



Club User Manual for Chelsea

OVERVIEW

Chelsea is an online system used to make your requests for court times and starts with logging into your account which is already set up in Chelsea.

Because we have many members and few courts, SLPCC uses the lottery feature Chelsea provides. And, because we have many members, we cannot guarantee that every member will get to play every day of the week. So how it is determined who gets to play and who doesn't? Chelsea looks at how frequently members play and places players on the courts starting with those who have played the least to those who have played the most. The members who have played the least get a place on the court before others. This is determined by the number of points each player has earned. Every time a member plays, one point is earned. Points are accumulated on a rolling 30-day basis. The players with the least number of points are those who played least, so they are at the top of the placement list. What happens if several members have the same number of points? Chelsea assigns them each a random number and that number is used to determine the placement of those players.

In order to make a reservation, members make an Event Request to play in his or her level for a specific play date. These Event Requests go into a bucket, essentially, until 3 days before the play date. On that night, Chelsea looks at all the requests in that bucket for a specific play level and determines who should get places on the courts, and in what order that placement is made. This process is called the Draw. Once the draw happens, 16 players are placed on the courts and 8 players are placed in what is called Overflow. To Chelsea, Overflow is simply the bench. It is only the number of players which is important as those are the players getting court positions. Whether Chelsea has said you are on PB Courts or Overflow is immaterial. It is also immaterial as to which court Chelsea has assigned you. It is only important to know that you are on a Court Sheet



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which means you have a reservation to play. You will still go to the courts and put your paddle down on the paddle board and take the courts in the order the paddles were laid down, from left to right.

What's the Difference between an Event Request and a Booking?

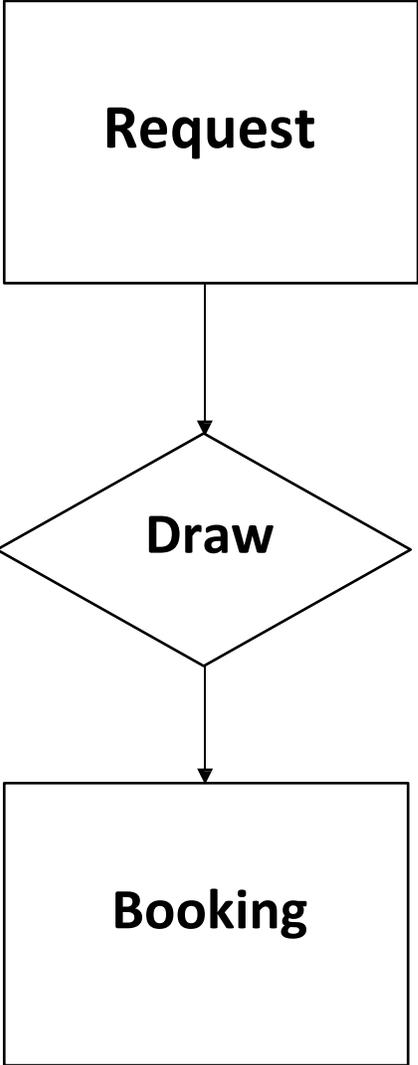
An Event Request is just that. You are asking to play on a certain date. A Booking says you've got a place on the court.

How Do I Know if I Should Delete an Event Request or Delete a Booking?

It's easy! If you look at the play date and you can't find a court sheet, the Draw has not happened. You delete an Event Request. If you see a Court Sheet with names for the date you want, you are booked. In this case you would Delete a Booking.

No Court Sheet: Delete an Event Request
Court Sheet with names: Delete a Booking.

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Requests are entered by members for play on a specific day and time. Requests may be entered up to 7 days in advance of the draw.

Three days prior to the play date, Chelsea will run their cycle to process the draw and assign courts to the players who have entered requests. Courts are assigned on a weighted basis, with players who have not played much receiving preference.

