

# Notes – Booking Sessions Online

## Using a Computer / PC



**IMPORTANT** – if you book multiple sessions regularly you should purchase SERVICE PACKS before booking. This provides a format of credits that are reusable on your account if you need to cancel a session (48 hours prior). They are also discounted in price. Comparatively, single purchases will be more expensive and they will not be refunded if cancelled. For details see “Step 4 - Purchase Service Packs” notes.

### Users on a Computer / PC (detailed notes follow):

Step 1 - Navigate to the Schedule from the Website (Chrome’s Incognito Mode is NOT supported at the time of this edit) ..... 1

Step 2 - Login (With your Windsor Pickleball Club Credentials) ..... 2

Step 3 - Edit Profile, Payment Card & Check your Credits (Service Pack) ..... 3

Step 4 - Purchase Service Packs via Memberships ..... 4

Step 5 - Booking a Session ..... 5

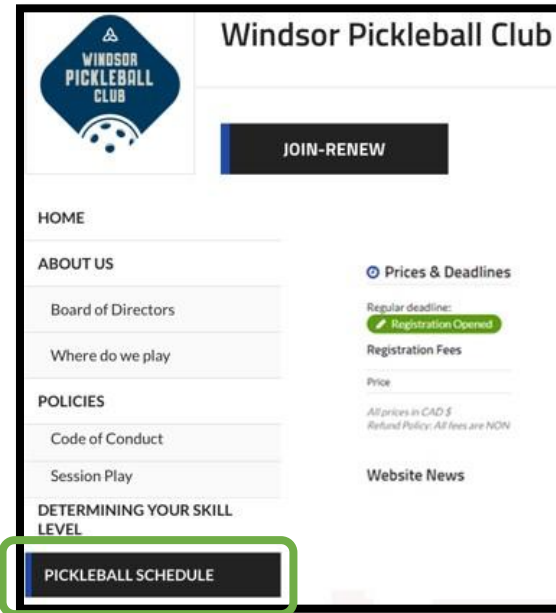
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### Step 1 - Navigate to the Schedule from the Website

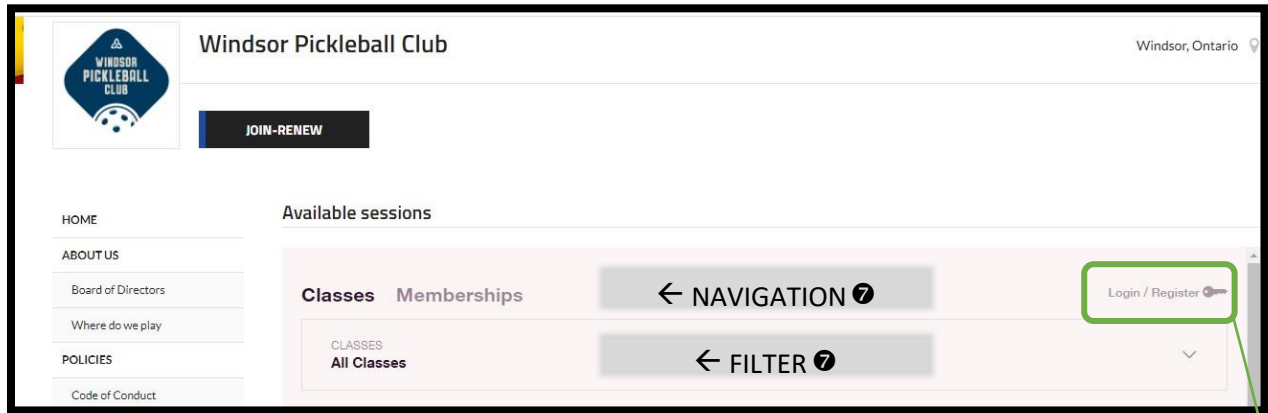
(Chrome’s Incognito Mode is NOT supported at the time of this edit)

1. Visit the Windsor Pickleball Club website: [www.windsorpickleballclub.ca](http://www.windsorpickleballclub.ca)
2. Click on Pickleball Schedule @ Left



## Step 2 Login (With your Windsor Pickleball Club Credentials)

Each member of WPC needs their own unique email & password. If more than one player is registered with the same email address, they have been modified to be unique by adding “+1” before the “@” symbol. This will need to be addressed – please send an email to [helpdesk.wpc@gmail.com](mailto:helpdesk.wpc@gmail.com) for assistance with this issue.



