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## USING ONLINE COURT BOOKING AND FLOODLIGHTS TOP-UP

At the start of the year, I gave you some New Year resolutions. Now, here is a couple for Lent 🙏

- 1. I will learn how to book a court online**
- 2. I will top up my fob and pay for floodlights at least once**

**Do you feel guilty that you are always depending on your tennis partner to book courts, or to turn the floodlights on?**

Well let's do something about that and get you up and running with ClubManager365 and Smart Club Cloud.



Smart Club Cloud allows you to top up your credit linked to your fob so that you can turn on the floodlights.



Smart Club Cloud is also linked to ClubManager365, which manages the online court booking. You will be able to use the same username and password to login to each system.



At some point, you should have received an email with instructions to complete registration for Smart Club Cloud. Here are some of the Frequently Asked Questions that have prevented members from using the systems.

I did not receive an email with my username and password for SmartClub Cloud  
It is more likely that you did receive an email, but that it went into a spam folder, or was overlooked at the time. What you need to do is this –

- Send an email to [secretary@glenagearyltd.ie](mailto:secretary@glenagearyltd.ie) requesting your credentials for Smart Club Cloud.
- Make sure that the email address that Catherine Byers has for you in the club database matches the one that you expect to use for Smart Club Cloud.
- Make sure that emails from Smart Club Cloud ([admin@smartclubcloud.com](mailto:admin@smartclubcloud.com)) do not go into junk mail or spam.

You should receive two emails, the first one like this –


**Glenageary Tennis Club - Email 1 of 2 - Registration for the Smart Club Cloud**

 **Smart Club Cloud** <[admin@smartclubcloud.com](mailto:admin@smartclubcloud.com)> 

09/01/2020 19:09 [Find an email that comes from this email address](#)

To: Test Case

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Glenageary Tennis Club

Hi Test,

A Smart Club Cloud account has been created for you.

The Smart Club Cloud is a quick and easy way for you to manage your club account online. To complete your registration please click on the button below once you have received your second email.

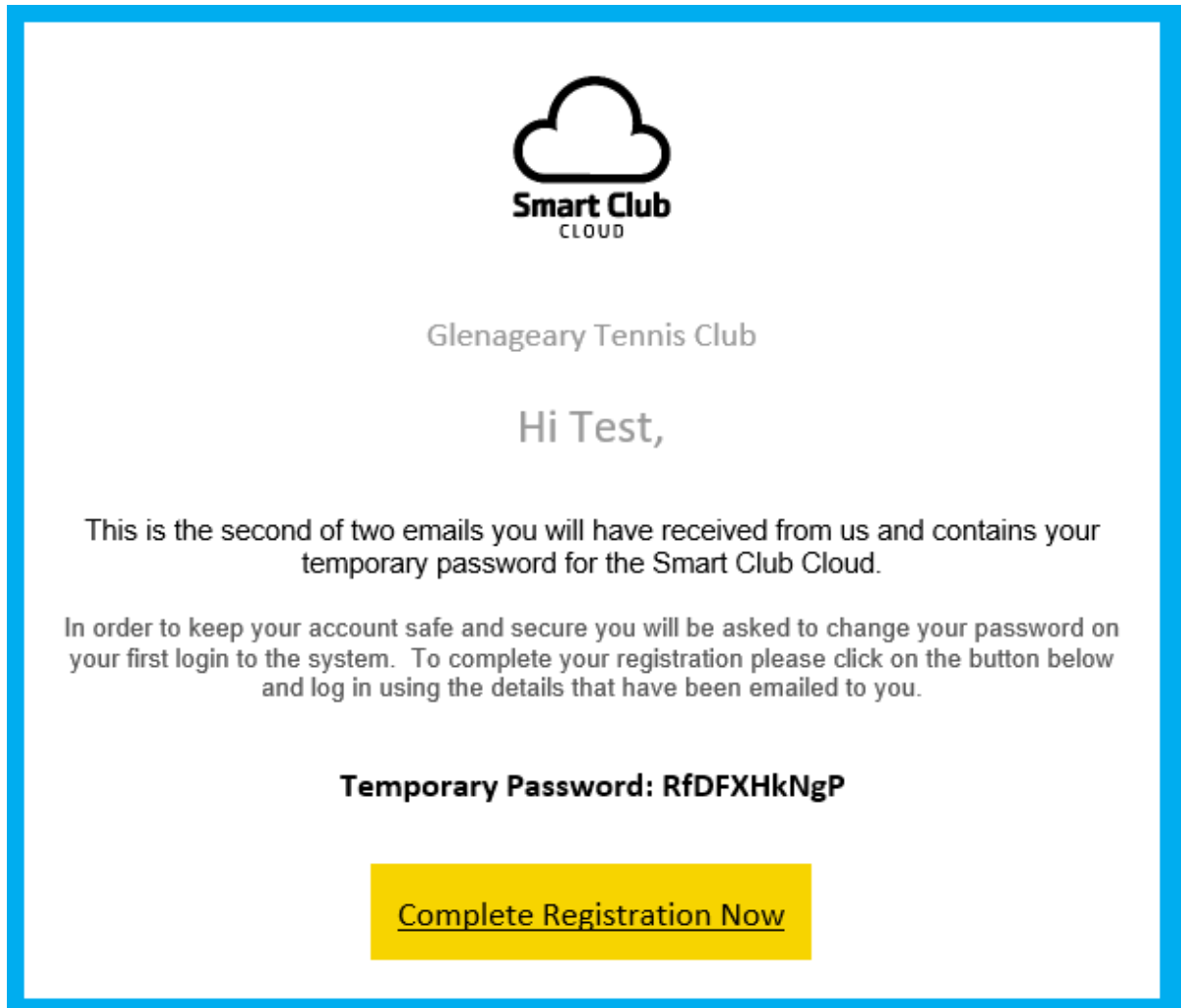
This is the **first of two emails** you will receive from us and contains your Smart Club Cloud username.

