

An aerial photograph of a community center complex. In the foreground, there are several blue tennis courts with green surrounds, enclosed by a fence. To the left, a large swimming pool is visible. In the center, there is a paved area with basketball court markings and a parking lot. The background shows a large green lawn, trees, and a body of water. The entire image has a blue tint.

The Village Farms  
Online Tennis/Pickleball  
Reservation Instructions  
July 2023

Hello

## Welcome to the Village Farms Online Tennis/Pickleball Reservation Guidelines:

- You may make multiple reservations per week.
- Reservations are limited to 1 (one) hour per play time.
- You can reserve time up to the time you select to play, as long as no one else has reserved that time slot.
- Your reservation will be forfeited if you do not show up for your reserved time 15 minutes after your start time.
- Don't forget to cancel your reservation if you are not able to play. Repeat offenders could get their log-in access revoked.
- If you are caught signing up for nonresidents or allowing nonresidents to use your login access, your access login access will be revoked.
- Please respect other players in the neighborhood and our community asset.

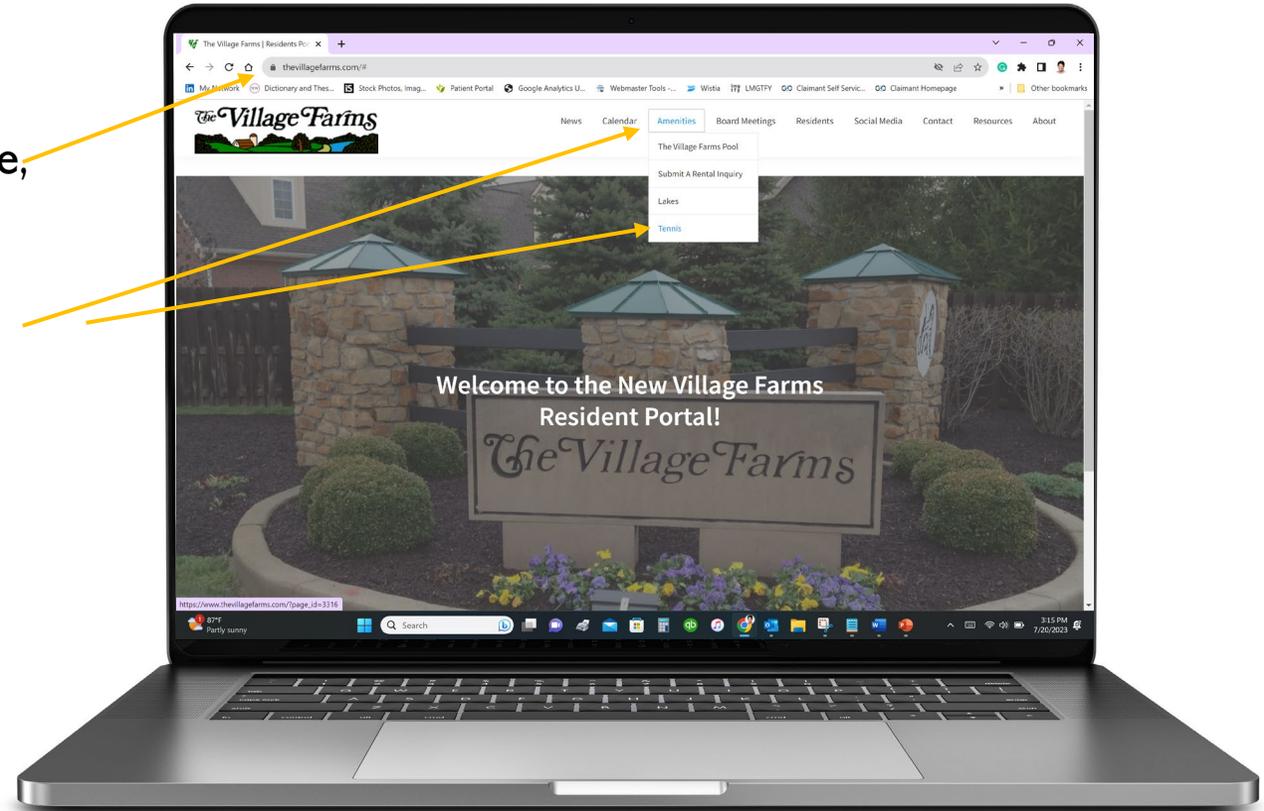
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# Step 1

