "Home" tab and under "My Bookings" when you tap "More" tab.



To edit a court reservation:

- **Step 1:** Click "Reserve" in the footer menu.
- **Step 2:** Click "My Reservations".
- **Step 3:** Find the reservation you wish to edit and click "Edit Reservation".
- **Step 3:** Click the "Edit reservation" button.
- **Step 4:** Edit the players or guests on your court reservation. When you add a player, their name will be added to the court reservation on the schedule, they will get an email confirmation and the reservation will be added to their list of reservations.
- **Step 5:** Click "Save".

Note: All the names of those playing should be included when making a reservation. The reserving member is responsible for reporting all additional players no later than 8 p.m. the day prior to the reservation. Failure to add additional names at this time will result in the court being made available to those on the waitlist.

To cancel a court reservation:

- **Step 1:** Click "Reserve" in the footer menu.
- **Step 2:** Click "My Reservations".
- **Step 2:** Find the reservation you wish to edit and click "Edit Reservation".
- **Step 3:** Click the "Cancel reservation" button.
- **Step 4:** You may enter a cancellation reason if you wish, but it is not required. Hit the second "Cancel reservation" button to confirm your cancellation.
- **Step 5:** You (and everyone on the court reservation) will receive a cancellation notice email.

PICKLEBALL MIXERS

To register for a pickleball mixer:

- **Step 1:** Tap "Reserve" on the bottom menu.
- **Step 2:** Select one of the pickleball options:
 - Mornings & Afternoons – Tennis & Pickleball Center
 - Nights & Evenings Pickleball – Tennis & Pickleball Center
 - Don Stathos Gym Pickleball
- **Step 3:** Click on the mixer you want to register for on the schedule.

- **Step 4:** Tap the "Register" button to the next screen.
- **Step 5:** Tap the "Finalize reservation" button on the next screen.
- **Step 6:** You should receive an email confirmation, and your mixer reservation will now show up under "My Events" when you tap "Register" on the bottom menu. You can view all your court reservations and mixers on the "Home" tab and under "My Bookings" when you tap "More" tab.

Note: If you receive the message that you are not eligible for a pickleball mixer, it is because your pickleball rating does not match the mixer level you are trying to register for.

Note: You are not eligible. See restrictions below.

Pickleball Restriction: 3.5



< Pickleball	
None	✓
2.5	
3.0	
3.5	
4.0	

Everyone in Court Reserve has a pickleball rating. When you sign up for Court Reserve, tap "More" in the bottom right corner and go to "Personal Information". Scroll down to "Pickleball" and add your pickleball self-rating. The rating that you give yourself will grant you access to that level of mixer. After you rate yourself, you cannot change your rating.

If you feel your rating level has changed, please speak to a Y staff member, who can update your rating.

Beginner mixers are for 2.5 players, intermediate mixers are for 3.0 and 3.5 players, advanced mixers are for 4.0 players and all levels mixers are open to all.

To cancel a pickleball mixer registration:

- **Step 1:** Click "Register" on the footer menu.
- **Step 2:** Click "My Events".
- **Step 3:** Find the mixer you wish to cancel and click "Edit Registration".
- **Step 4:** Click "Withdraw".
- **Step 5:** You may enter a withdraw reason if you wish, but it is not required. Hit the second "Cancel reservation" button to confirm your cancellation.
- **Step 6:** You will receive a cancellation notice email.