



EAST GLOS CLUB

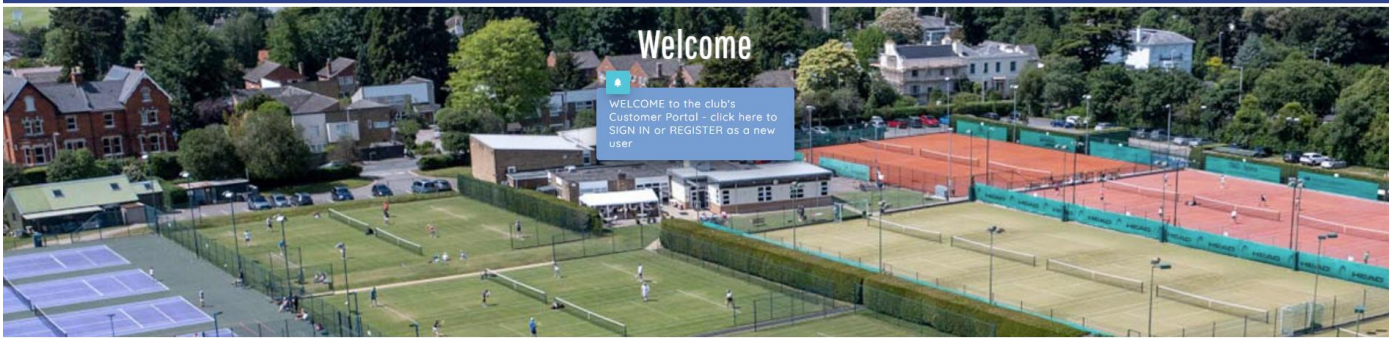
PORTAL

USERGUIDE

www.myeastglos.co.uk

 **EAST GLOS CLUB**
TENNIS - SQUASH - PADEL - RACKETBALL

Sign In Register



Welcome

WELCOME to the club's Customer Portal - click here to SIGN IN or REGISTER as a new user

What Do You Want To Do Today?

Need help using this portal? Click here


BECOME A MEMBER


BOOK A COACHING COURSE


HOLIDAY CAMPS


CAFÉ MENU


TENNIS IN THE PARK


PADEL PAY & PLAY

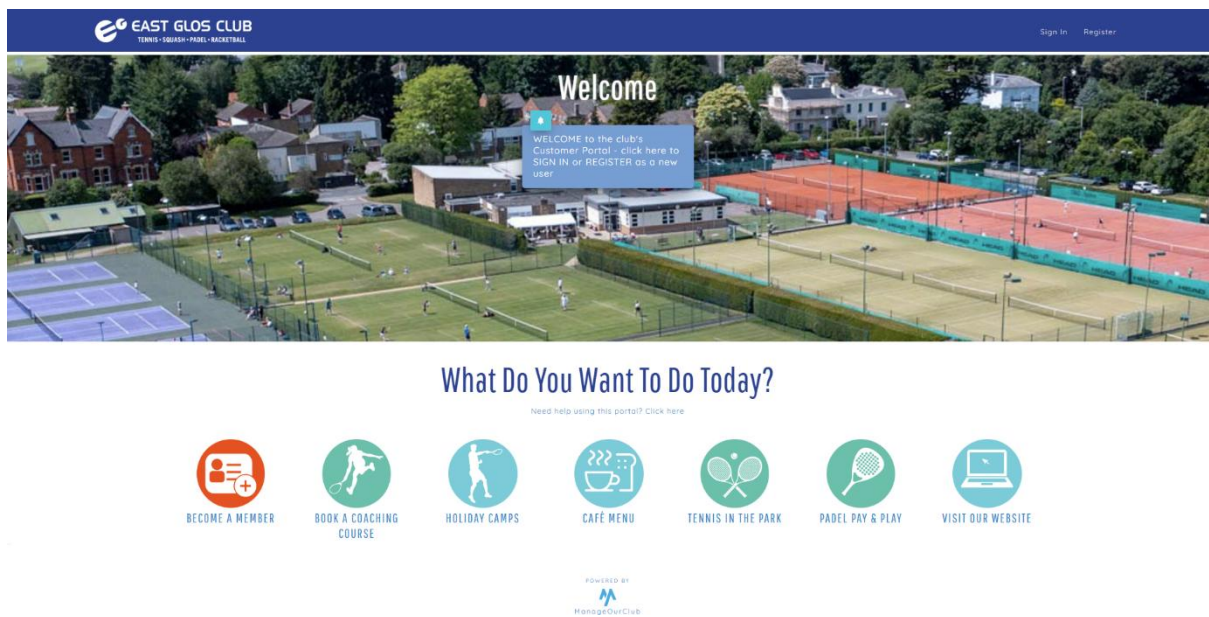

VISIT OUR WEBSITE

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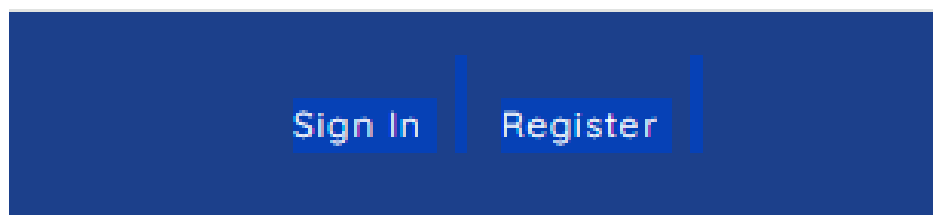
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HOW TO REGISTER FOR THE PORTAL – NON-MEMBERS

1. GO TO www.myeastglos.co.uk WHERE YOU WILL SEE THIS SCREEN.



2. IF YOU ARE NOT YET REGISTERED ON THE PORTAL, CLICK 'REGISTER' IN THE TOP RIGHT CORNER OF THE PAGE.



3. FILL OUT YOUR PERSONAL DETAILS.

The screenshot shows the 'Register to use the Portal' form. At the top is a dark blue header with the text 'EAST GLOS CLUB'. Below this is a light grey bar with a 'Back to HOME' link and the title 'Register to use the Portal'. The main form area has the instruction 'Please enter your details below to register'. It contains several input fields: 'First Name', 'Surname', 'Contact Number', 'Date of Birth' (a dropdown menu), 'Gender' (a dropdown menu with 'Please select...' as the current selection), 'Your Email Address', and 'Confirm Email'.