## Logging In

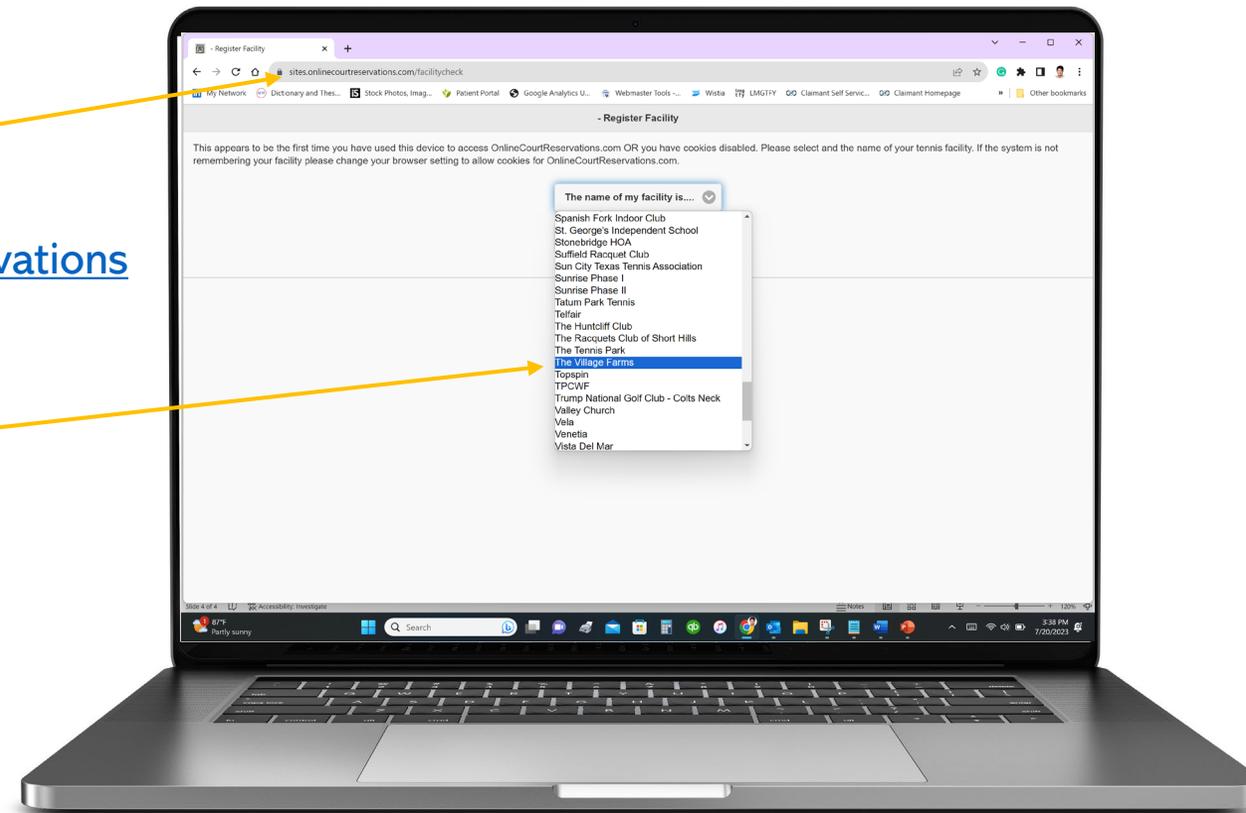
1. On your computer or mobile device, go to the Village Farms Website: <https://www.thevillagefarms.com>
2. Select under Amenities - Tennis



