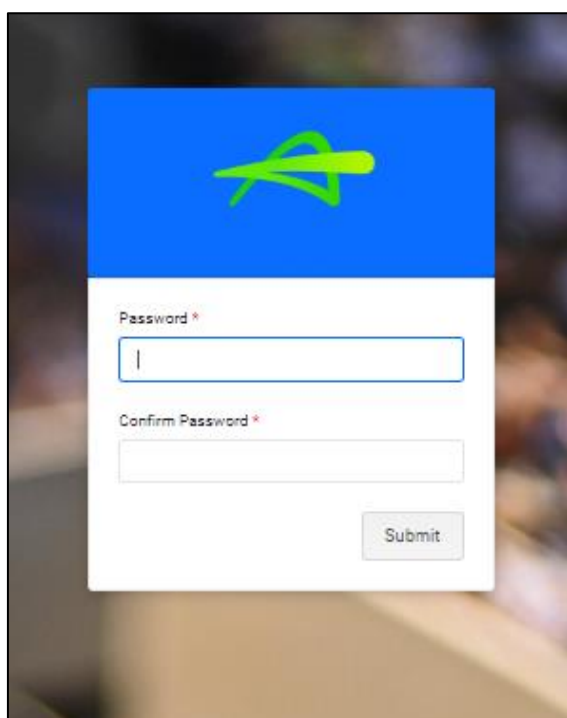# Accreditation Application Guide
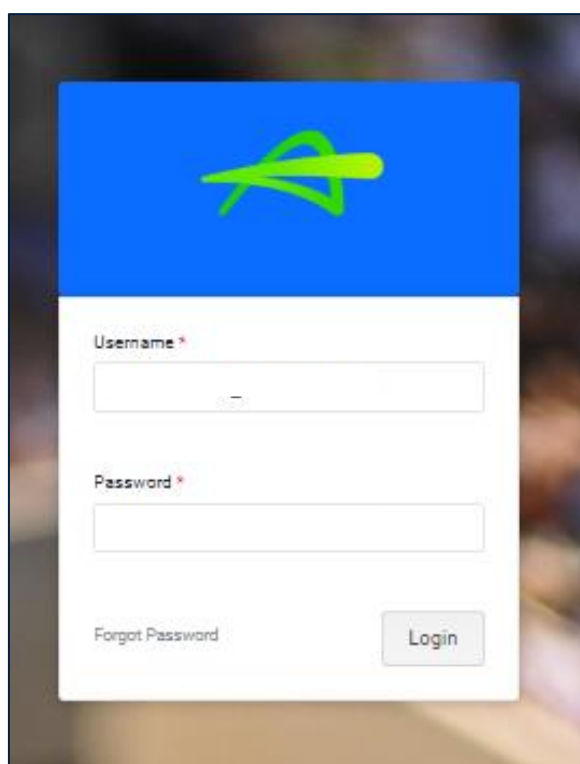
2024 AUSTRALIAN OPEN AND SUMMER OF TENNIS

Application Process

1. Click the link in your email from the accreditation team, you will be asked to create a password:

2. Once the password is set, you can log in using your email address and newly created password:

3. Once logged in, you will land on the welcome page. The options at the top of this page (highlighted below) outline multiple ways to upload your team members – these options will be described in more detail below.

Welcome to the Australian Open 2024 Accreditation Portal

Using this portal, you can register you or your staff for accreditation for one or several events. Once registered, you can register for additional events at a click of a button.

To begin your registrations please choose one of the methods provided below:

- **Option 1:** Click **'Register'** next to the desired role to manually register yourself or staff members individually.
- **Option 2:** Click **'Invite'** next to the desired role to complete a short form and send an invitation email to a staff member so that they can complete their own accreditation application.
- **Option 3:** Click **'Bulk Invite Contacts'** to populate an Excel file and upload it to send invitation emails to a large number of staff at once so they can complete their own accreditation application.
- **Option 4:** Click **'Import Contacts'** to populate an Excel file with staff data and zip with photos and ID documents (if required) to upload in bulk directly to the system – further instructions are available once you select this option.
- **Option 5:** Click **'Register From Previous'** next to the desired role to select staff who have been registered from a previous event to be registered for a new event.

