Step-by-step guide

Signing in

Use the email and password you used to pay your subs. If it won't let you in, your browser may be filling in an old password: clear the boxes and type them in again, or click **Forgot your password**.

More help: Having trouble signing in?

Family logins

Family heads can give each family member their own login:

1. Click your initials (top right) → **My account** → **Family members**.
2. Choose the family member from the drop-down list.
3. Set a user name and password in the box that appears, and pass them on.

Once they've logged in, they can change their password and, if they have one, add their own email address.

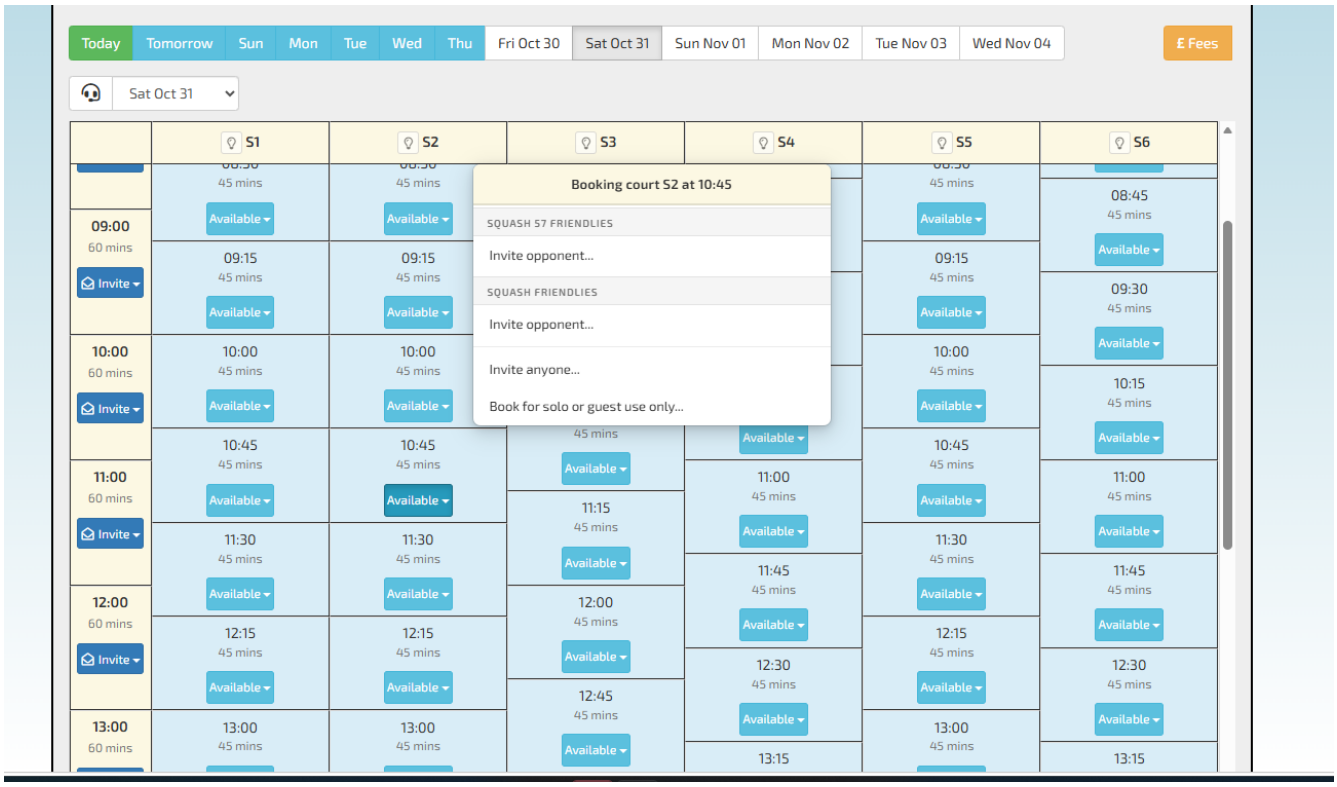
The family shares one credit account: everyone's bookings are paid from it, and only the family head can top it up. (Please don't use **Make independent** – that takes the person out of the family and its shared credit.)

