

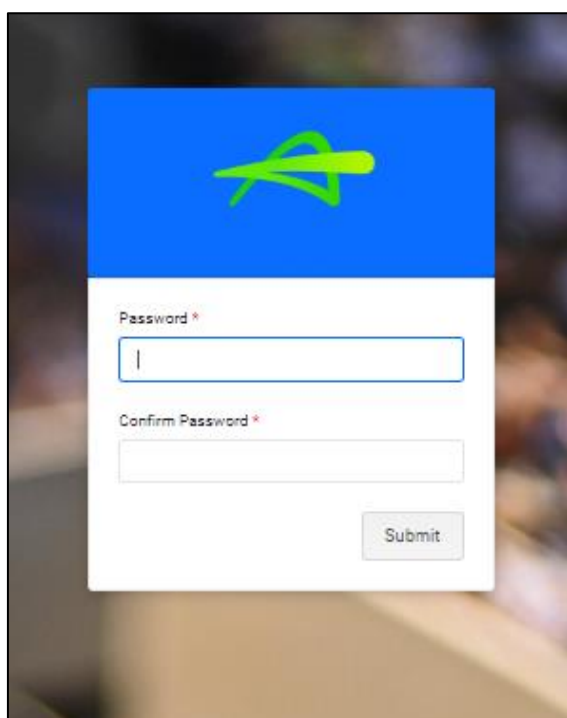


Accreditation Application Guide

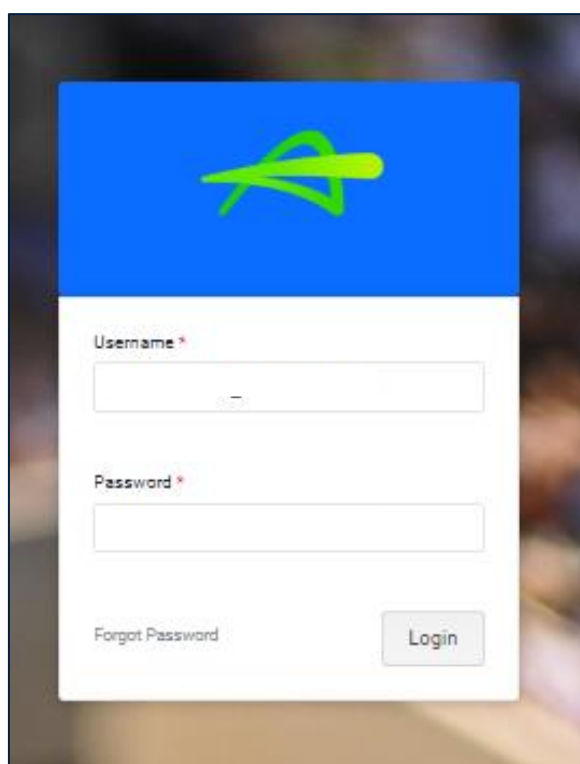
**2024 AUSTRALIAN OPEN AND SUMMER OF
TENNIS**

Application Process

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

A screenshot of a web form for creating a password. The form has a blue header with a green tennis racket logo. Below the header, there are two input fields: 'Password *' and 'Confirm Password *'. A 'Submit' button is located at the bottom right of the form.

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

A screenshot of a web form for logging in. The form has a blue header with a green tennis racket logo. Below the header, there are two input fields: 'Username *' and 'Password *'. At the bottom left, there is a link for 'Forgot Password', and at the bottom right, there is a 'Login' button.

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 |

Option 4

Option 3

Option 5

Import Contacts

Import Contacts with all documents and Data via an import templates.

