

# MyTennis Start Up Manual

*(Version 2 – 11 November 2015)*

The following instructional fact sheets aim to provide MyTennis Administrators with support and assistance to start to effectively use the new MyTennis membership system, which was launched on 1st October 2015.

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## 1. Join Tennis

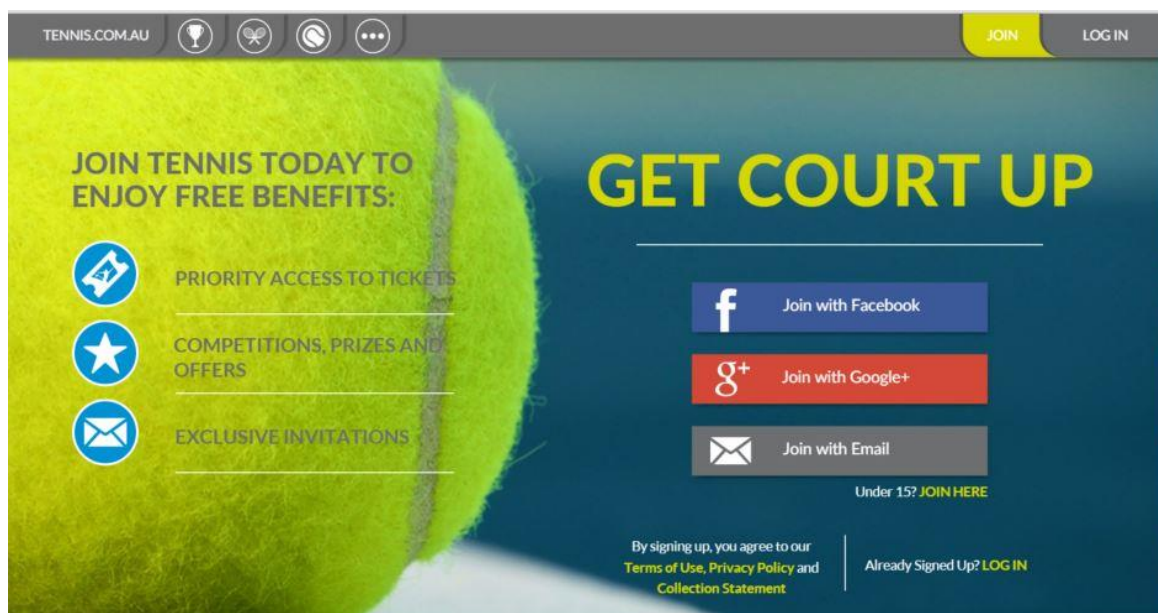
To **Join Tennis**, go to [tennis.com.au](http://tennis.com.au) and select **Join** in the right corner.

You can join by either connecting your Facebook or Google+ account, or selecting Join with Email and then entering your First Name, Last Name, Unique Email Address and setting up a Password.

*Note – all personalised tennis accounts must be created with a unique email address (children under 15 maybe exempt).*

Once you have Joined Tennis you will be able to:

- Purchase Memberships Online
- View Fixtures, Results and Ladders on **Match Centre** (<http://leagues.tennis.com.au/>)
- Manage your accounts and contact details



If your email already exists or is being used by another user, this has occurred because:


- You already have an account as your details have been transferred from previous year/s registration
- Another family member is sharing this email address has already used this email address and you are just required to activate your account.


In this case, to activate your Tennis account,

- Go to [tennis.com.au](http://tennis.com.au) and select **Log In** in the right corner
- Select 'I forgot my **Password**' along the bottom of the window
- Enter your email address and select **Reset My Password**. MyTennis will send an email to this address asking you to create a New Password, which will enable you to Log In.

JOIN LOG IN

## LOG IN TO TENNIS.

 Log in with Facebook

 Log in with Google+

OR

EMAIL ADDRESS OR USER NAME

PASSWORD

LOG IN TO TENNIS

Remember me [I forgot my password or username](#)

Don't have an account? [JOIN HERE](#)

Note: For all requests to Log In or Join, MyTennis will send an email to this address asking you to **Activate Your Account**, which will enable you to Log In and commence:

- Purchase Memberships Online
- View Fixtures, Results and Ladders on **Match Centre** (<http://leagues.tennis.com.au/>)
- Manage your accounts and contact details

## 2. Creating Admin Users

Before a club committee member can gain administrative access, a personalised tennis account must be created with a unique email address. To create a Tennis account, go to [tennis.com.au](https://tennis.com.au) and select **Join** in the right corner.