After the draw, assigned court times are then referred to as bookings. Bookings exist for the 3 days prior to the play date. Members can delete bookings during this 3-day period. If there are courts available for the play date, you can manually add a new booking.



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[SIGN IN SCREEN](#)

To log in to Chelsea, go to <http://sunlakespb.chelseareservations.com>.

Enter your:

Member #: This is usually your phone number plus one additional digit, typically a 1 or 2.

Password : The first time you log in to Chelsea, your password will be **Pickle1** (case sensitive). Click on the 'Pickleball' button to log in.

Sun Lakes Pickleball - Cottonwood

Member #:
Password:

Pickleball

[Click Here for Chelsea EMail Support](#)

[Click here if you forgot your pickleball password.](#)
The current time is ... 10:23:33 PM

Welcome to Sun Lakes Pickleball Internet Reservation System

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Welcome Screen

The screen below will appear after you log in. Your name is displayed under the Profile menu item.



Hi! Your Name



Schedule 1/13/20 - 4/30/20					
	Monday	Tuesday	Wednesday	Thursday	Friday
7:00	3.5	1.5/2.0 (3 courts) 2.5 (1 court)	Paddle Stacking	2.5	3.0
8:30	1.5/2.0 (2 courts) 4.0 Up (2 courts)	2.5	Women All Levels	2.5 (1 court) 3.0 (3 courts)	3.5
10:00	2.5	3.0	Men All Levels	3.5	1.5/2.0 (2 courts) 4.0 Up (2 courts)
11:30	2.5 (1 court) 3.0 (3 courts)	3.5	EVIL	1.5/2.0	2.5
1:00	OPEN	OPEN	EVIL	OPEN	OPEN

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Main Menu Items

Club's Home Page	The link on the screen will take you to the Club's website
Club's Calendar	Not used by our Club
Need an Opponent	Not used by our Club
Welcome	See Welcome Screen on Page 4
Logout	

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[Request Menu Item](#)

Add an Event Request

Select Request, then select Add an Event Request.

The screenshot shows a website header for "Sun Lakes Pickleball - Cottonwood" with a navigation bar containing "Main", "Request", "Review", "Booking", and "Profile". The main content area is titled "ADD AN EVENT REQUEST" and includes a greeting "Hi! Lisa Gloege". A red message states: "Your event request is not accepted until you receive a 5 digit confirmation number." Below this is the instruction: "Click on the event you wish to play." A table lists available events with columns for "Play Date", "Description", "Add", and "Review".

Play Date	Description	Add	Review
8/18/2019 - Sunday	3.5 League		
9/19/2019 - Thursday	3.0 League		
9/23/2019 - Monday	1.5 League		
9/23/2019 - Monday	2.0 League		
9/23/2019 - Monday	2.5 Women only		
9/23/2019 - Monday	3.0 League		

Chelsea will display all events available. Based on the Play Date and Description, choose the appropriate event by clicking the in the ADD column.

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Sun Lakes Pickleball

Main

Request

Review

Booking

Profile

ADD AN EVENT REQUEST

Hi! Susan Smith

Your event request is not accepted until you receive a 5 digit confirmation number.

Event Selected: 2.0 Ladies - 09/17/2019 - Tuesday

Buddy List

Member #	First Name	Last Name
99955533331	SUSAN	SMITH

Add Members to Buddy List

Submit **Change Event**

If you choose an event which does not match your rating level, you will receive the following message:

Sorry, this player's league does not match this event.

If you get this message, click on the Change Event button to see the list of events again and select the correct event matching your rating level.

Click the submit button to process your request.

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When you have chosen the correct event for your level, you will receive a confirmation number.



