HOW TO ENTER TENNIS EVENTS ONLINE VIA TOURNAMENTS WEBSITE

Step 1

To enter tournaments online, players can go to https://www.tennis.com.au/competitiveplay/calendar or go directly to https://tournaments.tennis.com.au

Once a player has found the event they wish to enter, they need to click on the event name to be taken to the event home page.

Step 2

After finding the event home page, players need to click the yellow "ENTER" button circled in red.

Step 3

To enter an event, players must register for a Tournament Planner account. This is free of charge and will allow for all personal details to be pre-populated each time they enter an event. Having an account will also allow Tournament Planner to keep all statistics under the same record and minimise the creation of duplicate player records.

Step 3 (a)

Clicking the "sign up" link will take users to the below screen. If they have already signed up for an account, you can skip to Step 4.

- They can choose their login name (click the "check availability" button to make sure the login name is available), choose a password and enter a valid e-mail address.
- Complete all the fields under the Personal Information section and when all is complete, click the "Sign up" button at the bottom of the screen.
- After users have completed their account information, they will be asked to log into their e-mail account and verify your e-mail address. The confirmation e-mail from Tournament Planner should arrive instantaneously. Open the e- mail and click on the link to complete the process of signing up for an account.

Please Note

Players will not be asked for their Competitive Player Profile (CPP) Number during this sign-up process, but will be prompted to add their CPP Number before submitting their first entry. If you do not have a Competitive Player Profile Number please create an account online using the following link - https://www.tennis.com.au/competitiveplay/create-your-cpp

Step 4

The second step involves confirming the player's personal details. These fields are automatically completed for them based on the information they provided when signing up for an account. If all details are correct, select the events the player wishes to enter.

Ensure that you agree to the regulations of the tournament. You can read the tournament regulations by clicking on the hyperlink to open a separate window.

Step 5

The final step involves going through the payment process through the Stripe link. Users must click on the "Stripe" link to be directed to the payment screen.

In the payment screen, users are directed to complete their credit card details. They should input their credit card number without spaces. Please be aware that only VISA, MasterCard and American Express are the only credit cards accepted. Once completed, users must click the "Pay $" button.

Depending on the speed of their connection, the payment should take between 20-30 seconds to process. Once the payment has been processed, users will be taken back to the previous screen.

There will be a very clear message that the payment has been successful and that it will not allow users to process another payment for the same tournament.

If you receive an error message when submitting your payment details, please ensure you take a screenshot of the error and email it to tournaments@tennis.com.au

Once the full entry process has been completed, players should receive two confirmation e-mails, one from Tournament Planner that the entry has been processed and one from Stripe confirming that the payment has been successful.

Please do not reply to this email address.
If you have any questions email us on customersupport@tennis.com.au **or call 1800 PLAYTENNIS**

PAYMENT REQUIRED for 2018 Tennis Australia Test Tournament

Dear TA Admin,

This message is from tournaments.tennis.com.au.

Payment is required for the "2018 Tennis Australia Test Tournament" tournament and your entry is not valid until full payment has been received.

You can pay for this tournament by clicking the following link:
https://tournaments.tennis.com.au/onlineentry/payentry.aspx?id=77E7B2B8-894E-4D54-810F-8A1264C1CA26&eid=49120D3D-7302-4F7F-87B5-C37FF2A7479B

Personal Details

Entry ID:	E2017053110942749
First name:	TA
Last name:	Admin

Overview of Entry Costs

	Quantity	Price	Total
Entries			
Men's Singles	1	$60.00	$60.00
Men's Doubles	1	$25.00	$25.00
		Total	**$85.00**

Best regards,

All Tournaments – Tennis Australia
tournaments.tennis.com.au

### *Additional steps after online entry has been completed*

Step 1
Now that a player has entered the tournament online, whenever they are logged into their Tournament Planner account on the website, one of the new features is that players can now edit their entry details or withdraw from the tournament online.

If they wish to do this, users are able to click on the "Edit entry or withdraw" link on the tournament home page.

