

# Online Reservation System How-to



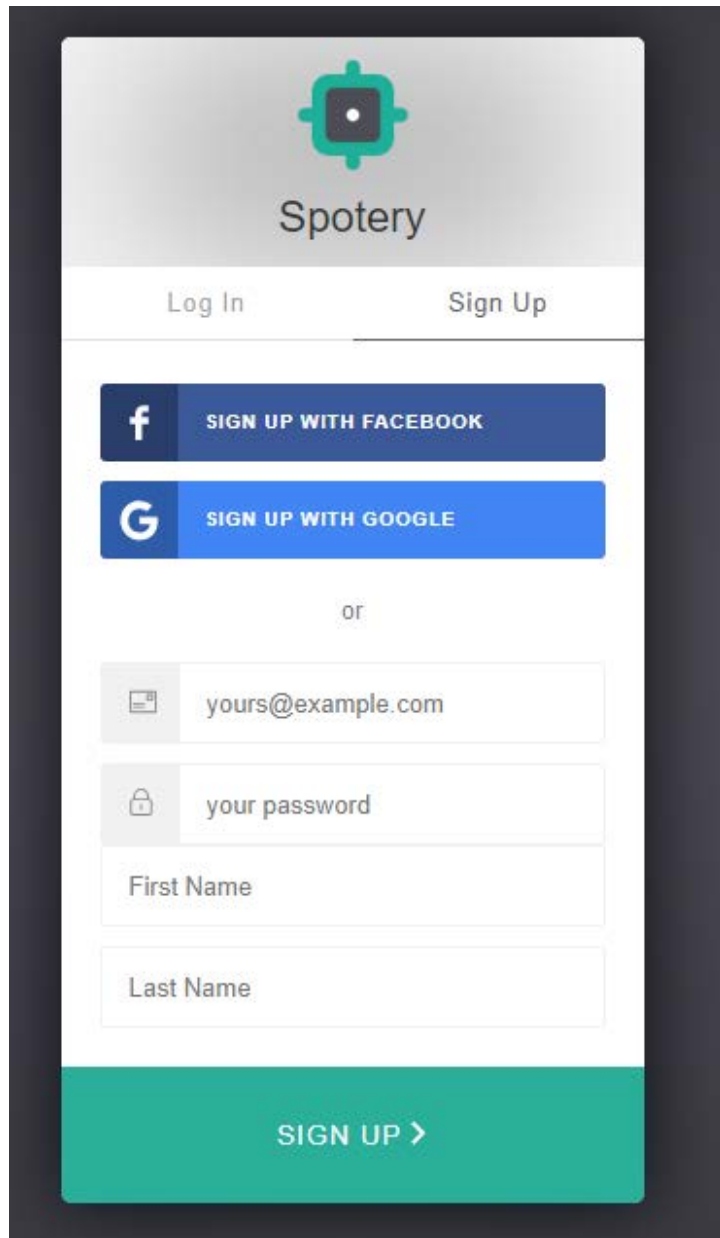
Inspire, Connect, Play!

Updated May 17, 2022

# Online System

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- Phone- and Computer-Friendly
- First Sign Up for an account
- Then Log In
- Before booking, you will need to validate your email address and provide your residential address.



The screenshot shows the Spotery mobile app's sign-up interface. At the top, there is a teal robot-like logo and the text "Spotery". Below this, there are two buttons: "Log In" and "Sign Up". The "Sign Up" button is highlighted with a white underline. Underneath, there are two social media sign-up options: "SIGN UP WITH FACEBOOK" (with a white 'f' icon on a dark blue background) and "SIGN UP WITH GOOGLE" (with a white 'G' icon on a blue background). Below these is the word "or". The main sign-up form consists of several input fields: an email field containing "yours@example.com", a password field containing "your password", a "First Name" field, and a "Last Name" field. At the bottom of the screen, there is a large teal button labeled "SIGN UP >".

# Which spot will you discover today?

With Spotery you can find the perfect spot for your everyday activities!

which city?  which category?  event type

search

more filters

[San Francisco Rec & Park Users: Click Here!](#)

Spotery Landing Page

1. Log in
2. San Francisco Rec & Park Users: Click Here!



## San Francisco Recreation & Parks

San Francisco, CA, USA

Need another good reason to love the City by the Bay? How about this one: more green space than any other municipality in the United States. Our recreation and parks system makes the most of an incomparable natural setting, with more than 220 parks and places for you to enjoy throughout the city. Start here to find locations, amenities, hours and more, then get out and play! The San Francisco Recreation and Park Department's Mission is to provide enriching recreational activities, maintain beautiful parks and preserve the environment for the well-being of our diverse community.

### Field Draft

Youth sports teams participating in the Spotery draft, please click on "Field Draft" button.