Go To Import

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

Register From Previous Bulk

Register From Previous Bulk Description

Go To Bulk Register

Registration Summary Australian Open 2024

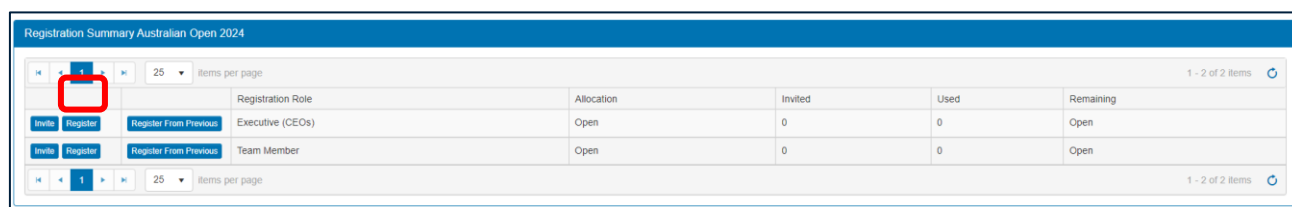
| | Registration Role | Allocation | Invited | Used | Remaining |
|--|-------------------|------------|---------|------|-----------|
| <div style="display: flex; justify-content: space-between;"> <div> Invite Register </div> <div> Register From Previous </div> </div> | Executive (CEOs) | Open | 0 | 0 | Open |
| <div style="display: flex; justify-content: space-between;"> <div> Invite Register </div> <div> Register From Previous </div> </div> | Team Member | Open | 0 | 0 | Open |

Option 2

Option 1

4. Outline of options

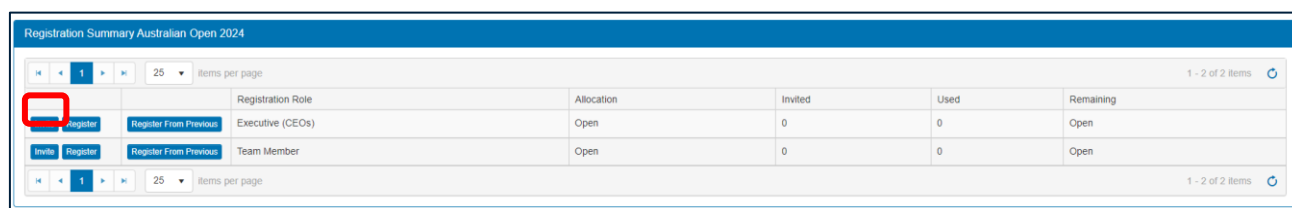
Option 1: Register - Selecting register will allow you to complete all the individual's details and submit their application.



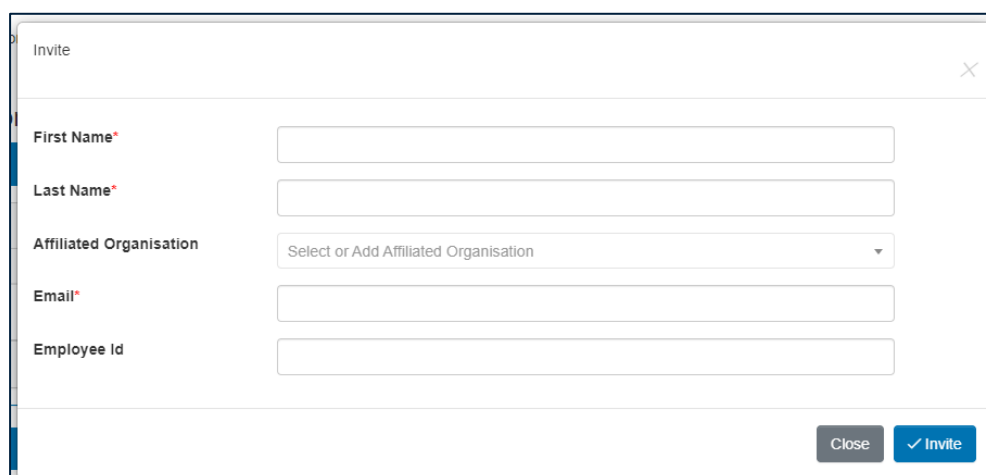
| Registration Role | Allocation | Invited | Used | Remaining |
|-------------------|------------|---------|------|-----------|
| Executive (CEOs) | Open | 0 | 0 | Open |
| Team Member | Open | 0 | 0 | Open |

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.



| Registration Role | Allocation | Invited | Used | Remaining |
|-------------------|------------|---------|------|-----------|
| Executive (CEOs) | Open | 0 | 0 | Open |
| Team Member | Open | 0 | 0 | Open |



