

## HOW TO ENTER TENNIS TOURNAMENTS ONLINE VIA TOURNAMENTS WEBSITE AND STRIPE PAYMENT GATEWAY

With the introduction of the Stripe payment gateway in October 2016, please be aware that the online entry process has changed in relation to a few steps. Please ensure you are familiar with the online entry steps below if tournament participants contact you for advice.

Tennis Australia is still officially partnered with Visual Reality's Tournament Planner software, but instead of the Active Network, are now partnered with Stripe for the online registration gateway.

The new look of the Tennis website ([www.tennis.com.au](http://www.tennis.com.au)) may involve some additional look and feel changes to the tournaments section over the next few months. The integration with the "My Tennis" database will be the next update to the registration process. We will advise tournaments of any further modifications to the online registration procedure when they take place.

### Step 1

To enter tournaments online, players can go to [www.tennis.com.au](http://www.tennis.com.au) then click on the "Play" and then "Tournaments" menu link and search through the online calendar or go directly to <https://tournaments.tennis.com.au>

Tournaments						Filter 
Start	End	Tournament	Type	Classifications	Surface	
2 Jun 2017	4 Jun 2017	» 2017 Gladstone Open Age Venue: Gladstone Tennis and Squash Centre, QLD	Junior Tour	Bronze (18s) Bronze (14s)	Hardcourt	
2 Jun 2017	4 Jun 2017	» 2017 Gladstone Open Age Venue: Gladstone Tennis and Squash Centre, QLD	AMT	Silver Bronze (18s)	Hardcourt	
2 Jun 2017	5 Jun 2017	» Goldfields Financial Solutions AMT Venue: Goldfields Tennis Club, WA	Junior Tour	Bronze (16s) Bronze (14s) Bronze (12s)	Hardcourt	
2 Jun 2017	5 Jun 2017	» Goldfields Financial Solutions AMT Venue: Goldfields Tennis Club, WA	AMT	Silver	Hardcourt	
2 Jun 2017	7 Jun 2017	» SKYCITY Darwin Open Venue: Darwin Tennis Association, NT	Junior Tour	Bronze (16s) Bronze (14s) Bronze (12s)	Hardcourt	
2 Jun 2017	7 Jun 2017	» SKYCITY Darwin Open Venue: Darwin Tennis Association, NT	AMT	Gold	Hardcourt	
5 Jun 2017	11 Jun 2017	» New Caledonia ITF 1 Venue: Noumea, New Caledonia, NCL		-	Hardcourt	
8 Jun 2017	12 Jun 2017	» 91st SKYCITY NT Open Championships Venue: Tennis NT, NT	Junior Tour	Silver (16s) Silver (14s) Silver (12s)	Hardcourt	
8 Jun 2017	12 Jun 2017	» 91st SKYCITY NT Open Championships Venue: Tennis NT, NT	AMT	Platinum	Hardcourt	
9 Jun 2017	12 Jun 2017	» 2017 Millswood AMT Gold/Junior Bronze Venue: Tennis SA Millswood, SA	Junior Tour	Bronze (16s) Bronze (14s) Bronze (12s)	Hardcourt	
9 Jun 2017	12 Jun 2017	» 2017 Millswood AMT Gold/Junior Bronze Venue: Tennis SA Millswood, SA	AMT	Gold	Hardcourt	
9 Jun 2017	12 Jun 2017	» 90th North Coast Tennis Championships Venue: Grafton City Tennis Club, NSW	Junior Tour	Bronze (16s) Bronze (14s) Bronze (12s)	Hardcourt	
9 Jun 2017	12 Jun 2017	» 90th North Coast Tennis Championships Venue: Grafton City Tennis Club, NSW	AMT	Silver	Hardcourt	
9 Jun 2017	12 Jun 2017	» Batemans Bay Tennis Open Venue: Batemans Bay Tennis Club, NSW	AMT	Silver	Synthetic Grass	
9 Jun 2017	12 Jun 2017	» Sale Queens Birthday Junior Tournament Venue: Sale Tennis Club, VIC	Junior Tour	Silver (16s) Silver (14s) Silver (12s)	En-Tou-Cas	

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

### Step 2



## Tournaments

- Overview
- Online entry
- Seeded entries
- Events
- Draws
- Matches
- Players
- Winners
- Members

### 2018 Tennis Australia Test Tournament

Last updated: Friday, 21 April 2017 3:55 PM

#### Tennis Australia

[Click here to enter online](#)

The online entry closes on Friday, 16 February 2018 at 11:59 PM (GMT +11:00).