1. Click the Login / Register button (with the key symbol).
2. Enter your email & password from WPC (Windsor Pickleball Club) and click on Submit. If the password is an issue you may need to change it to include the following: One uppercase (A-Z), One lowercase (a-z), One number and one symbol.
3. Once you've set your password, the phone app (Glofox) and the website will use the same password.

A screenshot of a login/register form titled 'Log in to proceed'. It has two columns: 'Log in' and 'Create account'. The 'Log in' section has fields for 'Email' and 'Password', a 'Submit' button, and a 'Keep me logged in' checkbox. The 'Create account' section has a 'Register' button. A red circle with a diagonal slash is placed over the 'Register' button. A green box highlights the 'Log in' section. A green arrow points from the 'Login / Register' button in the previous image to the 'Log in' section.

### Step 3 Edit Profile, Payment Card & Check your Credits (Service Pack)



1. From the main window click on Profile
2. Click on the EDIT button that appears dim (not the Edit Profile) to add a payment card, complete the information and Save the card
3. Any credits and your bookings will appear in the window.
4. Close the Profile window when done.

#### Available sessions

**Your Name** [Close #2]

**Bookings** My membership My transactions

UPCOMING

**Fridays 3 to 5pm Skill level 3.5+**  
WFCU Centre sports gym [Cancel] 15:00 - 120 minutes Friday 18th of August

**Fridays 3 to 5pm Skill level 3.5+**  
WFCU Centre sports gym [Cancel] 15:00 - 120 minutes Friday 25th of August

**8 Credits**

Email: \_\_\_\_\_@\_\_\_\_\_

Phone: \_\_\_\_\_-\_\_\_\_\_-\_\_\_\_\_

Membership: Windsor Pickleball Club Membership

CARD REGISTERED [EDIT #1]

**Edit card** [Close]

Card 1234 1234 1234 1234

MM/YY 05 / 25

CVC 999

Save Card

### Step 4 Purchase Service Packs via Memberships

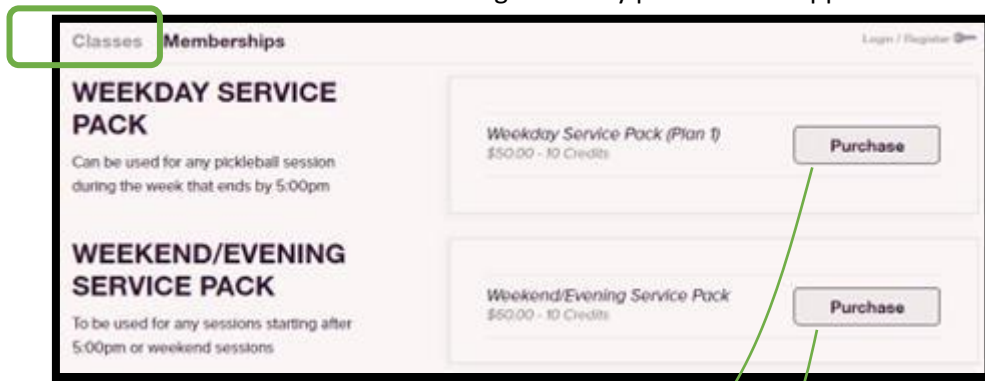
1. From the main window click on Memberships.
2. Use the Purchase button for the Service Pack needed & buy membership.
  - Buying a Service Pack will allow you to purchase 10 sessions (10 credits) for less than booking 10 individual sessions. Should you cancel a session that was purchased with

a Service Pack (at least 48h hours before the start of a session) the credit **will automatically be re-applied** to your account.

