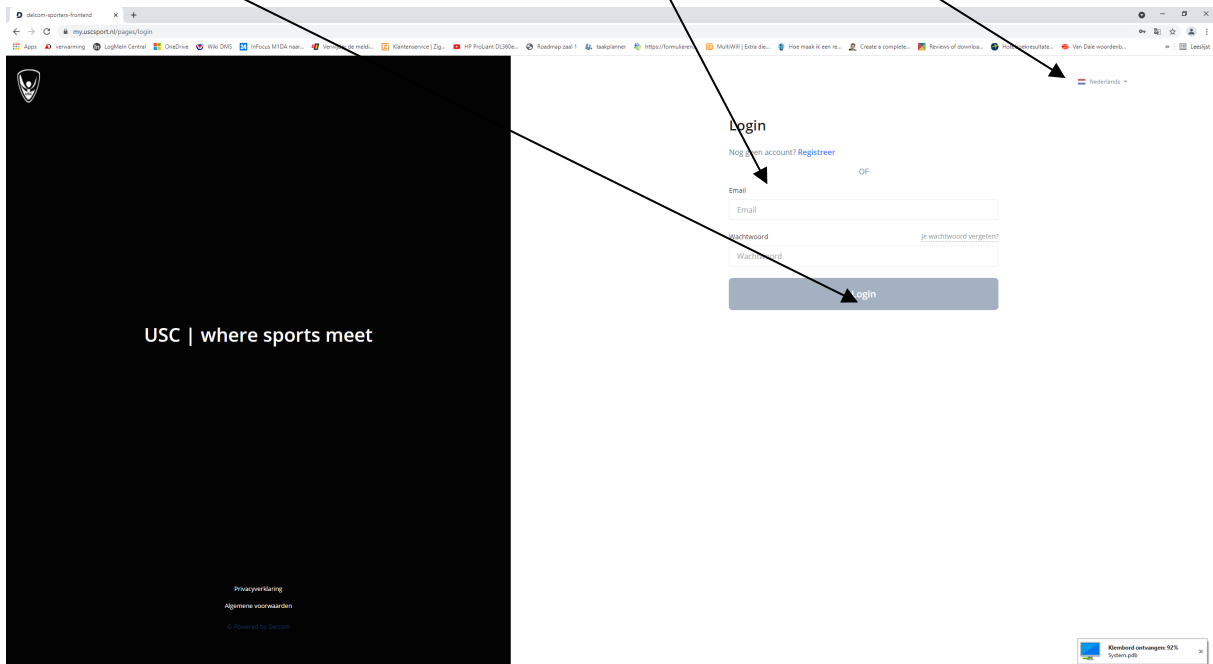
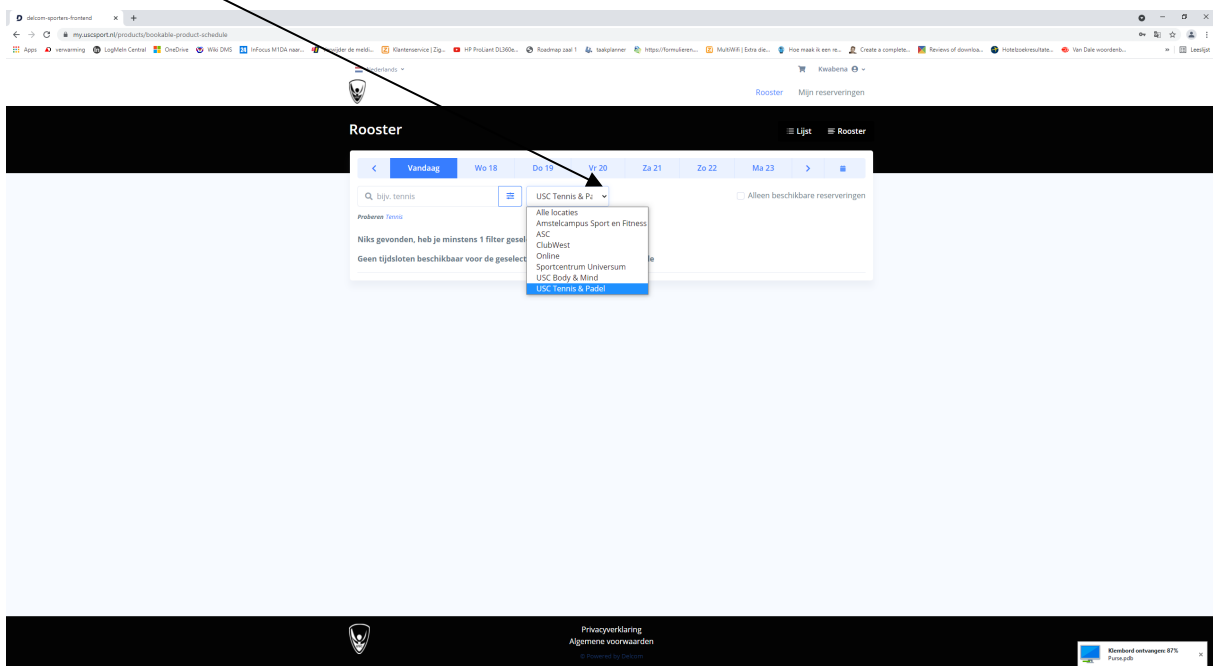