You can monitor the progress of each application by clicking **'Go to My Team'**.

- All completed registrations will show with a Pending status
- Registrations with an 'Invited' status are yet to complete their application and can be issued a reminder by clicking **'Remind'**
- The **'Cancel'** button will cancel their application.

Tennis Victoria : Tennis Australia - Registration Portal

Available Events

Event Name	Event Group	Event Date	Status Allocation	
Australian Open 2024	Australian Open	04/01/2024	Open	Selected

Option 4 → **Import Contacts**
Import Contacts with all documents and Data via an import templates.
Go To Import

Option 3 → **Bulk Invite Contacts**
Import a spreadsheet to invite Contacts to complete the form.
Go To Bulk Invite

View & Manage Team
Area for View, Manage and Export your current Team.
Go To My Team

Affiliated Organisations
Area for view and management of Affiliated Organisations.
Go To Affiliated

Option 5 → **Register From Previous Bulk**
Register From Previous Bulk Description
Go To Bulk Register

Registration Summary Australian Open 2024

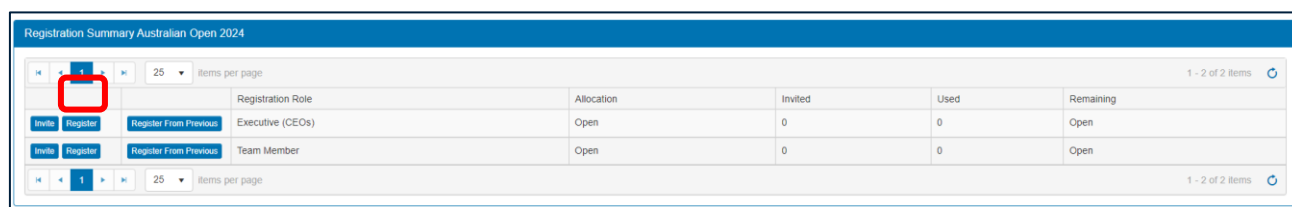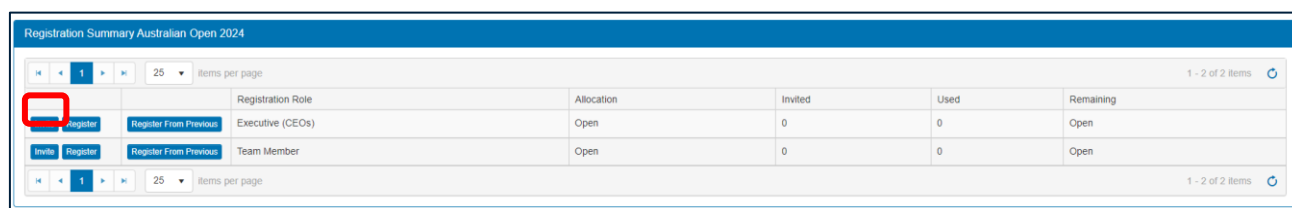|		Registration Role	Allocation	Invited	Used	Remaining
Invite Register	Register From Previous	Executive (CEOs)	Open	0	0	Open
Invite Register	Register From Previous	Team Member	Open	0	0	Open
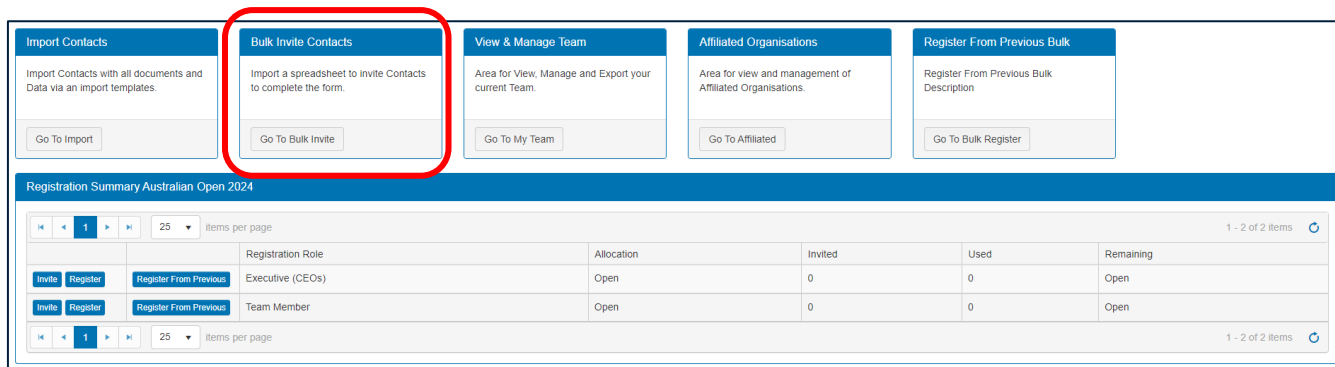
Option 2