Venue: Melbourne Park  
Address: Olympic Boulevard, 3000 Melbourne, VIC, Australia  
Phone: (03) 9914 4000  
Email: tournaments@tennis.com.au  
Website: www.tennis.com.au

Route at Google Maps

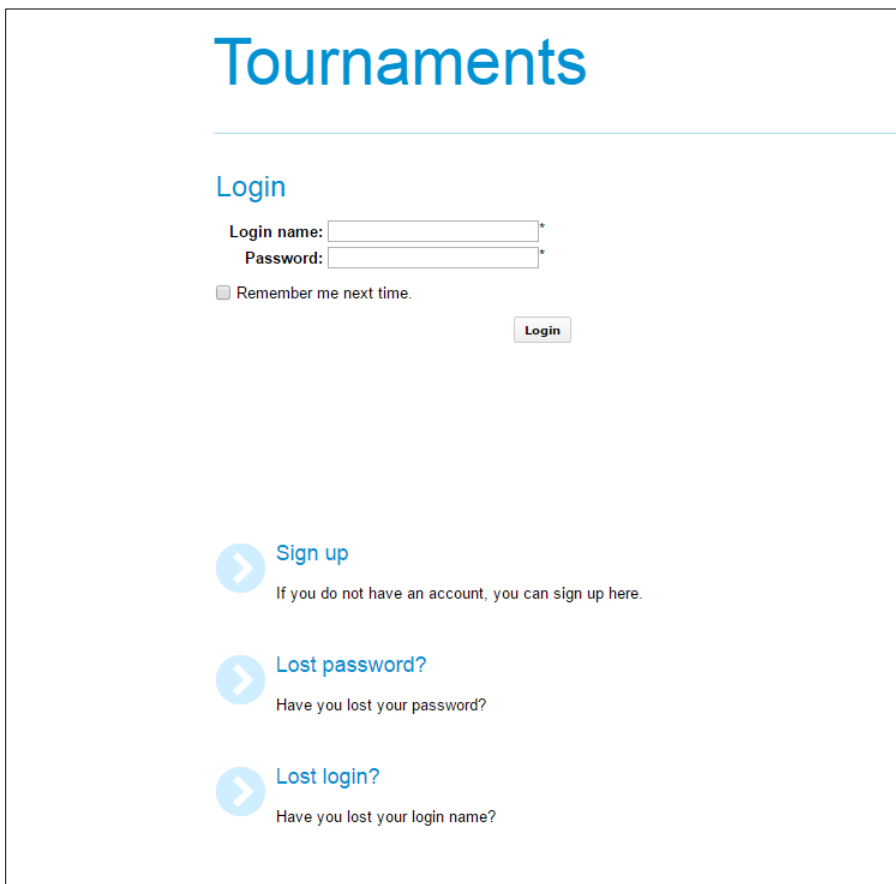


TennisAustralia: RT

After finding the tournament home page, players need to click the “**click here to enter online**” button circled in red.

### Step 3

To enter a tournament, 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 a tournament. Having an account will also allow Tournament Planner to keep all statistics under the same record and minimise the creation of duplicate player records.



## Tournaments

### Login

Login name:

Password:

Remember me next time.

Login

- [Sign up](#)  
If you do not have an account, you can sign up here.
- [Lost password?](#)  
Have you lost your password?
- [Lost login?](#)  
Have you lost your login name?