# Step 2

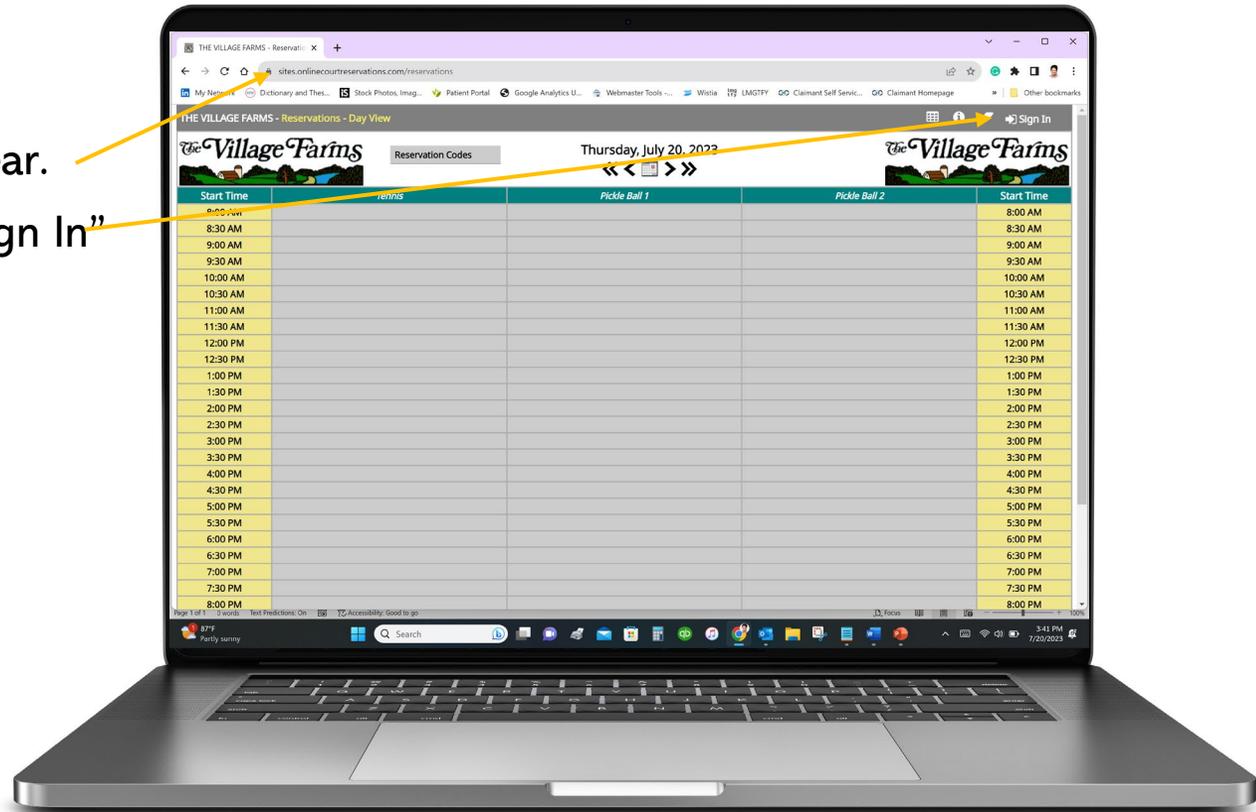
## Portal Landing Page

1. You will be redirected to the online reservation system:  
<https://sites.onlinecourtreservations.com/reservations>
2. Click on the top button  
“The Name of my facility is”
3. Scroll down the list and select  
“The Village Farms”
4. Then click “Continue to Site”