4. VERIFY YOUR EMAIL ADDRESS.

Almost there...

Your account has been created but before you can login you must first verify your email address - an email message has been sent to the email address you specified which contains your verification code.

Please open the email to retrieve your verification code, type it into the field below, and click on the VERIFY MY ACCOUNT button OR you can click on the link in the email to confirm your account.

Please check your junk/spam folder if you can't find the verification email.

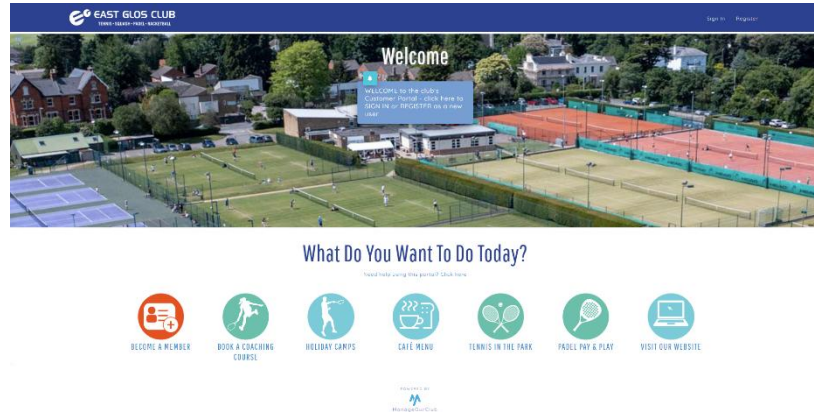
Please get in touch with us if you have not received your verification email within 15 minutes.

Your Username

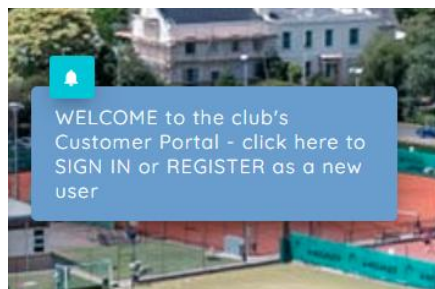
Your Verification Code

HOW TO LOGIN TO THE PORTAL

1. GO TO www.myeastglos.co.uk WHERE YOU WILL SEE THIS SCREEN.



2. CLICK ON 'CLICK HERE TO SIGN IN/REGISTER' ON THE BLUE BOX IN THE MIDDLE OF THE PAGE.



3. ENTER THE USERNAME AND PASSWORD THAT WAS EMAILED TO YOU.

EAST GLOS CLUB
TENNIS • SQUASH • PADEL • RACKETBALL

Sign In

Please enter your username and password and click on the SIGN IN button

[Not yet registered to use the portal? Click here](#)

Your UserName

Your Password

☒ Keep me signed in

! DO NOT TICK THIS IF YOU ARE USING A PUBLIC COMPUTER

[Sign In](#)

[Forgot Username/Password?](#)