The screenshot shows the Sun Lakes Pickleball website interface. At the top is a dark blue header with the text "Sun Lakes Pickleball" in yellow. Below this is a yellow navigation bar with five tabs: "Main", "Request", "Review", "Booking", and "Profile". The "Request" tab is currently selected. The main content area has a white background and features the heading "ADD AN EVENT REQUEST" in bold black text. To the right of this heading, it says "Hi! Susan Smith". Below the heading, there is a red warning message: "Your event request is not accepted until you receive a 5 digit confirmation number." This is followed by the text "Event Selected: 2.0 Ladies - 09/17/2019 - Tuesday" and a yellow highlighted message: "Your event request has been recorded for:". Underneath, the event details are listed: "Event: 2.0 Ladies" and "Confirmation #10210". The user's name and phone number are shown as "SUSAN SMITH - 99955533331". There is a checkbox labeled "Add Members to Buddy List" which is currently unchecked. At the bottom of the confirmation area is a yellow button with the text "Another".

If you wish to add another Event Request, click on the Another button and continue with adding another Event Request.

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Delete an Event Request

Select Request, then select Delete an Event Request.

Sun Lakes Pickleball

Main Request Review Booking Profile

DELETE AN EVENT REQUEST

Hi! Terry Dorsey

Event Info Confirmation

Member Number
Enter the member number to delete

Confirmation Number
Enter the confirmation Number

Enter the information above, or if you see the request below, click the confirmation number.

Play Date	Time	Course	Captain	Player 2	Player 3	Player 4	Link Card	Confirm #
9-30-2019	08:30	2.5 Women only	TERRY DORSEY					10231

Continue

Member Number – enter your Chelsea number

Confirmation Number – enter the Confirm # for the Event Request you wish to delete

Click on the Continue button.

Another screen will pop up – validate it's the correct event request, then click on the Submit button

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Review Menu Items

Review My Schedule

Select Review, then select Review My Schedule.

Sun Lakes Pickleball

Main Request Review Booking Profile

REVIEW MY SCHEDULE

Hi! Lisa Bonifac



Play Date	Play Time	Facility	Court #	Player 1	Player 2	Player 3	Player 4	Link #	Confirm #
Tue, Sep 17, 2019	08:30 AM	PB Courts	01	LISA BONIFACE	CINDY REED				10224 

Review My Request

Select Review, then Review My Requests.