Tennis Australia Tennis Services staff, Tennis SA Participation Leaders or club administrative users can then add new Admin Users through [my.tennis.com.au](https://my.tennis.com.au).

- Select **Settings** in the bottom left hand corner of the page and then the **User** tab
- Click **New User**
- Enter three fields of information and **Search** for the person
- Click on the appropriate person and then select **Continue**
- In **Access Levels** from the dropdown box on right hand side select **Organisation**
- Toggle the Notifications to 'Yes' or 'No' and then **Save**

## 3. Add and/or Edit Primary Club Details

### Club Key Information and Contact Details

To view your club's information details in My Tennis ([my.tennis.com.au](http://my.tennis.com.au)) select **My Club** then the **General** tab.

- In the **My Club** and **General** section select **Edit** in the top right corner
- Scroll down to see the Key Information and Contact Details that are listed and click the respective field/s in order to include or update those details
- Make the necessary changes and select **Save**

### Club Contacts

To view your club contacts in My Tennis ([my.tennis.com.au](http://my.tennis.com.au)) select **My Club** then the **General** tab.

- To view all the contacts you may need to scroll down to the bottom of the page and click on the **Show More** option.
- To see an individual's contact details you will need to click on the picture next to the person.

### Add New Contact

- In the **My Club** and **General** section, select **Edit** in the top right corner
- Scroll down and select **New Contact**
- Choose the applicable option
  - If **No**-Create a **New Contact** fill in all the required details of the contact and then select **Add Contact**.
  - If **Yes**-Connect to **Their Contact** fill in at least three fields of information to search for the person, select the correct person and **Continue**. Then add in their position and other required contact details, then select **Add Contact**

### Edit Existing Contact

- In the **My Club** and **General** section select **Edit** in the top right corner
- Scroll down to see all the contacts that are listed and click the pencil symbol in order to update that contacts details
- Make the necessary changes and select **Save**

Please Note: the 'x' next to the pencil symbol can be used to remove people who are no longer relevant club contacts.

### Club Facilities

To view your facility details in My Tennis ([my.tennis.com.au](http://my.tennis.com.au)) select **My Club** then the **Facilities** tab. A list of your facilities will be displayed.

### Add New Facility

- Select **Add Facility**
- Enter the facility address
- A list of facilities that may be the same as the entered facility will appear. If the facility already exist please select it and select **Add Facility**
- If the facility does not appear select **Create New Facility**
- Enter the appropriate facility and court details

## View/Edit Existing Facility

- Select the facility that needs to be edited from the list
- The facilities details will be displayed, if changes are required select **Edit**
- Enter the relevant changes to the facility details and address
- If required make changes to the court information
- To add an additional court select **New Court**. The new court will appear on the list
- Courts will automatically be names Court 1, Court 2..., you can make and changes to each courts information using the drop down boxes to select the appropriate information
- Select **Save**

GENERAL
FACILITIES
NOTES

CANCEL
SAVE

NAME\*

PHONE:

**PHYSICAL ADDRESS**

ADDRESS 1\*

ADDRESS 2:

SUBURB\*

TYPE\*

FAX:

COUNTRY\*

STATE\*

POST CODE\*

**COURT INFORMATION** + NEW COURT

#	NAME*	COURT SIZE*	SURFACE*	LOCATION*	LIGHTED*	
1	<input type="text" value="Court 1"/>	<input type="text" value="Full"/> <input type="checkbox"/> HOT SHOTS RED	<input type="text" value="Synthetic Grass"/> <input type="checkbox"/> HOT SHOTS ORANGE	<input type="text" value="Outdoor"/>	<input type="text" value="Yes"/>	✕
2	<input type="text" value="Court 2"/>	<input type="text" value="Full"/> <input type="checkbox"/> HOT SHOTS RED	<input type="text" value="Synthetic Grass"/> <input type="checkbox"/> HOT SHOTS ORANGE	<input type="text" value="Outdoor"/>	<input type="text" value="Yes"/>	✕
3	<input type="text" value="Court 3"/>	<input type="text" value="Full"/> <input type="checkbox"/> HOT SHOTS RED	<input type="text" value="Synthetic Grass"/> <input type="checkbox"/> HOT SHOTS ORANGE	<input type="text" value="Outdoor"/>	<input type="text" value="Yes"/>	✕