**Username:** **test.case.4171**

Your username is composed of -  
firstname. (test)  
surname. (case)  
membertext (4171)

- Check your spam folder if you can't find the emails or search for emails from:admin@smartclubcloud.com
- Make a note of your username. The current username convention is – *firstname.surname.membernum* but older usernames may be different – eg. *firstnamesurname*
- Your member number appears on invoices, but would not always be known to you.

You will also receive a second email with your temporary password, like this –



- If you are tech-savvy and know how to copy and paste using shortcut keys, then do that – i.e. Double-click on the temporary password and press CTRL-C – this will make a copy of the password that you can later paste into the Login page.
- Otherwise, you will have to take the tedious route and make a note of the password (mixed case).
- Press the Complete Registration Now button.

You will now be asked to login to your account –

The image shows a login form interface. At the top, there is a blue box with the text "Login to your account". Below this are two input fields: "Username" with a person icon and "Password" with a lock icon. To the right of the password field is a blue "Login" button with a right-pointing arrow. Below the login fields are two blue buttons: "Forgot your password?" and "Create an account". At the bottom, there is a copyright notice: "2013 - 2020 © Smart Card Applications Ltd.".

- Enter the username you were given – eg. test.case.4171
- Either type the password you were given (in mixed case), or, if you had previously copied the password using CTRL-c, click on the Password box and press CTRL-v – this will paste the password into the box.
- Press Login.