Invite

First Name*

Last Name*

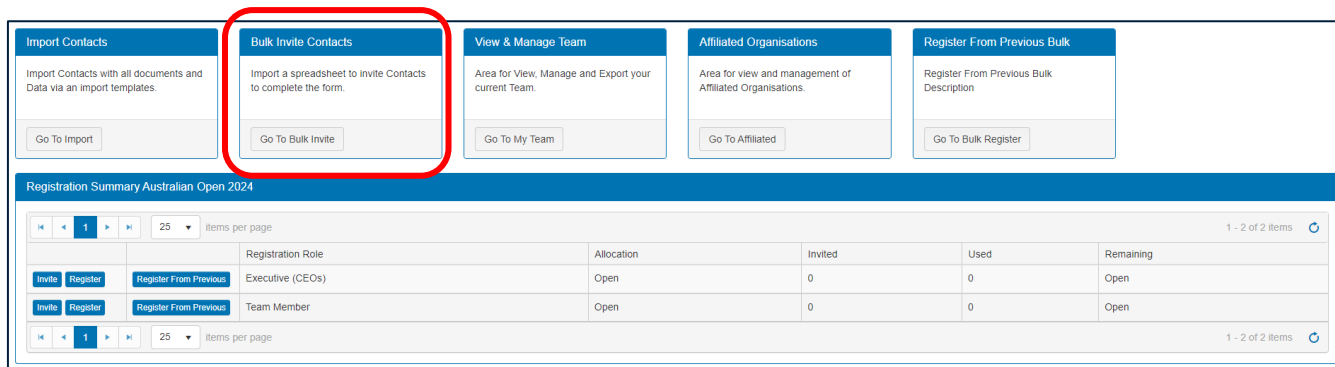
Affiliated Organisation
Select or Add Affiliated Organisation

Email*

Employee Id

Close Invite

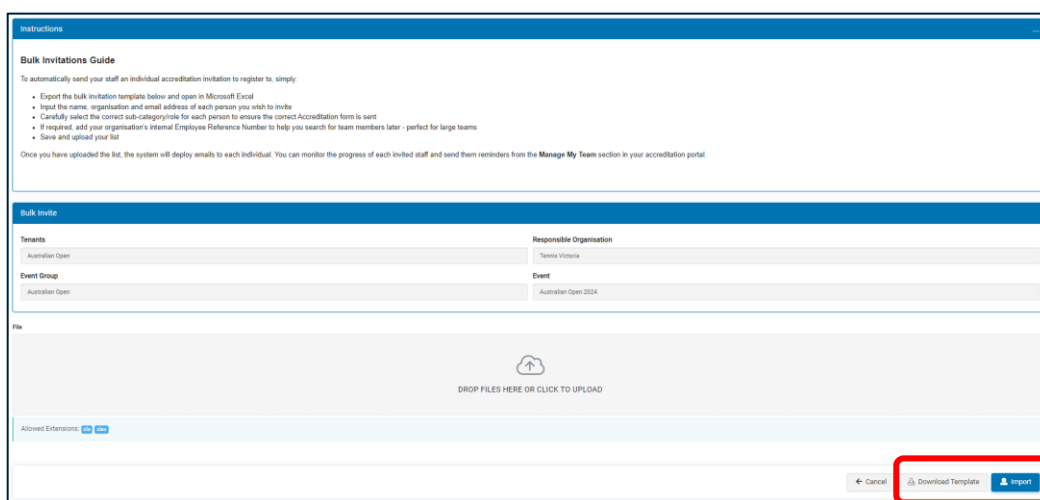
Option 3 - Bulk Invite Contacts – invite multiple team members to complete their applications



The screenshot shows the main navigation menu of the Tennis accreditation portal. The 'Bulk Invite Contacts' option is highlighted with a red box. Below the menu is a 'Registration Summary Australian Open 2024' section with a table showing the status of registrations.

| | 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 |

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



The screenshot shows the 'Bulk Invitations Guide' and the 'Bulk Invite' form. The 'Bulk Invite' form has fields for 'Tenants', 'Event Group', 'Responsible Organisation', and 'Event'. Below these fields is a file upload area with a 'Download Template' button and an 'Import' button, both of which are highlighted with a red box.