Oplossing als klant niet kan reserveren via my.uscsport.nl

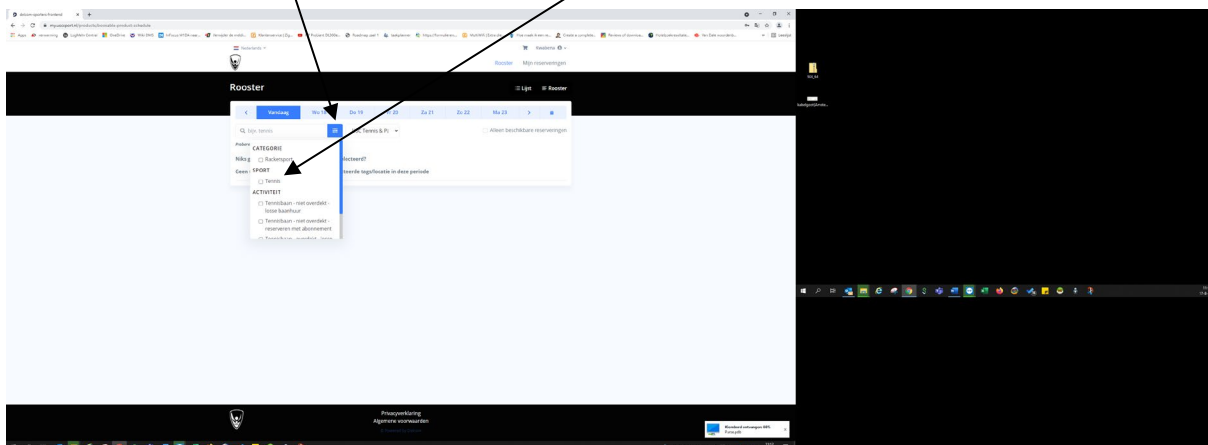
1. Log in met je geldige **mailadres en wachtwoord**. Je kunt de **taal** ook hier wijzigen. Klik hierna op **Login**



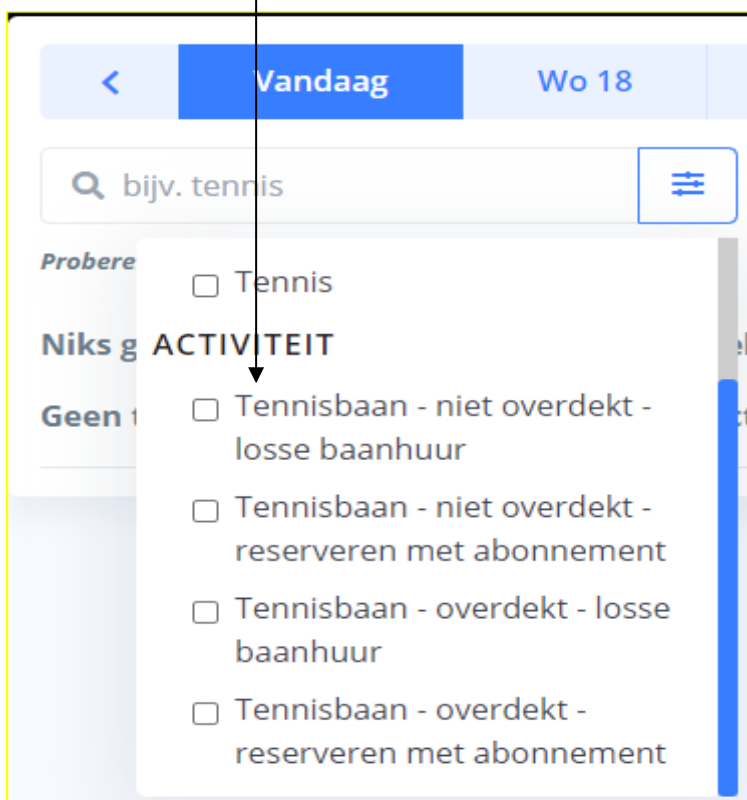
2. Klik **hier op** → **(pull down menu)** en selecteer USC Tennis & Padel