POWERED BY
ManageOurClub

4. CLICK SIGN IN - YOU WILL NOW BE ON THE HOMEPAGE OF YOUR PORTAL

HOW TO CHANGE YOUR PASSWORD

1. LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE.
2. CLICK ON THE 'MANAGE MY ACCOUNT' ICON.



MANAGE MY ACCOUNT

3. WITHIN 'MANAGE MY ACCOUNT' CLICK ON THE 'CHANGE PASSWORD' ICON.



4. CHANGE YOUR PASSWORD AND CLICK 'CHANGE PASSWORD' TO SAVE.

HOW TO CHECK THE CLUB CALENDAR

1. YOU CAN VIEW THE CLUB CALENDAR BY CLICKING THE 'CLUB CALENDAR' ON YOUR HOMEPAGE.

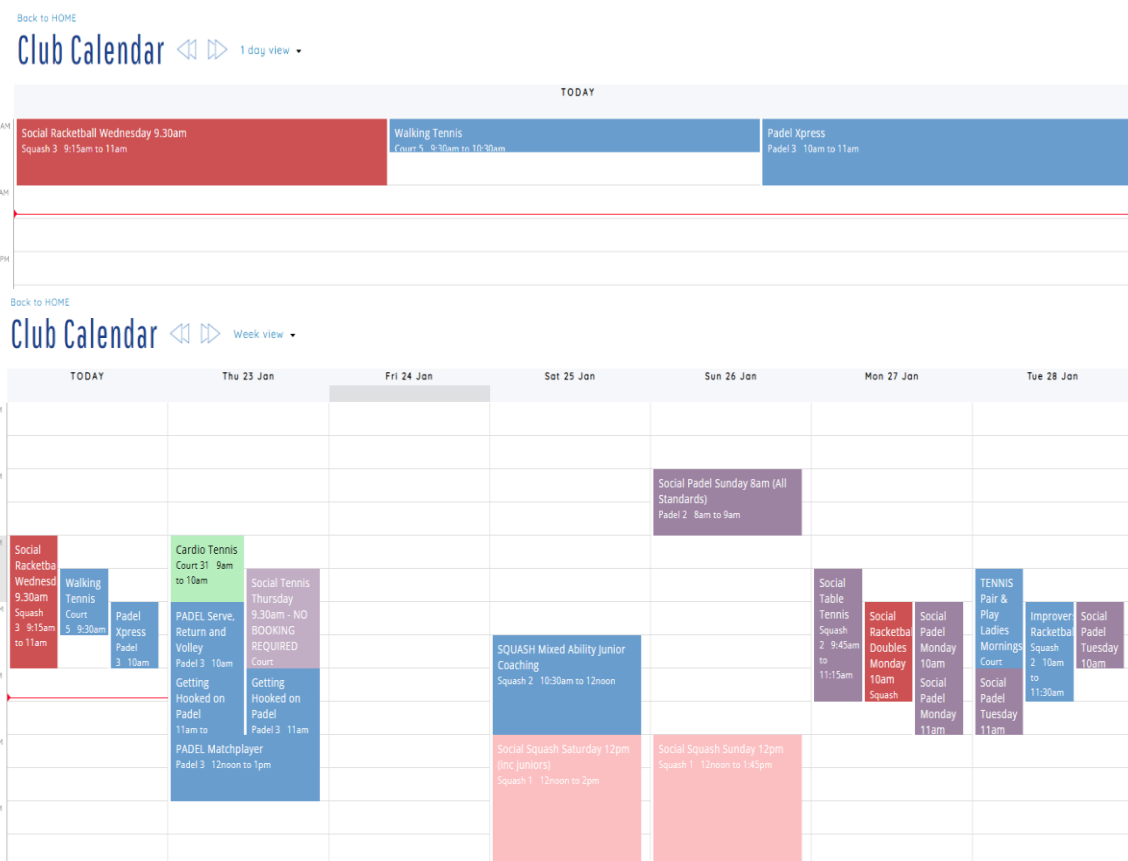


CLUB CALENDAR

2. YOU CAN THEN VIEW THE CLUB CALENDAR ON A DAILY OR WEEKLY BASIS BY CLICKING THE BELOW.



3. HERE IS AN EXAMPLE OF THE CALENDAR ON BOTH A DAILY BASIS AND WEEKLY BASIS.



HOW TO BOOK A COURT

1. LOGIN TO YOUR PORTAL HOMEPAGE.

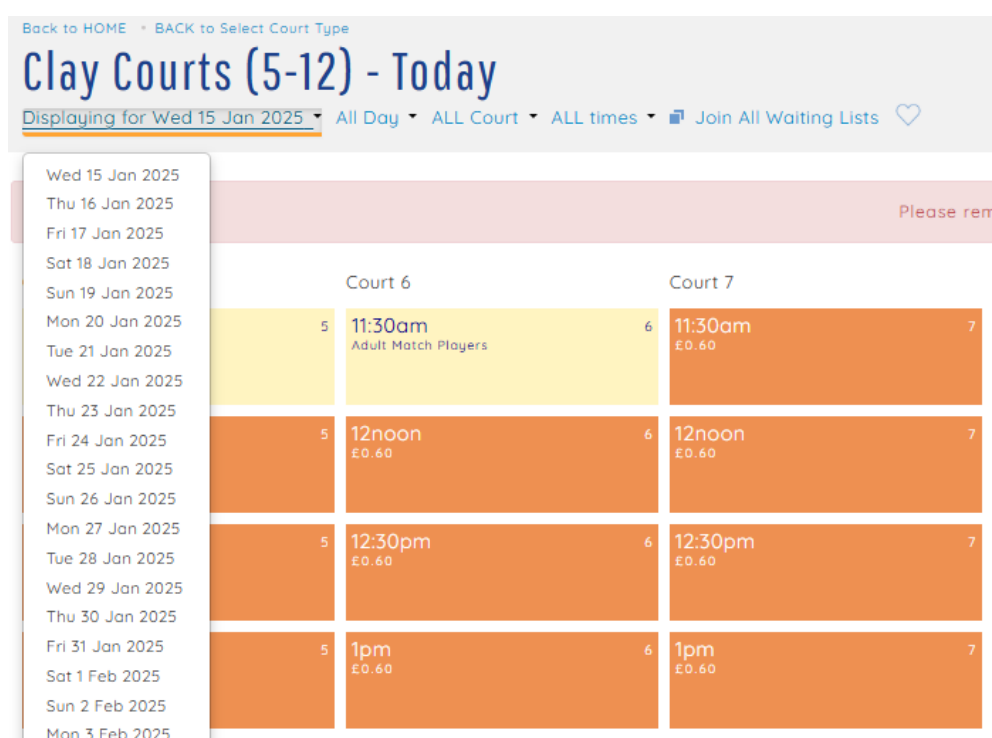
2. SELECT THE 'BOOK A COURT' ICON FOR THE SPORT YOU WOULD LIKE TO BOOK A COURT FOR.



3. SELECT THE COURT TYPE.



4. SELECT THE DATE YOU WISH TO BOOK THE COURT FROM THE 'DISPLAY FOR' DROPDOWN.



5. SELECT THE COURTS AND TIME YOU WISH TO BOOK. EACH SLOT IS 30 MINUTES SO IF YOU WANT 60 MINUTES YOU MUST SELECT TWO CONSECUTIVE BOXES.

[Back to HOME](#) • [BACK to Select Court Type](#)

Clay Courts (5-12) - Today

Displaying for Wed 15 Jan 2025 • All Day • ALL Court • ALL times • [Join All Waiting Lists](#) [♥](#)

The timeslot has been reserved

Court 5	Court 6	Court 7
11:30am Adult Match Players	11:30am Adult Match Players	11:30am £0.60
12noon £0.60	12noon £0.60	12noon £0.60
12:30pm RESERVED for you until 11:34	12:30pm £0.60	12:30pm £0.60
1pm RESERVED for you until 11:34	1pm £0.60	1pm £0.60
1:30pm £0.60	1:30pm £0.60	1:30pm £0.60
2pm £0.60	2pm £0.60	2pm £0.60
2:30pm £0.60	2:30pm £0.60	2:30pm £0.60
3pm £0.60	3pm £0.60	3pm £0.60

[Review Booking](#) [Cancel Booking](#)

6. CLICK REVIEW BOOKING ON THE BOTTOM LEFT OF THE SCREEN.

[Review Booking](#) [Cancel Booking](#)

7. YOU CAN NOW REVIEW YOUR BOOKING -TO ADD PARTNERS YOU MUST CLICK THE 'CLICK HERE TO ADD SOMEONE TO THIS BOOKING' BUTTON.