Complete spreadsheet details:

- First Name
- Last Name
- Affiliated Organisation (select from dropdown)
- Email
- Role (select from dropdown)

| | A | B | C | D | E | F |
|----|------------------|------------------|-------------------------|------------------|-----------------------|------------------|
| | First Name | Last Name | Affiliated Organisation | Employee Number | Email | Role |
| 1 | | | | | | |
| 2 | Mandatory | Mandatory | Mandatory | Not Mandatory | Mandatory | Mandatory |
| 3 | Example John | Example Doe | Example Acme Inc | Example 12353 83 | Example john@acme.com | Example Chef |
| 4 | Please Add Below | Please Add Below | Please Add Below | Please Add Below | Please Add Below | Please Add Below |
| 5 | | | | | | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | | | | | | |

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.

Import Contacts
 Import Contacts with all documents and Data via an import templates.
[Go To Import](#)

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](#)

Register From Previous Bulk
 Register From Previous Bulk Description
[Go To Bulk Register](#)

| | 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 |

a. Download the Template

Instructions

Tenants *

Australian Open


Australian Open

Responsible Organisation *

Tennis Victoria

Australian Open 2024

File *

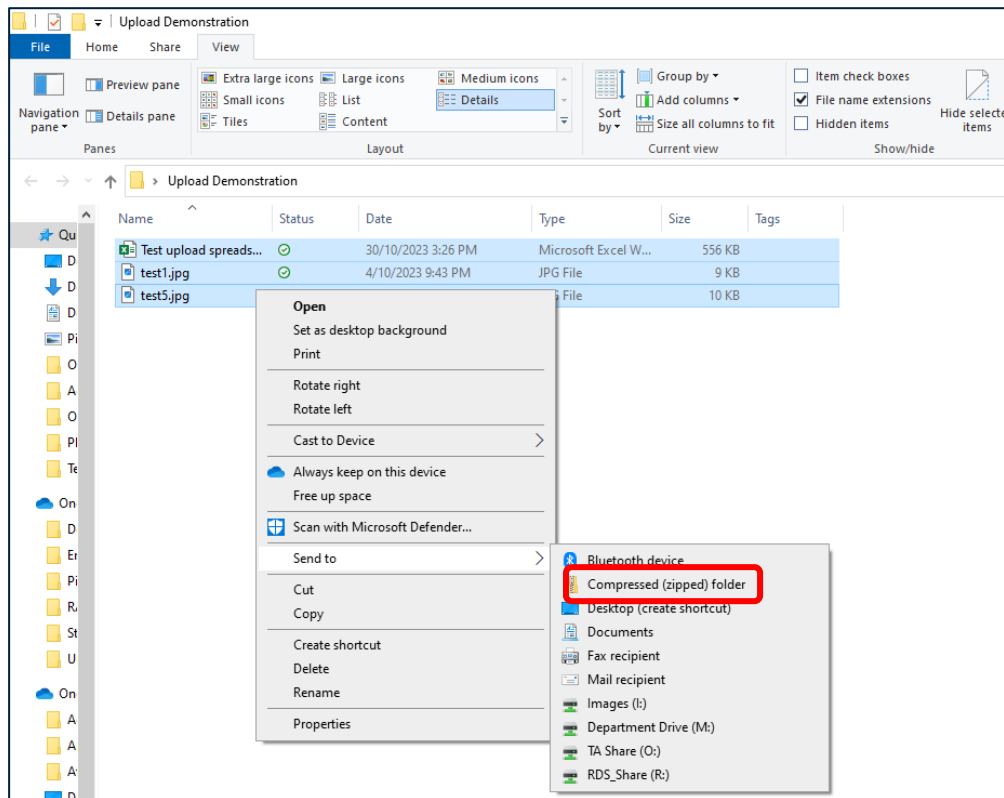


 DROP FILES HERE OR CLICK TO UPLOAD

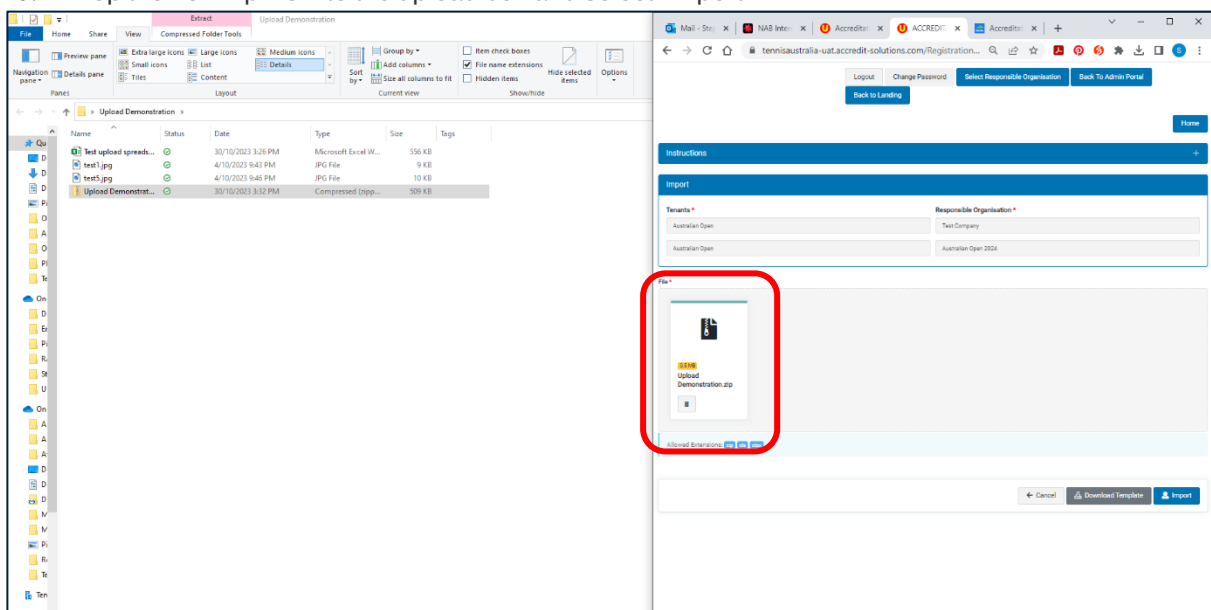
Allowed Extensions: [doc](#) [xls](#) [xlsx](#)

[Cancel](#)
[Download Template](#)
[Import](#)

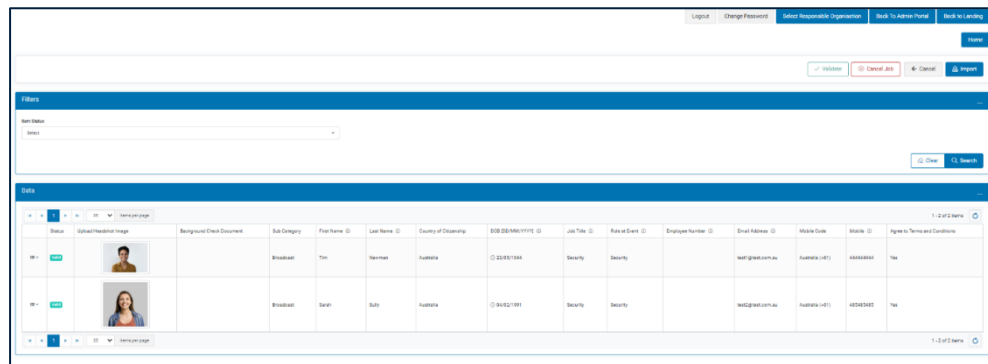
- d. Once the spreadsheet has all the compulsory information included, select all items, including the spreadsheet, photos, and background check files (if needed) and combine them into a zip file. Please note: do not add them to a folder first.