# Step 3 Sign In

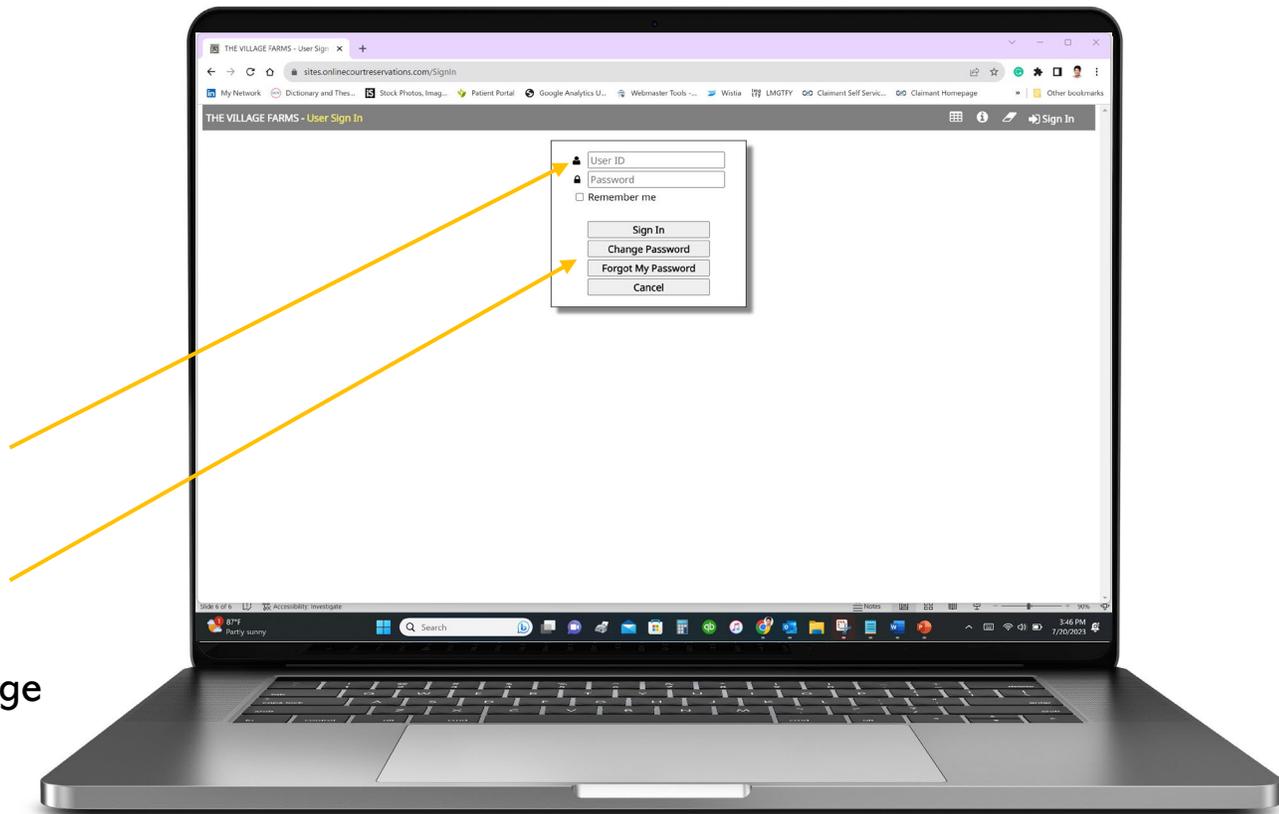
1. The Village Farms site will appear.
2. In the top-right corner, click "Sign In"



# Step 4

## Sign In Instructions

1. You will have the option to:  
Sign In  
Change Password  
Forgot Password
2. First time users:  
Your User ID is your house number and last name:  
ex: 1234jones  
Click “Change Password” for a password to be sent to you.
3. Once you have logged in, you can go back into the system and change your password  
*(See page 13 for instructions to change your password)*



# Step 5

## Overview / The Village Farms Reservations Day View

Reservation Codes (Dropdown)