Sun Lakes Pickleball

Main Request Review Booking Profile

REVIEW MY REQUEST

Hi! Susan Sr

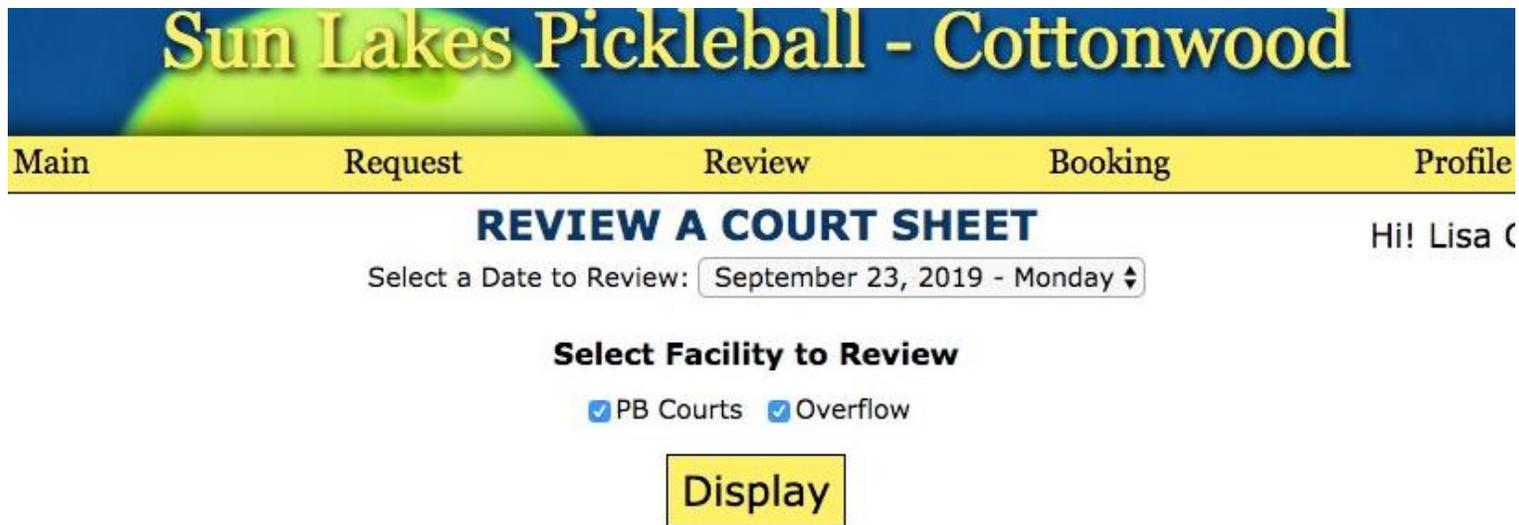


Play Date	Time	Facility	Player 1	Player 2	Player 3	Player 4	Confirm #
9-17-2019	08:30	2.0 Ladies	SUSAN SMITH				10210

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Review A Court Sheet

Select Review, then select Review a Court Sheet



Select a Date to review, then click on the Display button.

Be sure that you check **BOTH** facilities. Check PB Courts AND Overflow.

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Sun Lakes Pickleball

Main Request Review Booking Profile

REVIEW A COURT SHEET

Hi! Irene Dal

Select a Date to Review:

Select Facility to Review

PB Courts Overflow

Display

Court Sheet for January 17, 2020 - Friday

08:30 AM	PB Courts	01	BRUCE COULTER	STEVEN HANSEN	JANIS DRUMMOND	
08:30 AM	Overflow	01	LEW SCHMUTZ	REX DAUBENBERGER	FELIX PETRILLO	JANIE GROSMAN
08:30 AM	Overflow	02				
08:30 AM	PB Courts	02	HOWARD SCHNEIDERMAN	DICK LATHROP	TIM TYRRELL	
08:30 AM	PB Courts	03	LOUISE MCILRAVY	ROD RUTAN	MARV BROWNELL	RON KENT
08:30 AM	PB Courts	04	STEVEN GATES	JEFF DUNN	JAY MAYS	GEORGE BELLON
10:00 AM	PB Courts	01	DENNIS ROSENQUIST	KAREN ROSENQUIST	KAREN DAUBENBERGER	CONNIE BROIDY
10:00 AM	Overflow	01	KIM LAYHER	CAROLYN PATTEN	NANCY LATHROP	JUDY ROLFS
10:00 AM	PB Courts	02	NEAL BROIDY	DAN HALLBERG	BETSY HALLBERG	JOHN ROLFS
10:00 AM	Overflow	02	JODI BERGE			
10:00 AM	PB Courts	03	HANK BRYCE	DOUG SPEAGER	LINDI SPEAGER	JERRY STROM
10:00 AM	PB Courts	04	KEITH ORI			
11:30 AM	Overflow	01	MIKE SCHULZE	MAGGIE TINSLEY	MARY MCINTIRE	JEANNINE

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Booking Menu Items

Add A Booking

Select Booking, then select Add a Booking.

Sun Lakes Pickleball

Main

Request

Review

Booking

Pr

The current time is... 12:13:18 AM

Hi!

ADD A BOOKING

Player Info Confirmation

Play Date:

Select the date you wish to play.

Facility Selection:

Select a facility.

Selection:

Select the booking type.

Select Start Time:

Enter the first time the system should display

Your Court Time booking is not accepted until you receive a 5 digit confirmation number.

Member Number	Guest	Guest First Name	Guest Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	No Guest	<input type="text"/>	<input type="text"/>
<input type="text"/>	No Guest	<input type="text"/>	<input type="text"/>
<input type="text"/>	No Guest	<input type="text"/>	<input type="text"/>

Play Date: Select from the pull-down menu.

Facility Selection: Select All Facilities.

