

Online Booking System

Basic Guide (Version 1, 27/10/22)

On Monday 31 October at 10am, the Sports Club will relaunch the new online booking system.
The teething troubles have now been rectified.

PC or Mac Users: First clear your internet cache then go to the Sports Club website homepage (dcsportclub.co.uk) and click ONLINE BOOKING

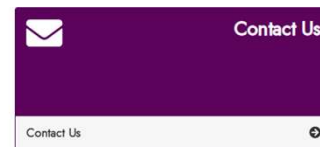
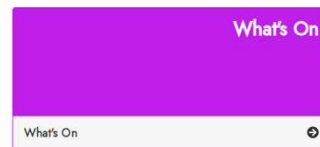
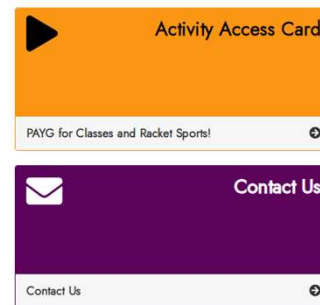
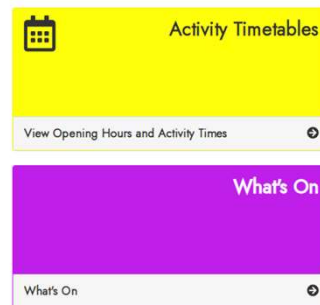
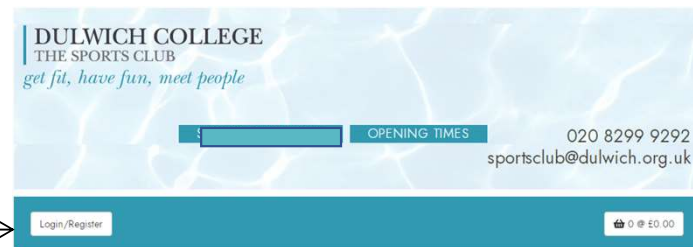
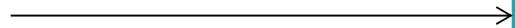
Mobile Device Users: Go to your app store and search for 'iScuba' and download it.
(If you already have the app, you may need to uninstall it and then re-install it.)

You may need to reset your password using the FORGOTTEN PASSWORD routine.

If you need any assistance, please speak to a member of staff.

LOGGING IN

Click LOGIN/REGISTER



LOGGING IN

Input the **email address** that you registered with the Sports Club & your password then click LOGIN

If you are a **new user** or have **forgotten your password**, click FORGOTTEN PASSWORD and follow the instructions

The image shows a web page for Dulwich Sports Club with a modal overlay titled "Please Login or Register to continue". The modal is divided into two columns: "Existing Member:" and "New Member:". The "Existing Member:" column has fields for "Email" and "Password", a "Stay logged on (Do not use if public computer)" checkbox, a "Forgotten Password" button, and a "Login" button. The "New Member:" column has an "Email" field, a "Please enter an email address to create a new membership" instruction, and a "Create Membership" button. A "Back" button is at the bottom left of the modal. The background website shows a header with "DULWICH THE SPORTS CLUB" and "get fit, have fun", a navigation bar with "Login/Register", and a footer with "What's On" and "Contact Us".

Please Login or Register to continue

Existing Member:

Email
Email

Password
Password

☐ Stay logged on (Do not use if public computer)

Forgotten Password Login

New Member:

Email
Email

Please enter an email address to create a new membership

Create Membership

Back

If you wish to become an **Activity Access Card** holder at the club, use the new member routine.