### 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.

## Sign up

### Create your account

**Login name:**

The login name can contain only letters, numbers, periods (.), hyphens (-), or underscores (\_) and must be at least 8 characters long.

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### Create your password

**Password:**

The password must contain at least eight characters and is case sensitive.

**Retype Password:**

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### Email information

**Email:**

After your account has been created we will send you a confirmation email. To activate your account you will have to click the link in the email.  
Please check your email again to be sure it is correct.

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### Personal information

**First name:**

**Middle name:**

**Last name:**

**Birth date:**

**Gender:**  Male  Female

**Address:**

**Postcode:**

**City:**

**Country:**

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- 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 My Tennis ID during this sign-up process, but will be prompted to add their My Tennis ID Number before submitting their first entry. If you are unaware of your My Tennis ID, please call Tennis Australia Customer Support on 1800 PLAY TENNIS (1800 752 983).

### 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.

#### Online entry

**My Tennis Number:** 61000000000

**Player:** TA Admin      Private Bag 6060  
 Male, 1/01/2007 (10)      3121 Richmond  
 FSoyer@Tennis.com.au      Victoria  
 03 9914 4000      Australia

[Edit profile](#)

**Club:** TA

**Events:** You are allowed to enter 2 events in this tournament, with a maximum of 1 single(s), 1 double(s) and/or 0 Mixed double(s) events.

Select event	Name partner	My Tennis Number partner	
Men's Singles \$60.00			\$60.00
Men's Doubles \$25.00	<input type="text"/>	<input type="text"/>	\$25.00

Partner wanted

**i** Please make sure your doubles partner also enters this tournament online.  
 If you don't yet have a doubles partner, you can select 'Partner wanted' and specify a partner later.

\$85.00

**Remarks:**

I agree to the tournament regulations.

[Submit and go to payment](#)    [Cancel](#)

#### Regulations

[Open the regulations on a new page for printing](#)

TENNIS AUSTRALIA – STANDARD TOURNAMENT ENTRY CONDITIONS  
 IF YOU BREACH THESE CONDITIONS YOU MAY BE EXCLUDED FROM PARTICIPATION IN A TOURNAMENT.

**Background**  
 1. Your participation in a tennis tournament operated and sanctioned by Tennis Australia Limited (TA) or an affiliated Australian tennis organisation (Event Host) is subject to compliance with the following conditions.  
 2. Tournaments will be conducted by the Event Host in accordance with the ITF Rules of Tennis and all relevant ITF and TA policies (as developed or amended by ITF and TA from time to time) including, but not limited to, the Member Protection Policy, the Anti-Doping Policy, the Code of Behaviour, the Disciplinary Policy, Social Media Policy and the Uniform Tennis Anti-Corruption Program made available at [www.tennis.com.au/about-tennis-australia/reports-and-policies/policies](http://www.tennis.com.au/about-tennis-australia/reports-and-policies/policies). Your participation in any tournament is subject to compliance with these policies and it is your responsibility to review these and seek clarification on applicable rules and policies, if you need it, from the TA's Tournaments Department. The Event Host may also impose tournament-specific rules and regulations.

**Conduct**  
 3. You agree to compete at the best of your ability at all times throughout the tournament.  
 4. You agree not to engage in any conduct or do anything that will bring, or is likely to bring, TA, the Event Host or the tournament into ridicule or disrepute.

**Betting Activity**  
 5. In accordance with the Uniform Tennis Anti-Corruption Program, players and their "related persons" (any coach, trainer, therapist, physician, management representative, agent, family member, tournament guest, business associate or other affiliate or associate of any player, or any other person who receives accreditation at a tournament):  
 a. MUST NOT wager or attempt to wager on the outcome or any other aspect of any tennis match or competition;  
 b. MUST NOT solicit or facilitate any other person to wager on the outcome or any other aspect of any tennis match or competition;  
 c. MUST NOT contrive or attempt to contrive the outcome or any other aspect of a tennis match;  
 d. MUST NOT provide information to others concerning the status of players, or any other aspect of a tennis match which is not information in the public domain;  
 e. MUST NOT solicit or facilitate any player to not use his or her best efforts in a tennis match; and  
 f. MUST report any knowledge or suspicion of any inappropriate betting activity to the Tennis Integrity Unit by contacting [info@tennisintegrityunit.com](mailto:info@tennisintegrityunit.com).  
 Nothing in this paragraph 5 shall modify or limit the full text of the Uniform Tennis Anti-Corruption Program.