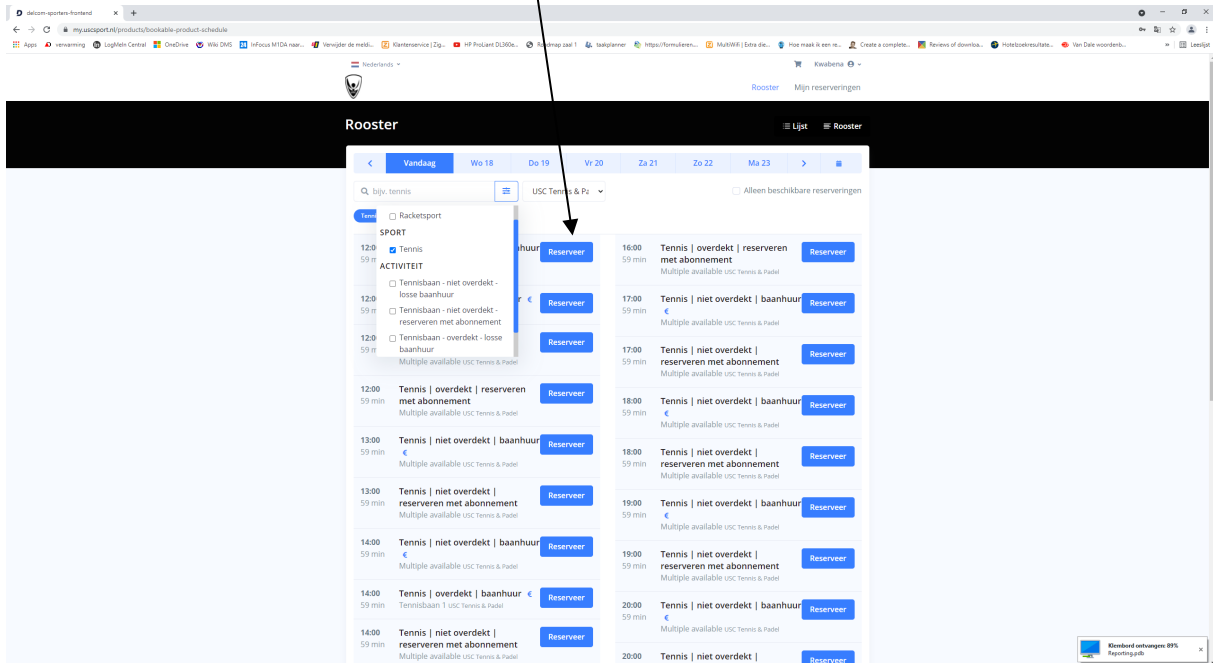
3. Klik hierna op **dit** en zet een vinkje bij **Tennis** onder SPORT.



4. Maak **hier je keuzes** onder ACTIVITEIT.



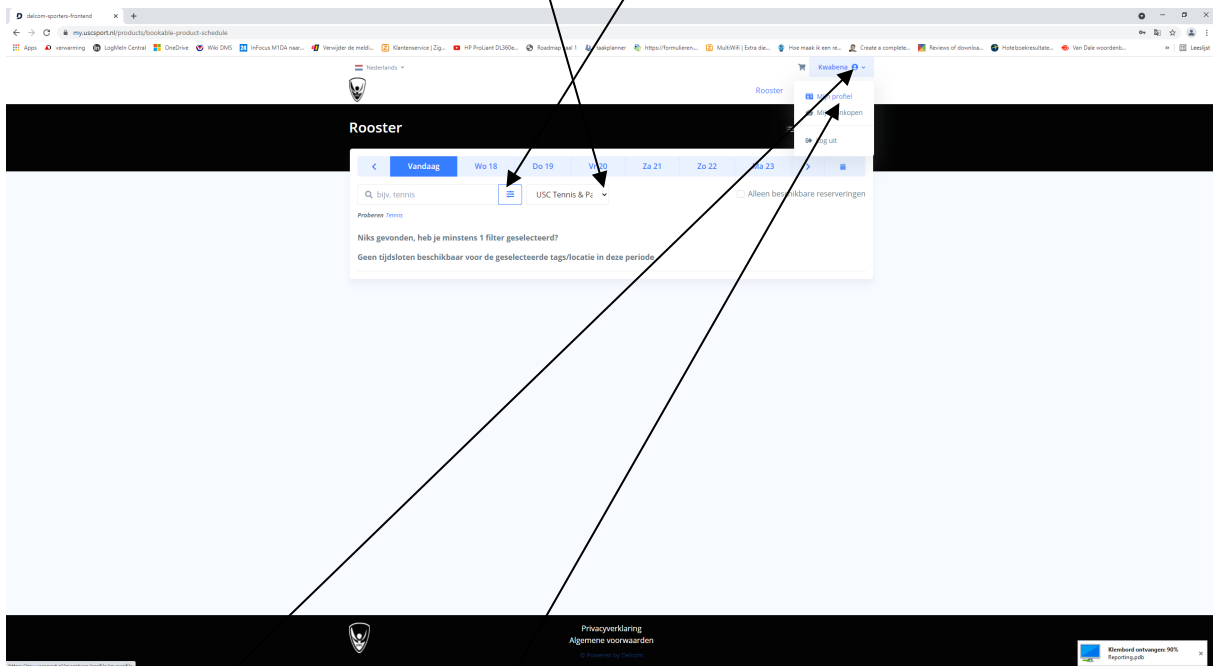
5. Als het goed is moet je de **vrije banen** kunnen zien.