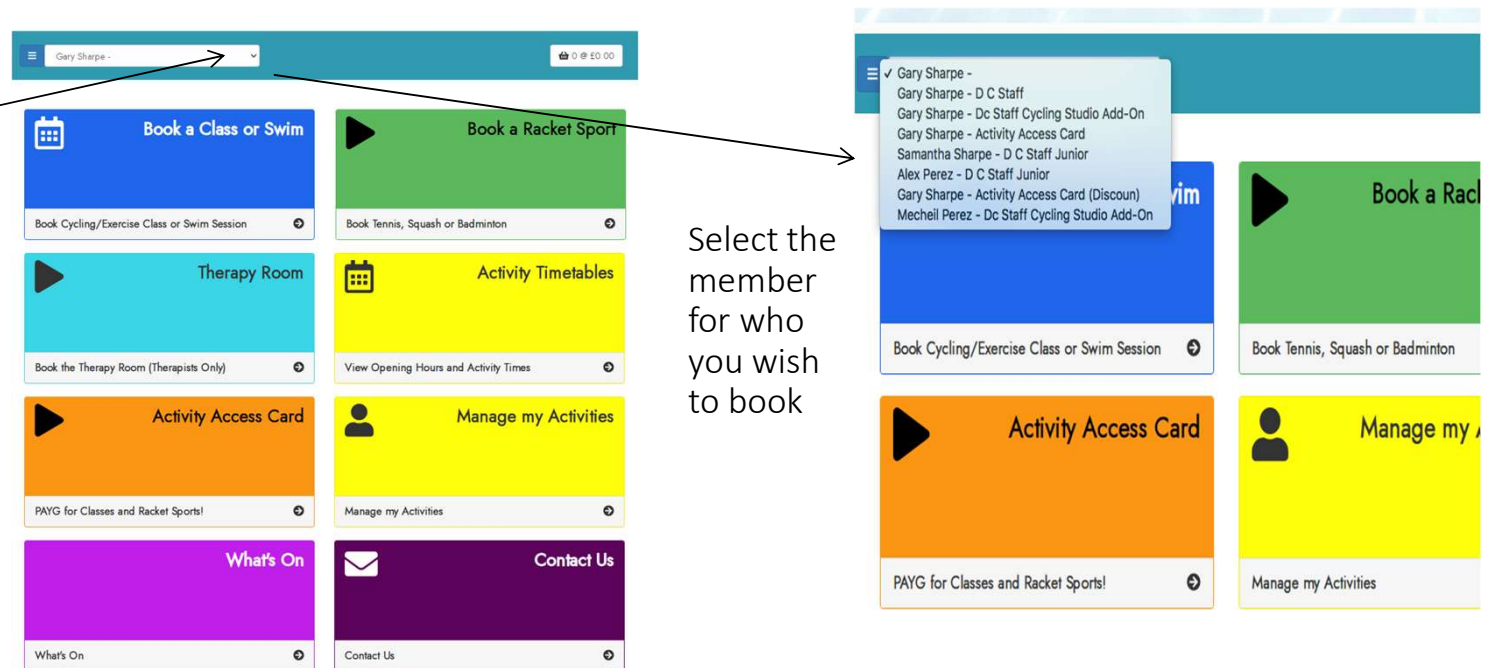
NOTE: If you wish to view and **book for other family members** on your account, they will all need to share the same email address on the Sports Club records. Please email sportclub@Dulwich.org.uk

THE HOME PAGE

Once logged in you will see the Home menu below. 'Activity Access Card' is only for new applicants.

Click the account names drop down arrow to see which members are included on the account.

If you wish to view and book for other family members, please email sportsclub@dulwich.org.uk