Option 1

4. Outline of options

Option 1: Register - Selecting register will allow you to complete all the individual's details and submit their application.
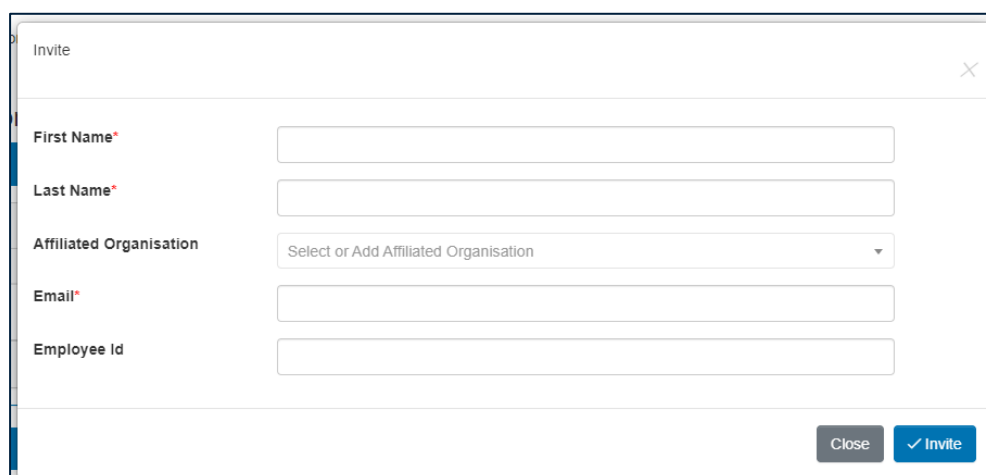

Option 2: Invite - Individual invites – invite team members to complete their own registration, upload their own photo etc.

Complete; First Name, Last Name, and email address, then select 'invite' to automatically send an email to the applicant to complete the registration form.

Option 3 - Bulk Invite Contacts – invite multiple team members to complete their applications

a. Download the template and input the name, organisation, and email address of each team member.
b. Add the correct role for each person. Your organisation may have multiple roles available, please select the most appropriate per person.
c. Save the spreadsheet and then drag it or upload it into the system and select 'Import.'

Complete spreadsheet details:
- First Name
- Last Name
- Affiliated Organisation (select from dropdown)
- Email
- Role (select from dropdown)

Option 4 – Import Contacts – you can upload all information for all staff members, via an excel spreadsheet. This includes photos, background check, personal details etc. of all applicants.

a. Download the Template

b. Complete all the data columns for the applicants you wish to upload. All columns except those with 'OPTIONAL' in the description are compulsory. Please note the following have drop down lists, please ensure your data matches the drop-down list options:

- Subcategory –these are pre-defined based on your organisation's role at the event, please select from the drop down list
- Country of Citizenship – nationality
- Mobile Code
- Terms & Conditions – yes or no answer
- Country of Residence, Australian State and Postcode
- Pronouns & Gender

c. Upload headshots and/or background checks (if required) by copying the file name, including extension, and pasting on the relevant person's line in the spreadsheet.