Step 2
The below screen will now appear, giving you three options:
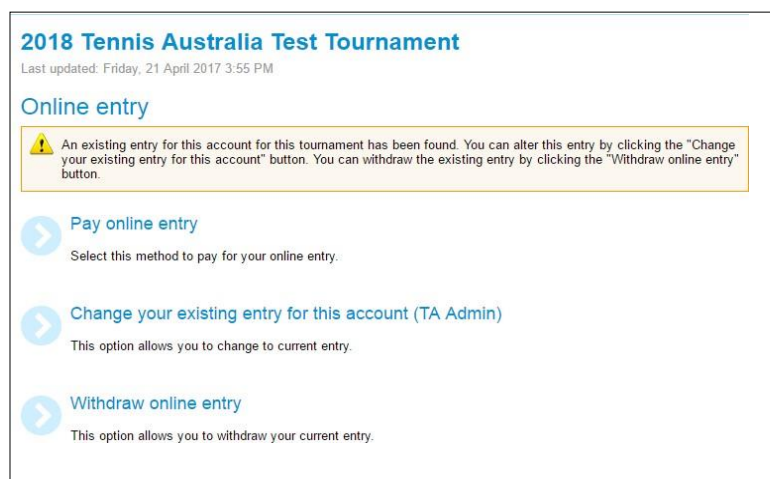
1. Pay online entry (if this hasn't yet been completed)
2. Change your existing entry for this account
3. Withdraw online entry

If you wish to update any details, such as a change of address, phone number or confirming a doubles partner, you can do this very easily by choosing option #2.

You can also go back in, enter and pay for another event within the same tournament. For example, if you forgot to enter a doubles event or a second singles event (if the tournament permits).

Step 3

Choosing the "withdraw online entry" link will prompt the following warning message.
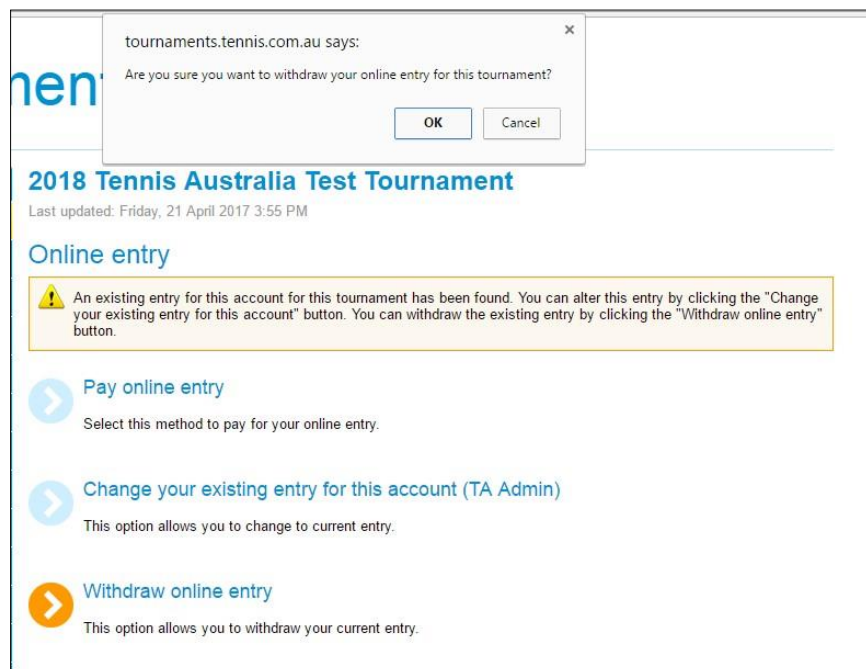
When the user clicks "OK", the withdrawal will be completed and the user will be returned to the tournament home page. The player will instantly receive a withdrawal confirmation email similar to the one below.

The player will remain in the Tournament Planner system as a prompt for the tournament organisers to refund your entry fee, but the player will not be listed in any of the event rosters.

QUESTIONS

If players have any questions regarding the online entry procedure, please do not hesitate to direct them to contact Tennis Australia's competitive play support team via email: competitiveplayfeedback@tennis.com.au