

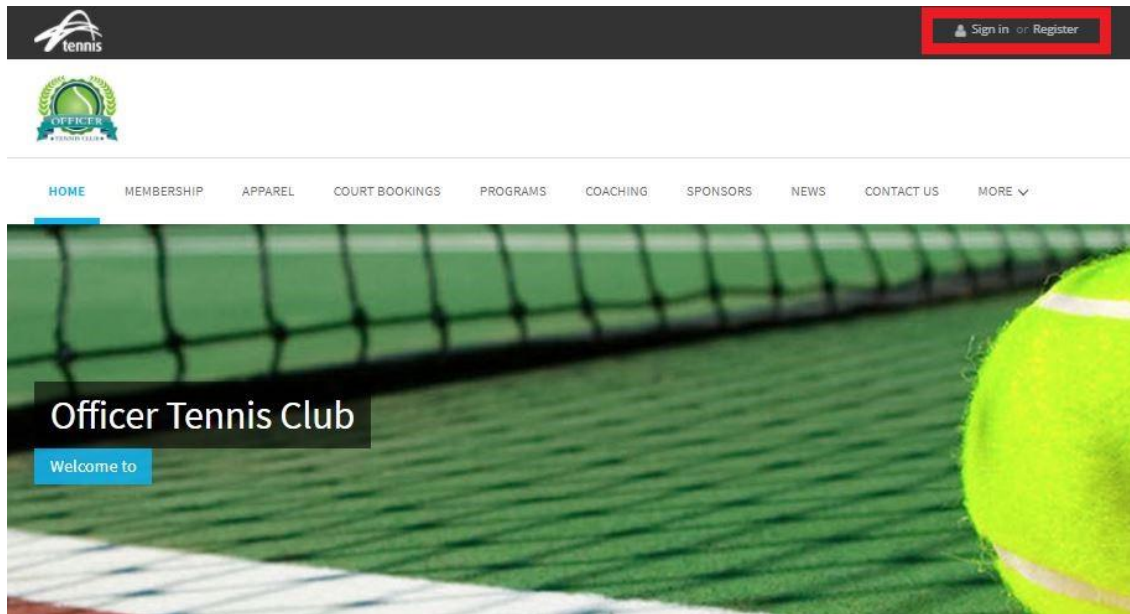


SETTING UP YOUR CLUBSPARK ACCOUNT USER HELP GUIDE

1. Visit OTC club's website or use this link:

<https://play.tennis.com.au/officertennisclub>

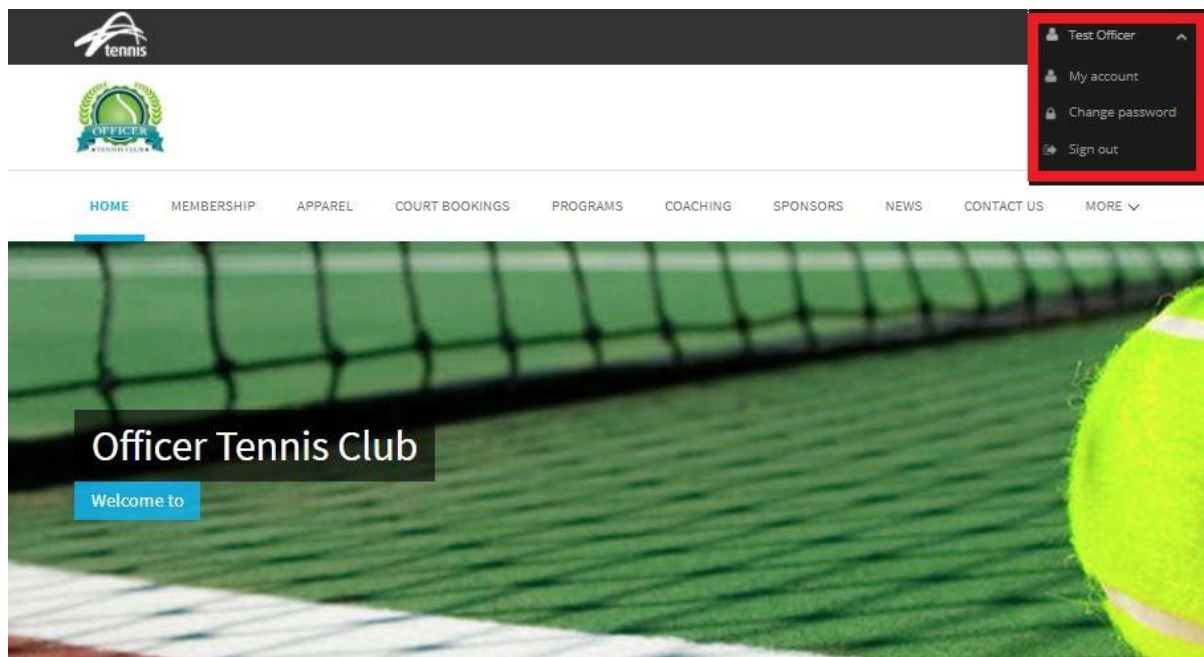
2. Select Register (Person icon, top right hand corner of screen).