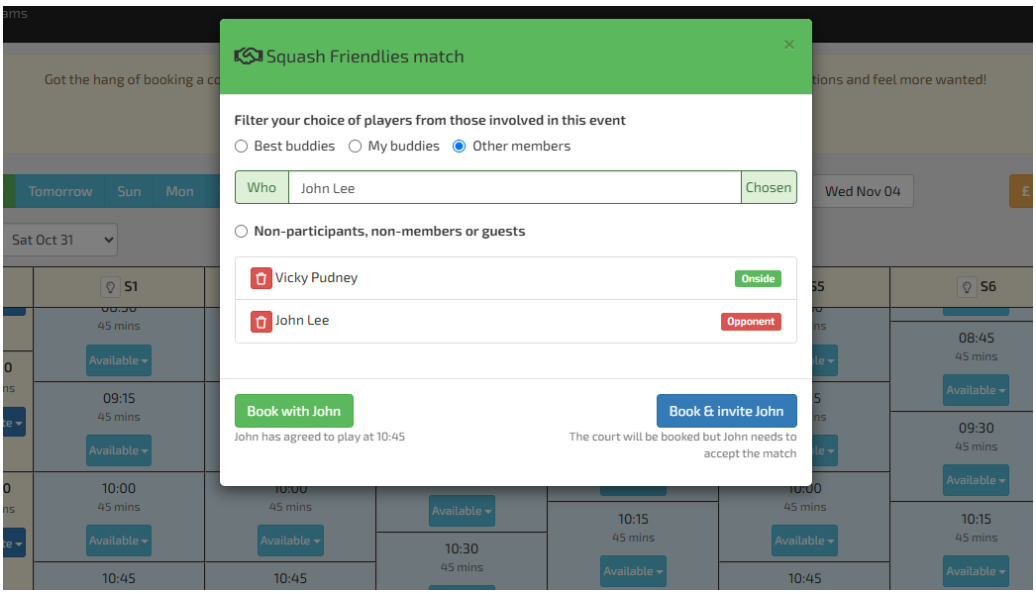
More help: Can a family member have their own login?

Booking a court

1. Tap the **calendar** icon (top left) and choose a date.
2. Tap a light blue **Available** slot, then select **Squash/Squash57 Friendlies→invite opponent.**
3. Tap **Other members** and type your opponent's name, tap **Choose and select the name**.
4. Tap the green **Book with ‹name›** button. Ignore the blue booking button for now. Your booking shows in green.

5.





Your opponent gets a message asking them to confirm. They don't have to – the game goes ahead either way. If they can't play, they should **tell you rather than decline in MMM**: if they're your only opponent, declining cancels your court.

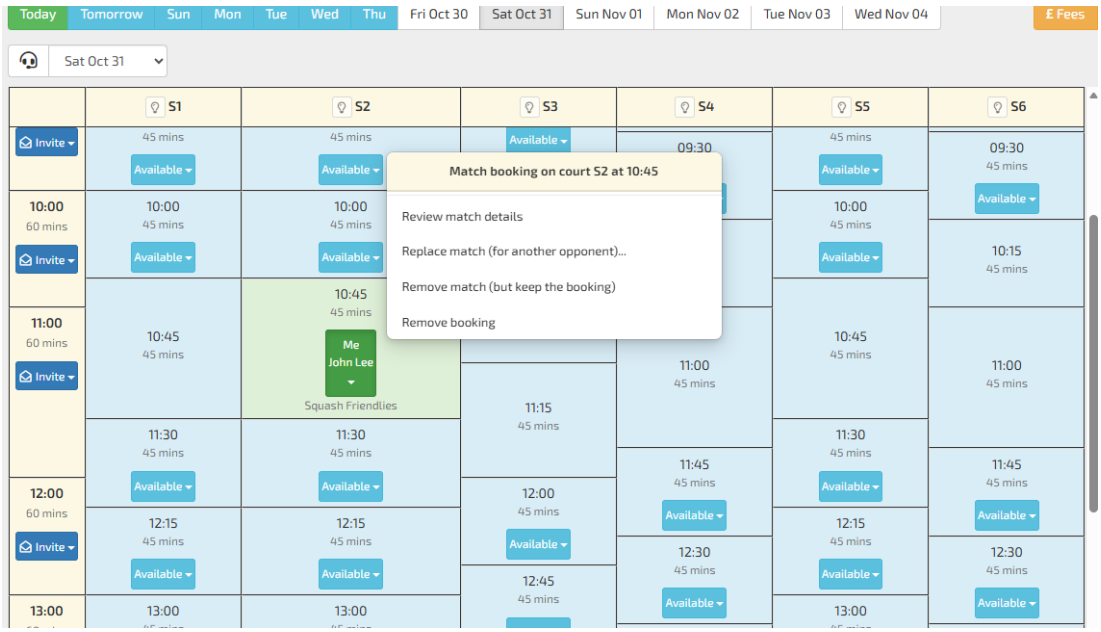
Guests: in the booking window, tick **Non-participants, non-members or guests**.