**ADDITIONAL INFORMATION**

THIS FACILITY IS: NEITHER OWNED LEASED

DO YOU HAVE ANY PLANS TO REDEVELOP/REFURBISH THIS FACILITY? NO YES

DO YOU OFFER COURT HIRE AT THIS FACILITY? NO YES

**AMENITIES** + ADD AMENITY

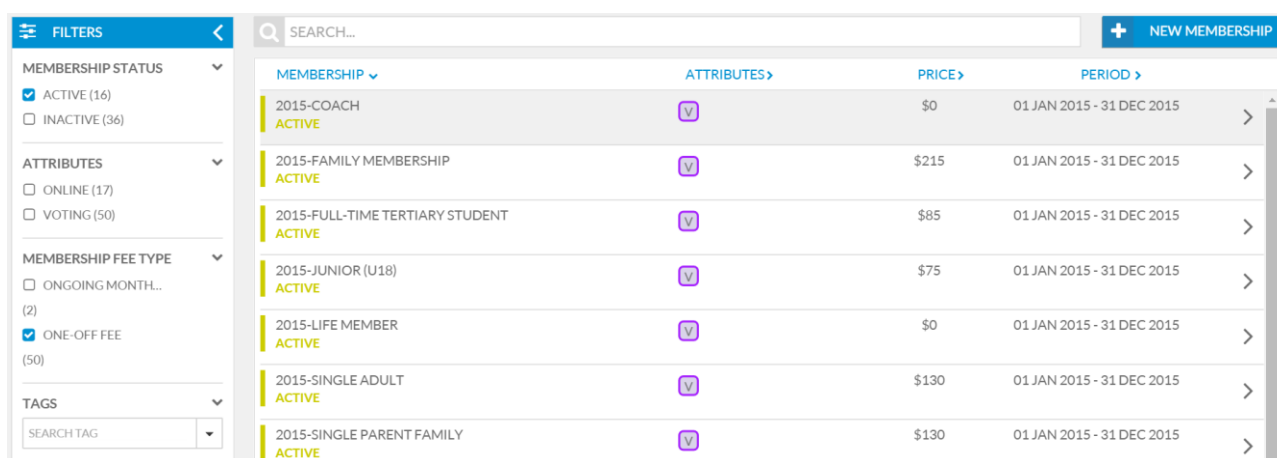
BBQ FACILITIES ✕ CAR PARK ✕ CHANGEROOMS ✕ CLUB HOUSE ✕ KITCHEN ✕ TOILETS ✕

## 4. Create Membership Packages

Before you can begin adding members to the system you must create membership packages which they can purchase and be assignment to. To view and edit your existing membership packages or create a new package select **Memberships**

### View/Edit Existing

You can use the filters on the left of your screen or the search bar at the top of the screen to find an already create membership package. For example by ticking active and one-off- fee all membership packages the meet that criteria will be displayed.



MEMBERSHIP	ATTRIBUTES	PRICE	PERIOD
2015-COACH ACTIVE	V	\$0	01 JAN 2015 - 31 DEC 2015
2015-FAMILY MEMBERSHIP ACTIVE	V	\$215	01 JAN 2015 - 31 DEC 2015
2015-FULL-TIME TERTIARY STUDENT ACTIVE	V	\$85	01 JAN 2015 - 31 DEC 2015
2015-JUNIOR (U18) ACTIVE	V	\$75	01 JAN 2015 - 31 DEC 2015
2015-LIFE MEMBER ACTIVE	V	\$0	01 JAN 2015 - 31 DEC 2015
2015-SINGLE ADULT ACTIVE	V	\$130	01 JAN 2015 - 31 DEC 2015
2015-SINGLE PARENT FAMILY ACTIVE	V	\$130	01 JAN 2015 - 31 DEC 2015

To view all the details of a membership package select it from the list. If you need to edit any of these details select **Edit** from the right corner and edit the appropriate details.