Selection: Enter your rating level in the Selection.

Select Start Time: No need to change.

Member Number: Enter your Chelsea number.

Click the Display Times button and the available times for your level will display.

Click on a time and you will receive a confirmation number on the next screen.

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After you have filled in the fields and clicked Display Times, your screen will look like this. It will display the times that are available for the period selected. Note the available times at the bottom of the screen.

Click on one of them under the Time heading and then click on Submit. After a bit of processing, you will receive a confirmation number.

The current time is... 9:29:55 PM

Hi! Ire

ADD A BOOKING

Player Info Confirmation

Play Date: January 17, 2020 - Friday
Select the date you wish to play.

Facility Selection: All Facilities
Select a facility.

Selection: 3.0
Select the booking type.

Select Start Time: 07 00
Enter the first time the system should display

Buddy List

Your Court Time booking is not accepted until you receive a 5 digit confirmation number.

Member Number	Guest	Guest First Name	Guest Last Name
48062600521			
IRENE DALOISIO			
	No Guest		
	No Guest		
	No Guest		

Refresh Times

To make a selection, click on the time field below and click Submit ONE TIME.

Time	Court #	Facility	Player 1	Player 2	Player 3	Player 4
07:00 AM	01	Overflow	RANDY TEDROW			
07:00 AM	02	Overflow				
07:00 AM	04	PB Courts				

Submit

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Sun Lakes Pickleball

ain Request Review Booking Profile

The current time is... 2:12:21 PM

Hi! Lisa Boni

ADD A BOOKING



Player Info Confirmation

Your Court Time Booking has been recorded.

Confirmation #: 10224

Play Date: September 17, 2019 - Tuesday

Facility: PB Courts

Time: 08:30 am

Court #: 01

LISA BONIFACE - 615

Add Another

You may return to the Add A Booking screen for another day by clicking on the Add Another button. Make sure all the fields are filled in, including the player's Member Number. Follow the instructions as previously listed.

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Delete a Booking

Sun Lakes Pickleball

in Request Review Booking Profile

DELETE A BOOKING

Hi! Irene

DeleteConfirmation

Member Number:

Enter the member number.

Confirmation Number:

Enter the confirmation number.

Enter the information above, or if you see the booking below, click the confirmation number.

Play Date	Time	Course	Captain	Player 2	Player 3	Player 4	Link Card	Confirm #
1-17-2020	07:00 AM	Overflow	RANDY TEDROW	IRENE DALOISIO				15554

Continue



To Delete a Booking, enter your Member Number. The times that are booked for you will be listed. Click on the Confirm # for the Play Date you want to delete. Then click on the Continue button.

Sun Lakes Pickleball

in Request Review Booking Profile

DELETE A BOOKING

Hi! Irene

DeleteConfirmation

You have a maximum of 5 minutes to complete deleting this booking.

Facility:

Play Date: January 17, 2020 - Friday Overflow Time: 07:00 AM

IRENE DALOISIO

Submit Start Over

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Profile Menu Item

My Profile

Select Profile, then select My Profile.

The profile data is used for the roster. At a minimum, the data detailed below needs to be filled in:

Sun Lakes Pickleball - Cottonwood

Main Request Review Booking Profile

PROFILE

Hi! Susan Smith

Password (cannot be blank):

Email Address:

Email Preference:

Address:

Apt/Unit:

City:

State:

Zip Code:

Home Telephone #:

Cellular Telephone #:

Emergency Contact:

Emergency Telephone #:

Points 0

Save Changes

Cancel Changes

Password: The first time you log in, your password will be set to **Pickle1** (case sensitive). Change the password to something you can easily remember. You can change your password at any time, and as many times as you might like.

Address: Be sure to fill in your Sun Lakes address without the city and state as we assume all members will reside in Cottonwood or Palo Verde.

Home Telephone #: Enter your preferred home or cellular number.

Cellular Telephone #: Do not use.