[Back to HOME](#) • [BACK to Select Court Type](#)

Clay Courts (5-12) - Today

Your Reservation Details

Please review the details of your booking and use the link below to add any playing partner details

RESERVATION	PARTNERS
East Glos Club - Court 5 from 12:30 to 13:00	NOT SELECTED
East Glos Club - Court 5 from 13:00 to 13:30	NOT SELECTED

[Click here to add someone to this booking](#)

8. SEARCH FOR YOUR PARTNER BY TYPING THEIR NAME IN THE 'SELECT YOUR PLAYING PARTNER' BOX.

ONCE YOU'VE FOUND YOUR PARTNER, CLICK ON THEIR NAME TO ADD THEM TO THE BOOKING.



YOU CAN REPEAT THIS SELECTION PROCESS FOR EACH PARTICIPANT.

9. IF YOUR BOOKING IS CHARGEABLE, YOU WILL NOW BE ASKED TO MAKE PAYMENT VIA EITHER YOUR VIRTUAL WALLET OR CREDIT/DEBIT CARD.

IF YOUR BOOKING IS NOT CHARGEABLE, YOU WILL NOW BE ABLE TO REVIEW YOUR BOOKING AS IT IS NOW COMPLETED.

IF YOU WANT TO CHECK THE COURTS YOU HAVE BOOKED, YOU CAN DO SO ANYTIME VIA THE 'MY BOOKINGS' ICON ON THE PORTAL HOMEPAGE.

10. YOU SHOULD ALWAYS ADD ANY PARTICIPANT(S) TO YOUR BOOKING. THIS CAN BE DONE AT THE TIME OF BOOKING, AS ABOVE. AT ANY SUBSEQUENT TIME BEFORE THE SESSION STARTS, YOU CAN CLICK ON THE GREEN “UPCOMING BOOKINGS” NOTIFICATION ON THE PORTAL HOMEPAGE TO SHOW YOUR BOOKING(S), CLICK THE BLUE “UPDATE” BUTTON AND FOLLOW THE SIMILAR PROCESS TO PARAGRAPHS 7 AND 8 ABOVE.

11. THE USE OF INTERNET BOTS OR UNAPPROVED SOFTWARE TO AUTOMATE THE BOOKING OF COURTS IS AN UNFAIR WAY FOR A MEMBER TO ENSURE THAT A COURT IS BOOKED PROMPTLY WHEN THE BOOKING WINDOW OPENS. PLEASE NOTE THAT THIS IS NOT ALLOWED WITHIN CLUB RULES AND ANY MEMBER WHO DOES THIS WILL BE DISCIPLINED IN ACCORDANCE WITH THE CLUB’S POLICIES AND PROCEDURES.

HOW TO CHECK IN YOUR COURT

1. LOGIN TO YOUR PORTAL
2. GO TO “MY BOOKINGS” AT THE TOP OF THE PORTAL HOME PAGE, OR VIA MANAGE MY ACCOUNT
3. YOU WILL SEE A TICK BOX NEXT TO ANY COURT BOOKINGS ON YOUR ACCOUNT
4. TICK TO CONFIRM YOUR COURT WHICH YOU CAN DO UP TO 5 HOURS BEFORE YOUR BOOKING
5. IF YOU DO NOT CONFIRM THE COURT THE BOOKING WILL BE LOST 10 MINUTES AFTER THE START OF THE SESSION

HOW TO CANCEL A COURT

1. TO VIEW YOUR BOOKED COURTS, YOU CAN CLICK THE GREEN TAB ON YOUR HOMEPAGE TO VIEW 'UPCOMING BOOKINGS' OR CLICK THE 'MY BOOKINGS' ICON VIA 'MANAGE MY ACCOUNT'.



2. ON YOUR BOOKINGS, SELECT THE ONE YOU WISH TO CANCEL AND CLICK THE 'CANCEL' BUTTON IN BLUE.

3. YOU WILL THEN BE PROMPTED TO CONFIRM YOUR CANCELLATION AND THEN WILL BE NOTIFIED WHEN SUCCESSFUL IN GREEN.

YOU WILL ALSO RECEIVE AN EMAIL CONFIRMING YOUR CANCELLATION.

PLEASE NOTE – IF YOU ARE NAMED AS A PLAYER ON A COURT BOOKING YOU WILL NOT BE ABLE TO CANCEL THE COURT, ONLY THE BOOKER CAN CANCEL THE COURT.

ALL COURT CANCELLATION POLICIES FOR REFUNDS STILL APPLY AND CAN BE FOUND BY CLICKING THE MEMBER INFORMATION ICON ON THE PORTAL.

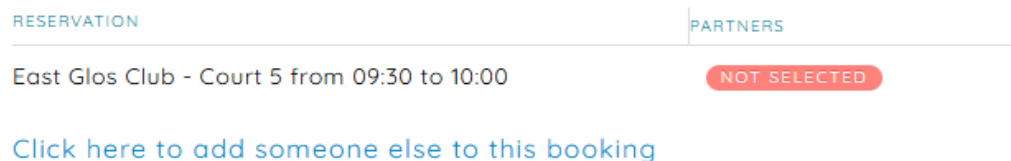
HOW TO BRING PLAYING GUESTS TO EAST GLOS

MEMBERS ARE WELCOME TO BRING PLAYING GUESTS UP TO **FIVE TIMES A YEAR** – THIS APPLIES TO ALL CLUB SPORTS.

