

TrackItHub (TIH) – [www.trackithub.com/](http://www.trackithub.com/)

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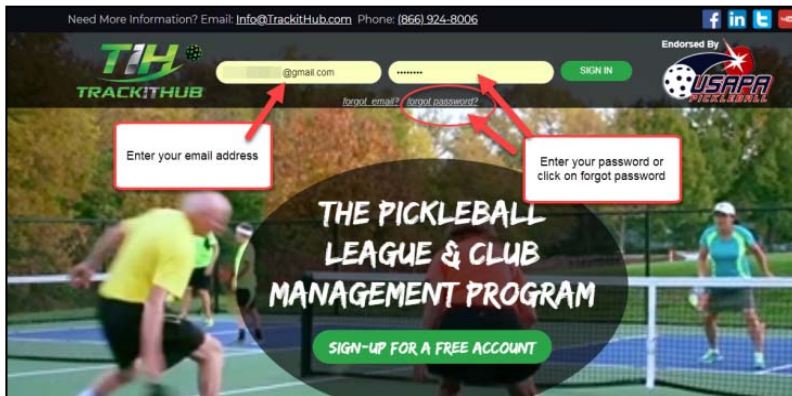
## Introduction & Key Points

- TIH is a very sophisticated database system. In particular, it provides access to schedule calendars at many playing locations, it accommodates pre-registrations, player cancellations and automatic wait-lists. It can help manage Ladder Play more scientifically, and be used to email registrants of schedule changes etc. **It will require a little patience in its initial use especially as its response time can be slow!** Overall, once the learning curve is travelled, it will be a very useful system.
- Our TIH is administered by Calgary Pickleball Club (CPC) and Cedarbrae is just one of several CPC sub-groups available for you to join. Cedarbrae has 2 sub-group:
  - CedarbraeCPC – these are CPC members who wish to play at Cedarbrae, and
  - CedarbraeCA – these are members of Cedarbrae Community Association who are not members of CPC
- To enter TIH your account, an email address and password must be established in the system. Every player must have their own individual unique email address. You will no longer be able to register a guest. Your name and other profile information can be changed within the system.
- The email address of active CedarbraeCPC members and active CedarbraeCA members as at September 1, 2018 will have been pre-installed in the TIH system. If you have used TIH before you should be able to use your password and enter the system. If you are a new user, or if you are an existing user but have forgotten your password, then put in your email address and click on “forgot password” and follow instructions.
- **Players may join a group by requesting to join from within TIH. IMPORTANT: Members of the Cedarbrae group must be either an active member of CPC or an active member of Cedarbrae Community Association (CA). The former must request to join CedarbraeCPC group and the latter the CedarbraeCA group. This is because verification of active membership in either sub-group is administered separately**
- Only group members can “see” the play schedule/calendar for the subject location. This will include DROP-IN sessions as well as those requiring pre-registration. By clicking on a play event members can register for it.
- Some play sessions REQUIRE pre-registration and only group members will be allowed to do this.
- Some play sessions are DROP-IN, and registration is not mandatory but is preferred so that others might see how many players might intend to be there. A member of the general public may view drop-in sessions in the TIH calendar only after creating a TIH account and joining the **Calgary Non-CPC Members (Drop In Play Only)** group.

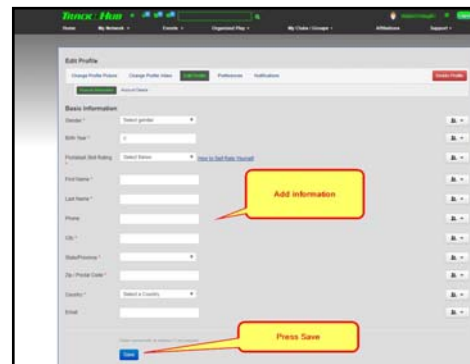
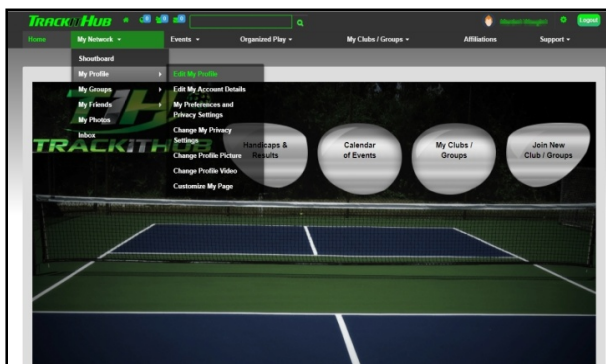
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## Creating/Registering Your TIH Account and Updating Your Profile