You will now be asked to set your own password –

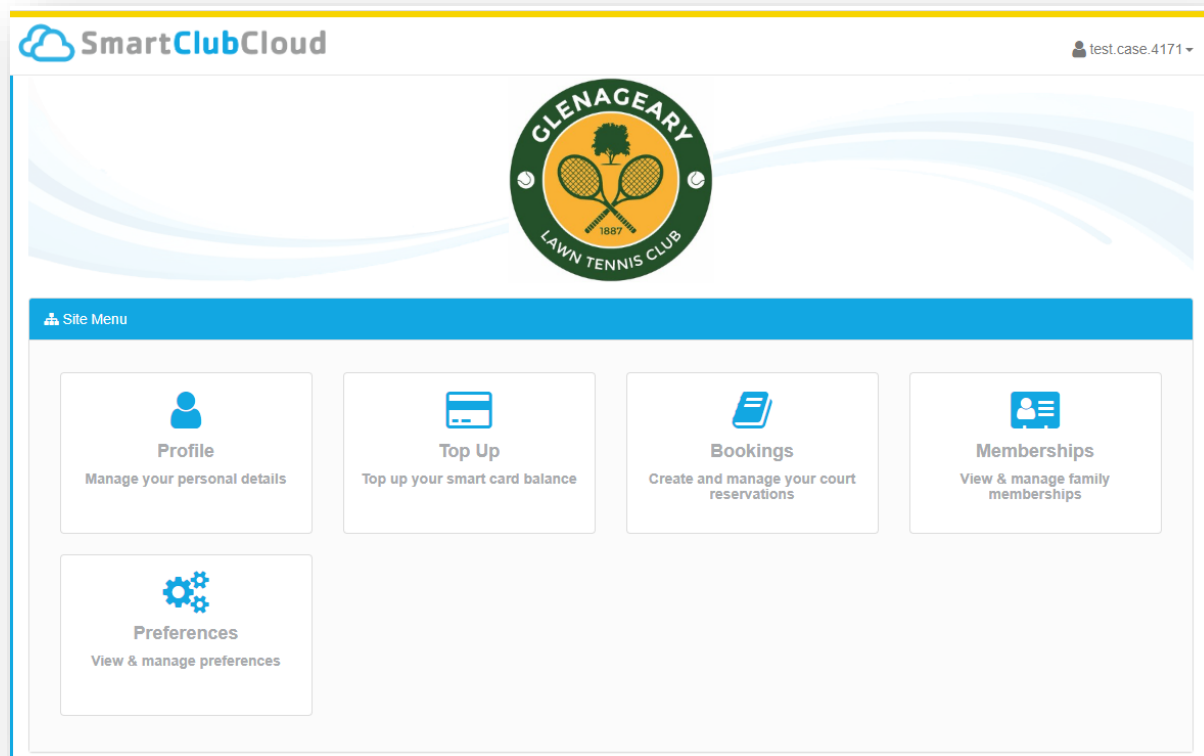
# Set your password

Nearly there. Please enter the password emailed to you.

Please enter a new password below.

**Store the Username and Password safely!**

Follow the instructions and press Set Password and you should reach the Smart Club Cloud Home page



And now you're ready to go!

You can top up your fob with credit to pay for floodlights through the Top Up button.

You can go directly to the online court booking system through the Bookings button.