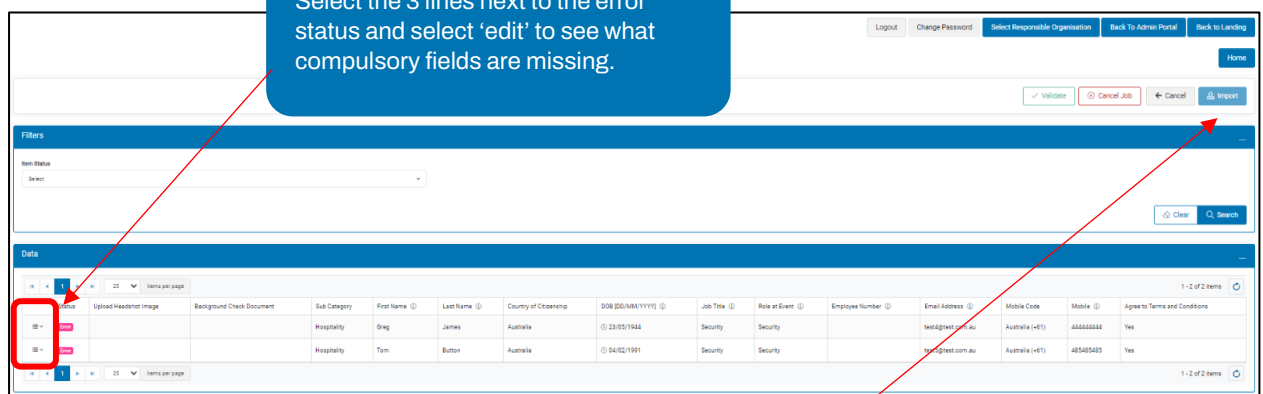
- e. Drop the new zip file into the upload box and select 'Import'



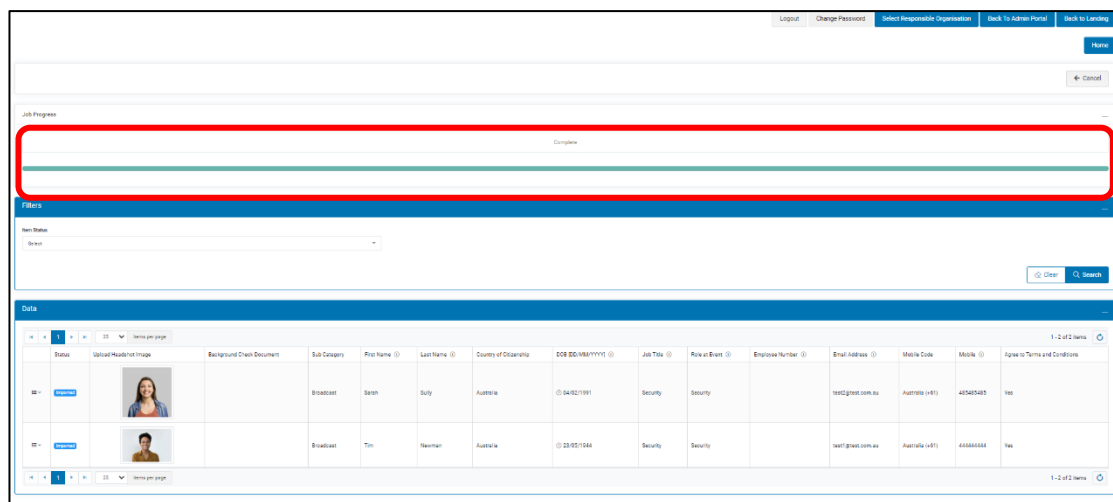
- f. Once imported the system will check whether the data you have entered is valid. The system will flag if compulsory data is missing. Valid uploads will show with a green 'valid' status. Invalid lines will show a pink 'error' status.



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.

