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**My Tennis FAQs**

**For any queries or more information included in this document contact the Tennis Services team on:**

**T: 1800 PLAYTENNIS (1800 752 983)**

**E: play@tennis.com.au**

**W: support.tennis.com.au**

***Logging in to Tennis:***

***How do I log into My Tennis?***

Club administrators will use their new online tennis account to access My Tennis. You will require an email to create/activate your account. You can login to My Tennis via <http://my.tennis.com.au>.

If you require access to the My Tennis administration portal please speak to your main My Tennis administrator at your club or contact us on 1800 PLAY TENNIS (1800 752 983) or [play@tennis.com.au](mailto:play@tennis.com.au)

***Can the same email register more than one person?***

Everyone with an account must have their own unique email address to login, including players and administrators. However children under 15 years will be able to use their parents email address and login with a username instead of an email.

***How do I login without an email address?***

To login to your Tennis Account you will require an email address. If you do not have an email address or need to add an email address to your account please contact us on 1800 PLAY TENNIS (1800 752 983) or [play@tennis.com.au](mailto:play@tennis.com.au) we will be able to assist you in creating an email.

***When adding a member to My Tennis what details must I enter?***

To manually add a new member into My Tennis the following minimal information is required:

* Name
* Gender
* Date of Birth
* Email (that has not yet been be activated by an existing player)
* At least one contact phone
* Postcode

***Why is email now mandatory for members?***

The email is now key to how players access tennis online, therefore it is important to collect the email when players register to your tennis club. The player will receive notification of their membership and they can then easily activate their online account. Once an email has been activated online, that same email cannot be allocated to a new member.

It is important to now collect email on your paper-based membership forms, so that you can enter the correct email address when adding members to My Tennis.

We appreciate there can be challenges with collecting email address, please contact us on 1800 PLAY TENNIS (1800 752 983) or [play@tennis.com.au](mailto:play@tennis.com.au) and we will be able to assist you in creating an email

***If a player registers online, how long does it take to appear in My Tennis?***

If a member registers online a club will be able to see this person in their membership list instantly. The club can set whether to automatically approve memberships paid online via credit card or whether to set them as pending, awaiting for club approval.

If a club adds a membership to a player, the player will be able to see this information in their Tennis Account instantly.

***Managing your Memberships in My Tennis:***

***Do memberships automatically rollover from year to year?***

If you have setup your memberships to be a one-off payment you will need to create a new membership at the start of a new membership period. However you can do this quickly using our copy memberships feature. You also have the option to create on-going memberships which have no expiry and members credit/debit cards are deducted each month until the membership is cancelled.

***If someone joins our club online can we reject their membership application?***

From the administration portal you have the ability to approve/reject any memberships which are received online. This allows you to control who is becoming a member at your club. If the club wishes all credit card transactions can be automatically approved.

***Can you setup early bird membership?***

Early bird packages are easily created with our membership package and pro-rata options.

***Can we use My Tennis to sell and manage extras such as key fees and merchandise?***

Yes. My Tennis is an easy and efficient way to allow members to purchase extra items with their membership, for example, ball fees, gate keys or merchandise. Clubs then have the ability to track and fulfil any extra items purchase.

***Activating the new online payment gateway?***

***Does the payment go straight to clubs bank account?***

Any credit/debit card payments received through the payment gateway will appear in the clubs bank account 7 days later.

***Who is charged the 3% fee, the club or the player?***

The 3% is absorbed by the club and automatically deducted from any payments made online with a credit card. For example, if you charge $100 for the membership package, the club would receive $97 into the nominated club account.

Clubs may choose to pass this fee onto players by increasing the cost of the membership package. To calculate how much you need to increase, simply divide the cost of membership package by 0.97. For example, for a $100 membership, you would need to charge $103.10 in order to receive $100 in your nominated club account.

***Can we accept EFT, cash and cheque payments as well as credit card payments?***

Clubs can select which payment methods they accept from the above in their payment settings.

***How do we activate our online payment gateway?***

Activating your account is a simple 2-minute process via the Settings menu in My Tennis. You will be required to enter key club information including ABN & club bank details.

***How do we manage discounts, pro rata payments and invoices?***

For more information on these features please visit our support site.

***Additional Information***

***Why is the communication and reporting tool’s not available in My Tennis?***

The My Tennis system underwent a major upgrade on the 1st October and regular releases will continue to occur, including a new communication tool and new reporting tool. We will release these to club users in the coming weeks and will provide more details closer to this time.

***How do I get to support?***

Contact the Tennis Services team:

T: 1800 PLAYTENNIS

E: play@tennis.com.au

W: support.tennis.com.au

Live chat

Hours (AEST):

8am-8pm Monday – Thursday

8am-6pm Friday

9am-5pm Saturday & Sunday

***How do I book in an online or face to face training session?***

Please call your Participation Leader to arrange a time for face to face training or [click here](https://tennisservices.acuityscheduling.com/schedule.php) to book an online training session with our Tennis Services team.