Let op; je reservering kan goed afgerond worden door min. 2 personen in de reservering te zetten en max. van 4 met/zonder abonnement opties.

Dit gebeurt vaak bij iPhone en Apple-gebruikers (zorg ervoor dat je Operating System & browsers Up-To-Date zijn)

1. Als het niet lukt om te klikken op **pull-down menu en selectie optie** dan staat mogelijk je telefoonnummer niet goed in je profiel of er is geen nummer bekend in je profiel.



2. Klik **hier op je naam** en kies **mijn profiel**.

3. Kijk goed naar je gegevens en voer je aanpassing uit. *Let op; het telefoonnummer dat je gaat invullen **moet met +31 beginnen** anders wordt het niet geaccepteerd* → Zie het voorbeeld. Klik hierna op **Opslaan**.

The screenshot shows a user profile page with the following details:

- Profiel**
 - Persoonlijke data**
 - Naam: Kwabena Marfo
 - Email: k.marfo@uva.nl
 - Taal: Nederlands
 - Telefoonnummer: +310612345678
 - Categorie: Categorie II: Medewerker's UVA, HVA, Amsterdam UMC, Leck
 - Adres: (empty)
 - Wijzig Wachtwoord**
 - Huidig wachtwoord: (empty)
 - Nieuw wachtwoord: (empty)
 - Herhaal nieuw wachtwoord: (empty)

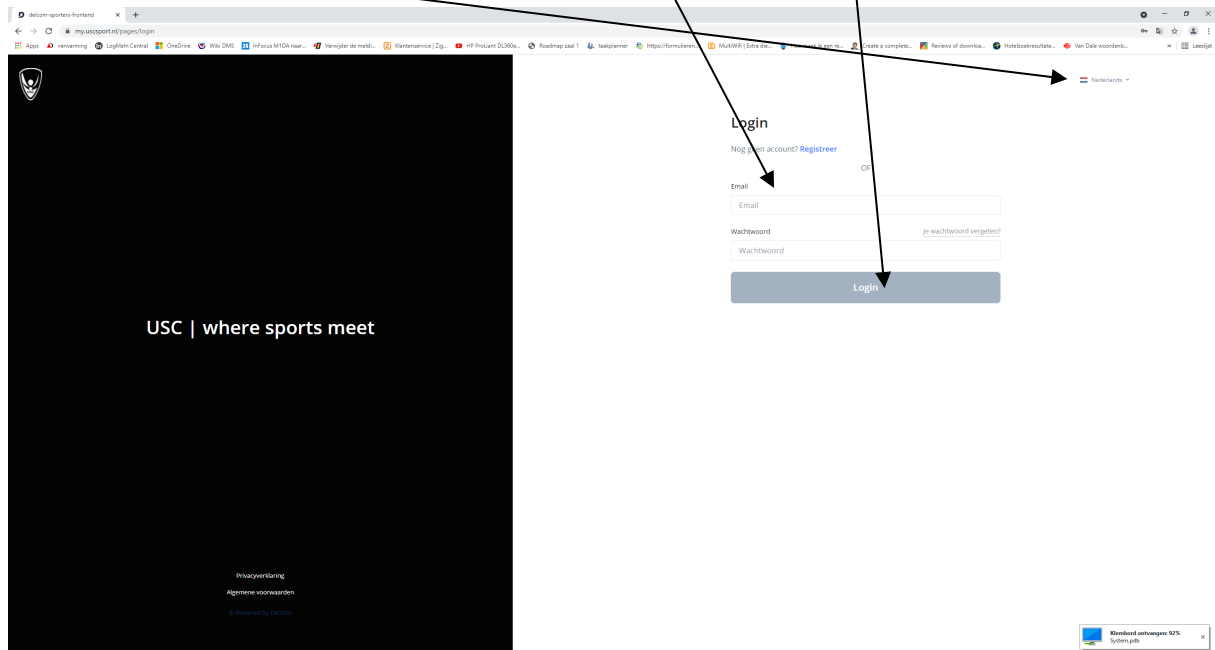
Red error message below 'Nieuw wachtwoord':