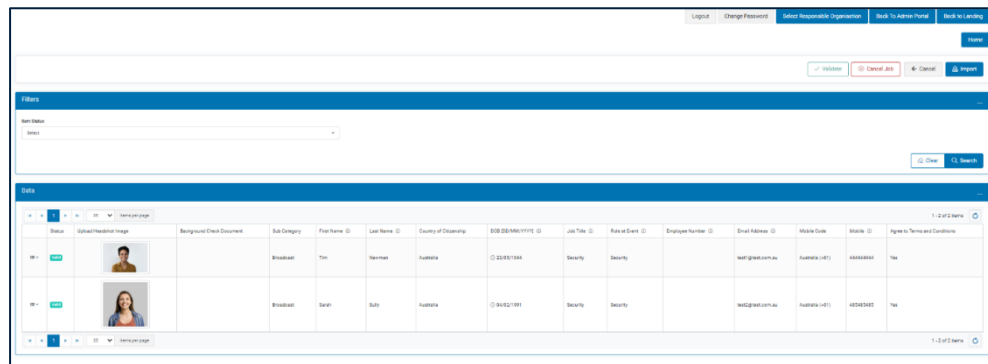| Sub Category	First Name	Last Name	Terms and Conditions	Upload Headshot Image	Background Check Document	Country of Residence
(Select each applicant's ROLE from the drop-down box)	(Enter each applicant's FIRST NAME)	(Enter each applicant's LAST NAME)	ect YES or NO to confirm ant's agreement to the as and Conditions)	(Enter the full and exact filename for the HEADSHOT PHOTO of each applicant. eg: J_Smith.JPG or M_Citizen.JPEG Must include the file extension.File Max Size (MegaBytes) 4MB)	(File Max Size (MegaBytes) 4MB)	(No description)
General Security	John	Smith		SMITH_John.jpg	SMITH_JohnBC.pdf	Australia