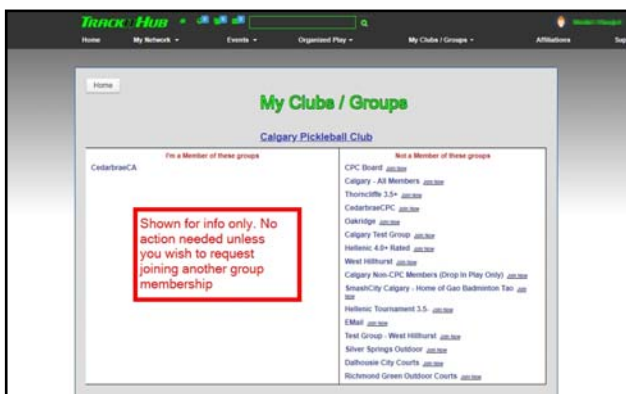
1. Sign in to TIH using the email address on file with CPC or Cedarbrae CA. If you don't have your password click on "forgot password". TIH will send an email with a link which will accommodate changing your password. PLEASE DO YOUR BEST TO REMEMBER IT!!



2. To confirm or update your user profile you should navigate inside TIH through through **My Network/My Profile/Edit My Profile** to get to the **Edit Profile** screen. Edit you profile information with as much data as possible, and then press **Save** button.



3. FYI... From the main (home) screen under the tab: **My Clubs/Groups** you can see which groups you are registered in and which other groups you may wish to request to join. Note that some groups restrict their membership. If you are not looking to join other groups, then there is no action required.

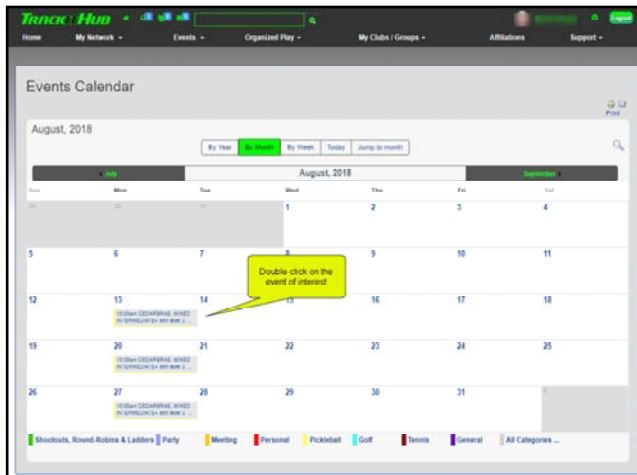


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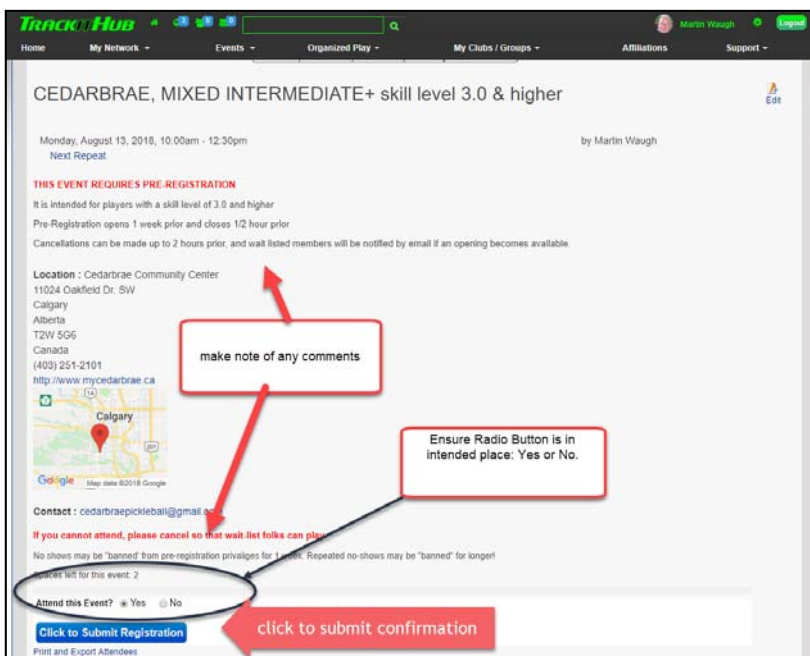
## Viewing the Calendar and Registering to Play

This is where you normally go to find and register for play sessions...