### Create New Membership Package

From the memberships page select New Membership in the right corner. From this page enter the appropriate details for the membership. For more information on each field see below:

<b>Membership Name</b>	Enter the name of the membership. It may also be useful to enter the year in the title e.g. 2015/16 Junior
<b>Description</b>	This description will be displayed on the public website. You can enter details such as who is eligible to purchase the membership and what benefits they receive.
<b>Tags</b>	You can use tags to group like memberships and members. Click here for more information on tags
<b>Availability Period</b>	Enter the dates in which the membership is available to purchase. For example you may allow the membership to be purchased a month before your membership year starts
<b>Purchase Online</b>	Select if the membership is available to purchase online. We recommend you set as many memberships as possible to Yes
<b>Voting Rights</b>	If someone purchases this membership at your club, select if they will have voting rights or not.

## Group Membership

If the membership is a family or couples membership select yes. It will then ask you how many additional members. For example if it is a 4 person family membership enter 3

## One-off Fee

## Fee Type

The member will be charged a one-time fee which will make them an active member until the end of the membership period. If you select this option you will be asked to enter the fee amount and the membership period. The membership period dates are the dates in which the member will be a current member. You also have the option to pro-rata payments when selecting this option. For more information on pro-rata see below.

## Ongoing monthly fee

The member's credit/debit card will be deducted the set amount on a monthly basis until such time they log into their account to cancel the membership. If you select this option you will be asked to enter the monthly fee amount. This amount will be deducted each month.

## Extras

Select which extras the member can purchase when buying this membership package. For more information on extras click here.

## Pro-Rata Payment

Pro Rata pricing allows you to change the price of a membership with a one off fee each month. For example if a membership cost \$130 at the start of a membership period but members are charged less towards the end of a membership period you can set this in your pro-rata pricing by selecting yes and entering the price for each month.

PRO-RATA PAYMENT? YES

MONTH	AMOUNT*	MONTH	AMOUNT*
1	130	7	64
2	119	8	53
3	108	9	42
4	97	10	31
5	86	11	20
6	75	12	10

## Copy existing Membership

If you have already created a membership package with similar details you can easily copy this information and then edit the appropriate details rather than entering everything again. To do this select **Copy Existing** then select the membership with the details you wish to copy from the drop down box.

**COPY MEMBERSHIP** ✕

PLEASE SELECT THE MEMBERSHIP YOU WOULD LIKE TO COPY

MEMBERSHIP NAME Select Membership ▼

Select Membership

2010-Family Membership

2010-Single Adult Membership

2010-Single Senior Membership

2010-Single Parent Family Membership

You will now be able to edit any details such as name, price etc. for the new membership.



## 5. Payment Settings

My Tennis caters for memberships to be paid by Credit Card, Cash, Cheque and/or Bank Deposit (EFT). Clubs can accept some or all of these payment types by setting preferences within the Payment Settings. For each payment type that is accepted, payment instructions need to be detailed to assist members when they make the purchase. These instructions will display to the member during the payment selection process. Taking payments online can take a lot of the hassles away for club administrators. To accept credit card payments, the Stripe payment gateway account is required to be activated.

### Locating/Editing Payment Settings

- Select **Settings** from bottom left corner then choose **Membership Processing** from across the top of the page
- **Edit** these settings by clicking in top right corner
- Toggle the different options to 'Yes' or 'No' to suit your club then **Save** any changes
- Please note instructions **must** be added to payment methods for them to be available as options. If no payment methods are entered in the instructions for cash for example, cash will not appear in the drop down box.



