



## TennisConnect Rewards Program

TennisConnect rewards clubs, coaches and schools that connect their players to tennis. We are offering local clubs, centres, coaches and schools a \$5 reward for every registered player who provides and verifies their personal details online.

Players verify their registration by confirming their 7 key details (below) and selecting your club as their tennis connection. For every unique player that completes this process your clubs will earn \$5 towards your TennisConnect reward.

- Name
- Date of birth
- Gender
- Postcode
- Email address
- Phone number
- Primary place of play

## TennisConnect and My Tennis

My Tennis is the easiest way to manage and build your TennisConnect reward. There are a number of features available through the '*TennisConnect*' management screen to assist you including:

- View current reward amount
- Activate reward and update bank details
- Send email requesting players verify their details
- Check which players have and haven't verified
- Quickly update player details

To access the TennisConnect management screen select '*TennisConnect*' from the My Tennis menu

The screenshot shows the TennisConnect management interface. On the left is a sidebar menu with options: Admin, Membership Settings, Member Processing, Communications, Reporting, ANZ Tennis Hot Shots, Potential Members, and TennisConnect (highlighted). The main content area is titled 'TennisConnect Tennis Club TennisConnect Reward Status'. It displays a summary of the reward status: 'You Have' 131 eligible players, 101 players with emails, 0 verified players, and a 'Total \$0.00'. Below this are several action buttons: 'Activate your rewards' (with a note to confirm bank details), 'Request players to verify' (to select players and send emails), 'Check player status' (to see which players have verified), 'Enter missing details' (to view and update missing details), 'Bulk update players details' (to use an Excel spreadsheet), 'Activate online registrations' (with a link to find out how), 'Find out more' (with a link to the rewards program), and 'Need Assistance?' (with an email address and phone number).

For more information on Tennis Connect and the rewards program select '*Find out more*' or go to [tennis.com.au/tennisconnect](https://tennis.com.au/tennisconnect)



## How do I get players to verify?

### Online Registrations

Activate online registrations via My Tennis and ask your players to register themselves. Direct registrations protect you from privacy law issues, and players who register online are automatically verified. For more information please see activate online registrations user guide.

### Offline Registrations

If managing offline registrations please ensure you collect each player's email address and permission to be register them in My Tennis. You can then use My Tennis to send your player an email requesting them to verify their details online. Your club will earn \$5 for every player who registers to your club and completes the verification process.

## Player Welcome Email

When a player registers online or is added to My Tennis by their club they will be sent a welcome email. The welcome email details their registration details and displays their key personal details fields. Player who have not registered online will also have the option to confirm their details and become verified (players who have registered online are automatically verified) and earn \$5 towards your clubs TennisConnect reward.

## Verification Email

If players have not yet verified their details you are able to generate an email requesting that they confirm or update their details. Only players who are eligible to be verified can be sent the email and to ensure the privacy of players is respected emails can only be sent three times over a two month period.

To send a request to players from TennisConnect screen select the '[Request players to verify](#)' box.

1. Use the check boxes on the right to select which players you would like to email or use the '[Select/Unselect all](#)' check box.
2. Once players have been selected click '[Send now](#)'
3. A confirmation message will appear
4. Select '[Send Now](#)' to proceed
5. A confirmation message will display at the top of the screen confirming the number of players who will receive the email (*Note: Players may have not received the email because the number of times they have already received it or the date they last received it*)
6. The player will receive the email below asking to confirm and/or update their details

## How do players complete the verify process

Once a player receives their welcome or verification email they can click '[Confirm/update](#)' within the email to be taken to the confirmation screen. The player can select their Tennis Connection and if they select your club then you will receive the \$5 reward for this player. If a player is registered to multiple organisations they can only select one Tennis Connection to receive the \$5 reward.

## Examples



## Welcome Email

# WELCOME

**My Tennis ID: 61702325776**  
**Temporary Password: 24892556**

Hi Jo,

Thanks you for signing up at TennisConnect Tennis Club. Players receive a number of benefits from TennisConnect Tennis Club and Tennis Victoria including:

- Priority ticket access to the Australian Open and Australian Open Series events
- Access to Tennis Victoria tournaments and competitions
- Personal Accident Insurance for tennis activities

Please ensure your details below are correct. By confirming or updating your details, you will be kept up-to-date on benefits and TennisConnect Tennis Club will receive \$5 from Tennis Australia.

**Your key details:**

**Name:** Jo Smith

**Gender:** Female

**Date of Birth:** 01-Jan-1900

**Postcode:** 3000

**Email:** ablock@tennis.com.au

**Phone:** 03 9999 0000

**CONFIRM/UPDATE**

**Your registration details:**

**State:** Tennis Victoria

**Organisation:** TennisConnect Tennis Club

**Expiry Date:** 30-Jun-2015

**Amount Paid:** \$96.19

**Please login to your account to access a full payment receipt**

We look forward to seeing you on court at TennisConnect Tennis Club

**CONTACT US**  
T: 1800 PLAY TENNIS (1800 752 983)  
E: mytennis.support@tennis.com.au

You are receiving this message as a tennis subscriber. This communication contains administrative content. Update Your Details | Privacy Policy | Privacy Statement

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Olympic Boulevard, Richmond VIC 3121

## Verification Email

# GET COURT UP

**My Tennis ID: 61702323811**

Hi Jack,

Thank you for your support of TennisConnect Tennis Club.

Please ensure your details below are correct. By confirming or updating your details, you will be kept up-to-date on benefits and TennisConnect Tennis Club will receive \$5 from Tennis Australia.