3. Register a Clubspark account, parent/guardian of juniors (under 18 years) must set up the account in parent/guardian name. Each adult even if from the same family must set up their own account if planning to book a court or book into a program or purchase membership. You have 3 options to register:

1. Already have an account? Select Sign in...
2. Register with an email address and password and complete the details...
3. Register with your social account e.g. Facebook or Google...

4. Select drop down arrow top right hand corner to select account settings



4.1 This is where you can view your account settings and edit changes to your account.

A screenshot of the 'My account' page. The page title 'My account' is highlighted with a red box. The form contains fields for 'Test', 'Officer', email, and phone number. The 'Date of birth' field is set to 23 December 1978. There are radio buttons for 'Male' and 'Female'. A 'SUBMIT' button is at the bottom right.

My account

Test

Officer

@gmail.com

0458030598

Date of birth 23 December 1978

☒ Male ☐ Female

3809

By creating this account I agree to Tennis Australia's [terms of use](#) and consent to the collection, storage, use and disclosure of my personal information in accordance with the tennis [privacy statement](#) and the tennis [privacy policy](#), which contains information about how I may access and seek correction of my personal information, how I can complain about a breach of my privacy, and how the complaint will be dealt with.

☐ I wish to receive further offers from Tennis Australia and other Australian Tennis Organisations regarding other products and services.

☐ I wish to receive other offers from third parties who have a relationship with Tennis Australia or other Australian Tennis Organisations about their products and services.

SUBMIT

5. To purchase membership online, select Membership from menu on website.

Read the Club Information and OTC Membership Terms and Conditions prior to purchasing membership.

To view all available membership packages scroll down the page.

Select JOIN NOW on the membership package you wish to purchase.

The screenshot shows the Officer Tennis Club website. The navigation menu at the top includes HOME, MEMBERSHIP (highlighted with a red box), APPAREL, COURT BOOKINGS, PROGRAMS, COACHING, SPONSORS, NEWS, CONTACT US, and MORE. Below the menu, the page title is "Membership". The main content area contains the following text:

Thank you for considering the Officer Tennis Club as your Club of choice in Cardinia for your tennis needs.

The Club offers several membership packages, catering for all levels of play including social hitting. Annual memberships run from the 1st October to 30th September. Seasonal memberships run from 1st October – 31st March (summer season) and 1st April to 30 September (winter season).

Tennis Victoria Fee: This affiliation fee is set annually by Tennis Victoria and is currently absorbed in Club fees which also covers public liability and personal accident insurance.

Please read the [Club Information](#) to find out in more detail about the Membership options available.

[OTC Membership Terms & Conditions](#)

All Membership packages will be released soon. Watch this space!

Scroll down page to see all Membership Packages

Below this text, there are two membership packages listed:

- Concession**
1/10/2020 - 30/09/2021
Annual Concession Membership:
Eligibility: Players who would like to play competition tennis at Officer Tennis Club that are over the age of 18 undertaking full time study or apprenticeship training and also for Pensioners. ID required e.g. Student Card, Pension/Seniors Card.
\$140.00 in full
[JOIN NOW](#)
- Family Membership**
1/10/2020 - 30/09/2021
\$440.00

A large red arrow points downwards from the "JOIN NOW" button of the Concession package towards the Family Membership package.

6. Example for purchasing Junior Membership (for Bobby) provided below.

Complete member details (child's details).

Tick checkbox to confirm the person completing the member details is the parent/guardian, ensure parent/guardian details are correct.