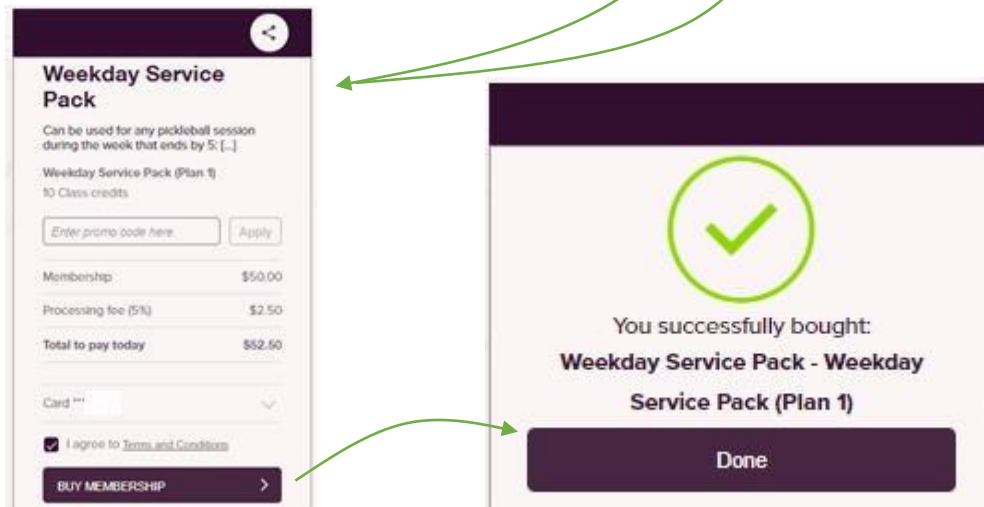
- Purchase the Weekday pack for Mon-Fri sessions that finish by 5pm.
- Purchase a Weekend pack for weekdays after 5pm and weekends.

Your payment card will be charged once for the service pack at the time of purchase. Return to your profile to see the credits applied to your account.

- Alternatively, you can book and pay for each individual session and your payment card will be charged for each individual purchase. These payments are not refundable even if cancelled more than 48 hours before the session begins.
- There is a 5% service fee charged for any purchase to support the Glofox application.

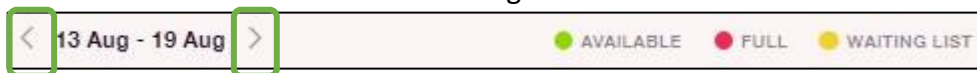


(Weekday illustrated below)