- Minstens 8 karakters lang x
- Minstens 1 cijfer x
- Minstens 1 kleine letter x
- Minstens 1 hoofdletter x

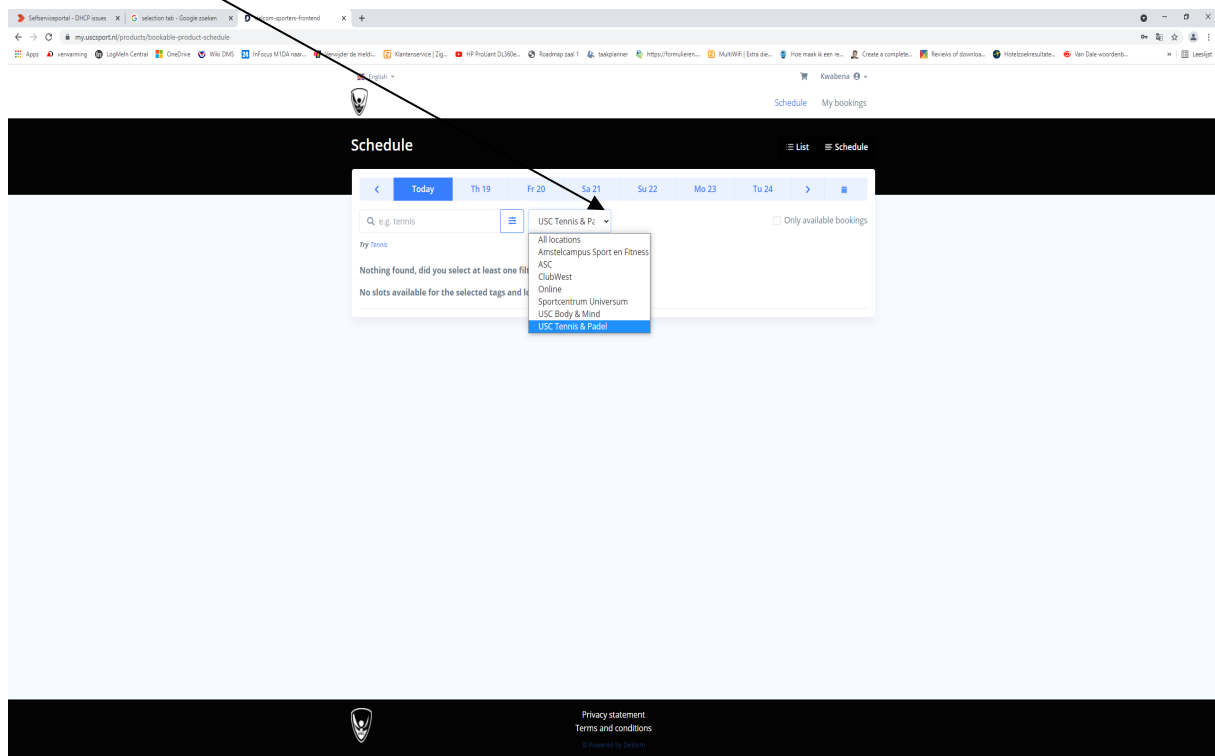
4. Na deze procedure moet het lukken om een baan te kunnen reserveren.
**Mocht het toch niet lukken na deze procedure dan nemen we contact met op om je te helpen.*