**Spectator Behaviour**

[Close](#)

## 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.

### 2018 Tennis Australia Test Tournament

Last updated: Friday, 21 April 2017 3:55 PM

Online Payment E2017053110942749

**Payment required:** Yes

**Payment status:** Not started

**Total amount:** \$85.00

**Amount paid:** \$0.00

**Amount owed: \$85.00**

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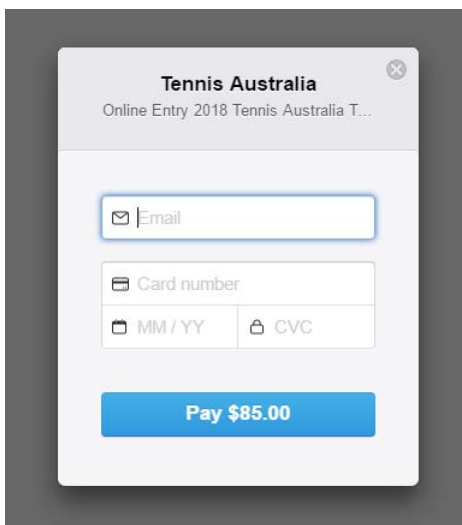
Payment Options

 You haven't paid for this entry or your payment was not for the full amount. If you do not pay the full amount, the entry will not be accepted by the tournament organizers and you cannot play in this tournament. You can select a payment option from the list of payment options to pay for this entry.

 **Stripe**

Use your Stripe to pay for your online entry.

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.



**Tennis Australia** ✕

Online Entry 2018 Tennis Australia T...

**Pay \$85.00**

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](mailto:tournaments@tennis.com.au)

## Step 6

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](mailto:customersupport@tennis.com.au) or call 1800 PLAYTENNIS



**PAYMENT REQUIRED for 2018 Tennis Australia Test Tournament**

Dear TA Admin,

This message is from [tennis.com.au](https://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://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

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**Overview of Entry Costs**

	Quantity	Price	Total
<b>Entries</b>			
Men's Singles	1	\$60.00	\$60.00
Men's Doubles	1	\$25.00	\$25.00
		<b>Total</b>	<b>\$85.00</b>

Best regards,

All Tournaments - Tennis Australia  
[tennis.com.au](https://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.

### 2018 Tennis Australia Test Tournament

Last updated: Friday, 21 April 2017 3:55 PM

#### Tennis Australia

**Edit entry or withdraw**

The online entry closes on Friday, 16 February 2018 at 11:59 PM (GMT +11:00).

**View entry**

**Venue:** Melbourne Park  
**Address:** Olympic Boulevard  
 3000 Melbourne, VIC  
 Australia [Route at Google Maps](#)

**Phone:** (03) 9914 4000  
**Email:** [tournaments@tennis.com.au](mailto:tournaments@tennis.com.au)  
**Website:** [www.tennis.com.au](http://www.tennis.com.au)

**Tournament contact**  
**Name:** Tennis Australia  
**Phone:** (03) 9914 4000  
**Email:** [tournaments@tennis.com.au](mailto:tournaments@tennis.com.au)

TEST TOURNAMENT ONLY



**TennisAustralia:** RT @letsrolltennis:  
 Great to be out at the Blacktown Sports  
 Inclusion Day @blacktowncc  
 @TennisAustralia  
<https://t.co/VJvbVEmhf2>  
 43 minutes ago

### Step 2

The below screen will now appear, giving you three options:

### 2018 Tennis Australia Test Tournament

Last updated: Friday, 21 April 2017 3:55 PM

#### Online entry

**!** An existing entry for this account for this tournament has been found. You can alter this entry by clicking the "Change your existing entry for this account" button. You can withdraw the existing entry by clicking the "Withdraw online entry" button.