d. Once the spreadsheet has all the compulsory information included, select all items, including the spreadsheet, photos, and background check files (if needed) and combine them into a zip file. Please note: do not add them to a folder first.
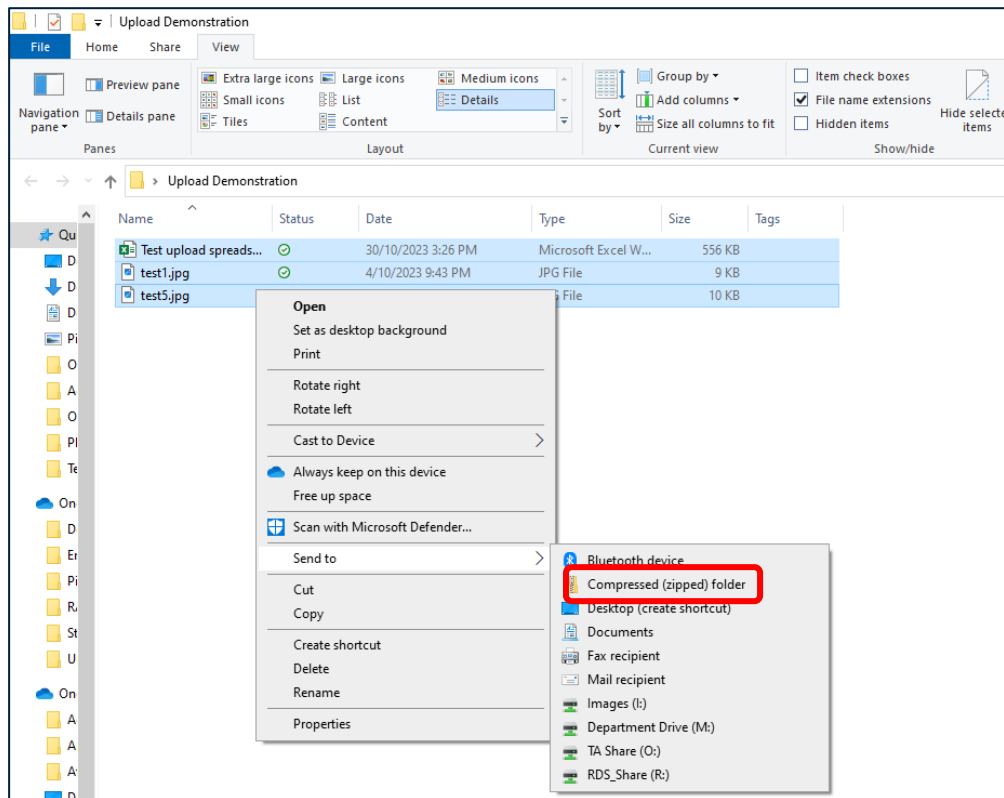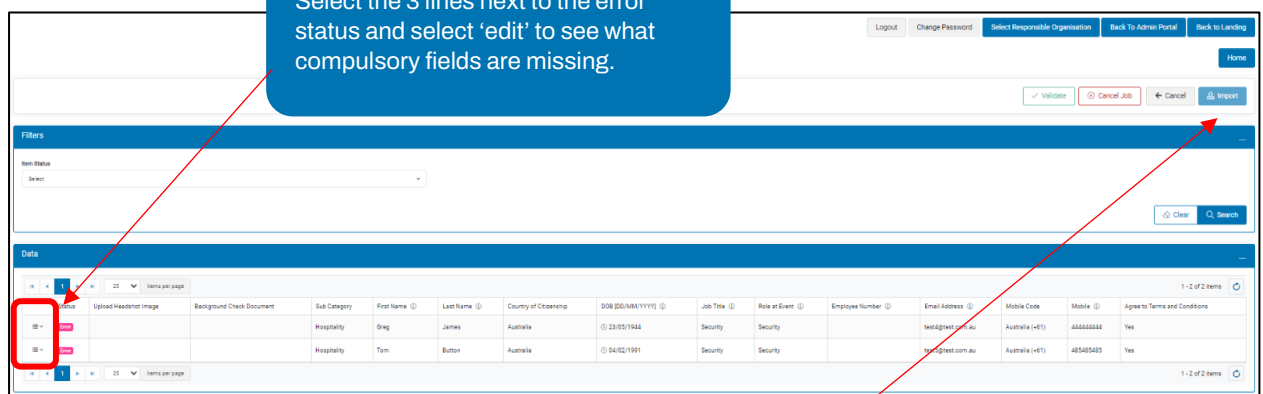