### Tennis court availability

SFRPD is piloting a program to offer online reservations of neighborhood tennis courts while the Golden Gate Park Tennis courts are closed. To find available tennis courts, please click either on the pictures or the green button titled "Our Spots".

### our spots



sport team coach?

field draft

all our spots

our spots

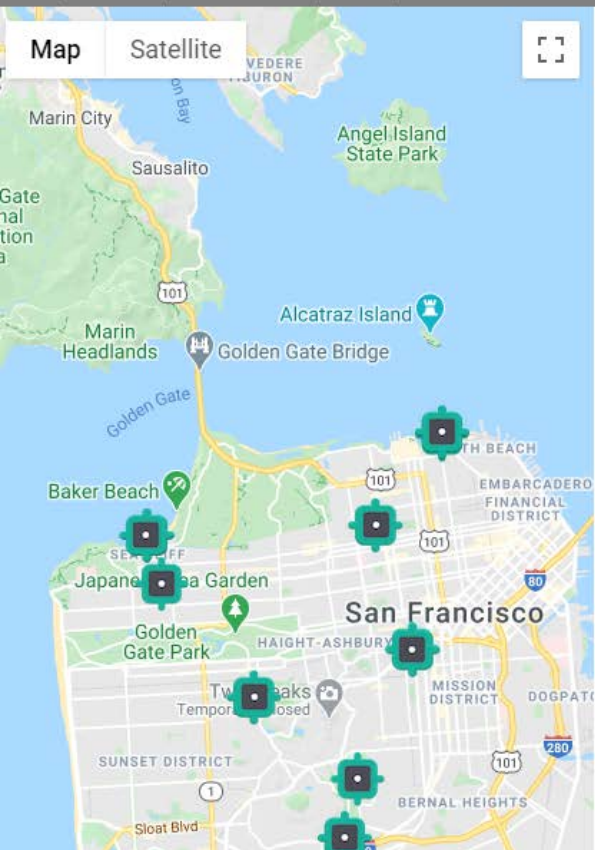
instant booking availability

<		March		2019		>	
SUN	MON	TUE	WED	THU	FRI	SAT	
24	25	26	27	28	1	2	
3	4	5	6	7	8	9	
10	11	12	13	14	15	16	
17	18	19	20	21	22	23	
24	25	26	27	28	29	30	
31	1	2	3	4	5	6	

search

San Francisco Rec & Park Landing Page

1. Note Tennis Court Availability
2. Click "our spots"



## San Francisco Recreation & Parks

which city?

My favorite spots

11/17/2020 Time of Day

[search](#)

### Alice Marble Tennis Court #1

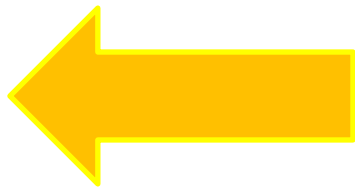
Greenwich St & Hyde St  
San Francisco, CA

#### San Francisco Recreation & Parks

Each time slot has a fixed duration of 90 minutes

[Go to the Booking Page](#)

07:30 AM	09:00 AM	10:30 AM	12:00 PM	01:30 PM	03:00 PM	04:30 PM
Booked	Booked	Booked	Booked	Booked	Booked	Booked



## Court Availability Search Page

1. Search availability of a court by date
2. To book an available time, Go To Booking Page




## Alice Marble Tennis Court #1

San Francisco Recreation & Parks

San Francisco, CA, USA

Max Cap. 4

I am human  hCaptcha  
Privacy - Terms

< November 2020 >

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

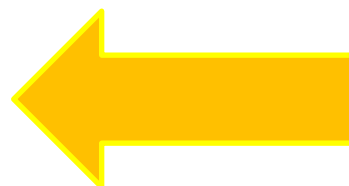
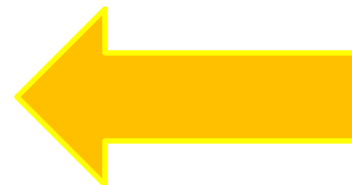
Block mode

November 17, 2020

♥

Each time slot has a fixed duration of 90 minutes

07:30 AM	09:00 AM
<b>Book Now</b>	10:00 AM
<b>10:30 AM - FREE</b>	10:00 PM
Booked	Booked
04:30 PM	
Booked	



## Court Booking Page

1. Confirm that "I am human" with Captcha
2. Click once to Book Now
3. CLICK AGAIN TO CONFIRM

Reservation # 61937

Booked

Print Preview

spot

owner San Francisco Recreation & Parks

by

date Mar 18, 2019 6:30 PM - 8:00 PM

#### Pricing details

This facility is free

#### Documents

[Add Document](#)

#### Reservation history log

3/18/2019 4:59 PM

Booked

Spot has been booked!