## I can't remember my password for Smart Club Cloud

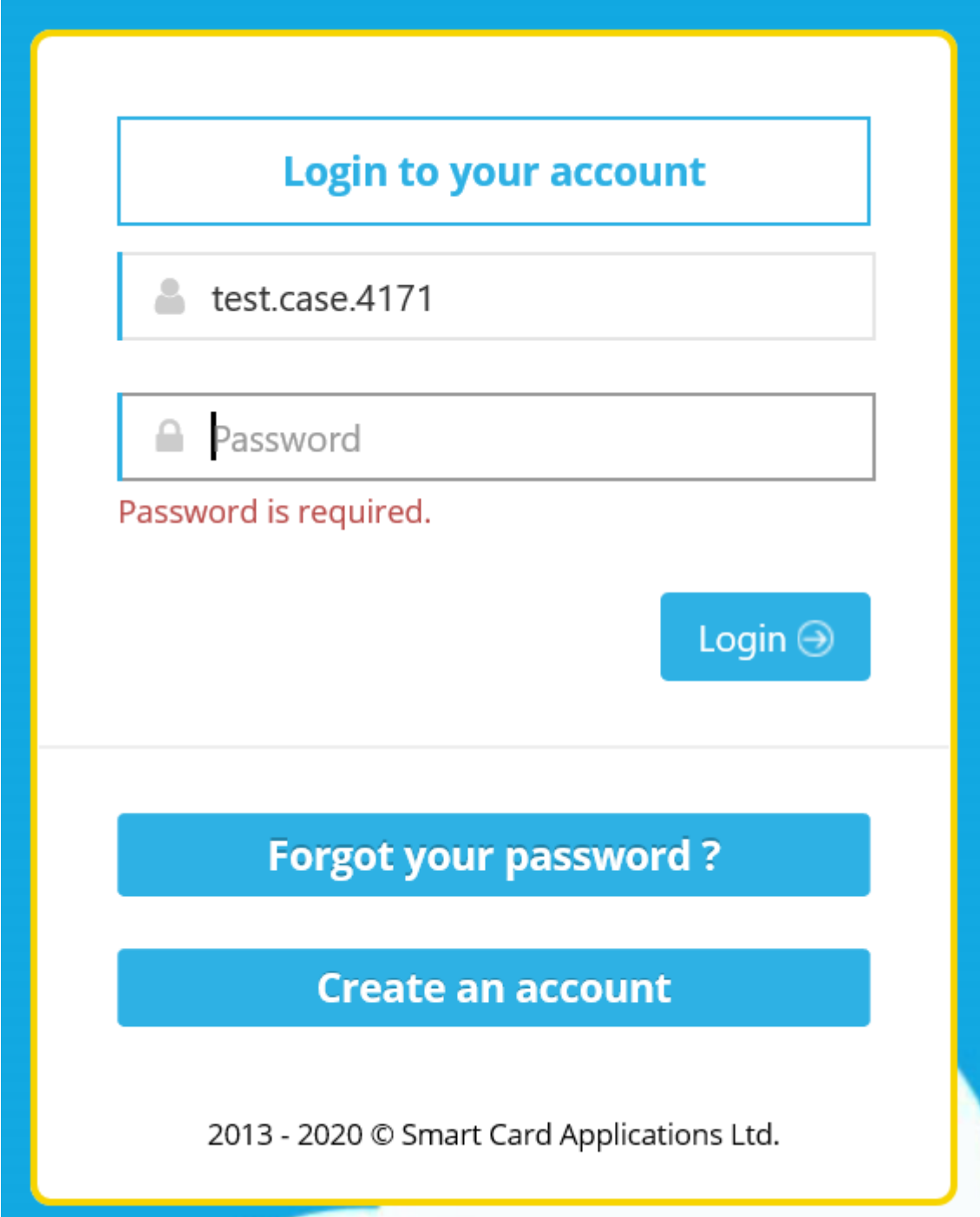
OK, so you have previously completed registration for Smart Club Cloud, but you haven't used it in so long that you have now forgotten how. Never mind, here's what you do –

Go to the Smart Club Cloud login page - <https://www.smartclubcloud.com/>

This is also accessible from the Glenageary LTC website home page - <https://glenagearyltd.ie/>

**NOTE: If you can't remember your Username, then you will have to follow the instructions for I did not receive an email with my username and password for SmartClub Cloud**

If you remember your username, but not your password, you can request a password reset here –



The image shows a login page for Smart Club Cloud. At the top, there is a blue button labeled "Login to your account". Below this are two input fields: the first contains the username "test.case.4171" and the second contains the word "Password" with a lock icon. A red error message "Password is required." is displayed below the password field. To the right of the password field is a blue "Login" button with a right-pointing arrow. Below the login section, there are two more blue buttons: "Forgot your password?" and "Create an account". At the bottom, the copyright notice "2013 - 2020 © Smart Card Applications Ltd." is visible.

Click on the [Forgot your password?](#) button



## Retrieve your password

Enter your UserName below to have your password emailed to you..



Cancel

Submit

Enter your username and press Submit.

An email with a temporary password will be sent to your mailbox.



Hi Test,

You have received this email because you requested that we reset your Smart Club Cloud password.

We have provided you with a temporary password below which you can now use to login. In order to keep your account safe and secure you will be asked to change your password when you next login to the system.

**Temporary Password: bDVQbmugGg**

[Click here to login now](#)

Copy the temporary password using CTRL-c (or make a note of it for retyping later).