THERE IS A **£6 FEE** PER DAY WHICH WILL BE AUTOMATICALLY COLLECTED WHEN YOU ADD A VISITOR TO YOUR COURT BOOKING ON THE PORTAL.

YOU CAN DO THIS WHEN YOU MAKE THE INITIAL BOOKING OR WHEN SUBSEQUENTLY UPDATE THE BOOKING;

1. SELECT “CLICK HERE TO ADD SOMEONE TO THE BOOKING”.



The screenshot shows a web interface with two tabs: 'RESERVATION' and 'PARTNERS'. The 'PARTNERS' tab is active. Below the tabs, it says 'East Glos Club - Court 5 from 09:30 to 10:00'. To the right of this, there is a red button that says 'NOT SELECTED'. Below the button, there is a link that says 'Click here to add someone else to this booking'.

2. THEN ENTER THE NAME OF THE VISTOR AND CLICK “FIND PARTNER”.

Select Your Playing Partner

Type in the name of your playing partner and click on the FIND PARTNER button



The screenshot shows a form with a text input field labeled 'NAME OF PARTNER' containing the text 'Katie Boulter'. To the right of the input field is a blue button labeled 'Find Partner'.

3. THEN SELECT “CREATE A VISITOR PASS FOR” WHICH WILL SHOW THE VISITOR DETAILS.

(NB. IF THE VISITOR HAS PLAYED PREVIOUSLY, THEN THEIR NAME WILL COME UP BUT YOU MUST STILL CREATE A VISITOR PASS, WHICH SHOWS THE NUMBER OF TIMES THE VISTOR HAS PLAYED AS “X/5 LEFT TO USE.”)

Add New Visitor Pass



VISITOR PASS TYPE	
Guest - £6.00 5/5 left to use ▼	
Please enter the actual name of the visitor - not GUEST GUEST etc!	
FIRST NAME	SURNAME
Katie	Boulter
EMAIL ADDRESS	PHONE NUMBER
Optional	Optional
Add Visitor to Booking Cancel	

4. THEN SELECT “ADD A VISITOR TO BOOKING” AND COMPLETE THE PROCESS BY PAYING THE £6 VISITOR FEE (PLUS COURT FEE IF DOING AN INITIAL COURT BOOKING).

5. BEFORE GOING ON COURT, YOU MUST ENSURE THAT ALL PARTICIPANTS ARE NAMED AND CHECK IN THE BOOKING ON THE MEMBER PORTAL UP TO 5 HOURS AHEAD OF THE SESSION START TIME.

IF YOU HAVE NOT BEEN ABLE TO ENTER THE VISITOR ONLINE, PLEASE REGISTER YOUR GUEST BY ENTERING THEIR NAME AND YOURS IN THE VISITORS BOOK AT RECEPTION AND PAY THE £6 FEE AT THE TILL. IF RECEPTION IS CLOSED, PLEASE DO THIS AT THE BAR.

PLEASE ALWAYS SIGN YOUR GUESTS IN AND PAY THE £6 FEE FOR EACH VISITOR. **IT IS UNFAIR TO OTHER MEMBERS IF YOU DON'T.** PLEASE BE AWARE THAT WE CONSTANTLY MONITOR MEMBER BOOKING PATTERNS AND COURT USAGE TO ENSURE FULL COMPLIANCE WITH THESE RULES.

IF YOU'D LIKE TO BRING MORE THAN ONE FAMILY MEMBER AS PLAYING GUESTS, PLEASE SIGN THEM INTO THE VISITORS BOOK AT RECEPTION AND PAY A SPECIAL LOW-COST PRICE OF £10. IF RECEPTION IS CLOSED, PLEASE GO TO THE BAR. WHEN BOOKING A COURT, PLEASE BOOK IT IN YOUR NAME ONLY.

THERE ARE NO RESTRICTIONS OR FEES FOR NON-PLAYING GUESTS.

HOW TO BOOK A SOCIAL SESSION

1. LOGIN TO YOUR PORTAL HOMEPAGE.

2. SELECT THE "SOCIAL PLAY" ICON.



3. SELECT THE SPORT YOU WISH TO BOOK FOR.



TENNIS



SQUASH



RACKETBALL



PADEL



TABLE TENNIS

4. SELECT THE SESSION YOU WISH TO BOOK.



JUNIOR SOCIAL TENNIS



ADULT SOCIAL TENNIS

[Back to HOME](#) • [BACK to Tennis](#)

Adult Social Tennis

Thu 16 Jan

Social Tennis Thursday 9.30am - NO BOOKING REQUIRED

[INFO](#)

🕒 9:30am - 90 mins

★ East Gos Club

Thu 16 Jan

Social Tennis Thursday 6pm - BOOK IN ADVANCE

[BOOK](#)

🕒 6pm - 80 mins

★ East Gos Club

Thu 16 Jan

Social Tennis Thursday 7.20pm - NO BOOKING REQUIRED

[INFO](#)

🕒 7:20pm - 40 mins

★ East Gos Club

6. SELECT WHO IS GOING TO PARTICIPATE IN THE SESSION (EITHER YOURSELF OR A FAMILY MEMBER).

[Back to HOME](#) [BACK to Event List](#)

Your Booking Details for Social Tennis Thursday 6pm - BOOK IN ADVANCE

Please select who is attending

☒ Steve Wigg

Your Booking Details

Thu 16 Jan 6pm £0.00

Total Cost
0.00

7. CLICK NEXT IN THE BOTTOM LEFT AND WHEN YOUR BOOKING IS FINALISED, YOU WILL RECEIVE THIS NOTIFICATION. YOU WILL THEN BE ABLE TO VIEW YOUR BOOKINGS IN THE “MY BOOKINGS” TAB.

