

Pickleball Community Volunteer Group (PCVG) Frequently Asked Questions (FAQs)

Q: How do I learn about what the Pickleball Community Volunteer Group offers?

A: You can explore everything the PCVG has to offer by visiting our website at [Pickleball Community](#).

The PCVG is a fully volunteer-run organization, so please be kind – we're here to help you grow in the sport! We provide a variety of progressive programs designed for players at every stage:

1. Instructional Program: Intro to Pickleball – Start with the basics and get comfortable with the fundamentals.
2. Instructional Program: Clinic Series – Build on your skills with specialized clinics tailored to help you progress.
3. Get Rated – Attend our PCVG Ratings Clinic or DUPR Camp to get your official rating. It helps set goals, measure progress, and unlock new opportunities.
4. Drill & Play + Pickleball Warriors – Strengthen your game through drills and practice. These sessions are designed to improve muscle memory and keep you fit for play.
5. Join Leagues – Engage with the community, challenge yourself, and continue to develop your skills in a fun, competitive environment.
6. Compete in Tournaments – Step out of your comfort zone and test your skills in a real competitive setting.

Feel free to explore each option to see which suits your goals, and don't hesitate to reach out if you have any questions. We're excited to support your pickleball journey!

Q: I understand there is a \$20 Membership fee for the PCVG program. What PCVG activities are INCLUDED in the \$20 club membership fee?

A: These PCVG activities are included in your membership:

- Leagues
- Drill & Play
- PCVG 4.0 Weekly Competitive Tournament (WCT)
- Pickleball Warriors
- PCVG Rating Clinics
- DUPR Camps
- PCVG Club Tournament(s).

Q: What PCVG activities are EXCLUDED in the \$20 club membership fee?

A: The PCVG activities listed below will continue to be free of charge.

The Instructional Program activities will not be included in the club membership, and they will continue to be free of charge as these are entry level activities that are owned by The Villages Recreation & Parks Department.

The Instructional Program includes:

- Beginner Mentored Play
- Introduction to Pickleball Part 1
- Introduction to Pickleball Part 2
- Non-Volley Zone
- Full Court Concepts
- Partner Development Concepts
- Strategy Play Concepts
- Plus, PCVG Referee Training will also continue to be free of charge

Q: How do players sign up for PCVG these activities?

A: There are 2 systems in use 1) MyPBGames and 2) SignUp Genius.

- 1) MyPBGames is used for the activities that are part of the paid membership.
- 2) SignUp Genius is used for the activities that do not require a paid membership.

** For additional information about PCVG paid membership and MyPBGames click this link.

https://drive.google.com/file/d/1I43fV2gKBRsbOVKVb-di9fPz_yv3RwjO/view

To learn more about the Instructional Program and SignUp Genius (the activities that do not require paid membership), continue ...

Q: What is SignUp Genius?

A: SignUp Genius is the app we use to manage sign-ups and communicate about PCVG Instructional Program events. To get started, simply create an account by clicking [here](#). It's easy!



Q: How do I sign up for PCVG Instructional Program activities?

A: How to Sign Up for PCVG Instructional Program activities:

To make sure your registration is properly linked to your SignUp Genius account, follow these steps:

1. First, Sign In to SignUp Genius – this is an important step*

Log in to your SignUp Genius account before clicking on any event links. This ensures your registration is connected to your account.

2. From the PCVG Website, Instructional Program page, find the activity you want.

Once you're signed in, go to the PCVG website and click the link for the event you'd like to register for. This will direct you to the event registration page on SignUp Genius.

3. Why Sign In First?*

Signing in before registering guarantees that your event registration is linked to your account. This is important for receiving reminders and any system-generated updates, like event changes or cancellations.

4. Even if the Waitlist appears to have a lot of people, if you want to attend the session, put yourself on the Waitlist.

People cancel, right up to the morning of a session, for a lot of different reasons. We sometime find ourselves chasing around for a person to fill a last-minute opening. Also, if we have a large Waitlist, we may be able to find an additional coach and add slots to the session. Finally, we use the size of the Waitlist to gauge interest in the events. We use this information to help determine where to put our resources.