More help: How do I book a court?

Changing or cancelling

Tap your booking on the court sheet (or go to **Matches → My bookings**) and choose:

- **Review session details** – add or remove a player, or change the length
- **Remove session (but keep the booking)** – keep the court, remove the players
- **Remove booking** – cancel the court

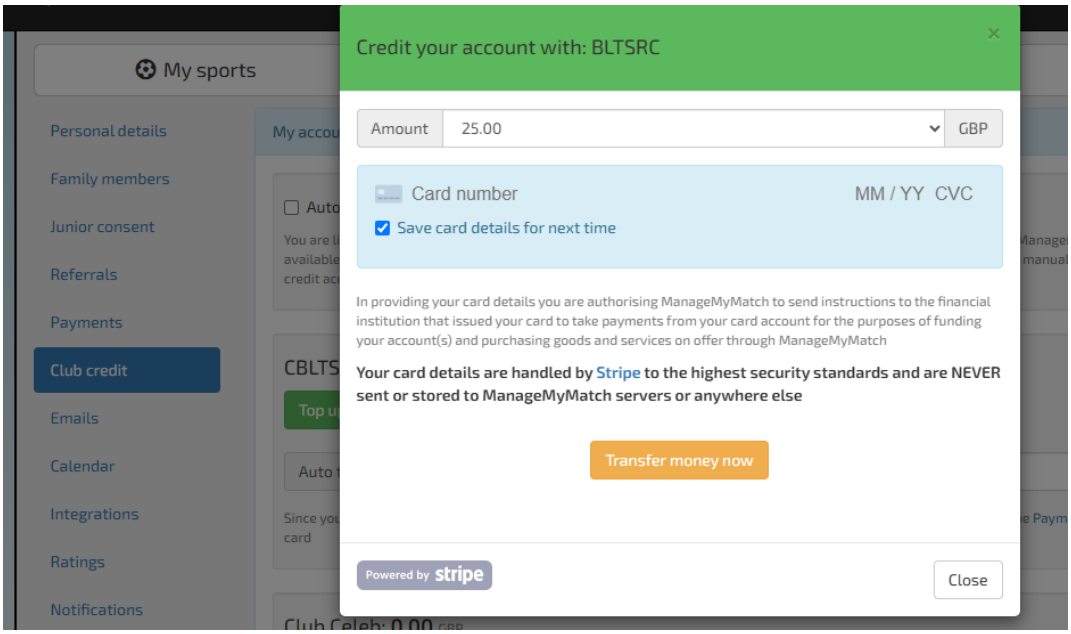


Cancelling is free within an hour of booking. After that the 48-hour policy applies, but you won't be charged if someone else books the court, or another court is free at the same time.

More help: How do I cancel a court?

Adding credit

1. Click your initials → **My account** → **Club credit**.
2. Click **Top up now**, choose an amount (from £25) and click **Transfer money now**.



Credit from the old system can only be moved across once the old system closes on 9th November. Most balances move automatically, but some have to be done by hand, so please allow a week or two after 9th November for yours to appear.

Tip: choose an **Auto top-up amount** (£25–£250) and MMM tops you up whenever you don't have enough credit for a charge. Without it, if a fee can't be taken you (and your family) can't book until you top up – any top-up puts it right straight away.

More help: How do I top up? · Automatic top-up

The new kiosk and fobs

From 9th November a new kiosk in the players' bar (by the indoor tennis court screens and pigeon holes) lets you book courts, add credit and switch on floodlights. Collect your new fob at a drop-in session or from the office, and **keep your old fob** for the doors and car park for now.

We'll write again about messaging, invitations, buddies and calendar links once everyone is booking comfortably.