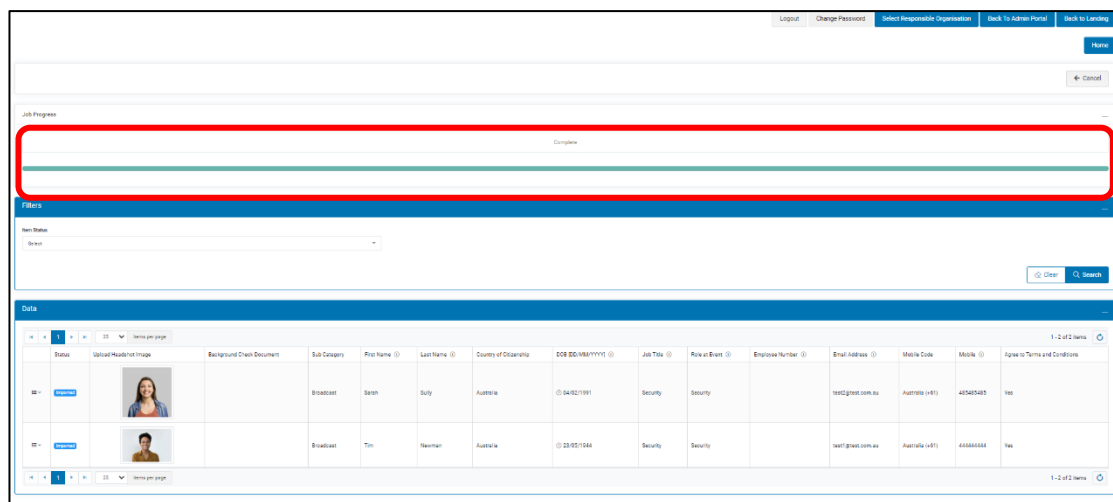e. Drop the new zip file into the upload box and select 'Import'
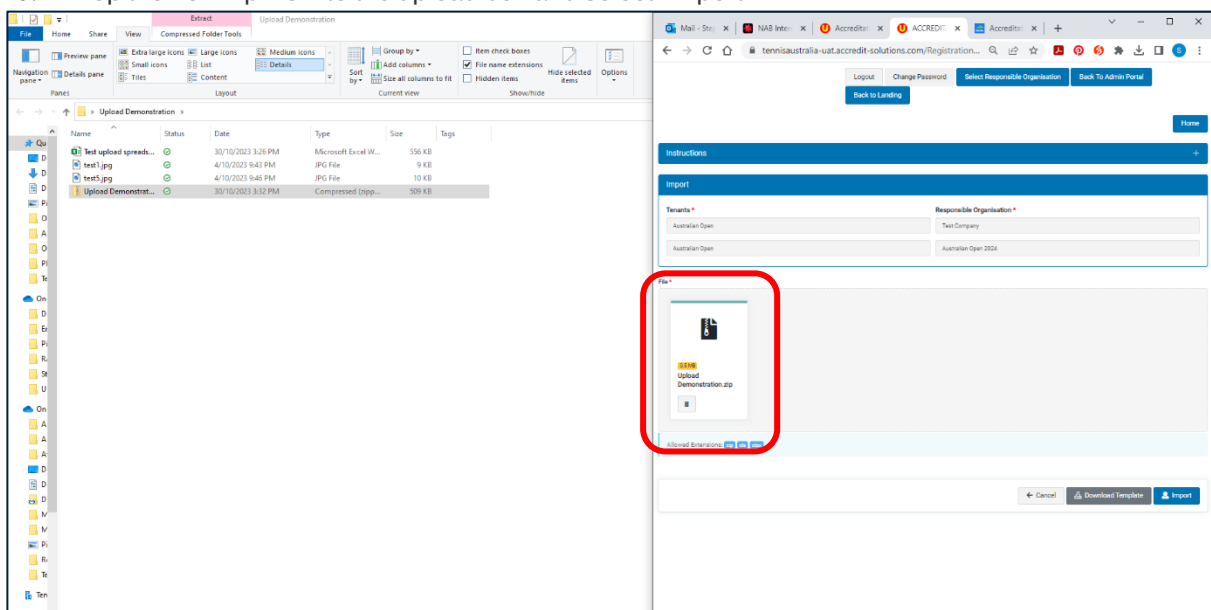
f. Once imported the system will check whether the data you have entered is valid. The system will flag if compulsory data is missing. Valid uploads will show with a green 'valid' status. Invalid lines will show a pink 'error' status.

Select the 3 lines next to the error status and select 'edit' to see what compulsory fields are missing.

g. Once you are happy with the information listed, select the 'Import' button to complete the upload. You will see a green 'complete' bar, these applicants have now been submitted.

Managing your Team

Once you have completed your application you can monitor the status of all applicants via the 'View & Manage Team' tab.

The status of individual team members can be checked here. This may include:

- Invited – if a member is listed as invited, they have not yet completed their application process. You can select the remind button to send them a second email with information to complete their application.
- Pending
- More Info Requested
- Cancelled

There are multiple search filters to help navigate searches for larger teams. For example, you can filter by status to show all passes that are 'invited' and could send a bulk reminder email accordingly.