Solution if clients are not able to make reservation via my.uscspport.nl

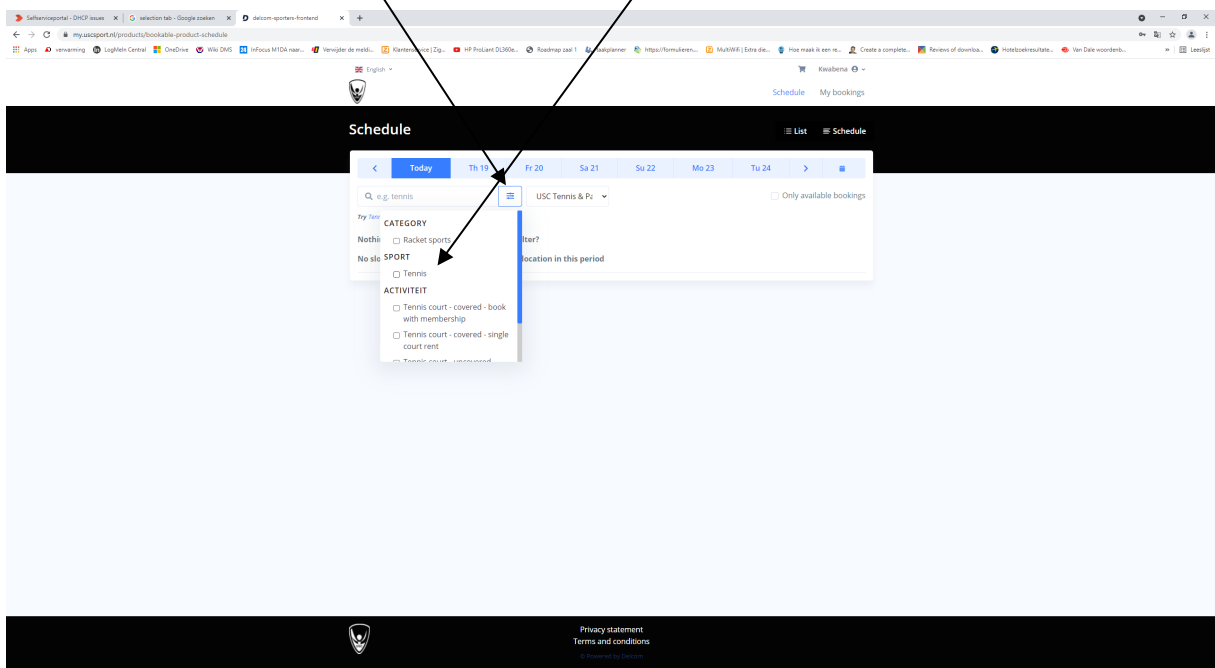
1. Provide your valid **Email address and password** and click on **login**. You can also change the **language**.



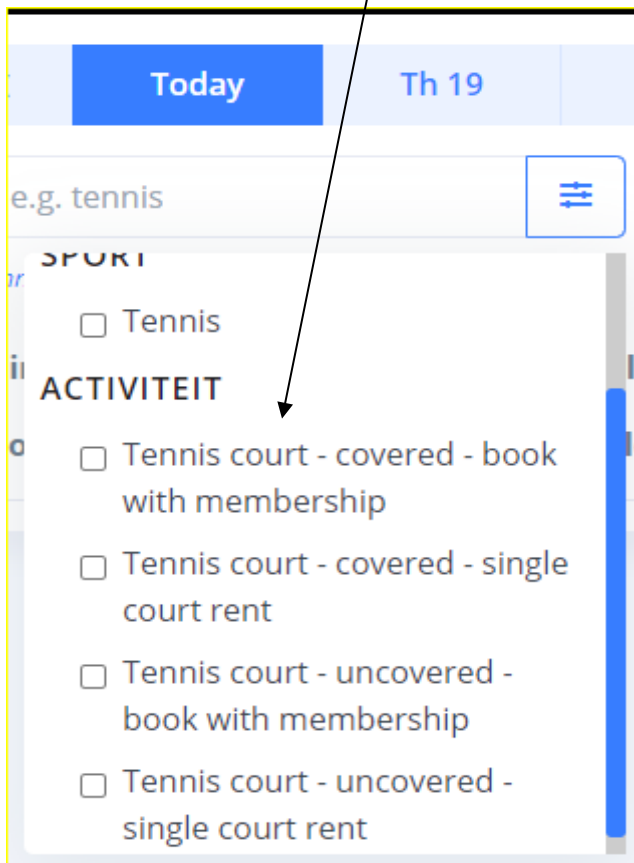
2. Click **here** → (**pull-down menu**) and choose **USC Tennis&Padel**