Click on [Click here to login now](#) and follow instructions to set new password.

## I don't know how to top up the credit on my fob

Once you are logged in to the Smart Club Cloud home page, you can press the [Top Up](#) button and you will see details of your account -

The screenshot shows the 'Smart Card' management interface. At the top, there's a navigation bar with 'SmartClubCloud' and 'Dashboard' links. Below that, a red banner displays 'Test Case - Smart Card Balance : €0.00'. The main content area is split into two columns. The left column, titled 'Top up your smart card', contains a 'Member' dropdown set to 'Test Case', a 'Purse' dropdown with 'SmartCard' selected, and an 'Amount' input field set to '€ 5.00'. Below this is a 'Surcharge Information' section with text explaining 0.00% surcharges for credit and debit cards, and two checkboxes for terms and conditions. A green 'Process Top Up' button is at the bottom. The right column, titled 'Top up history', contains a message: 'Your top up history will appear here once you have topped up your balance'.

Click on the **<Select Purse>** dropdown and select SmartCard.

Enter the amount you want to top up by. It currently costs €3.60 per hour for floodlights.

Check the boxes I have read and accept... and I understand a surcharge...

Press the Process Top Up button.

You will now be asked to confirm the top up and for your credit card details –

The screenshot shows a web browser window with the address bar containing the URL `http://realexpayments.com/card.html?uid=15e00b18-da13-4622-a0bb-da38c376f1da`. The browser's address bar and the URL are highlighted with a red box. Below the address bar, there are icons for Apps, Gmail, YouTube, and Maps. The main content area is titled "Payment Details" and contains several input fields: "Card Number" (with a Visa/Mastercard logo), "Expiry" (MM/YY), "Security Code" (with a help icon), and "Cardholder Name". A large blue button labeled "PAY NOW" is positioned below the input fields. At the bottom of the page, there are two security-related icons: "256-bit SSL encrypted" and "Securely processed by Global Payments". Both of these icons are highlighted with a red box.

NOTE: Smart Club Cloud uses the Realex payment gateway, which is secured by encryption.

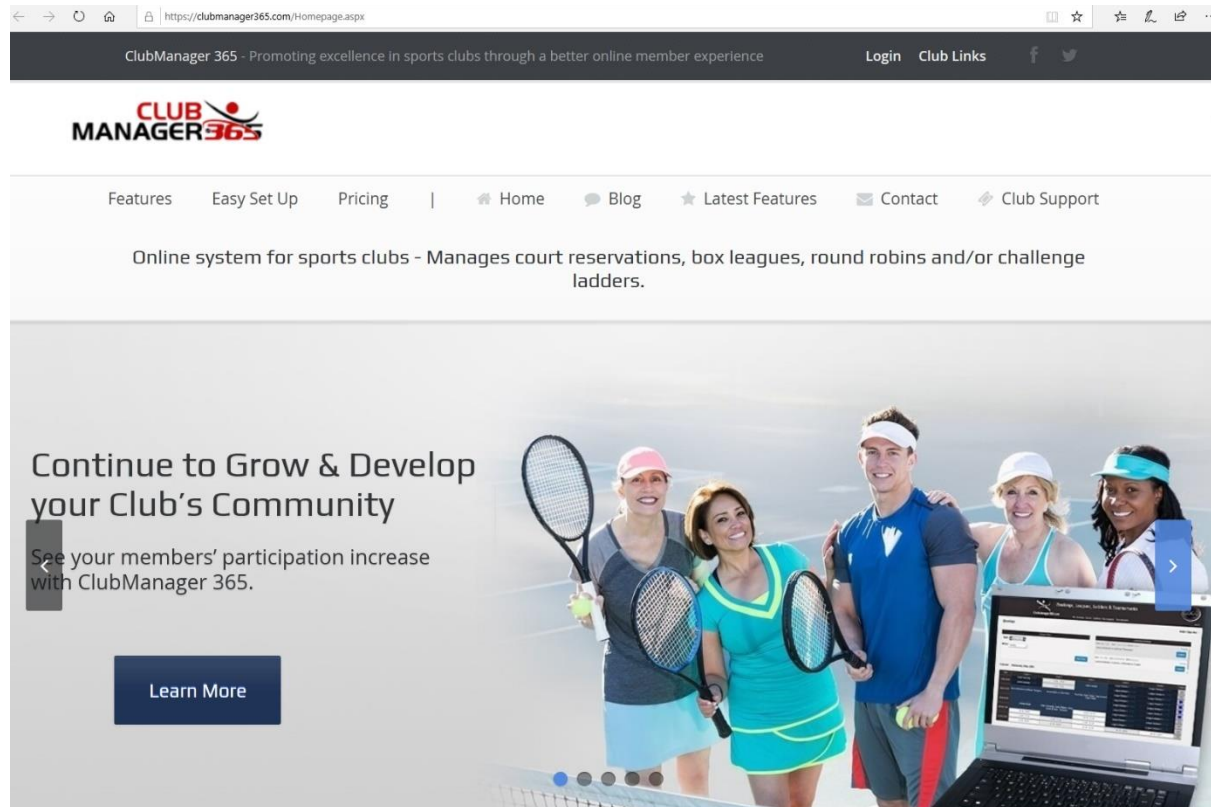
*Now that you have credit on your fob, you can get back into the good books of your friends by offering to pay for the lights the next time you are playing in the evening.*