Read and tick checkbox to confirm you agree to the venue Terms and Conditions and the Membership Terms of the Court Provider (OTC).

Select NEXT.

The screenshot shows the Officer Tennis Club website with the MEMBERSHIP menu item highlighted. The page title is "Member details". The form contains the following fields:

Member details

First name: Bobby
Last name: Officer
Date of birth: 2 January 2010
Gender: ☐ Male ☒ Female

☒ confirm I am the Parent or Guardian of this player, or have the permission of the Parent or Guardian to buy this membership on behalf of the player. (?)

Junior Seasonal
01 Oct 2020 - 31 Mar 2021
\$70.00 in full

Parent/guardian details

First name: Test
Last name: Officer
Email address: jacquice74@gmail.com
Date of birth: 23/12/1978
Gender: Male
Address 1:
Address 2:

7. Process Payment.

Select payment option.

Process payment.

Select PAY NOW.

The screenshot shows the Officer Tennis Club website. The top navigation bar includes the club logo, a user profile 'Test Officer', and a menu with 'HOME', 'MEMBERSHIP' (highlighted with a red box), 'APPAREL', 'COURT BOOKINGS', 'PROGRAMS', 'COACHING', 'SPONSORS', 'NEWS', 'CONTACT US', and 'MORE'. Below the navigation bar, the heading 'How would you prefer to pay?' is displayed. There are three payment options: 'Pay in full using a Credit/Debit Card Via Stripe. What is Stripe?' (selected with a red box), 'Pay cash in person' (Cash given to the Club Treasurer: Jacque Rice.), and 'Other payment' (EFT (Preferred Method) Bank Details: Account Name: Officer Tennis Club BSB: 833 000 Account No.: 150 094 597). To the right, a box for 'Junior Seasonal' shows the dates '01 Oct 2020 - 31 Mar 2021' and the amount '\$70.00 in full'. At the bottom, a blue 'PAY NOW' button is highlighted with a red box.

8. Membership Confirmation.

Email confirmation sent to your email account.

Select BACK TO HOME PAGE.

The screenshot shows the Officer Tennis Club website. The top navigation bar is the same as in the previous screenshot. Below the navigation bar, the heading 'Thank you for your membership purchase' is displayed. The text below reads: 'Thank you for applying for Junior Seasonal at Officer Tennis Club. Please find below confirmation of your application.', 'We've now activated your membership package and will look forward to receiving the payment of \$70.00 soon.', 'Cash given to the Club Treasurer: Jacque Rice.', and 'Your membership is currently set to Pending but will be updated to Active once the club receives payment.' Below this text is a box for 'Junior Seasonal' containing the following details: 'Total cost: \$70.00', 'Payment method: Cash', 'Membership starts: Thursday, 1 October 2020', and 'Membership ends: Wednesday, 31 March 2021'. At the bottom, a blue 'BACK TO HOME PAGE' button is highlighted with a red box.