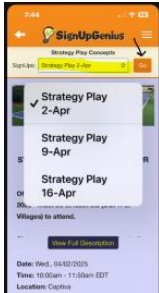
*If you don't sign in first, SignUp Genius will prompt you for your email address. When entering it, there's a risk of a typo. If there's an error, SignUp Genius will still accept the incorrect email, but it won't link to a valid address. As a result, you won't receive a confirmation email, won't see the sign-up in your account, won't be able to cancel, and won't get the reminder email.

By following the steps above you'll stay up-to-date and avoid any registration issues.

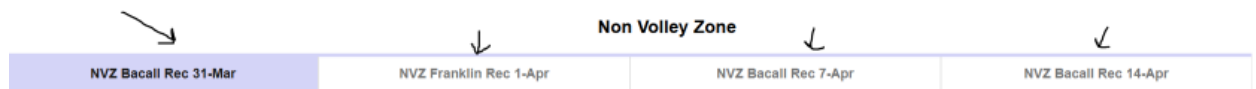
Q: All I see is last week's event on SignUp Genius. How do I get to the SignUp for the correct event?

A: Look at the date of the event in the header or tab

On the **Mobile App** it looks like this: Click the date (highlighted), **pick the date you want** and click GO! Now the event on the correct date is active and ready for you to sign up.



On a device with a larger display, the various dates are on Tabs that look like this:

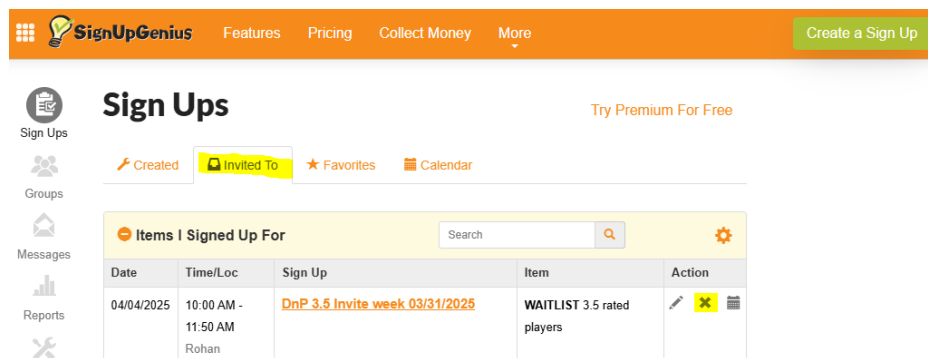


Q: I have a schedule conflict. How do I cancel or remove myself from the waitlist

A: Sign Ups close at 4pm the evening before the event.

If you need to cancel, and the **Sign Up is still open**:

1. From the **Web App**: Sign into your SignUp Genius account. Go to the “Invited to” tab. See the screen shot below. Click the **X** and follow the rest of the system prompts.



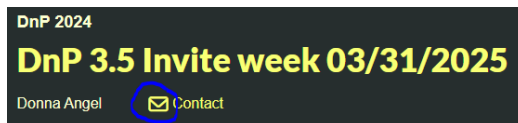
2. From the **Mobile App**: See below screen shot. Click the event name hyperlink and go to the Sign Up event. Then click the Delete button.

Use the find  to search for a topic



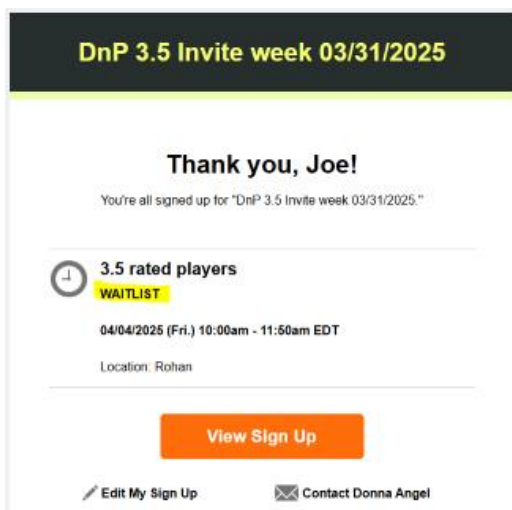
If you need to cancel, and the **SignUp is closed**:


From the **Web App or the Mobile App**: Click the [envelope](#) next to the Contact and follow the rest of the system prompts to email your cancelation notification to the PCVG Admin responsible for the event.