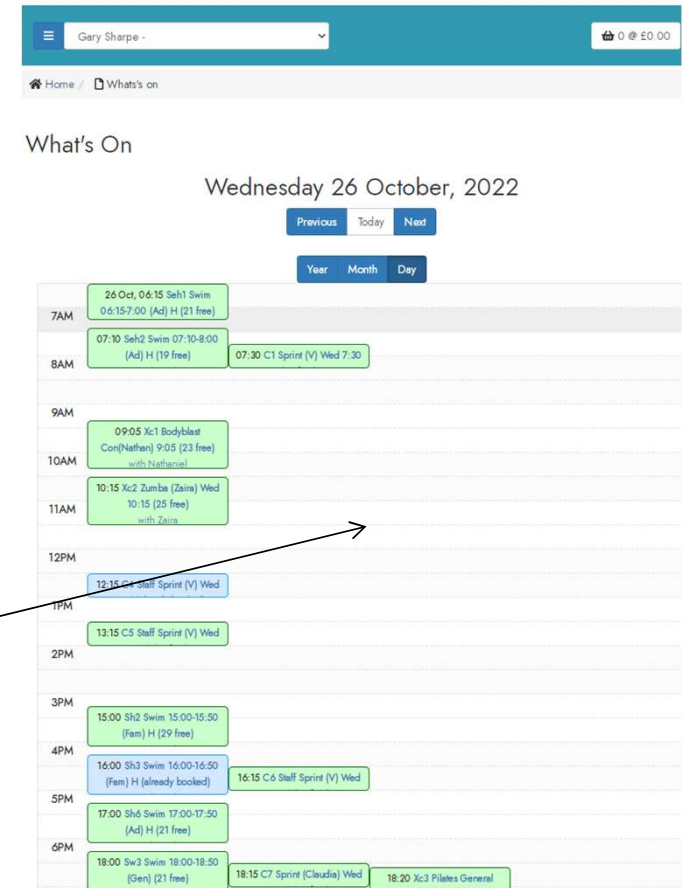
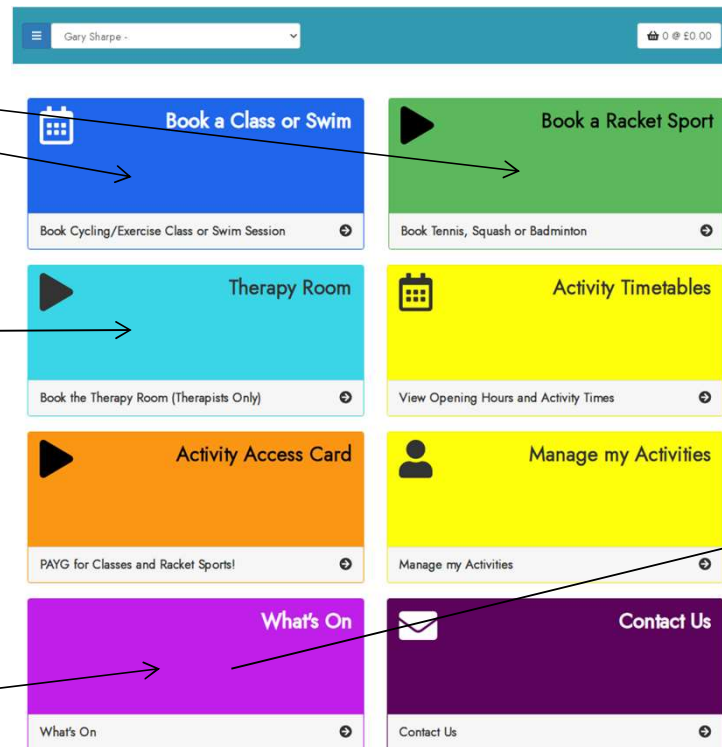
THE HOME PAGE

Select BOOK A CLASS
OR SWIM or BOOK A
RACKET SPORT.

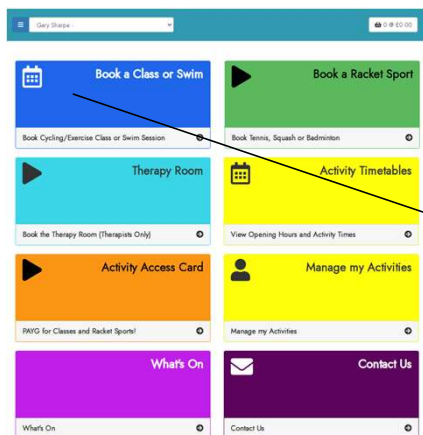
THERARY ROOM is for
the use of the
Wellbeing Team only.

You can view and book
all activities via
WHAT'S ON.

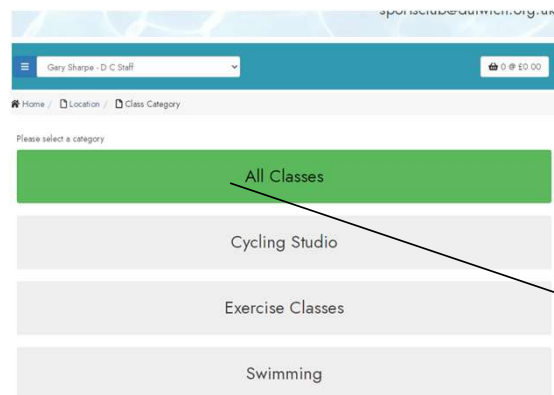
Consider using this
instead of 'Book a Class
or Swim



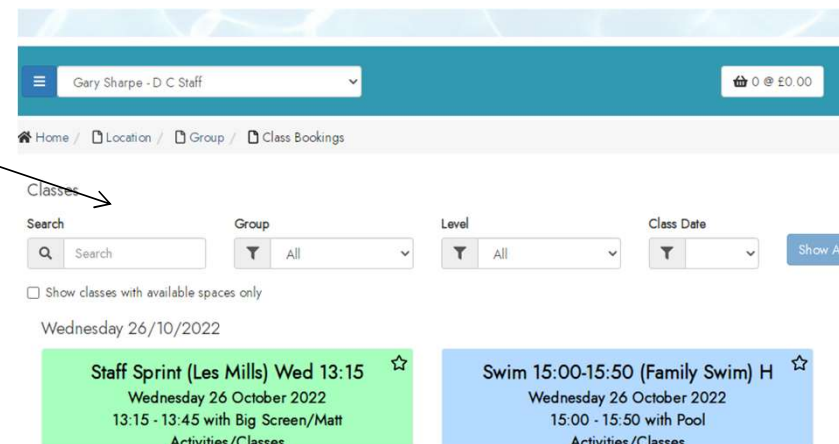
BOOKING A CLASS OR SWIM



Select ALL CLASSES or a specific group such as 'Exercise Classes'