**PAYMENT SETTINGS**

ALLOW ONLINE MEMBERSHIP PURCHASES?  YES  NO

ARE MEMBERSHIP FEES INCLUSIVE OF GST?  YES  NO

**ACCEPT PAYMENT TYPES** [PREVIEW PAYMENT PAGE](#)

**CREDIT CARD PAYMENTS** [GO TO STRIPE](#)

ACCEPT CREDIT CARD PAYMENTS?  YES  NO

IS STRIPE (PAYMENT GATEWAY) ACTIVE?  YES  NO

PAYMENT INSTRUCTIONS:

**ACCEPT CASH PAYMENTS**

ACCEPT CASH PAYMENTS?  YES  NO

PAYMENT INSTRUCTIONS:

**ACCEPT CHEQUE PAYMENTS**

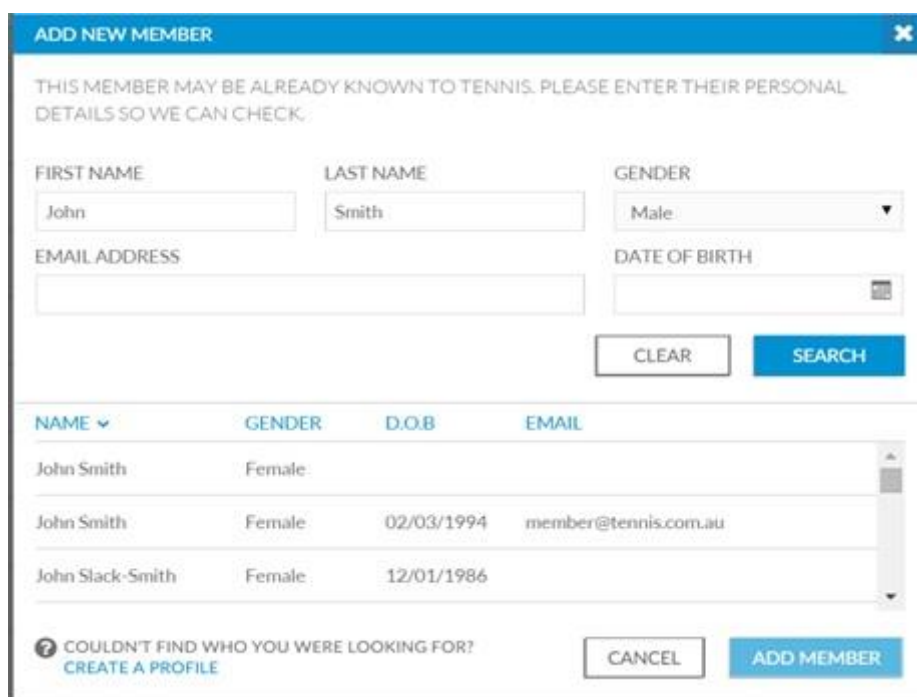
ACCEPT CHEQUE PAYMENTS?  YES  NO

**Please Note:** when allowing online payments you must complete the mandatory **Invoice Settings** located below Payment Settings.

**Please Note:** The **Allow Online Membership Payments** setting **must** be set at yes and a *Stripe* account created to enable club eligibility for the **TennisConnect \$5 reward** for correct validation of membership data.

## 6. Add a Member & Memberships

- Select **Members** from the left menu
- Select **Add Members**
- The system will now ask you to check if the person is already known to Tennis by entering in their personal details to search for them (at least three fields of information is required to complete the search)
- A list of potential matches will appear
  - If no matches appear select **Create a Profile**
  - If the player does appear select their record and then **Add Member**



ADD NEW MEMBER

THIS MEMBER MAY BE ALREADY KNOWN TO TENNIS. PLEASE ENTER THEIR PERSONAL DETAILS SO WE CAN CHECK.

FIRST NAME: John  
 LAST NAME: Smith  
 GENDER: Male  
 EMAIL ADDRESS:  
 DATE OF BIRTH:

CLEAR SEARCH

NAME	GENDER	D.O.B	EMAIL
John Smith	Female		
John Smith	Female	02/03/1994	member@tennis.com.au
John Slack-Smith	Female	12/01/1986	

COULDN'T FIND WHO YOU WERE LOOKING FOR?  
[CREATE A PROFILE](#)

CANCEL ADD MEMBER

- You will now be taken to the player's profile.
  - For new players you will need to enter their personal details and contact information.
  - For existing players you will need to confirm or update this information
- You can also add tags to a player in their profile to group like members. For example **Junior** and/or **Competition**. You can create as many different tags as required.
- Once you have completed the relevant information select **Save** at the top of the page
- You will now be taken back to the members page

Search for the player by name at the top of the page, they will appear as a potential member.