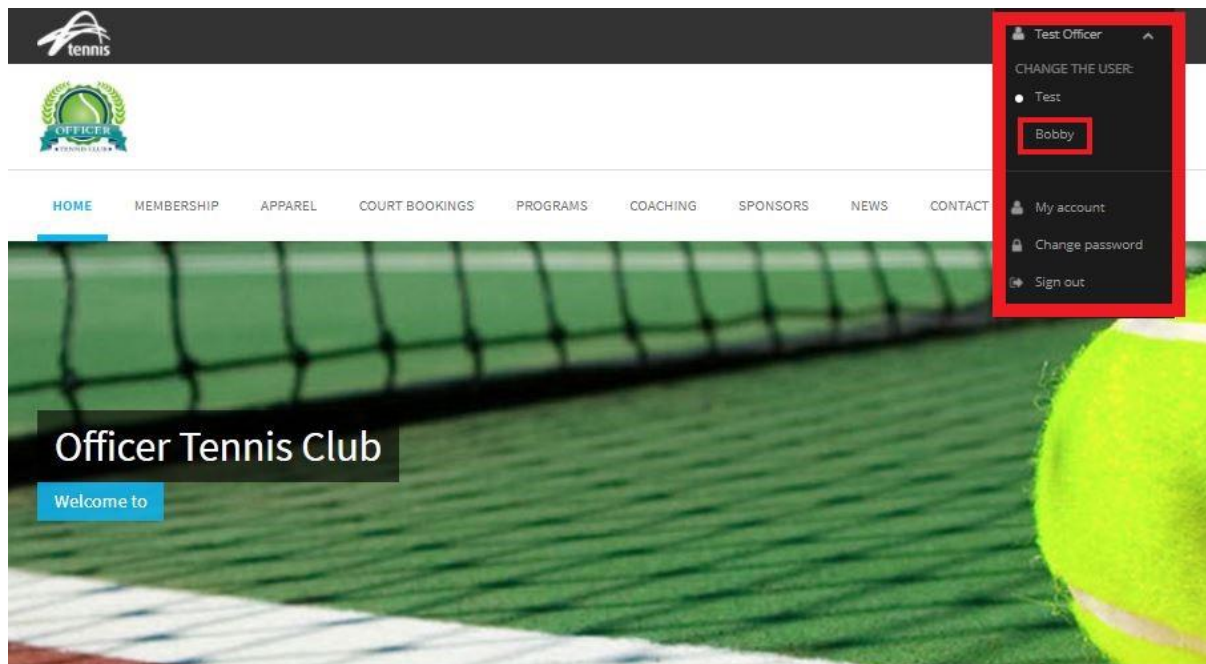
Message from Officer Tennis Club

Welcome to the Officer Tennis Club! Your membership allows you to hit as a member anytime during daylight hours subject to court availability. Generally, competition, coaching, club events and functions take priority over courts at all times. To book a court and find out how to access the courts, please follow the COURT BOOKINGS section on the Club's website. More information about the program and services the Club offers and how you can contact our friendly Committee members and find out more about what is happening around our Club can also be found on the Club's website. Do not forget to like us on Facebook too! If you have any further questions please do not hesitate to contact our Club Secretary - Karina Clark on 0422 409 791 or by sending an email: officertennisclub@gmail.com

9. To select to update USER profile.

To see your details or your child's details go to the drop down arrow top right hand corner of screen and select drop down arrow.

Select user.



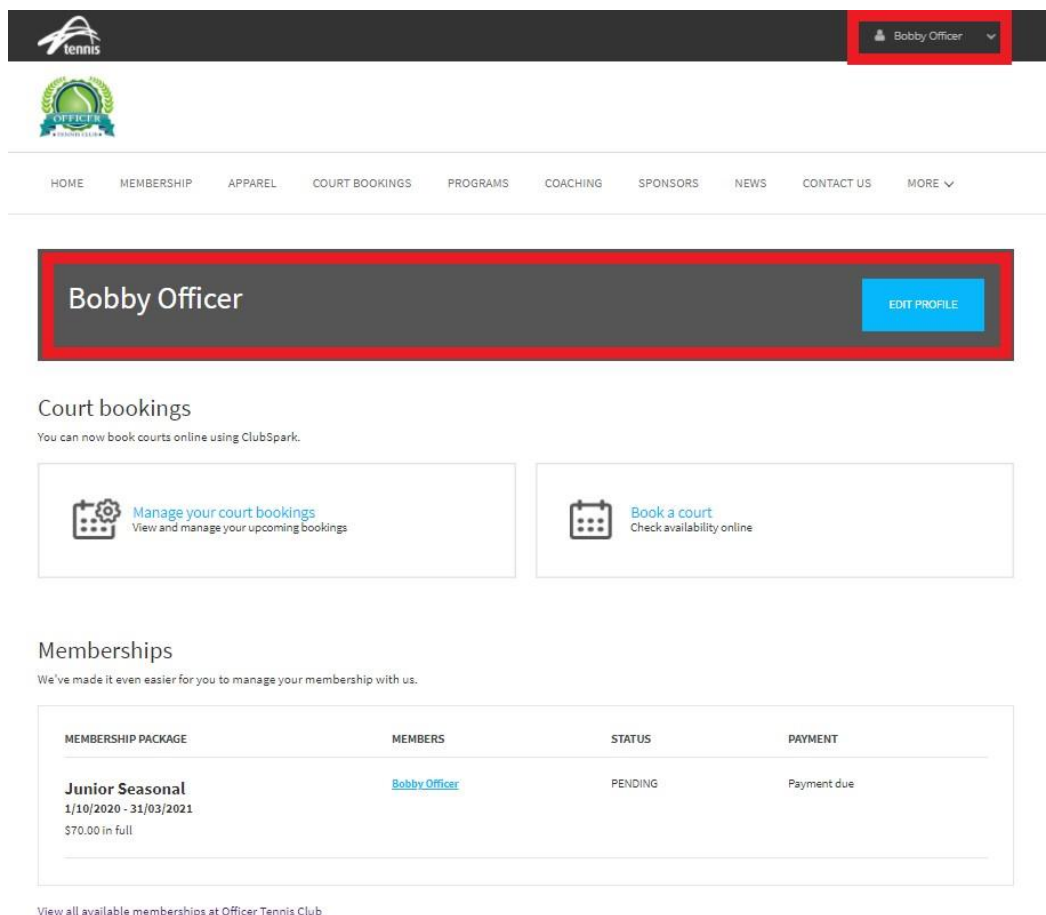
9.1 Select on User to view Profile (example shown below for Bobby Officer).