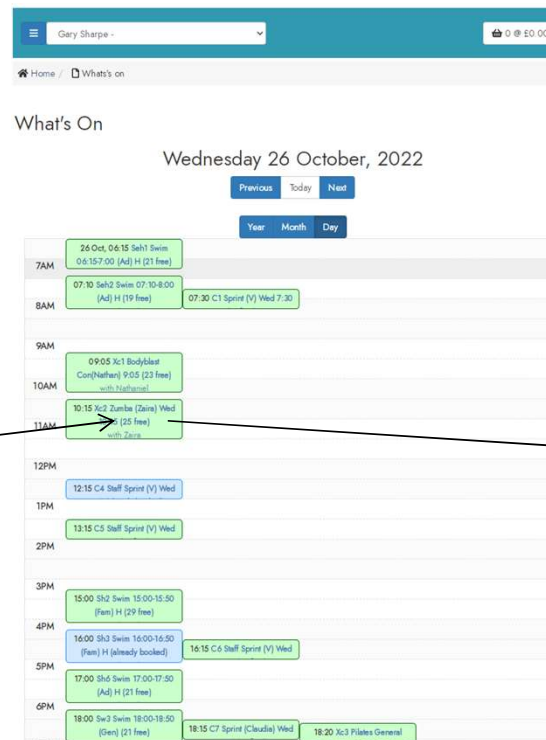
Consider using the SEARCH, GROUP, LEVEL or CLASS DATE filters to narrow your search for a bookable session.



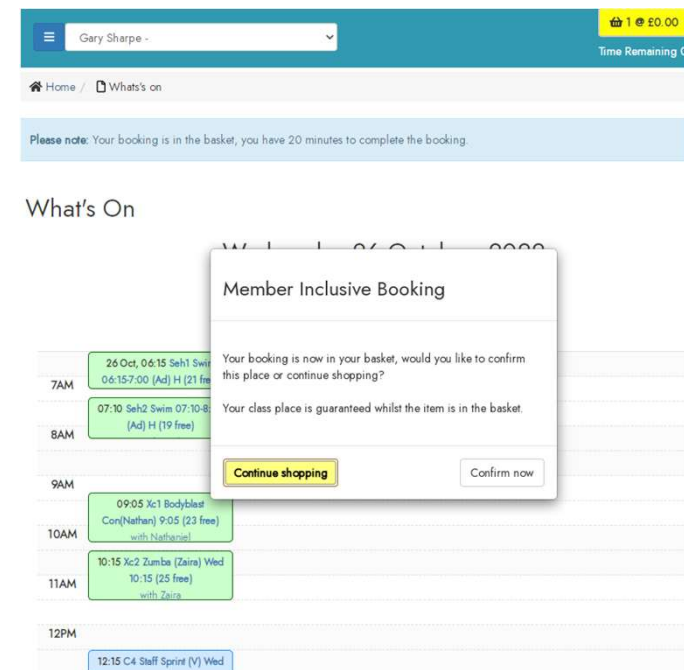
Click on the class or swim of your choice.

Booking a Class or Swim via the WHAT'S ON calendar

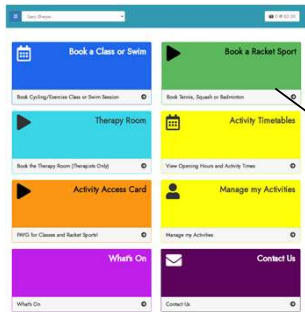
To book via the WHAT'S ON calendar, simply click on a session and it will be added to your basket.