To **add a membership to a new member's** record, double click on the player to be taken to their profile



John Smith

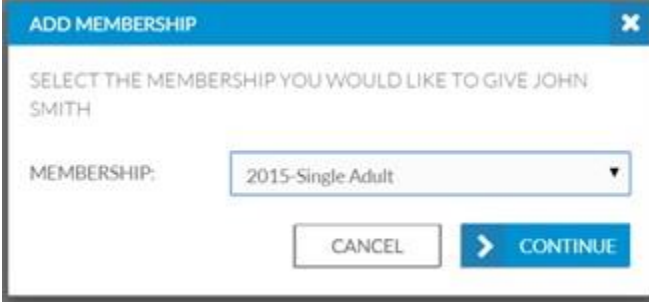
MEMBER DOB TENNIS ACCOUNT MEMBERSHIP

JOHN SMITH POTENTIAL 02/03/1994 NO

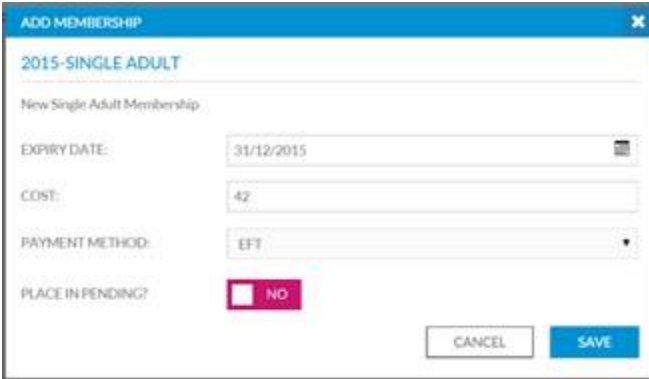
ADD MEMBERS

Select **Memberships** then **Add Membership**

From the drop down box select which membership the player has purchased



Enter the payment information for the membership including price paid (this will default to membership price) and payment method, then select **Save**



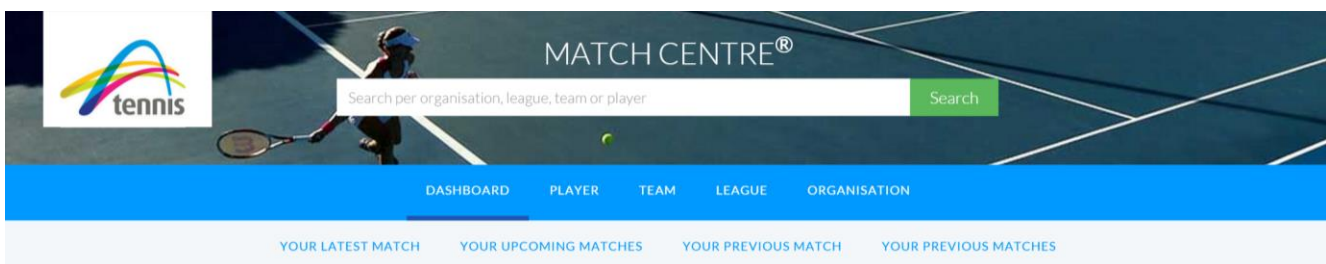
Enter a transaction reference and the date payment was received and click **Yes- Save**  
The member will now appear as current.

## 7. Link Player Profiles to Tennis Account

If you have already Joined Tennis but do not have any of your matches appearing in your dashboard when you log into Match Centre you will need to submit a request to link your accounts.

To do this go to [leagues.tennis.com.au](http://leagues.tennis.com.au) and login:

1. From the welcome page select **Dashboard**  
(You will be asked to Log In if not already)
2. From the Dashboard page select **Find My Matches**



### 🏠 YOUR PERSONAL DASHBOARD

The Match Centre Dashboard is your starting point for real time insight in your Tennis play and performance. Here you'll find your own upcoming and previous matches - based upon your personal Tennis data. Depending on your user rights, you can jump to any of your individual scorecards and enter the latest results, add players or change players.