YOU WILL ALSO RECEIVE AN EMAIL CONFIRMING YOUR BOOKING.

[Back to HOME](#)

My Bookings

[UPCOMING](#) [PAST BOOKINGS](#)

Your Bookings

You have 1 upcoming booking

DATE/TIME	TYPE	DETAILS
Thu 16 Jan 6pm to 7:20pm	Social Tennis Social Tennis	Social Tennis Thursday 6pm - BOOK IN ADVANCE

 You are not on any waiting lists

Your Booking Has Been Processed Successfully

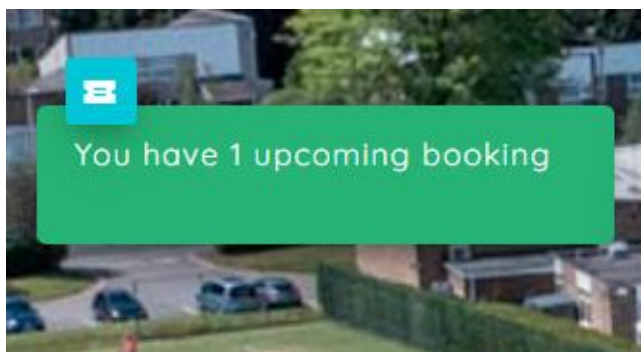
You have booked the following:

DATE/TIME	TYPE	DETAILS
Thu 16 Jan 6pm to 7:20pm	Social Tennis Social Tennis	Social Tennis Thursday 6pm - BOOK IN ADVANCE

[Close this window](#)

HOW TO CANCEL A SOCIAL SESSION

1. TO VIEW YOUR BOOKED SOCIAL SESSIONS, YOU CAN CLICK THE GREEN TAB ON YOUR HOMEPAGE TO VIEW 'UPCOMING BOOKINGS' OR CLICK THE 'MY BOOKINGS' ICON VIA 'MANAGE MY ACCOUNT'.



2. SCROLL DOWN TO THE BOOKING YOU WOULD LIKE TO CANCEL AND CLICK THE 'CANCEL' BUTTON IN BLUE.

Your Bookings

You have 1 upcoming booking

DATE/TIME	TYPE	DETAILS	PARTICIPANT(S)	
Thu 23 Jan 6pm to 7:20pm	Social Tennis Social Tennis	Social Tennis Thursday 6pm - BOOK IN ADVANCE	Philippa Hawkins-White	Cancel

 You are not on any waiting lists

3. YOU WILL THEN BE ASKED TO CLICK 'CONFIRM' AND ONCE THE BOOKING HAS BEEN SUCCESSFULLY CANCELLED YOU WILL BE NOTIFIED IN GREEN.

YOU WILL ALSO BE SENT AN EMAIL TO CONFIRM THAT YOUR BOOKING HAS BEEN CANCELLED.

Confirm Cancellation

×

You are cancelling Social Tennis Thursday 6pm - BOOK IN ADVANCE on 23 January 2025.

Click below to confirm you want to cancel your place.

[Confirm](#)[Back](#)

Your booking has been successfully cancelled

HOW TO BOOK A COACHING COURSE

A. IF YOU ARE A MEMBER LOGIN TO YOUR PORTAL HOMEPAGE.

B. IF YOU ARE NOT A MEMBER YOU NEED TO REGISTER TO THE PORTAL AS ABOVE.

1. SELECT THE “BOOK A COACHING COURSE” ICON.



2. SELECT THE SPORT YOU WISH TO BOOK FOR.



3. SELECT THE COURSE YOU WISH TO BOOK AND SELECT 'BOOK'.



[Back to HOME](#) · [BACK to Padel](#)

Adult Padel Coaching

Wed 22 Jan
Padel Xpress
🕒 10am - 60 mins
📍 East Glos Club
👤 Simon Corbishley
6 places available
[BOOK](#)

Thu 23 Jan
Serve, Return and Volley
🕒 10am - 60 mins
📍 East Glos Club
👤 Simon Corbishley
6 places available
[BOOK](#)

Thu 23 Jan
Getting Hooked on Padel
🕒 11am - 60 mins
📍 East Glos Club
👤 Simon Corbishley
6 places available
[BOOK](#)

4. SELECT THE COURSE YOU WISH TO BOOK, SELECT WHO WILL BE ATTENDING, THEN CLICK NEXT TO CHECK YOUR SESSIONS, THEN NEXT AGAIN TO VIEW YOUR BASKET.

[Back to HOME](#) • [BACK to Event List](#)

Your Booking Details for Padel Xpress

These are the sessions you are booking on

Wed 22 Jan at 10:00

Wed 29 Jan at 10:00

Wed 5 Feb at 10:00

Wed 12 Feb at 10:00

Your Booking Details

Total Cost

40.00

[Back to HOME](#) • [BACK to Event List](#)

Your Booking Details for Padel Xpress

Please select who is attending



Philippa Hawkins-White

Your Booking Details

Total Cost

40.00

5. ONCE YOU HAVE ADDED THE COURSE TO YOUR BASKET, YOUR PLACE WILL BE HELD FOR 15 MINUTES WHILST YOU MAKE PAYMENT.

[Back to HOME](#)

Your Basket

ITEM DESCRIPTION

COST

Place booked for Philippa Hawkins-White on Padel Xpress starting on Wed 22 Jan at East Glos Club

£40.00

RESERVED FOR 14 MINS 29 SECS



[Click here to book another](#)



[Remove from Basket](#)

TOTAL DUE

£40.00

6. YOU WILL THEN BE ABLE TO VIEW YOUR BOOKING BY CLICKING INTO “MANAGE MY ACCOUNT” ON YOUR HOMEPAGE AND THEN GOING INTO “MY BOOKINGS”.