*Just remember that each swipe costs 90cents and gives you 15 minutes of light and you have to leave a 1-2 second gap between each swipe or it may not register.*

# I don't know how to book a court

If you have your Smart Club Cloud login credentials, then you can use the same username and password to access ClubManager365 for online court booking. You can get to ClubManager365 in three different ways –

1. Click on Book a Court on the Glenageary LTC home page - <https://glenagearyltc.ie/>
2. Go directly to ClubManager365 – [www.clubmanager365.com](http://www.clubmanager365.com)
3. Click on the Bookings button from the Smart Club Cloud home page.



From here, click on the Login button at the top and enter your Username and Password.

You will be brought by default to today's court booking sheet.

## Bookings, Leagues, Ladders & Tournaments

[My Services](#) [Courts](#) [Ladders](#) [Box Leagues](#) [Tournaments](#) [Admin](#)

### Bookings

Choose Filters

Date:  Who:

When:

Upcoming Bookings

Date: Sun, 23 Feb Time: 15:30 Where: Court 1

Ladies Winter League

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Date: Sun, 23 Feb Time: 15:30 Where: Court 2

Ladies Winter League

Calendar: Thursday 27 Feb 2020

Time	Court 1	Court 2	Court 4	Court 5	Court 6	Court 7	Court 8	Court 9	Actions	Actions
09:00-10:00	Cardio Tenni	Cardio Tenni	09:00 - 09:30	09:00 - 09:30	09:00 - 09:30	09:00 - 09:30	09:00 - 09:30	09:00 - 09:30	Watch?	n/a
	Cardio Tenni	Cardio Tenni	09:30 - 10:00	09:30 - 10:00	Club Night T	09:30 - 10:00	09:30 - 10:00	09:30 - 10:00	Watch?	n/a
10:00-11:00	Cardio Tenni	Cardio Tenni	10:00 - 10:30	10:00 - 10:30	10:00 - 10:30	10:00 - 10:30	10:00 - 10:30	10:00 - 10:30	Watch?	n/a
	Cardio Tenni	Cardio Tenni	10:30 - 11:00	10:30 - 11:00	10:30 - 11:00	10:30 - 11:00	10:30 - 11:00	10:30 - 11:00	Watch?	n/a

To book a court, click on a cell that corresponds to the court and start time that you want.

If the cell is for 30 minutes, you will have the option to extend it twice up to 90 minutes. Evening slots are already set to 90 minutes.

**Make a Booking** ✕

**When:** Thursday 27 Feb 2020

**Time:** 09:00 - 09:30 Extend

**Where:** Court 7

**Opponents:**

**Match Type:**

**Find Players:**

Cancel Book