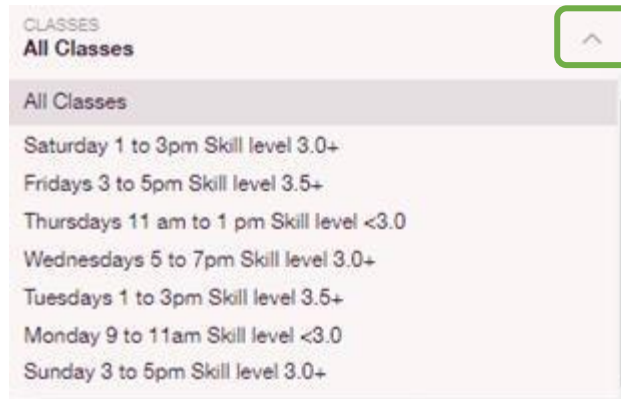


## Step 5 Booking a Session

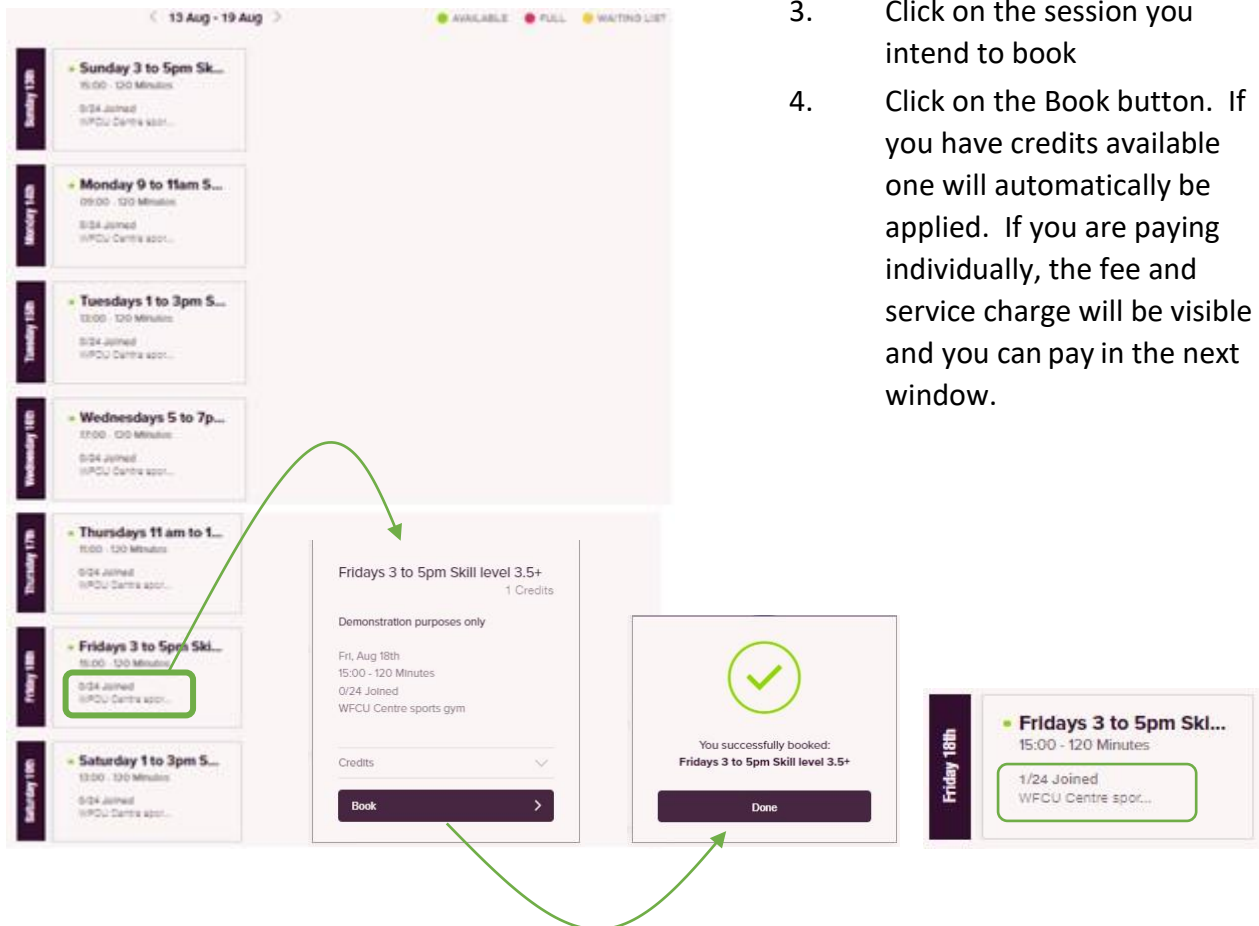
1. From the main window navigate to the timeframe using the arrows. Notice the colours indicating session status.



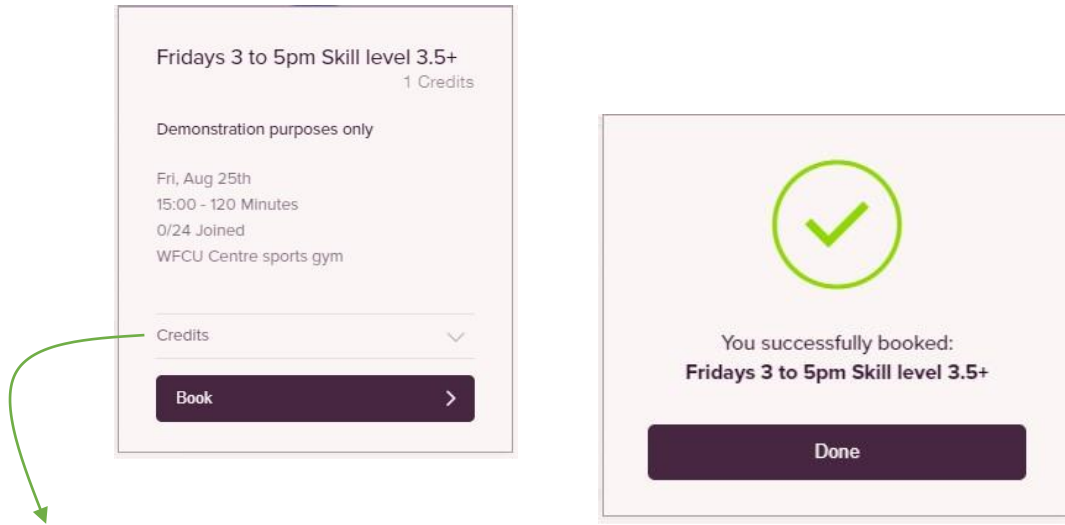
2. FILTER for your interest or select All Classes to see everything available (click on the down arrow to choose a filter and then click on the up arrow to collapse the list):



3. Click on the session you intend to book
4. Click on the Book button. If you have credits available one will automatically be applied. If you are paying individually, the fee and service charge will be visible and you can pay in the next window.