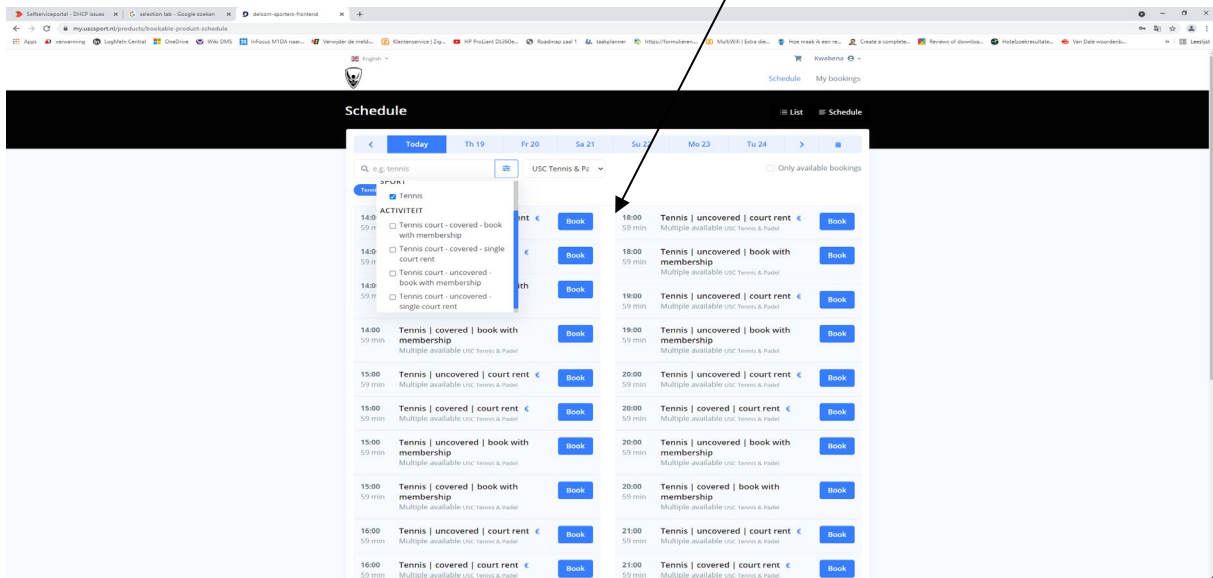
3. Click again on this **Selection Tab** and select **Tennis** .



4. You can make your **choices** now.



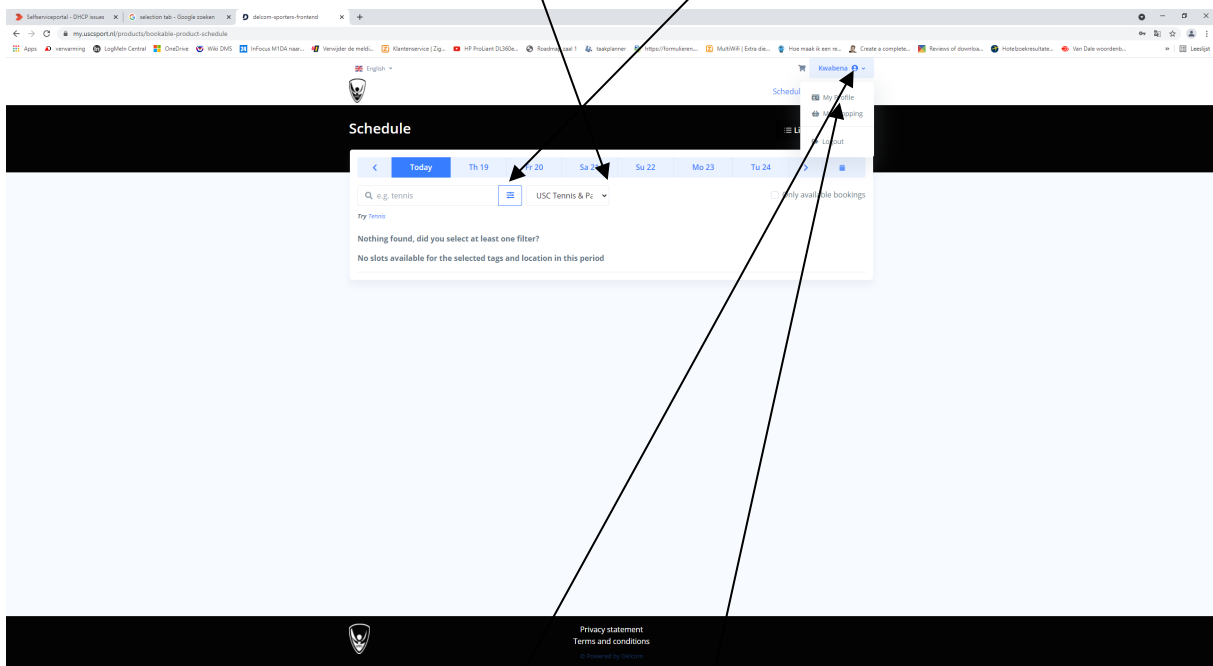
5. If these steps mentioned are followed well then the **available courts** should appear.