We were unable to find your matches, which means there are a couple of possibilities. Firstly, you may not be allocated to your team, meaning, we don't know what matches you are involved in. If this is the case, your club will need to add you to the team. The second, and more likely scenario is that your Tennis account that you are currently logged in with is not connected to your **Player Profile**. In our previous system, we did not capture very good information, making it difficult to match up a number of profiles. This being said, we want to get you connected. Let us know a bit more about you, the club and team that you are playing for, and we will connect your profiles.

🔍 FIND MY MATCHES

While you wait for this connection to be made, simply use the search box at the top of the screen to find your Association, Club, League or Team that you play in to see your down season history and statistics. If you have any questions, [please contact us](#)

3. Complete the form with your details, including email and phone number and select **Search For Profile**
4. A list of profiles which match your search will appear. If you believe a profile is yours please select it and then select **Submit Your Profile**

**Please note:** You will receive email confirmation of your account being linked at which point you will be able to view your matches and enter match results

## 8. Affiliation to Tennis SA

Before a club, association, sporting complex or school can affiliate to Tennis SA using MyTennis, the club must ensure it has an active Administrator (see parts 1 & 2).

To affiliate your club to Tennis SA in My Tennis ([my.tennis.com.au](http://my.tennis.com.au)) select **Affiliation** then **Continue Affiliation**.

Confirm the Contact Details

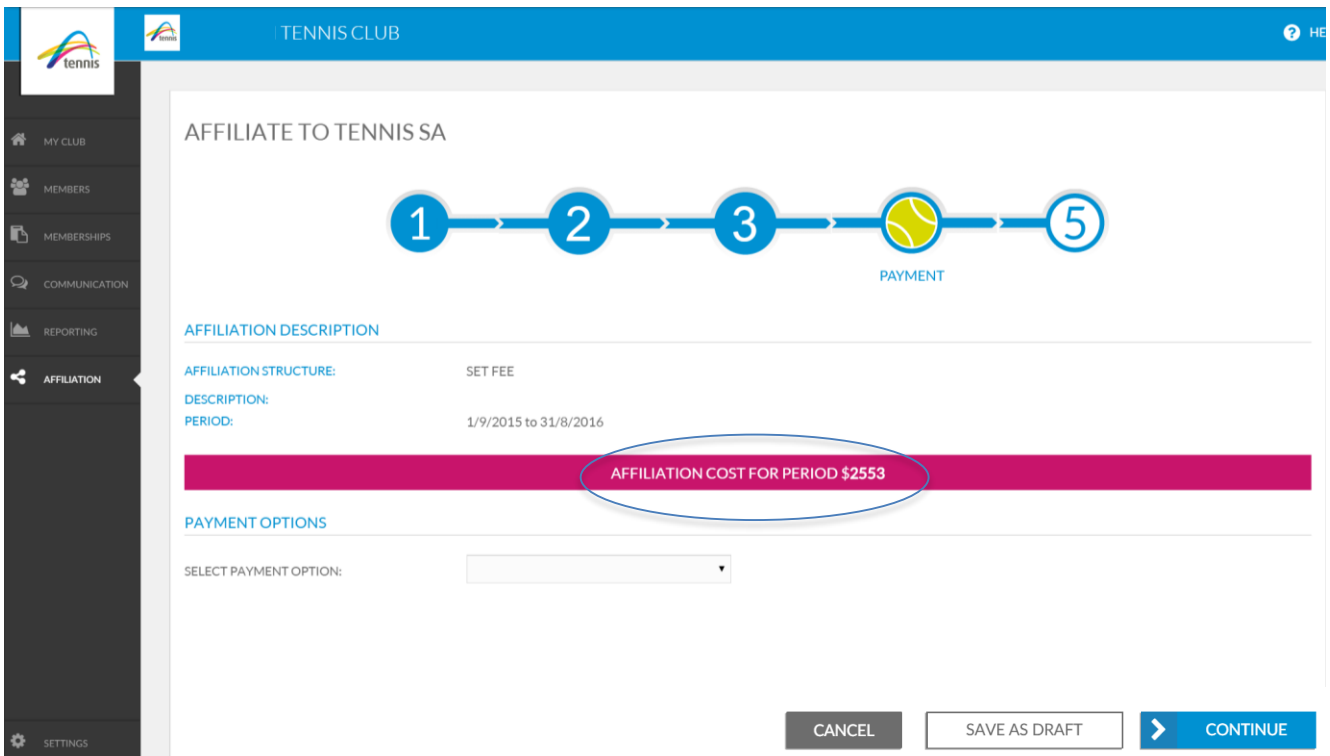
- Scroll down to see the Club Contact Information and Key Contacts
- Click the respective field/s in order to add or update those details
- Make the necessary changes and select **Continue**

