

The Colony Club's Online Court Reservation System User Guide

1. Accessing the System

- a. Start at www.hmbta.com
- b. Select "Reserve a Court" from the navigation bar at the top of the page. On mobile phones, select "Menu" to access the drop-down menu and then "Reserve a Court."
- c. Select "Make a Reservation" and you will be redirected to the login page for The Colony Club's reservation system.

2. Creating an Account / Logging In for the First Time

- a. Enter your temporary log-in and password (shown in your introductory email).
- b. If the system tells you that your temporary password has expired or if you can't remember your login or password, click "Forgot Password/Create Logins? Click Here." Enter your email address and the system will send you an email with your login name and a new temporary password.
- c. Once you have logged in, you will be asked to reset your password. Enter your old (temporary) password and then enter a new password twice and click "Update." The next screen will say "Password changed successfully."
- d. From here, click on the "Home" button (a dark blue circle with a white house) in the upper left corner of the page. You are now logged into the system and ready to make court reservations.

3. Logging into the System After the First Time

- a. Enter your User Name and Password and then click "Login."
- b. If you've forgotten either your User Name or your Password, select "Forgot Password/Create Logins? Click Here." Enter your email address on the next screen and then follow the prompts to access the system through your email account. (Refer to Step 2 above for instructions.)

4. Making a Reservation

- a. Once you've logged in, select "Make a Reservation," then select "Tennis."
- b. On the next screen, titled "Services," select what type of reservation you would like to make: "Ball Machine" to reserve the ball machine, "Doubles Court Rental" to reserve a court for doubles or "Singles Court Rental" to reserve a court for singles.
- c. Once you've selected the type of reservation you would like, a small screen will pop up that says "Select Date." Enter the date for which you would like a court (keep in mind that reservations can only be made up to 7 days in advance) and the duration of your desired reservation (up to 90 minutes for the ball machine and singles courts, 120 minutes for a doubles court). Note that you are able to change these selections on the next screen. Select "Continue."
- d. On the next screen, titled "Make a Reservation," you will see the selections that you've made on the upper half of the page, and the available court times on the lower half of the page. White areas of the calendar indicate available time slots; light gray areas indicate that the court is reserved during that time.
 - i. To select a court time, hover your cursor over a white (available) portion of the calendar until it shows your desired reservation time (e.g., Doubles

Court 7:30 am – 9:00 am). Click on the dark gray box that shows your desired court reservation time.

- ii. If you would like to make changes to your search (e.g., different date, different type of reservation, etc.), you can do that in the upper portion of the “Make a Reservation” page. On the left hand side of the screen, you are able to change the date and the ‘Service’ or type of reservation (ball machine, singles court, doubles court) that you selected. In the middle column, you are able to select which court(s) you would like to search (or click “Select All” if you would like to look for any available court). In the right hand column, you can change the duration of your reservation (30 minutes, 60 minutes, etc.). Once you’ve made your selections, click “Search” and the Calendar will reflect your revised parameters.
- iii. When you select your desired Court and time, a small screen will pop up that says “Booking Details.” Double check that you have selected the correct reservation type, date, time, and court, and then select “Continue.”
- e. The next screen is titled “Add Family Member(s).” If you have a Single Membership, you can select “Continue to Cart,” if you are ready to complete the reservation, or “Continue Shopping,” if you would like to make another reservation. Note that selecting “Continue to Cart” on this page will complete the reservation. If you have a Family Membership, you will see a list of your family members here. Select which family member will be the “Host” for the court reservation – this is who will be using the court and whom The Colony Club will contact if changes are made to the reservation. Then select “Continue to Cart,” if you are ready to complete the reservation, or “Continue Shopping,” if you would like to make another reservation. Note that selecting “Continue to Cart” on this page will complete the reservation.
- f. Once you have selected “Continue to Cart,” your reservation will be completed. The next screen will confirm the details of your reservation. On this page, you are also able to cancel your reservation, by selecting “Cancel Schedule” and then confirming that you would like to cancel it.

5. Viewing Existing Reservations

- a. To view your existing reservation, start at the “Home” page (click on the dark blue circle with a white house in it in the upper left corner of the page).
- b. Select “Account Information.”
- c. Select “Reservation Report.” You will see your existing reservations listed here. (Note that you are not able to change or cancel a reservation online. Please call The Colony Club or stop by the Front Desk to make any changes.)

6. Viewing Account Information

- a. To view your Account Information, start at the “Home” page (click on the dark blue circle with a white house in it in the upper left corner of the page).
- b. Select “Account Information.” Here, you can select from the following options:
 - i. “Account Summary,” which shows information about your membership;
 - ii. “Billing Information,” which shows the bank account/credit card information that is on file with The Colony Club;

- iii. "Change Password," which allows you to change your login or password (see Item 7 for instructions).
- iv. "Contact Information," which allows you to view and update the contact information on file at The Colony Club.
- v. "Reservation Report," which allows you to view your existing court and ball machine reservations.

If you need to make changes to any of your Account Information, please contact The Colony Club.

7. Change your Login or Password

- a. Start at the "Home" page (click on the dark blue circle with a white house in it in the upper left corner of the page).
- b. Select "Account Information."
- c. Select "Change Password."
- d. Enter your new, desired, login.
- e. Enter your old password, followed by your new, desired, password twice.
- f. Click "Update" and you will be prompted to log back in using your new login and password.

Additional Notes:

- 1. Once you have made a reservation and left the confirmation screen, you are not able to change or cancel a reservation online. Please call The Colony Club or stop by the Front Desk to make any changes.
- 2. Please abide by the court booking regulations, which preclude standing bookings and back-to-back bookings, among other things. The regulations can be found on www.hmbta.com on the "Reserve a Court" page.
- 3. More questions? Please call The Colony Club at (650) 712-7868.