**Pay online entry**  
 Select this method to pay for your online entry.

**Change your existing entry for this account (TA Admin)**  
 This option allows you to change to current entry.

**Withdraw online entry**  
 This option allows you to withdraw your current entry.

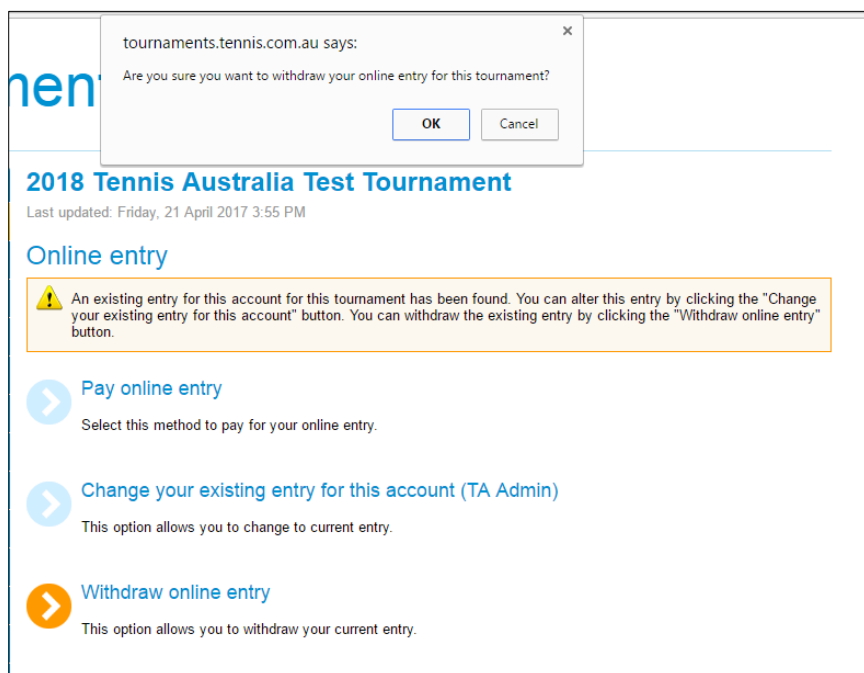
1. Pay online entry (if this hasn't yet been completed)
2. Change your existing entry for this account
3. Withdraw online entry

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.



The screenshot shows a warning dialog box from tournaments.tennis.com.au asking, "Are you sure you want to withdraw your online entry for this tournament?" with "OK" and "Cancel" buttons. Below the dialog, the page title is "2018 Tennis Australia Test Tournament" with a last updated timestamp of "Friday, 21 April 2017 3:55 PM". Under the "Online entry" section, a warning message states: "An existing entry for this account for this tournament has been found. You can alter this entry by clicking the 'Change your existing entry for this account' button. You can withdraw the existing entry by clicking the 'Withdraw online entry' button." Three options are listed: "Pay online entry", "Change your existing entry for this account (TA Admin)", and "Withdraw online entry" (highlighted with an orange arrow).

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 email message has a header that reads "THIS IS AN AUTOMATED EMAIL MESSAGE, REPLIES ARE IGNORED." It features the Tennis Australia logo and the text "Your online entry has been withdrawn." The main body of the email states: "We have received a request on the website to withdraw your entry for the 2011 Optus 16s National Claycourt Championships tournament. If you would like to enter this tournament again you can do so through the online entry wizard for this tournament, provided this is done before the entry deadline. A message will be displayed explaining that you can reactivate your online entry for the tournament." The email concludes with "Best regards," and the contact information "ta.tournamentsoftware.com". At the bottom, it is noted as "provided by tournamentsoftware.com".

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 customer support team via email: [customersupport@tennis.com.au](mailto:customersupport@tennis.com.au) or phone 1800 PLAY TENNIS (1800 752 983).