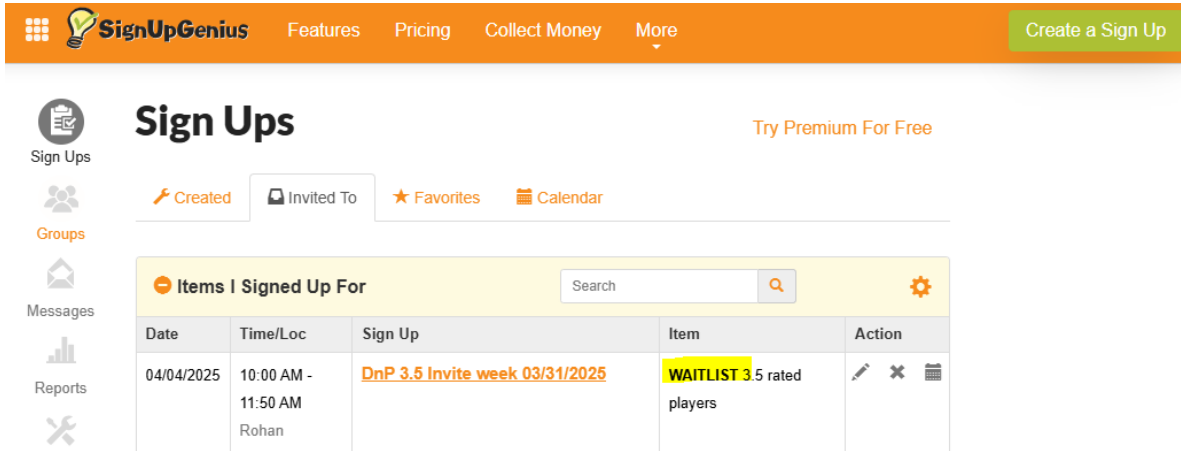
Q: How do I know if I got into the event or that I am on the Waitlist?

A: Immediately after you sign-up, SignUp Genius sends an email confirmation. See sample below says Waitlist.

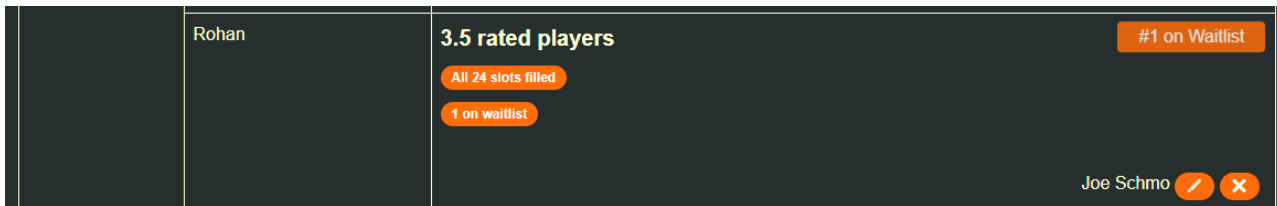


Use the find  to search for a topic

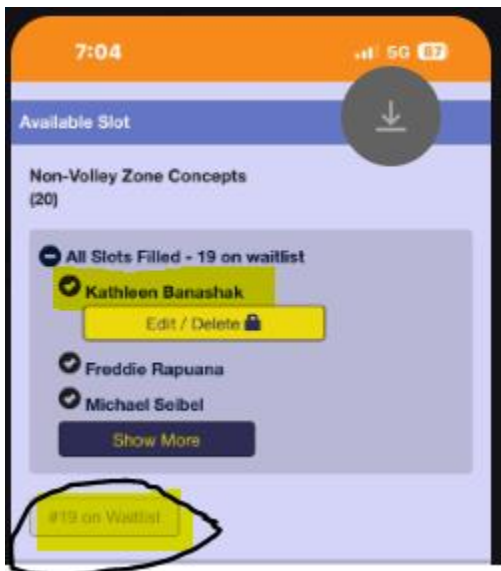
To keep a watch on your status as the event approaches, on the **Web App**: Sign into your SignUp Genius account and go to the “Invited to” tab. See example below.