MANAGE MY ACCOUNT



MY BOOKINGS

HOW TO ADD FUNDS TO YOUR VIRTUAL WALLET

1. LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE.

2. CLICK ON THE “MY VIRTUAL WALLET” ICON ON YOUR HOMEPAGE.



3. SELECT 'CLICK HERE TO ADD FUNDS TO YOUR VIRTUAL WALLET'.

4. SELECT THE AMOUNT YOU WISH TO ADD TO YOUR VIRTUAL WALLET REVIEW YOUR BASKET.

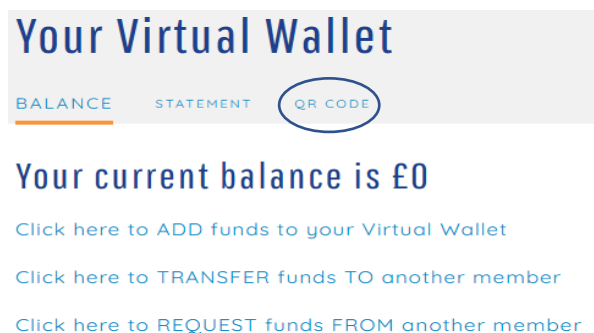
5. WHEN YOU'RE HAPPY, CLICK 'PROCEED TO CHECKOUT'
HERE YOU WILL BE PROMPTED TO MAKE PAYMENT VIA CREDIT/DEBIT CARD AND THE FUNDS WILL BE ADDED TO YOUR VIRTUAL WALLET.

HOW TO PURCHASE ITEMS IN THE CLUB WITH YOUR VIRTUAL WALLET

1. TO ACCESS YOUR QR CODE TO MAKE PAYMENTS IN THE CLUB WITH YOUR VIRTUAL WALLET, CLICK THE 'MY VIRTUAL WALLET' ICON ON YOUR HOMEPAGE.



2. THEN CLICK THE 'QR CODE' BUTTON TO YOUR VIEW CODE.



3. YOU CAN THEN USE THIS TO PURCHASE ITEMS IN THE CLUB RECEPTION AND CAFÉ BY SCANNING THE QR CODE AT THE TILL.

HOW TO PAY AN INVOICE

1. LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE.

2. CLICK ON THE BOX THAT SAYS 'YOU HAVE AN OUTSTANDING INVOICE'.



4. CLICK ON INVOICE (RED WRITING) TO OPEN IT.

Back to HOME				
Unpaid Invoices				
You have 1 unpaid invoice				
Click on an invoice below to proceed to payment				
NUMBER	DATE	DETAILS	TOTAL	BALANCE
18957	25 Mar 2023	Booking for Sophie Foster on Sat 25 Mar 2023 - Indoor Court 4 for 5:30pm to 6pm	£5.00	£5.00
POWERED BY				

5. SELECT HOW YOU WISH TO PAY. IF YOU HAVE FUNDS ON YOUR VIRTUAL WALLET, IT WILL AUTOMATICALLY BE DEDUCTED FROM THERE. IF NOT, YOU WILL BE PROMPTED TO MAKE PAYMENT VIA CREDIT OR DEBIT CARD.

SHARING OF COURT FEES

1. TO BOOK A COURT, LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE AND GO THROUGH THE PROCESS OF MAKING A BOOKING.

2. ALL PLAYERS ADDED TO THE BOOKING WILL PAY AN EQUAL SHARE OF THE FEE. THE FUNDS TRANSFER AUTOMATICALLY AT THE START OF THE SESSION. THE BOOKER SHOULD ALWAYS ADD ANY PARTICIPANT(S) TO THE BOOKING. THIS CAN BE DONE AT THE TIME OF THE BOOKING OR AT ANY TIME BEFORE THE SESSION STARTS.

THIS IS EXPLAINED IN MORE DETAIL IN THE SECTION ON HOW TO BOOK A COURT.

3. FOR THE FEE SHARING TO BE SUCCESSFUL, A PLAYER MUST HAVE ADEQUATE FUNDS IN THEIR ACCOUNT. AT THE SESSION START TIME, IF ANY PLAYERS HAS INADEQUATE FUNDS, AN INVOICE WILL AUTOMATICALLY BE GENERATED ON THE DEFAULTERS ACCOUNT FOR SUBSEQUENT PAYMENT VIA THEIR VIRTUAL WALLET.

PLEASE NOTE THAT YOU CAN CHANGE THE PARTICIPANTS ON THE BOOKING RIGHT UP UNTIL THE BOOKING IS DUE TO START.

HOW TO TRANSFER FUNDS TO ANOTHER MEMBER

1. LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE.

2. CLICK ON THE 'MY VIRTUAL WALLET' ICON.



3. SELECT 'CLICK HERE TO TRANSFER FUNDS TO ANOTHER MEMBER'.

[Click here to TRANSFER funds TO another member](#)

4. ENTER THE AMOUNT OF MONEY YOU WISH TO TRANSFER AND THEN SELECT THE MEMBER YOU WISH TO TRANSFER FUNDS TO.

5. REVIEW TRANSFER (PLEASE ENSURE THE MEMBERS DETAILS ARE CORRECT).

WHEN YOU'RE HAPPY, PLEASE CONFIRM YOUR TRANSFER BY CLICKING 'TRANSFER FUNDS'.