- After logging in, click on the large grey circle labelled: **Calendar of Events**. This will open a calendar of events, defaulted to the current month and in month viewing mode. **YOU WILL ONLY SEE PLAY SESSIONS ASSOCIATED WITH THE GROUP(S) YOU ARE A MEMBER OF**. Find, and click on the event you are interested in (either to Pre-register for, or to Cancel from).

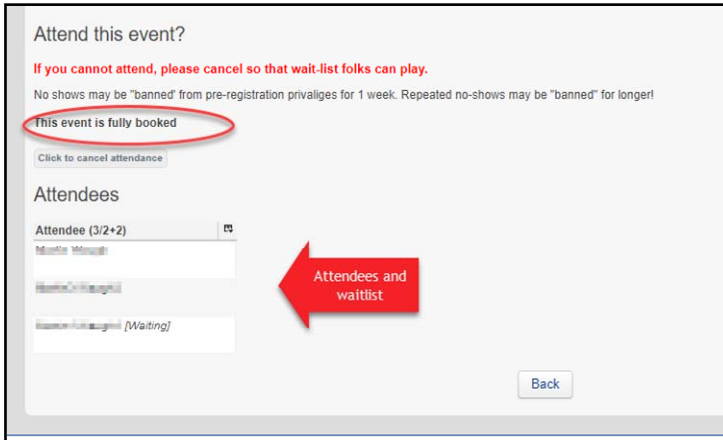


- Clicking on the play session you are interested in will take you to the Event Pre-Registration page shown below. Please take note of any comments therein. This screen gives you the option to Attend (Yes), or (No) the event and then **Click to Submit Registration**. After submitting your registration you will get a confirmation screen and an email. **NO reminder email will be sent!**

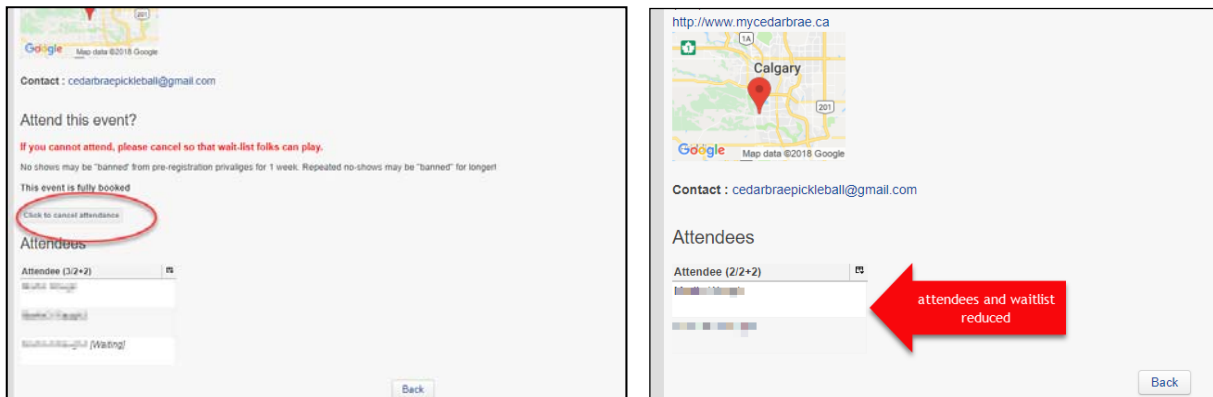


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6. If, when you try to register, the event (play session) is fully booked you will see a screen (below) to advise you, and add you to the wait-list. The screen also shows the current registered attendees and the waiting list.



7. To Cancel your registration, click on the event on the Calendar. At the bottom of the subsequent screen there is the opportunity to **Click to Cancel Attendance**. You will receive an email confirmation of your cancellation.



8. After your cancellation, the attendees list and waiting list is adjusted. **An email will be sent to a wait-listed player who has been advanced to "attendee" status.** If you cannot attend after being moved up to attendee status, you **MUST** go into TIH to cancel yourself from the session.
9. Ladder registration and play information will be added later. Initially, ladder play will be managed for pre-registration as if it is a regular playing session, and ladder play groups will initially be managed manually by the host.

AND THAT'S IT FOR NOW! IF, AFTER TRYING TO USE THE SYSTEM YOU ARE STILL HAVING DIFFICULTY, PLEASE EMAIL TO [CEDARBRAEPICKLEBALL@GMAIL.COM](mailto:CEDARBRAEPICKLEBALL@GMAIL.COM) WITH A DESCRIPTION OF THE ISSUE AND MAYBE A SCREENSHOT OR TWO IF POSSIBLE.

Thank you.