

Get your members to join/renew membership online!

Reduce your admin time

This document will take you through the steps a player would need to follow to renew their membership online with your club.

Club set up

Before players can register online **they club must** first have completed the following steps:

- 1) **Set up payment methods** in the 'My Profile' tab. If the club is offering credit card as a payment method you will have the option of choosing whether memberships will go into the 'Pending Membership' tab or be instantly accepted. If EFT is an option, the section will need to be completed so members have specific instructions regarding payment.
- 2) **Set up the categories, fees and memberships** for the new membership year.
- 3) **Email the members** their My Tennis ID's and passwords. This can either be done individually or via the bulk send method in the 'Email Manager'.
- 4) Provide the player with the **right information to renew** their membership with the club. For example what category the player should select to renew and step by step instructions on how to renew online.

RENEWING ONLINE

To renew your membership with your club, please log into your My Tennis account on the Tennis Australia website.

- Go to <https://www.securedvirtualnet.com/tennisau/Memberships/Memberships.aspx>
- Enter your **My Tennis ID, and your password**.
- **Select the 'Login'** button.

If you are unsure of your password you will need to contact either your club administrator or the state association for assistance.

You should now be on a screen titled '**Membership Account Information**'.

Before you renew your membership you will need to update any of your personal details in the '**My Profile**' tab.

Important: Please note that all the fields in bold are required. There is also a section where you are able to change your password.

Both the residential and mailing address will need to be verified before you can proceed. If you are having problems verifying these addresses please use the 'HELP- Address Validation' tool.

When all the necessary fields are updated [select 'update'](#) at the bottom of the page.

If the profile has been updated successfully ['Your profile has been updated'](#) will appear in red at the top of the screen.

- Scroll to the bottom of the screen and [select 'back'](#).

To renew your membership, select the ['My Clubs tab'](#).

A table will be displayed showing any active or expired club memberships.

- [Select 'add'](#) to add a club membership.
- [Select which state](#) the club belongs to from the drop down box.
- [Select the club](#) from the drop down box.

For this example I will be joining the My Tennis Club from Tennis Victoria.

- [Select what membership](#) you wish to purchase from the drop down box.

I will be renewing as a senior.

- [Select 'Continue'](#).

Important: You will then be required to accept the terms and fees, you cant proceed without selecting this step.

After you have read the Terms of Agreement and Privacy Policies [select 'I accept these terms'](#).

Important: You will also have the option of opting out from any newsletters or other mailings by selecting the appropriate tick box. *(Not sure if we should highlight this because it doesn't work yet)*

- Select 'next'.

The payment option screen is now displayed.

If the club offers Credit/Debit Card or EFT as a payment method, they will be able to be selected from this page.

With the use of credit/debit card facilities payments can be processed through My Tennis. If you select 'Pay by EFT', you will be given the clubs bank account details so you can log into your online banking and transfer the funds.

Alternatively if you select the Cash or Cheque button at the top of the screen, your receipt will come up automatically, and the member will need to forward payment to club as per their instructions.

I have selected pay by EFT.

Your payment receipt will now be displayed. This includes the clubs banking details so you know what account you can transfer the money into.

PENDING MEMBERSHIPS

Pending Memberships screen is used to display all the memberships that have pending status because the members registered online and selected a payment method other than credit card payments.

There are also two functions available through the grid displayed.

- An 'Update' link will allow the club administrator to process the payment.

When the payment is processed the player is fully registered for the membership. A receipt will be mailed to the player with the payment information

- A select tick box will allow the club administrator to select pending memberships to be deleted using the 'Delete Selected Pending Memberships' button.

Once you have either processed the payment or deleted the pending membership the player will be removed from the pending membership grid.

[The member has now successfully renewed online.](#)

If you have any further questions please contact the help desk on 1300 860 665 or alternatively email support@sportsmarketing.com.au.