## Sample Booking

- You're booked!
- Click on Print Preview to see permit.



How do I cancel a booking?

1. Log in
2. Go to “my stuff”
3. Select “view details” of the booking you’d like to cancel
4. Select “cancel reservation”



Check-in button in the reservation list. Notice the message that explains to the user when this button will be visible.

**Reservations**

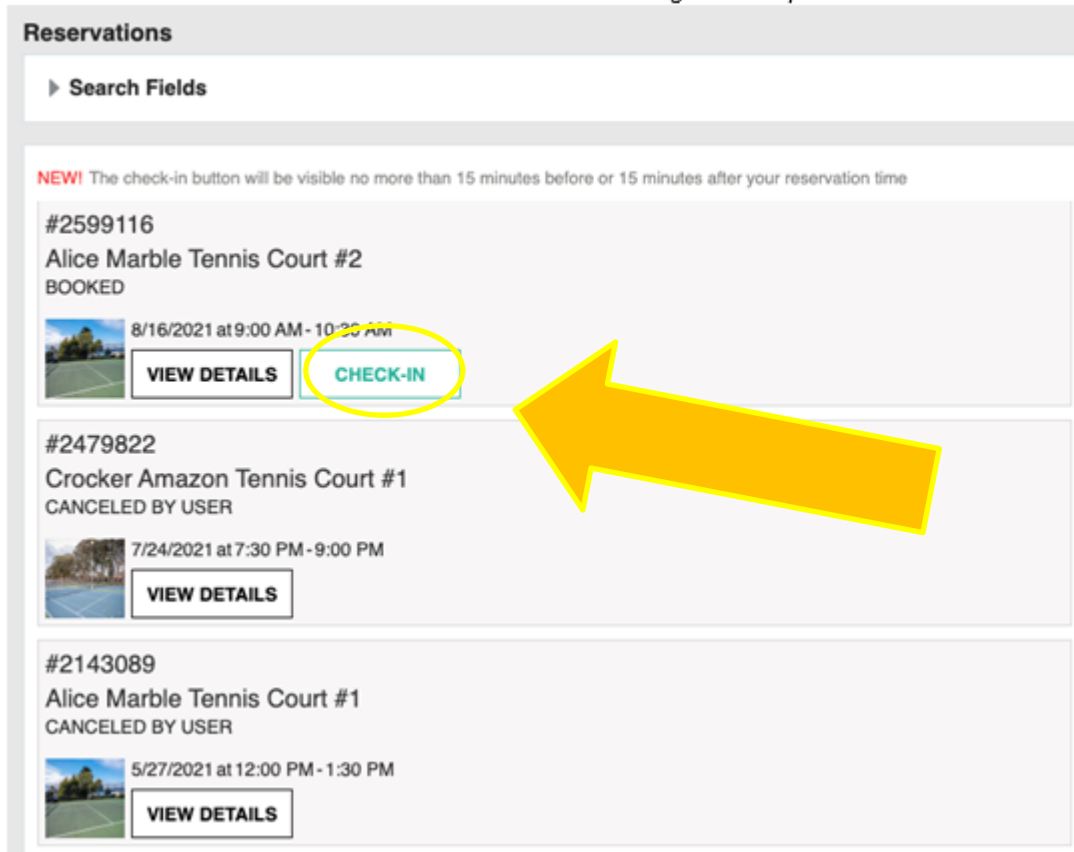
► Search Fields

**NEW!** The check-in button will be visible no more than 15 minutes before or 15 minutes after your reservation time

#2599116  
Alice Marble Tennis Court #2  
BOOKED  
8/16/2021 at 9:00 AM - 10:30 AM  
[VIEW DETAILS](#) [CHECK-IN](#)

#2479822  
Crocker Amazon Tennis Court #1  
CANCELED BY USER  
7/24/2021 at 7:30 PM - 9:00 PM  
[VIEW DETAILS](#)

#2143089  
Alice Marble Tennis Court #1  
CANCELED BY USER  
5/27/2021 at 12:00 PM - 1:30 PM  
[VIEW DETAILS](#)



How do I check in?

1. Log in
2. Go to “my stuff”
3. Select “CHECK-IN” for the booking you’d like to check in for (at reserved court within 15 minutes of your reservation time)



Dear Jessica,

Your reservation has been confirmed, and it was marked as **booked**.