Select EDIT PROFILE.

Update details including emergency contacts.

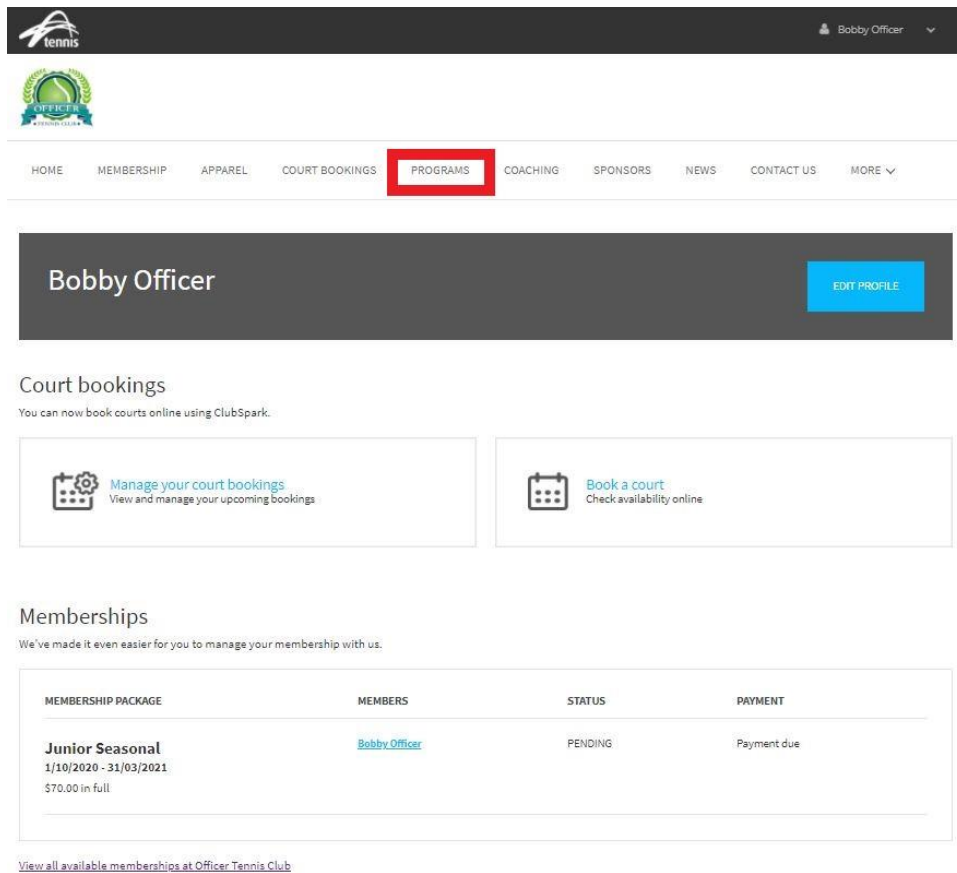
Select SAVE.

This section you can also Book a Court or manage your Court Bookings.