You can also use the export button (highlighted below) to download a detailed report of the team, including pass status, photo, roles etc.
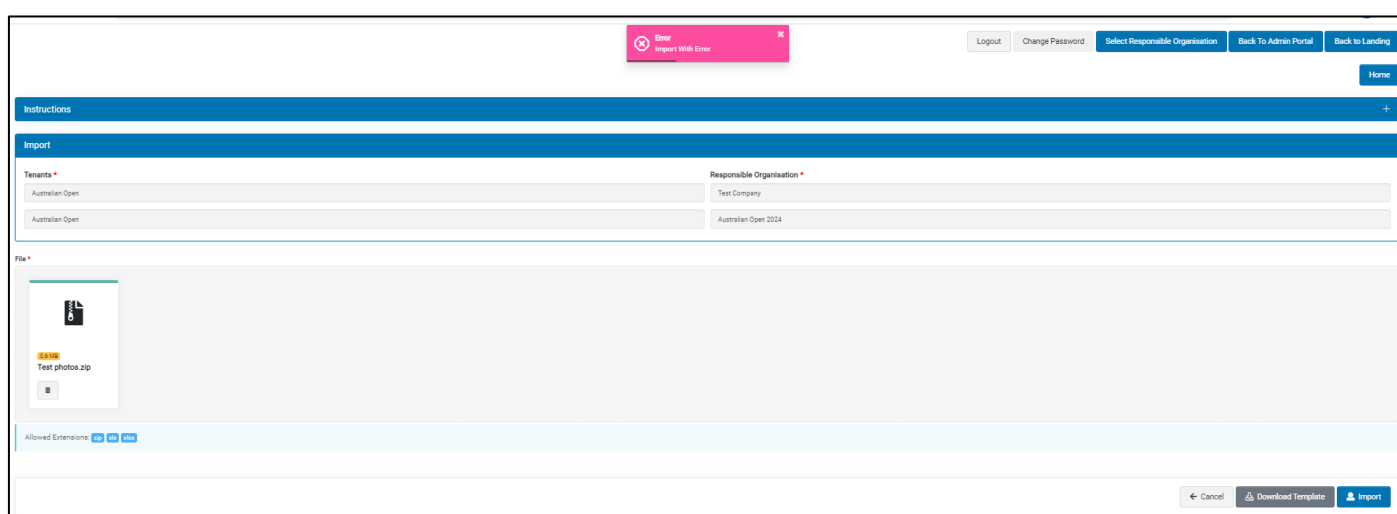
Troubleshooting

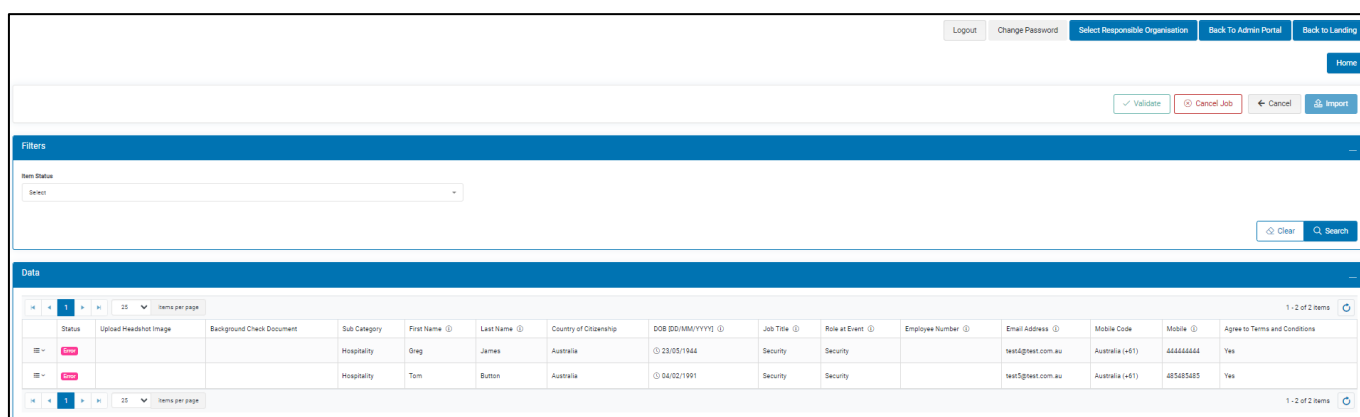Below are some common troubleshooting scenarios you may experience:

Cannot upload spreadsheet
- Most likely an error within the zip file
- Make sure there are no subfolders in your zip file; each item should be chosen separately to create a zip file for uploading.

Error on individual line items within bulk import
- Missing compulsory data
- Incorrect file type in upload of photo or background check