Grey Area – prior court date and time

White Area – Open availability

THE VILLAGE FARMS - Reservations - Day View

Reservation Codes

Thursday, July 20, 2023

Start Time	Tennis	Pickle Ball 1	Pickle Ball 2	Start Time
8:00 AM				8:00 AM
8:30 AM				8:30 AM
9:00 AM				9:00 AM
9:30 AM				9:30 AM
10:00 AM				10:00 AM
10:30 AM				10:30 AM
11:00 AM				11:00 AM
11:30 AM				11:30 AM
12:00 PM				12:00 PM
12:30 PM				12:30 PM
1:00 PM				1:00 PM
1:30 PM				1:30 PM
2:00 PM				2:00 PM
2:30 PM				2:30 PM
3:00 PM				3:00 PM
3:30 PM				3:30 PM
4:00 PM				4:00 PM
4:30 PM				4:30 PM
5:00 PM				5:00 PM
5:30 PM				5:30 PM
6:00 PM				6:00 PM
6:30 PM				6:30 PM
7:00 PM				7:00 PM
7:30 PM				7:30 PM
8:00 PM				8:00 PM

You cannot reserve a court prior to the current date and time.

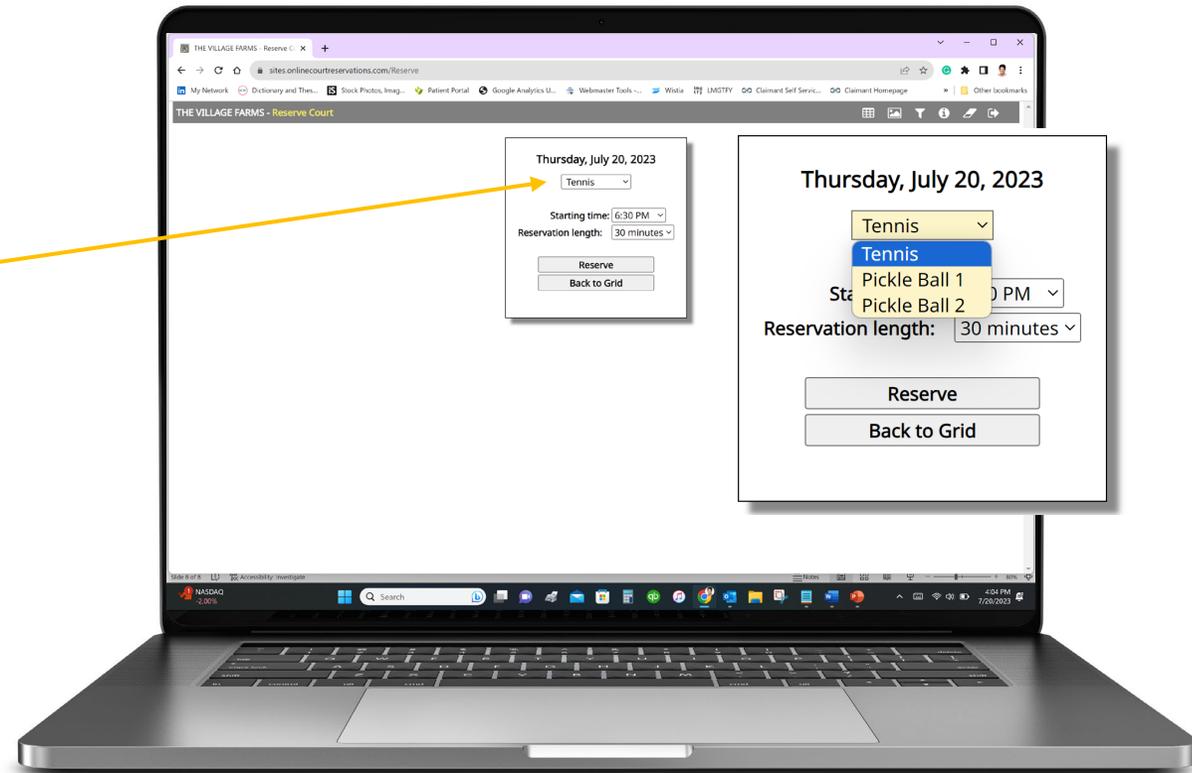
Calendar

Sign Out

# Step 6

## Reservation

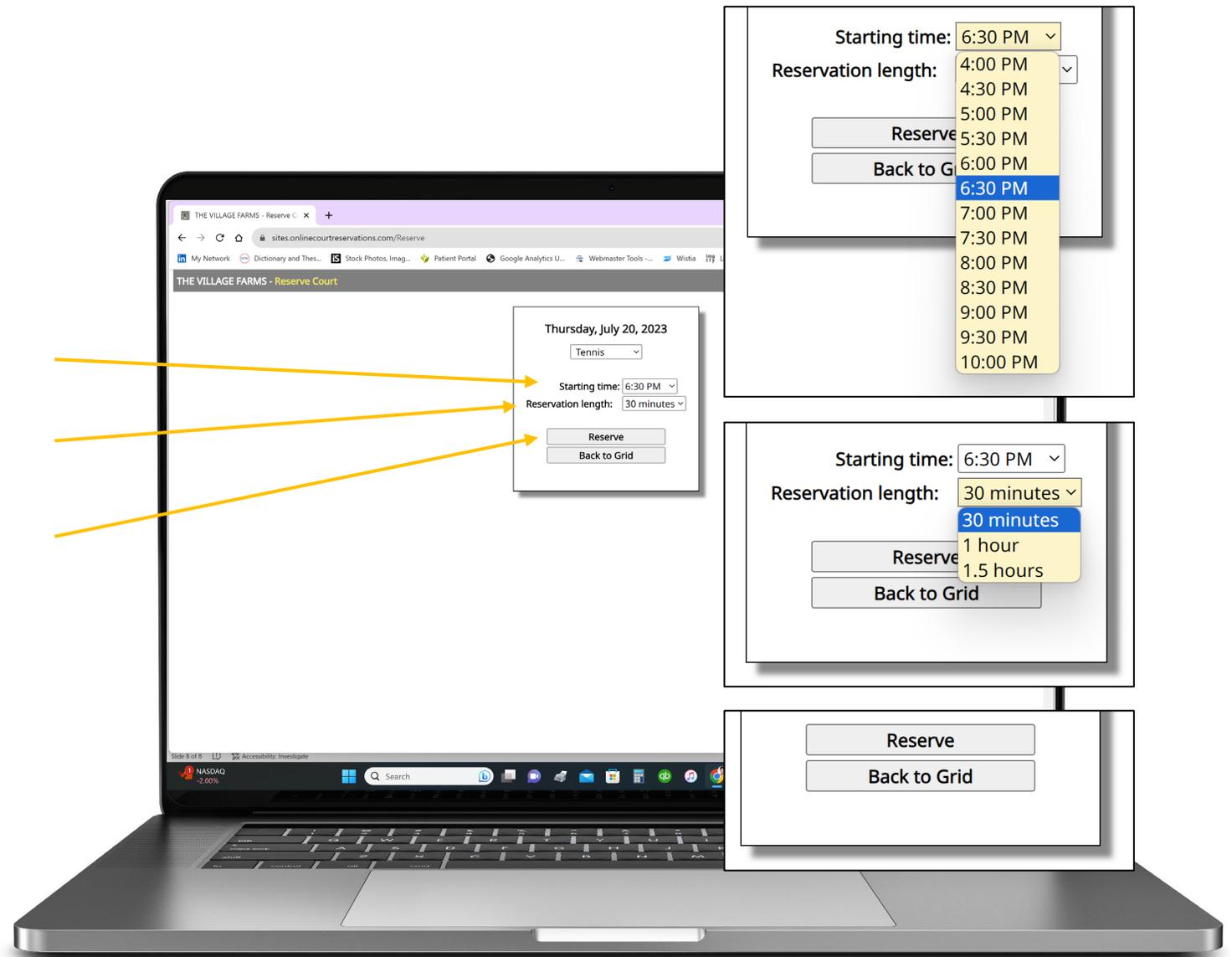
1. You will be directed to the reservation page
2. From the dropdown, choose:
  - Tennis
  - Pickle Ball 1
  - Pickle Ball 2



# Step 6

## Reservation, cont.

3. Select the "Time" from the dropdown
4. Select the "Reservation Length" from the dropdown
5. Then click "Reserve"



# Step 7

## Confirmation

After you click “Reserve”, you are redirected back to the reservation page. Here you will see highlighted, your name and reservation time under the court you’ve selected.