Confirm Club Facilities

- Scroll down to see the Facility Details
- Click the respective field/s in order to add or update those details
- Make the necessary changes and select **Continue**

Payment

- Affiliation description is given. The cost is given in the pink highlighted area.
- Select the Payment Option and select **Continue**



**AFFILIATE TO TENNIS SA**

1 → 2 → 3 → **4 PAYMENT** → 5

**AFFILIATION DESCRIPTION**

AFFILIATION STRUCTURE: SET FEE  
 DESCRIPTION:  
 PERIOD: 1/9/2015 to 31/8/2016

**AFFILIATION COST FOR PERIOD \$2553**

**PAYMENT OPTIONS**

SELECT PAYMENT OPTION:

CANCEL SAVE AS DRAFT CONTINUE

Confirm Affiliation

- Once the **Confirm Affiliation** button is pressed, instructions will be issued on how to pay.

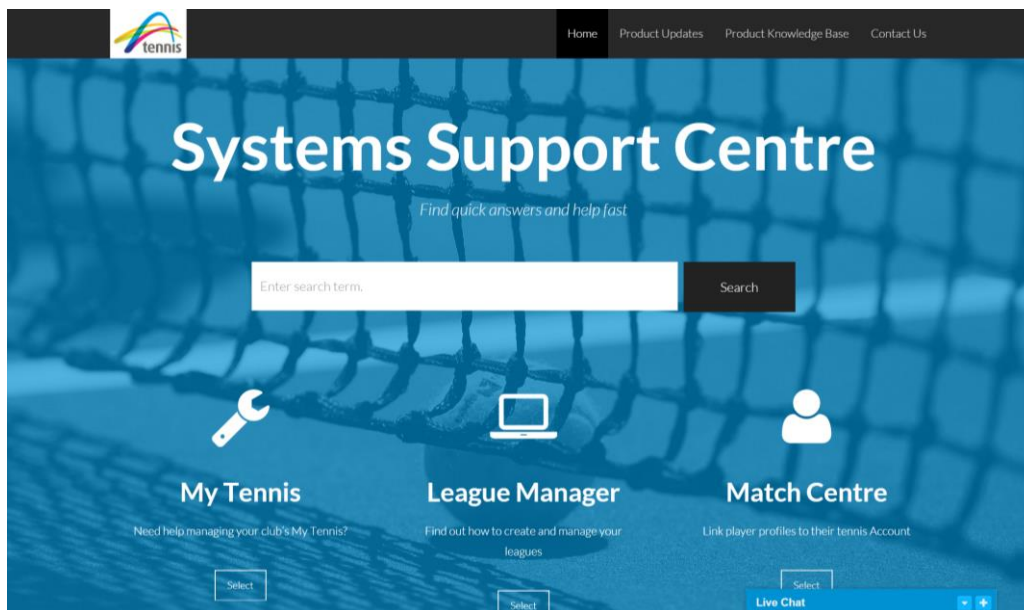
## 9. Need Further Help

### Website Resources

Systems Support Centre - <http://support.tennis.com.au/>

Features:

- How to, step by step, instructions for MyTennis, League Manager and Match Centre
- Update releases for each system
- Contact details for personal and extra support and assistance



### Phone

1800 PLAY TENNIS (1800 752 983)

### One-On-One Web Support

Book online (<https://tennisservices.acuityscheduling.com/schedule.php>) or call (1800 PLAY TENNIS) to make a booking for a 30 mins session.

### Email

[play@tennis.com.au](mailto:play@tennis.com.au)

### Live chat & phone support

Tennis Service Team Operating Hours

- Monday to Thursday – 7.30am – 7.30pm
- Friday – 7.30am – 5.30pm
- Saturday & Sunday – 8.30am – 4.30pm

\* All times are in SA Daylight Saving Time, as at 11 November 2015