Note; the reservation can **only be done successfully** if min. 2 persons are selected and max. 4 with/without membership options.

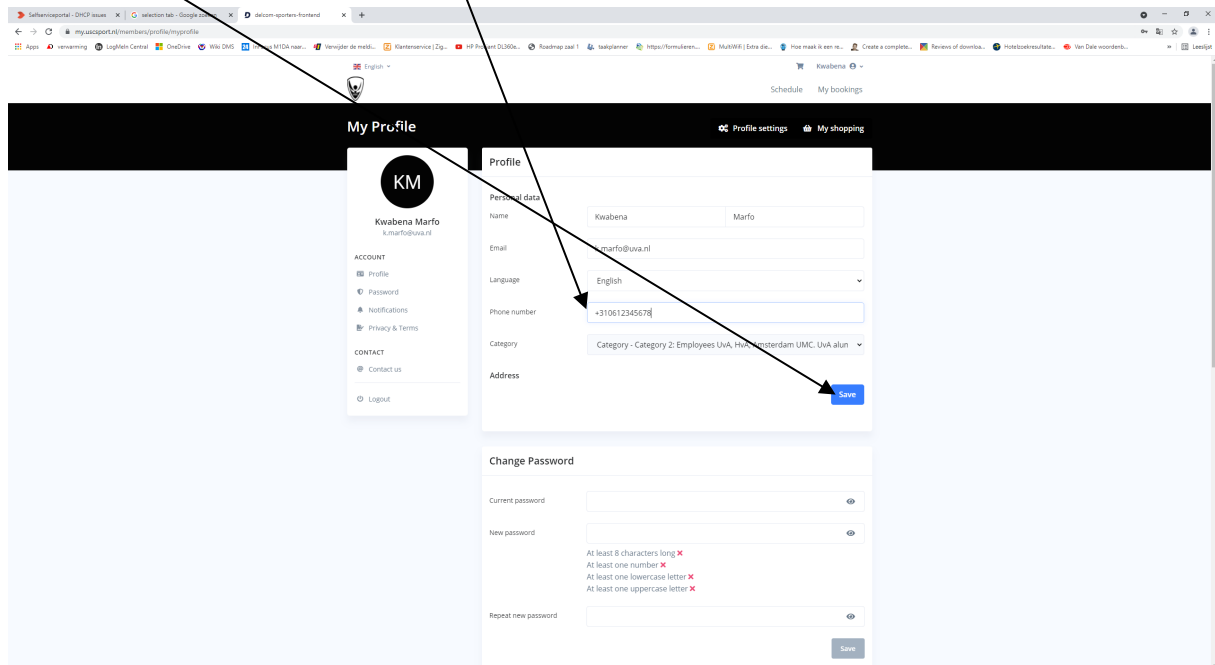
This happens mostly on Apple & Iphone devices(The operating system and Browsers must be Up-To-Date)

1. If you're still not able to click on **pull-down menu & selection Tab** then it's highly possible that your telephone number doesn't match with the system or there is no phone number noted in your profile.



2. Go to your profile by clicking **on your name** and choose **My profile.**

3. Glance through your details and make the necessary corrections. *Note; the phone number you fill in **Must start with +31** else the system won't accept it → see my example. Click on **SAVE**.*



The screenshot shows a web browser window displaying a user profile page. The browser's address bar shows the URL 'my.uvaonline.nl/members/profile/myprofile'. The page title is 'My Profile'. On the left, there is a navigation menu with sections: ACCOUNT (Profile, Password, Notifications, Privacy & Terms), and CONTACT (Contact us, Logout). The main content area is titled 'Profile' and contains the following fields: Name (Kwabena Marfo), Email (k.marfo@uva.nl), Language (English), Phone number (+310612345678), Category (Category - Category 2: Employees UVA, HZ, Universiteit Amsterdam UMC, UVA alumnus), and Address. Below these fields is a blue 'Save' button. A second section, 'Change Password', includes fields for Current password, New password, and Repeat new password, with a 'Save' button at the bottom. Red error messages are visible below the New password field: 'At least 8 characters long', 'At least one number', 'At least one lowercase letter', and 'At least one uppercase letter'. Three black arrows point from the text in step 3 to the phone number field, the 'Save' button, and the error messages.

4. After following these steps, you must be able to make your reservation.
**We will help you if in case the malfunction still occurs or if you're still encountering some problems.*