HOW TO REQUEST FUNDS FROM ANOTHER MEMBER

1. LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE.

2. CLICK ON THE 'MY VIRTUAL WALLET' ICON.



3. SELECT 'CLICK HERE TO REQUEST FUNDS TO FROM MEMBER'.

[Click here to REQUEST funds FROM another member](#)

4. ENTER THE AMOUNT OF MONEY YOU WISH TO REQUEST, ENTER THE MEMBER DETAILS AND ADD A REFERENCE.

Enter the amount and the name of the member you want to request funds from

Please also enter a reference which will appear on the payment requests page for the recipient of the request

Amount to Request (Maximum £20)

Name of Person

Request Reference

5. REVIEW TRANSFER (PLEASE ENSURE THE MEMBERS DETAILS ARE CORRECT).

WHEN YOU'RE HAPPY, PLEASE CONFIRM YOUR REQUEST BY CLICKING REQUEST FUNDS'.

HOW TO ADD FAVOURTIES

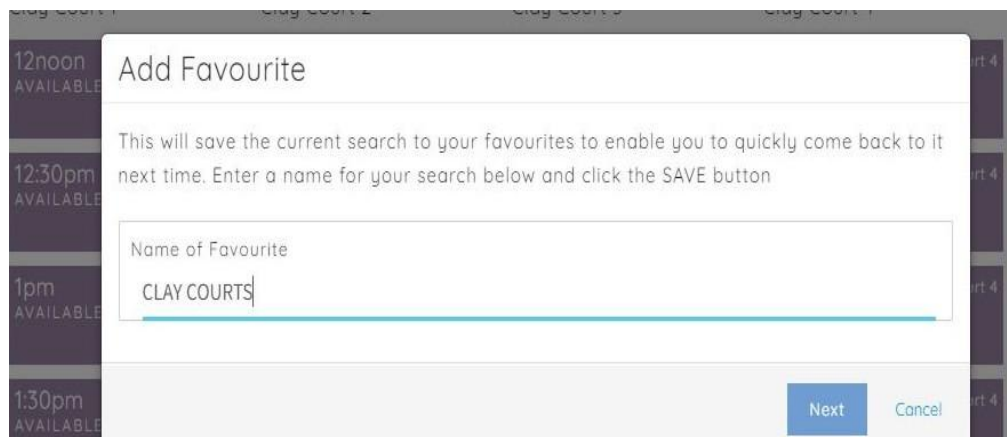
WHAT IS A FAVOURITE?

A FAVOURITE IS A SHORTCUT TO A PAGE ON THE PORTAL THAT YOU REGULARLY VISIT AND WANT TO CREATE A SHORTCUT FOR. THIS COULD BE A PARTICULAR COURT(S) OR A SESSION(S)

1. IF YOU WANT TO SAVE SOMETHING TO YOUR FAVOURITES LOOK OUT FOR THE HEART ICON.



2. TO SAVE A PAGE TO YOUR FAVOURTIES, FIRSTLY CLICK ON THE HEART ICON, THEN NAME YOUR FAVOURITE - FOR EXAMPLE - CLAY COURTS.



3. THIS PAGE IS NOW SAVED TO YOUR FAVOURITES. YOU CAN ACCESS YOUR FAVOURITES VIA THE 'MY FAVOURITES TILE ON THE PORTAL HOMEPAGE.



HOW TO ADD YOURSELF TO A COURT(S) WAITING LIST

1. LOGIN TO YOUR PORTAL HOMEPAGE.
2. SELECT THE 'BOOK A COURT' ICON FOR THE SPORT YOU WOULD LIKE TO BOOK A COURT FOR.



3. SELECT THE COURT, DATE AND TIME THAT YOU WOULD LIKE TO JOIN THE WAITING LIST FOR, AND THEN CLICK JOIN WAITING LIST.

Resource Booking

You have selected Court 5 from 8:30am to 9am on Tue 25 Feb 2025

This timeslot is BOOKED

A waiting list is available

Join Waiting List [Back to Booking Sheet](#)

4. IF A SPACE BECOMES AVAILABLE YOU WILL BE NOTIFIED ALLOWING YOU TO BOOK.
5. BE AWARE THAT THIS NOTIFICATION WILL BE SENT TO EVERYONE ON THE WAITING LIST AND THE SPACE WILL BE BOOKED ON A FIRST COME FIRST SERVED BASIS.

HOW TO UPDATE PERSONAL DETAILS

1. LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE.

2. SELECT THE 'MANAGE MY ACCOUNT' ICON.



MANAGE MY ACCOUNT

3. SELECT THE 'UPDATE PERSONAL DETAILS' ICON.



UPDATE MY DETAILS

4. CLICK ON THE BLUE WRITING TO UPDATE ANY DETAILS.
IF YOU HAVE FAMILY MEMBERS LINKED TO YOUR ACCOUNT, YOU CAN ALSO UPDATE THEIR PERSONAL DETAILS HERE.

HOW TO SAVE **www.myeastglos.co.uk** **TO YOUR HOME SCREEN**

APPLE DEVICES

1. LAUNCH WWW.MYEASTGLOS.CO.UK ON SAFARI.
2. CLICK ON THE SQUARE WITH UPWARDS ARROW AT THE BOTTOM OF THE PAGE.
3. SCROLL UNTIL YOU SEE OPTIONS LIST AND SELECT 'ADD TO HOME SCREEN'.
4. CLICK 'ADD' IN THE TOP RIGHT CORNER.
5. SAFARI WILL AUTOMATICALLY CLOSE AND YOU WILL BE TAKEN TO WHERE THE ICON IS LOCATED ON YOUR IPAD OR IPHONE'S HOME SCREEN.

ANDROID DEVICES

1. LAUNCH WWW.MYEASTGLOS.CO.UK ON THE CHROME APP.
2. OPEN THE WEBSITE OR WEBPAGE YOU WANT TO PIN TO YOUR HOMESCREEN.
3. TAP THE MENU ICON (3 DOTS IN UPPER RIGHT-HAND CORNER) AND TAP ADD TO HOMESCREEN.
4. YOU'LL BE ABLE TO ENTER A NAME FOR THE SHORTCUT AND THEN IT WILL BE ADDED TO YOUR HOME SCREEN.