To edit your reservation, simply click on your name/reservation and you will be redirected back to the “Reservation” Page to make your change.

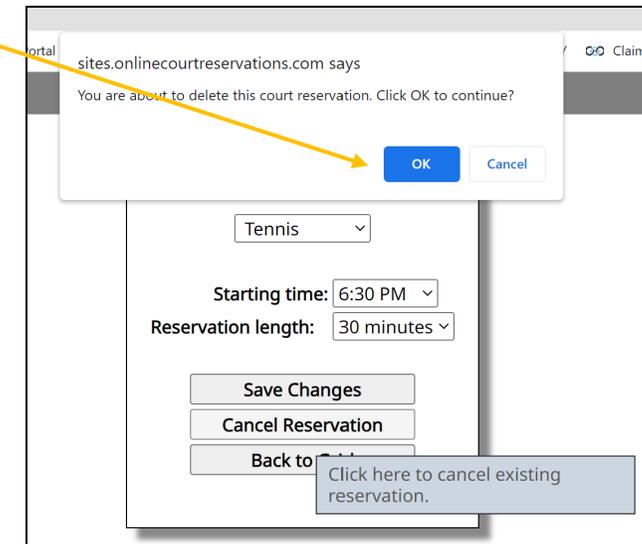
The screenshot shows a web browser window displaying the 'THE VILLAGE FARMS - Reservations - Day View' page for Thursday, July 20, 2023. The page features a navigation bar with the logo and a 'Reservation Codes' button. Below the navigation bar is a table with columns for 'Start Time', 'Tennis', 'Pickle Ball 1', 'Pickle Ball 2', and 'Start Time'. The 'Tennis' column is circled in red. The table lists reservation slots from 8:00 AM to 8:00 PM. A reservation for 'Ronald Liss Jr' is highlighted in green at the 6:30 PM slot in the 'Tennis' column, and this entry is also circled in red. The browser's address bar shows 'sites.onlinecourtrreservations.com/Reservations' and the Windows taskbar at the bottom displays the date and time as 4:16 PM on 7/20/2023.

Start Time	Tennis	Pickle Ball 1	Pickle Ball 2	Start Time
8:00 AM				8:00 AM
8:30 AM				8:30 AM
9:00 AM				9:00 AM
9:30 AM				9:30 AM
10:00 AM				10:00 AM
10:30 AM				10:30 AM
11:00 AM				11:00 AM
11:30 AM				11:30 AM
12:00 PM				12:00 PM
12:30 PM				12:30 PM
1:00 PM				1:00 PM
1:30 PM				1:30 PM
2:00 PM				2:00 PM
2:30 PM				2:30 PM
3:00 PM				3:00 PM
3:30 PM				3:30 PM
4:00 PM				4:00 PM
4:30 PM				4:30 PM
5:00 PM				5:00 PM
5:30 PM				5:30 PM
6:00 PM				6:00 PM
6:30 PM	Ronald Liss Jr			6:30 PM
7:00 PM				7:00 PM
7:30 PM				7:30 PM
8:00 PM				8:00 PM

# Step 8

## Cancel My Reservation

1. Go to your reservation and click on it.
2. You will be redirected to the reservation page. Select “Cancel Reservation”.
3. A window will open asking you to confirm your cancelation, click “OK” to continue.
4. You will then be redirected back to the *Village Farms Reservations Day View* page.