Import Contacts
 Import Contacts with all documents and Data via an import templates.
[Go To Import](#)

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](#)

Register From Previous Bulk
 Register From Previous Bulk Description
[Go To Bulk Register](#)

Registration Summary Australian Open 2024

1

25

Items per page

1 - 2 of 2 items

Refresh

| | 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 |

1

25

Items per page

1 - 2 of 2 items

Refresh

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

[Logout](#)
[Change Password](#)
[Select Responsible Organisation](#)
[Back To Admin Portal](#)
[Back To Landing](#)

View Team

Registration Number

Registration Role

Reg Status

Pass Collected

Pass Status

Last Name

Responsible Organisation

Photo Status

[Remind](#)
[Export Data](#)
[Publish](#)
[Set Reg. Type/Category](#)
[Clear](#)
[Search](#)

Team Summary

1

25

Items per page

| | Registration Number | Registration Role | Last Name | First Name | Affiliated Organisation | Reg Status | Photo Status | Photo |
|---|---------------------|-------------------|-------------|------------|-------------------------|------------|--------------|---|
| View/Edit Cancel Remind | 4156 | Core Guard | Vanderhorst | Stephanie | | INVITED | NotSet | <div> <div> Load Edit </div> </div> |
| View/Edit Cancel Publish | 4157 | Broadcast | Sully | Sarah | | PENDING | Pending | <div> <div> Load Edit </div> </div> |
| View/Edit Cancel Publish | 4156 | Broadcast | Newman | Tim | | PENDING | Pending | <div> <div> Load Edit </div> </div> |
| View/Edit Cancel Publish | 4155 | General Security | Malone | Kevin | | PENDING | Pending | <div> <div> Load Edit </div> </div> |

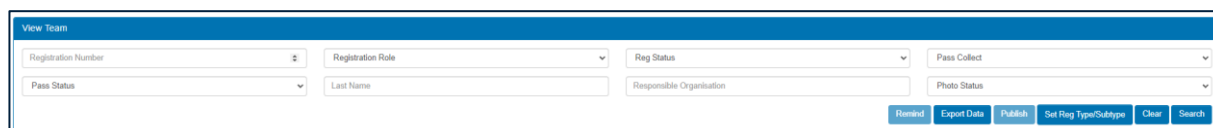
1

25

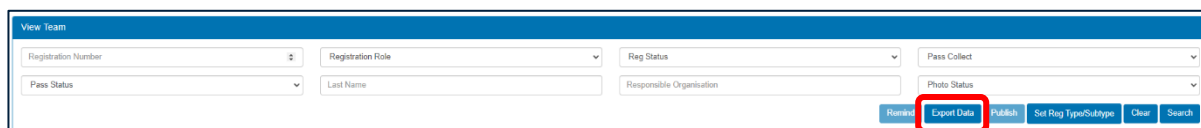
Items per page

9

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.

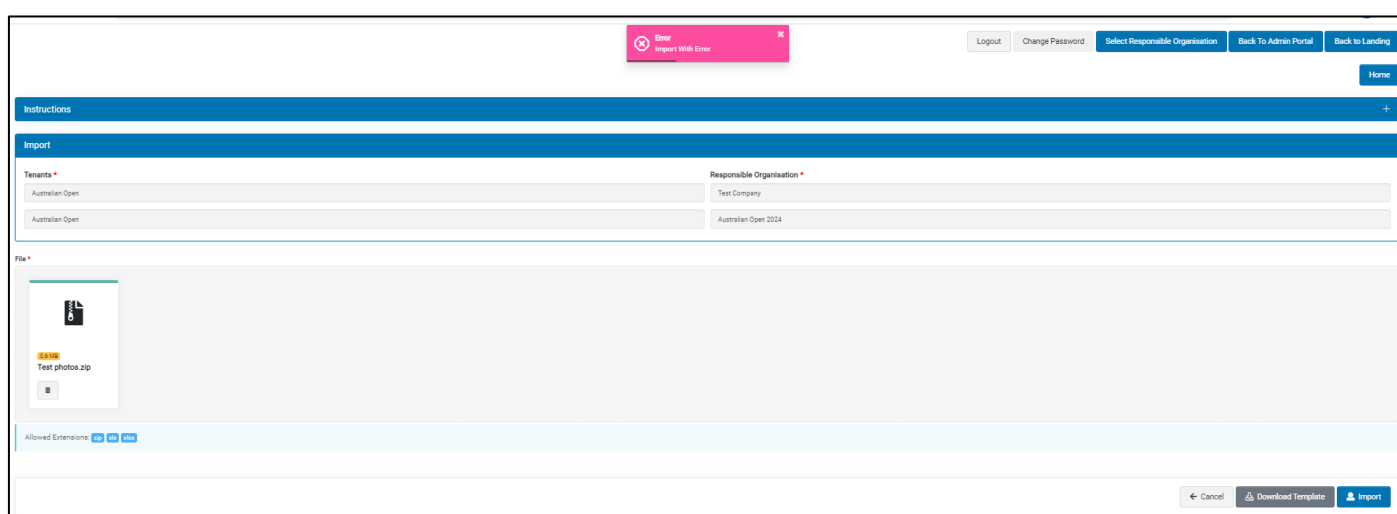


Troubleshooting

Below are some common troubleshooting scenarios you may experience:

Cannot upload spreadsheet

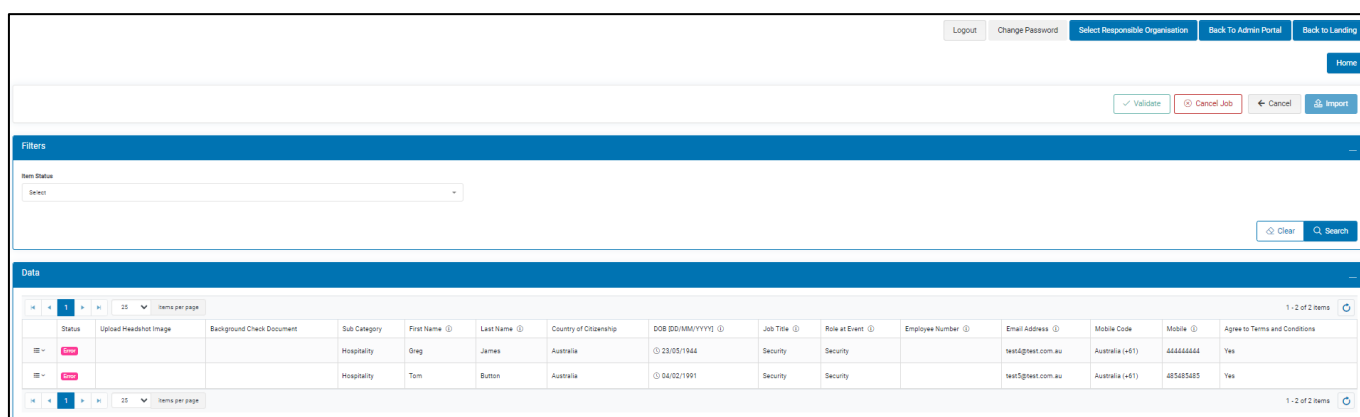
- Most likely an error within the zip file
- Make sure there are no subfolders in your zip file; each item should be chosen separately to create a zip file for uploading.



The screenshot shows the 'Import' page with a pink error message at the top: 'Error: Import With Error'. Below the error message, there are fields for 'Tenants' and 'Responsible Organisation'. The 'Tenants' field contains 'Australian Open' and the 'Responsible Organisation' field contains 'Test Company'. A file named 'Test photos.zip' is shown in the 'File' section. At the bottom, there are buttons for 'Cancel', 'Download Template', and 'Import'.

Error on individual line items within bulk import

- Missing compulsory data
- Incorrect file type in upload of photo or background check



The screenshot shows the 'Data' table with two rows of data. The first row has an error message 'Missing compulsory data' and the second row has an error message 'Incorrect file type in upload of photo or background check'.

| Status | Upload Headshot Image | Background Check Document | Sub Category | First Name | Last Name | Country of Citizenship | DOB (DD/MM/YYYY) | Job Title | Role at Event | Employee Number | Email Address | Mobile Code | Mobile | Agree to Terms and Conditions |
|--------|-----------------------|---------------------------|--------------|------------|-----------|------------------------|------------------|-----------|---------------|-----------------|-------------------|-----------------|-----------|-------------------------------|
| Import | | | Hospitality | Greg | James | Australia | 23/05/1988 | Security | Security | | test4@test.com.au | Australia (+61) | 446666666 | Yes |
| Import | | | Hospitality | Tom | Button | Australia | 04/02/1991 | Security | Security | | test5@test.com.au | Australia (+61) | 485485485 | Yes |