**Your key details:**

**Name:** Jack Hoover

**Gender:** Male

**Date of Birth:** Missing

**Postcode:** 2190

**Email:** .tennis@tennis.com.au

**Phone:** 02 6253 8607

**CONFIRM/UPDATE**

Thank you for your support,  
TennisConnect Tennis Club

**CONTACT US**  
T: 1800 PLAY TENNIS (1800 752 983)  
E: mytennis.support@tennis.com.au

You are receiving this message as a tennis subscriber. This communication contains administrative content. Update Your Details | Privacy Policy | Privacy Statement

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## Confirm your details

**Four place of play**

Your tennis connection: TennisConnect Tennis Club

Where do you play tennis?: TennisConnect Tennis Club

Enter the name of your tennis venue where you play the most

**Your details**

**First Name:** Jack

**Surname:** Hoover

**Gender:** ☒ Male ☐ Female

**Date of Birth:** 01-Jan-1900

**Email Address:** ablock@tennis.com.au

**Post code:** 3000

**Phone:** 03 9999 0000

I consent to the collection, storage, use and disclosure of my personal information in accordance with the tennis privacy statement and the tennis privacy policy, which contains information about how I may access and seek correction of my personal information, how I can complain about a breach of my privacy, and how the complaint will be dealt with.

**Your current communication preferences**

☐ I wish to receive further offers from Tennis Australia and other Australian Tennis Organisations regarding other products and services.

☐ I wish to receive other offers from third parties who have a relationship with Tennis Australia or other Australian Tennis Organisations about their products and services.

**Confirm**

The check player status screen allows you to view the verification status of your players.

Player status:

Status	Description
Eligible	The player has had a current membership during reward program period. That is, the player held a current membership during 1 <sup>st</sup> July 2014 to 30 <sup>th</sup> June 2015.



To view players verification status from the TennisConnect management screen select '[Check Player Status](#)'

1. Select which group of players you would like to view:
  - All – Displays all players who had who have held current membership between 1 July 2014 and 7 April 2014.
  - Exclude verified players - Displays all players excluding those who have verified
  - Only Show verified players – Displays all players who have verified
  - Only Show players that require action – Displays players who require action before they can be verified and you receive \$5 towards your TennisConnect reward
2. If required you can update a players profile by selecting '[Profile](#)' (Once you have updated the profile you will return to the check member status screen where the updated player information will appear)
3. The member status table can be exported to excel by selecting '[Extract](#)'
  - In addition to the key member details displayed on the table, the extract report lists player address and communication preferences

## Enter Missing Details

The missing details functionality allows you to quickly enter key member details that are required for them to become eligible to verify by importing a spread sheet.

To access the missing details screen select *'Enter Missing Details'* box from the TennisConnect management screen

1. To view a particular member you can search for a member by My Tennis ID, First Name and/or Last Name or you can work through your complete list of current members missing details
2. You can also use the *'Only display members with missing details'* check box to switch between viewing all current members or only members with missing details
3. All fields that are highlighted in yellow indicate missing details, to add details simply type them in to the appropriate box
4. Select *'Save All Changes'*. You can update as many members' details on the page as required.
5. Any details you enter which are not in a valid format will display in red and not be saved

Search Member

My Tennis ID :

First Name :

Last Name :

Find Member

☒ Search for values that contains  
☐ Search for values that starts with

☒ Only display members with missing details

My Tennis ID	First Name	Last Name	Gender	Birth Date	Email	Home	Business	Mobile	State	PostCode	View
8170003035	Kris	Petropoulos	Male	05-Jun-1984	tennis1@tennis.com.au	03-9555-0000			VIC	3042	View
81701002957	Jennifer	Birba	Female	31-Aug-1960	tennis2@tennis.com.au	03-9555-0000			VIC	3042	View
81702143511	Margaret	Dalkey	Female		tennis@tennis.com.au	03-9555-0000			VIC	3042	View
81702143538	Patrick	Fitzgerald	Male	12-Feb-1989	tennis3@tennis.com.au	03-9708 01			VIC	3042	View
81702321814	Graeme	Wright	Male		tennis4@tennis.com.au	03-9555-0000		03-9555-0000	VIC	3042	View

Refresh

Save All Changes

*Note: The missing details screen only allows you to add missing details. If you need to update or change existing details, click on the 'view' link to access the members profile and update as required.*

## Bulk Member Update

The bulk member update allows you to quickly update key member details that are required for them to become eligible to verify.

To access the missing details screen select *'Bulk update players details'* box

1. Download a list of members with their current details by selecting the appropriate membership year and select *'Export'*
2. In the excel spread sheet update any of the member details (for detailed instruction on each field please see the download file on the screen)
3. *Save your updated spread sheet*
4. Select *'Choose File'*
5. Once you have selected the appropriate file select *'Upload Excel File'*
6. A message will now appear to confirm all rows with valid data and warn you of any errors in your file
7. Select *'Proceed'* to update all valid details in your spread sheet. All rows with errors will be ignored and not updated
8. You can export a list of errors by selecting *'Export Errors'* so you can easily update your existing spread sheet
9. Correct all errors on your spreadsheet and follow the same process to re-upload

### File Validated

Your file has been validated, with the following results:

Valid Rows = 316

Error Rows = 4

Hit Proceed to process the valid rows, all error rows will be ignored

[Proceed](#)

[Export errors](#)

[Return to Upload Screen](#)

Excel Row	Column	Errors Found
2	Email	Email is not in a valid format
3	Email	Email is not in a valid format
4	Email	Email is not in a valid format
5	Email	Email is not in a valid format