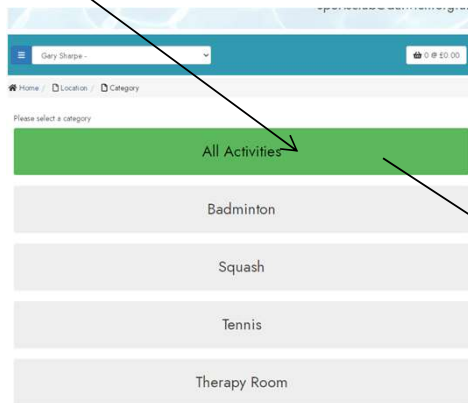
If you choose **'Confirm Now'** the booking will be completed and you will receive a confirmation email.
Or you can choose **'Continue Shopping'** and confirm the booking within 20 minutes .



BOOKING A RACKET SPORT

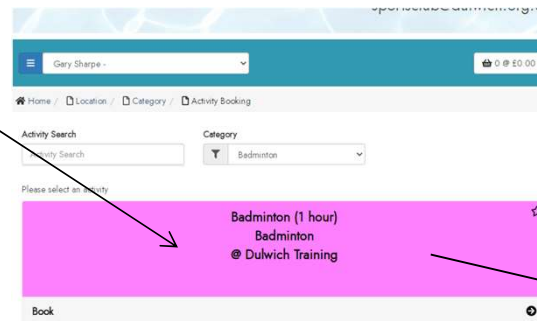


Select 'All Activities' or a particular racket sport
(**'Therapy Room'** is for the **Wellbeing Team only**)

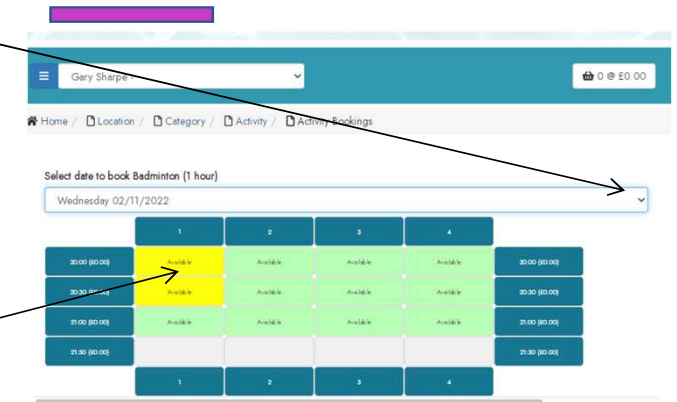


Select the activity.

(In our case, we only have one option here.
Other clubs may have several)

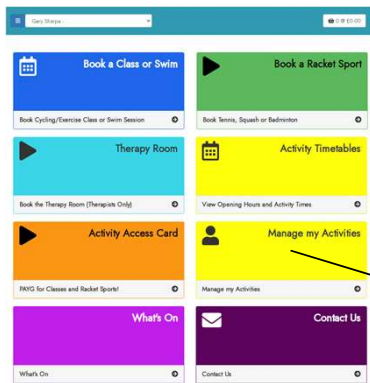


Select the date from the drop down arrow then click on the session you wish to book via the table.
Then choose 'Confirm Now' or 'Continue Shopping'



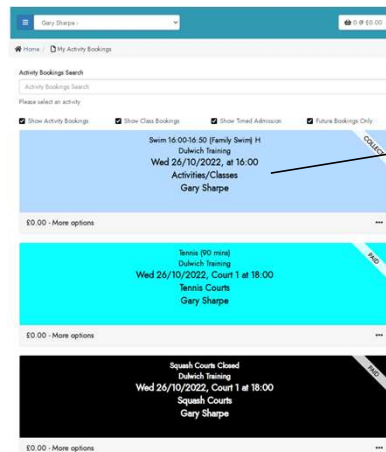
MANAGING YOUR BOOKINGS

On the Home page click
MANAGE MY ACTIVITIES

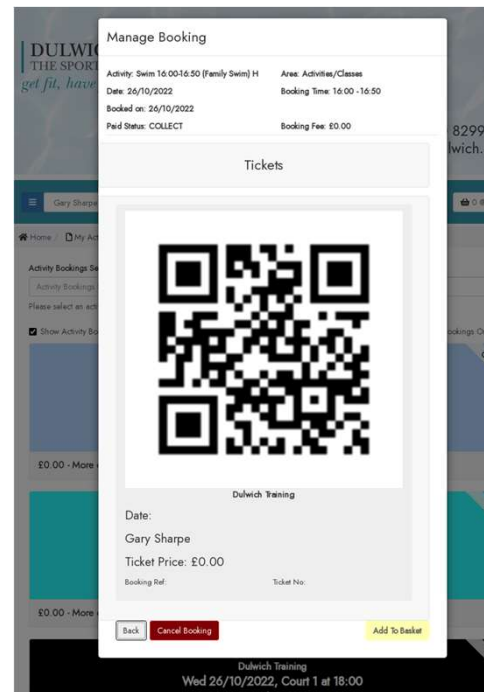


A chronological list of your bookings will appear.