Click on the event name hyperlink. See screen shot below. It says #1 on the Waitlist; this means YOU are #1 on the Waitlist.



To keep a watch on your status as the event approaches on the **Mobile App**: Sign into your SignUp Genius account and see the section that says “Items I’ve Signed Up For”. Click the event name hyperlink. Notice you can edit or delete your sign up, and lower down it shows (in very faint lettering) your position on the Waitlist (in this case #19). See example below.



Q: How will I know if a spot opens and I am confirmed for the event?

A: You will receive an email from SignUp Genius once you're removed from the Waitlist and your spot in the event is confirmed. Please keep an eye on your email up to the morning of the session, particularly if you are #1 or #2 on the Waitlist. Also, if you are #1 or #2 on the Waitlist, feel free to loiter around the courts that morning. There is always the chance of a “no show”.

Q: I struggle to get into a very popular event. It seems like the same people are getting in each week and I always end up on the Waitlist. What gives?

A: All events open at their scheduled time automatically, as this is controlled by the system—there's no manual intervention. Some events fill up within seconds, especially during the "high season" (January to March). Every entry on SignUp Genius is time-stamped, and players are confirmed as soon as they press <ENTER>. Once an event reaches capacity, subsequent sign-ups are added to the Waitlist. Factors like network speed, whether you're using the mobile or web app, and your typing speed all influence how quickly you can secure a spot. With so many events available, don't get discouraged—just try signing up for another one!

Q: Are the classes meant to be one and done, or should they be repeated?

A: As a reminder, we provide a variety of progressive programs designed for players at every stage:

1. Intro to Pickleball – Start with the basics and get comfortable with the fundamentals. (free)
2. Clinic Series – Build on your skills with specialized clinics tailored to help you progress. (free)
3. Get Rated – Attend our PCVG Ratings Clinic or DUPR Camp to get your official rating. It helps set goals, measure progress, and unlock new opportunities. (included in paid membership)
4. Drill n Play & Warriors – Strengthen your game through drills and practice. These sessions are designed to improve muscle memory and keep you fit for play. (included in paid membership)
5. Join Leagues – Engage with the community, challenge yourself, and continue to develop your skills in a fun, competitive environment. (included in paid membership)
6. Compete in Tournaments – Step out of your comfort zone and test your skills in a real competitive setting. (included in paid membership)

The Intro to Pickleball program has a defined progression; players move through each class in sequence, eventually "graduating" into the broader range of available programs.

The Clinic Series also has a defined progression. With the clinic series, and the rest of the programs, players can participate as often as they'd like; registration is handled on a first-come, first-served basis. Instructors may recommend certain classes for repetition based on individual progress or advise when a class should not be repeated.

Q. I missed an event and forgot to cancel my SignUp. What happens now?

A: If you're unable to attend an event, please cancel in advance via the app or by notifying the event contact. Instructors plan for four players per court, and there may be others on the waitlist eager to participate.

Failure to cancel in advance is considered a "No Show." In such cases, the PCVG Admin will inform you of a temporary restriction on signing up for any PCVG event. During the restriction period, if a spot is available the day before an event, you can email the event contact to inquire about filling the spot or show up at the courts in case of a No Show.

Q. An event I have been enjoying is not available next week. What's up?

A: The event schedule varies by season. During the fall and winter months—when The Villages sees its highest population—events are held more frequently. From May through September, they occur less often. There are also short breaks between seasons and periodic Rec Center maintenance can interrupt the schedule. For the most up-to-date schedule, visit the [Pickleball Community](#) website.