A screenshot of the reservation details page for Thursday, July 20, 2023. The sport is set to 'Tennis', the starting time is 6:30 PM, and the reservation length is 30 minutes. There are three buttons: 'Save Changes', 'Cancel Reservation', and 'Back to Grid'. The 'Cancel Reservation' button is circled in red. A yellow arrow points from the second step of the instructions to this button.

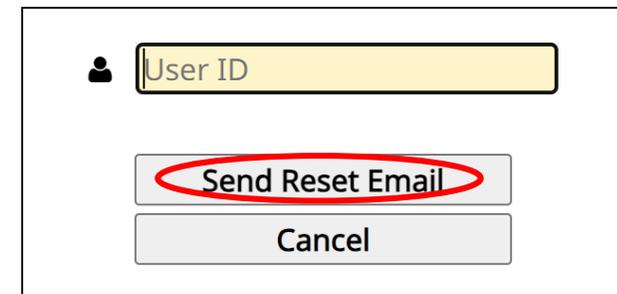
# Change My Password

1. Go to <https://www.thevillagefarms.com/tennis>
2. Enter your User ID
3. There is no password, so select “Change My Password”
4. You will be directed to a page to enter your User ID
5. Select Resend Email

*NOTE: This notification will go to the current email the Property Manager has on file for you.*



A screenshot of a login form. It features a 'User ID' input field with a person icon, a 'Password' input field with a lock icon, and a 'Remember me' checkbox. Below these are four buttons: 'Sign In', 'Change Password' (circled in red), 'Forgot My Password', and 'Cancel'.



A screenshot of a password reset form. It features a 'User ID' input field with a person icon. Below it are two buttons: 'Send Reset Email' (circled in red) and 'Cancel'.

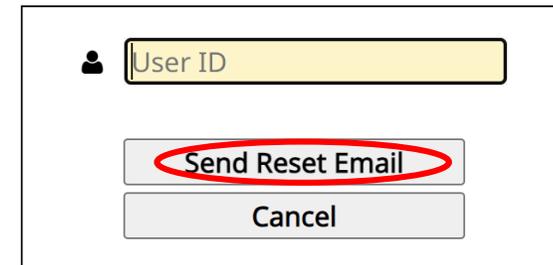
# I Forgot My Password

1. Go to <https://www.thevillagefarms.com/tennis>
2. Select “Forgot My Password”
3. You will be directed to a page to enter your User ID
4. Select Resend Email

*NOTE: This notification will go to the current email the Property Manager has on file for you.*



A screenshot of a login form. It contains a 'User ID' input field, a 'Password' input field, and a 'Remember me' checkbox. Below these are four buttons: 'Sign In', 'Change Password', 'Forgot My Password' (circled in red), and 'Cancel'.



A screenshot of a password reset page. It features a 'User ID' input field with a yellow background. Below it are two buttons: 'Send Reset Email' (circled in red) and 'Cancel'.

# Change My Password

- If you do not receive an email to the email on file, check your “SPAM” and “JUNK” folders, first.
- If you still do not receive an email, contact the Director of Technology at [technology@thevillagefarms.com](mailto:technology@thevillagefarms.com)



## FAQ's

**Q:** How far in advance can I reserve my spot?

**A:** *14 days prior to the date/time you want to reserve.*

**Q:** I did not receive an email when I requested a password change.

**A:** check your “SPAM” and “JUNK” folders, first. If you still do not receive an email, contact the Director of Technology at [technology@thevillagefarms.com](mailto:technology@thevillagefarms.com)

# Help

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## Contacts:

- Director of Technology: [technology@thevillagefarms.com](mailto:technology@thevillagefarms.com)
- Recreation: [recreation@thevillagefarms.com](mailto:recreation@thevillagefarms.com)
- Property Manager: [propertymanager@thevillagefarms.com](mailto:propertymanager@thevillagefarms.com)
- BOD: [BOD@thevillagefarms.com](mailto:BOD@thevillagefarms.com)