Click on the Save Changes button to save any changes.

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GLOSSARY

Booking: After the draw, any request made for an event are called bookings. Bookings are made directly into the system because the draw has already been completed. A member making a booking must meet the requirements of the event restrictions for that date and time in order to book. For instance, if the time has been allocated to 2.5s, no members other than 2.5s can book into that time period.

Buddy list: A member's list of club friends and member numbers which can be used to make requests or bookings for them. This list is kept in the member's profile and makes it easier to request time for friends because the data is easily available.

Confirmation number: A confirmation number is provided every time a request or booking is made. In general, the confirmation is not needed by the member who made the request. However, if that member has added players to an event, then any of those added members must know the confirmation number in order to edit or delete the request for himself or herself.

Court Sheet: The Court Sheet lists all players on all courts for a specific day so anyone can see who is playing. These players have had their Event Requests processed and have valid places on the courts.

Draw: The process that happens three days before play dates. The draw takes all the requests made for an event and determines who should play by looking at the points each player has accumulated.

The players with the lowest number of points will be placed on the courts first because they have played less than others. If a tie occurs, a random number will be assigned to those involved in the tie and placement will be done in the order of the random number assignment.

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How Do I Know When a Request Becomes a Booking?

If the Draw is On:	Then Requests Become	Bookings On:
Tuesday		Friday
Wednesday		Saturday (no club time)
Thursday		Sunday (no club time)
Friday		Monday
Saturday		Tuesday
Sunday		Wednesday
Monday		Thursday

Event: A set of restrictions set up for specific court times and levels on specific days. Members make requests to play in their events. An example of an event could be something like 2.5 Women, or 4.0. It is that time period in which specific levels or genders will play. Signing up for an event is similar to signing up for specific times and days in our Hold My Court system.

Event Requests: An Event Request is made to request play time for a specific time on a specific day. Event Requests are made up until three days before the play date but there is no guarantee that court space is assigned for the requester until the draw is completed.

Facility: Chelsea recognizes our courts as two facilities: PB Courts and Overflow. Our 4 courts are designated as PB Courts. The Overflow Courts are 2 virtual courts. We field 24 players, but Chelsea can only assign 4 players to a court, not 6, which makes only 16 players able to play. To accommodate our extra 8 players, they are assigned to these virtual courts, our 2 Overflow courts. If you are on the Overflow court, you have a guaranteed place for play for the event.

League: Chelsea deals in terms of leagues, not levels. A 'league' is synonymous with our 'level' and in documentation these terms will be used interchangeably.

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Member # or Member Number: This is your Chelsea ID which is on the roster.

Overflow: These courts are sometimes called 'virtual'. Chelsea can only book 16 players at a time so it puts the rest in 'overflow'. It is also called 'the bench'. There are 8 people on the bench. Players who are in this group have a valid booking for the play date.

How Overflow Works:

SLPCC places 24 players in each level. Chelsea will only place 4 players per court which accommodates only 16 players. In order to place the additional 8 in each level, Chelsea has created two 'fake' courts. It moves an additional 8 people into these two courts, which are called Overflow courts. They are valid players for their timeslot. It is simply a way to accommodate more players for our club within the Chelsea system because Chelsea cannot place 6 players on a court like we do.

Play Date: The date on which a player would like to play.

Points: Members will accumulate points every time they play during **club** time. These points are used to weight the selection during the draw process. Members who play less will have fewer points, and members who play more will have more points. Points are accumulated on a rolling basis and 1 point is earned for each day of play. Every night, the oldest day's points drop off and are then recalculated.

How Points Work:

Each time a member plays, he or she will earn one point. These points are accumulated on a 30-day rolling basis. There are additional times when a player might earn extra points. When a player does not remove his or her name from the play date and does not show up, OR when a player shows up without signing up, that player will earn additional points as follows:

- First offense: 1 point
- Second offense: 3 points
- Third offense: 5 points