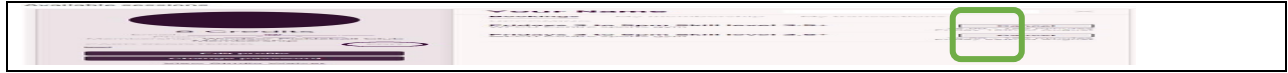
\* Continue to book as many sessions as desired.



**Payment method:** If you are paying for sessions individually you will be taken through an additional step to enter payment card information. Remember, individually paid sessions are non-refundable should you cancel.

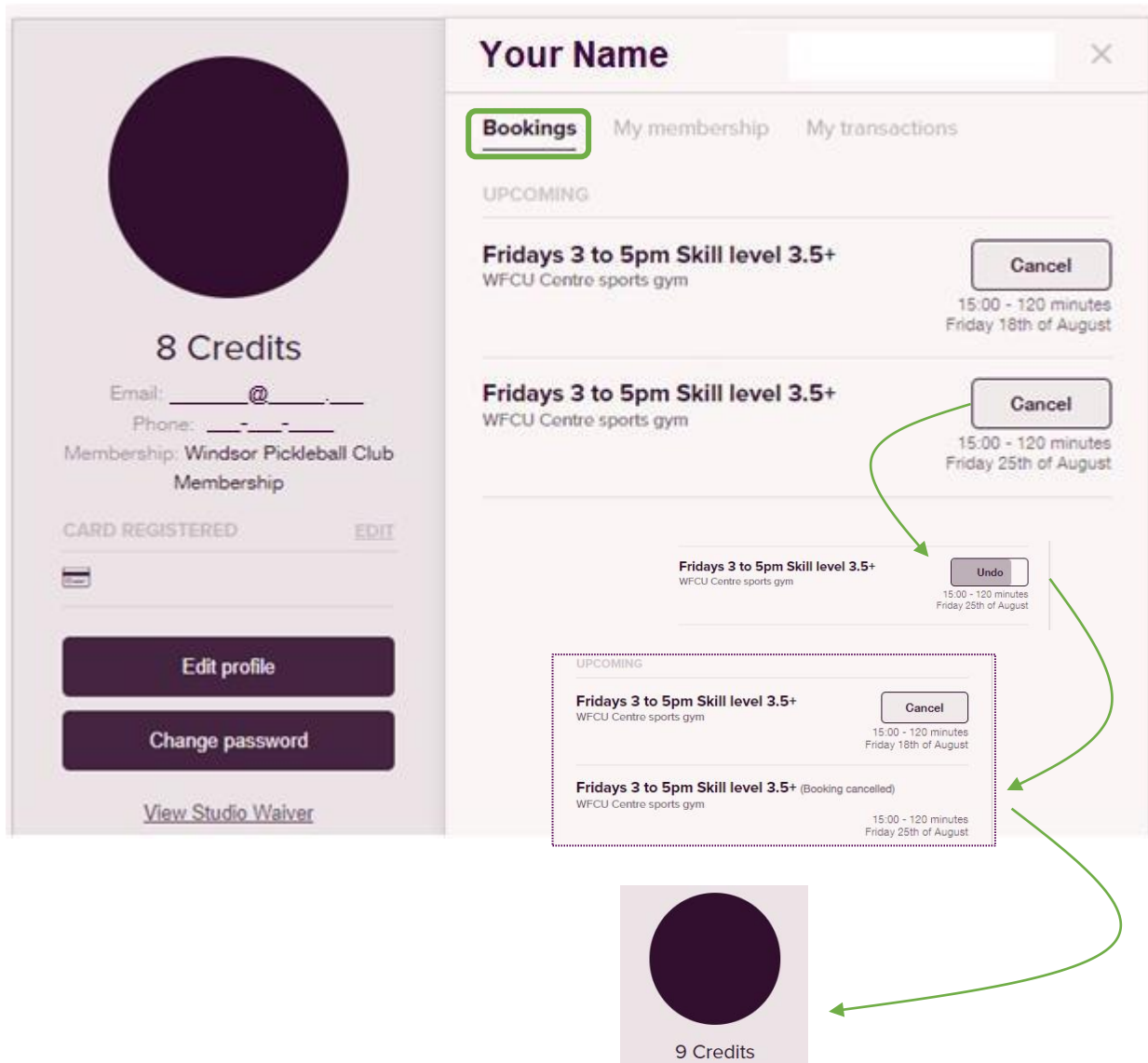
## Step 6 - Cancelling a Session

1. From the main window click on PROFILE at the right



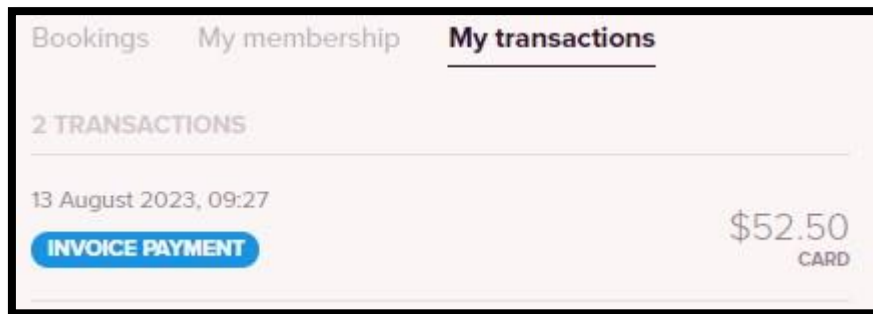
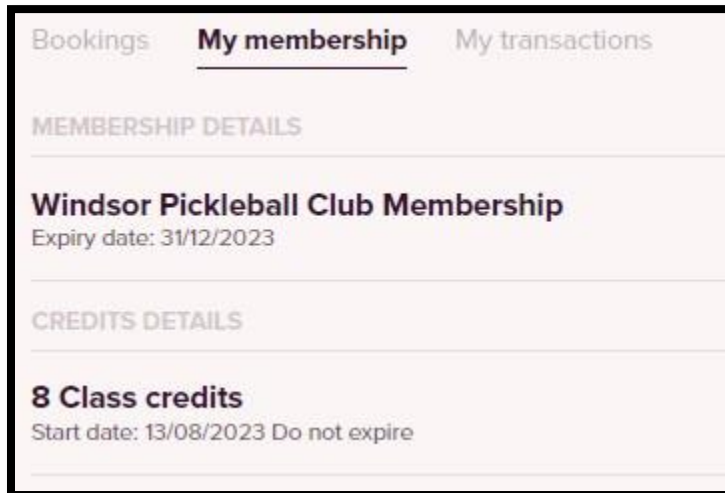
2. The Bookings tab will display your sessions
3. Click on the appropriate Cancel button. If you cancel your booking at least 48h hours before the start of a session and, if credits were used, they will automatically be applied back to your account. If the session was paid individually without using credits there is no refund.

### Available sessions

A composite image illustrating the cancellation process. On the left is a user profile card for 'Your Name' with 8 credits, contact information, and membership details. On the right is the 'Bookings' tab showing a list of upcoming sessions. A green arrow points from the 'Cancel' button of a session on Friday 18th of August to a smaller inset window. This inset window shows the session as 'Booking cancelled' and the 'Cancel' button is greyed out. Another green arrow points from the 'Undo' button of a session on Friday 25th of August to the same inset window. A final green arrow points from the bottom of the inset window to a separate card showing the user now has 9 credits, indicating that the cancellation successfully restored a credit.



In the Profile area, review the My membership & My transactions area any time to see the activity on your account.



Close the window when finished with the CLOSE Button



## Step 7 - Log out when finished

1. From the main window click on the logout button to end your session.



\* For any technical issues please contact the help desk via email at [helpdesk.wpc@gmail.com](mailto:helpdesk.wpc@gmail.com).