To **cancel a booking**, click on it in this list.



Click **CANCEL**. You will receive a cancellation confirmation email.



Note: Bookings cancelled with less than 4 hours notice incur a 'no-show penalty.

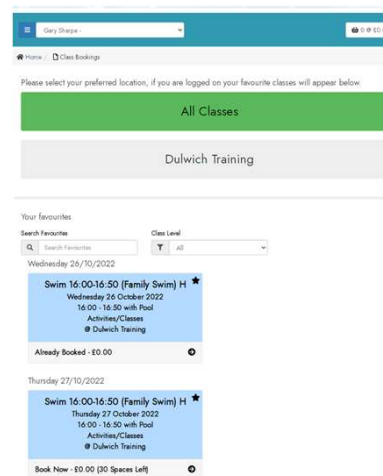
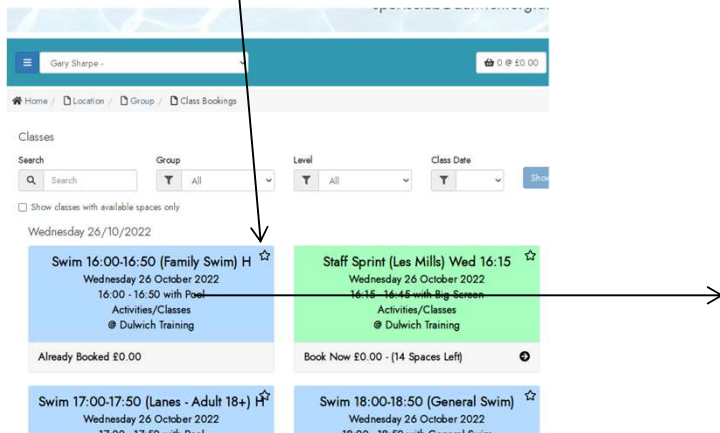
USING THE FAVOURITES FUNCTIONALITY

If you tend to book only a few specific activities you will save time by selecting them as a favourite.

Click the star - top right corner of any activity. The star will turn black.

You can choose more than one.

The next time you visit, the first list to appear will be your favourites.



To de-select a favourite, click on the star again.

MANAGING YOUR ACCOUNT

Often one person is the one making bookings for the family. To speed up the bookings process you can move that person to the top of the user list.

On the bar menu, click
MANAGE MY MEMBERSHIP

Header: Gary Sharpe - [dropdown]

Breadcrumb: Back / Manage Memberships

User Account - Gary Sharpe

Category	Active from	Expires on
Administrator	27/10/2008	07/03/2023

If you use one of your memberships more often than the others or have a membership with greater booking rights, please move it of the list below:

In the Member Login Order, drag the names to the order you prefer.

Click SAVE MEMBER LOGIN ORDER

Member Login Order

- Gary Sharpe - Administrator
- Gary Sharpe - D C Staff
- Gary Sharpe - Dc Staff Cycling Studio Add-On
- Gary Sharpe - Activity Access Card
- Samantha Sharpe - D C Staff Junior
- Alex Perez - D C Staff Junior
- Gary Sharpe - Activity Access Card (Discoun)

Click and drag your members up and down the list and press save to confirm the new order.

Save Member Login Order

MANAGING YOUR ACCOUNT

You can update a number of account details via
UPDATE MY DETAILS

On the bar menu, click
UPDATE MY DETAILS

Membership Category: Administrator Reference: 504592/0

Salutation: Please enter your Salutation ...

Forename: Surname:

Date of Birth: Email:

Address: Address Line 1: Postcode:

Contact Details: Mobile: Choose Photo: Current Password: Enter your password here...

Save

Change Contact information

View my Terms and Conditions

View my Par Q

Change Password

You may wish to allow a friend or family member to make bookings on your behalf.

On the bar menu, click
LINK ACCOUNT
And enter the relevant email address

Link Request

Access to your account can be granted to friends or family to allow them to make bookings etc. on your behalf. A pin number can also be setup for added security.

Please enter the email address of the user you would like to send a link request to. Please note that our email may end up in their Spam folder. For security the email link is valid for 72 hours.

Email: Please enter the email address to send the request to

Member To Link:

Back OK