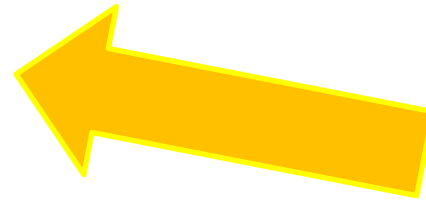
**Reservation #:** 2724821

**Organization Name:** San Francisco Recreation & Parks

**Spot Name:** McLaren Park Tennis Court #1

**Requested by:** Jessica Hing

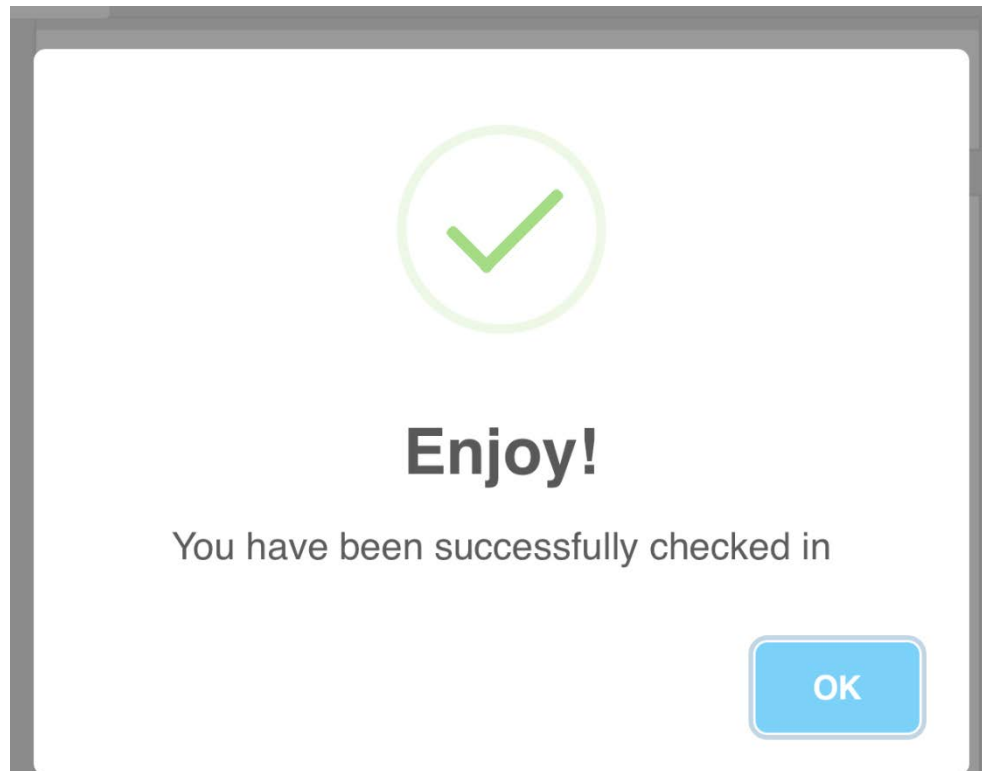
**Activity Date:** Sep 10, 2021 12:00 PM to 01:30 PM



How do I check in?

1. Alternatively, you can also check in by selecting “RESERVATION PAGE” in your confirmation email
2. Then select “CHECK-IN” for the booking you’d like to check in for (at reserved court within 15 minutes of your reservation time)

# How do I check in?




A successful check-in  
looks like this!

## My Favorite Spots

1. To search your favorite spots, select the heart icon next to your favorite court.
2. Then, select “My favorite spots” and click search afterwards to browse availability only at your favorite spots.

### San Francisco Recreation & Parks


which city? ▾

My favorite spots 

10/8/2021  Time of Day ▾

search

October 8, 2021

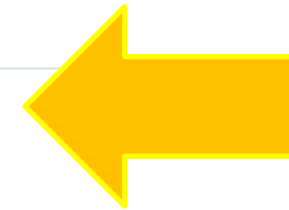
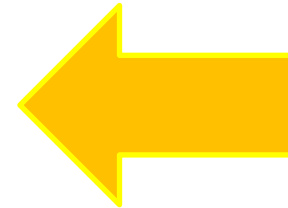
 Alice Marble Tennis Court #1

Greenwich St & Hyde St  
San Francisco, CA

San Francisco Recreation & Parks

VIEW SPOT

SHOW AVAILABILITY



# A few parting notes

- Reservations are on a first-come, first-served basis.
- Reservations starting seven calendar days prior to the date you are interested in booking – If you want to make a reservation on Saturday, 4/20, you will not be able to make a reservation until Saturday, 4/13.
- Reservations starting two calendar days prior to the date you're interested in booking – If you want to make a reservation on Saturday, 4/20, you will not be able to make a reservation until Thursday, 4/18.
- Please add [support@spotery.com](mailto:support@spotery.com) to your contacts. If you reset your password etc., messages from this account may be sent to your junk folder.
- If you have questions or comments, please contact [rpdinfo@sfgov.org](mailto:rpdinfo@sfgov.org). Thank you!