10. To Book a Program online.

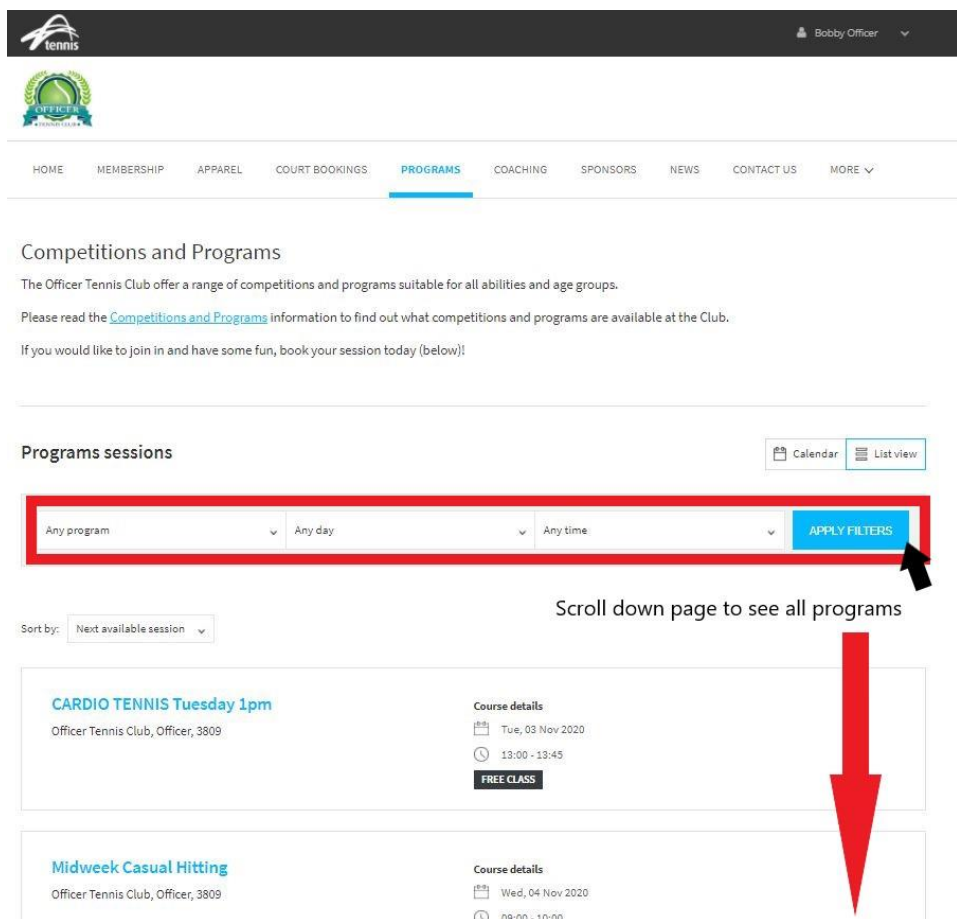
Go to the Programs menu above on website.



The screenshot shows the Officer Tennis Club website. The top navigation bar includes links for HOME, MEMBERSHIP, APPAREL, COURT BOOKINGS, **PROGRAMS** (highlighted with a red box), COACHING, SPONSORS, NEWS, CONTACT US, and MORE. Below the navigation bar, a user profile for Bobby Officer is displayed with an EDIT PROFILE button. The main content area is titled "Court bookings" and includes a link to "Manage your court bookings" and a link to "Book a court". Below this, a "Memberships" section shows a table with columns for MEMBERSHIP PACKAGE, MEMBERS, STATUS, and PAYMENT. The table lists a "Junior Seasonal" membership for Bobby Officer, which is PENDING and has a payment due.

MEMBERSHIP PACKAGE	MEMBERS	STATUS	PAYMENT
Junior Seasonal 1/10/2020 - 31/03/2021 \$70.00 in full	Bobby Officer	PENDING	Payment due

11. Scroll down to see all the available programs or apply filters e.g. search by program, day and/or time.



The screenshot shows the Officer Tennis Club website with the "PROGRAMS" menu highlighted in red. Below the navigation bar, a section titled "Competitions and Programs" provides information about the club's offerings. The "Programs sessions" section includes a filter bar with dropdown menus for "Any program", "Any day", and "Any time", followed by an "APPLY FILTERS" button. A red arrow points down from the filter bar to the program details section, which lists two programs: "CARDIO TENNIS Tuesday 1pm" and "Midweek Casual Hitting".

Programs sessions

Any program | Any day | Any time | **APPLY FILTERS**

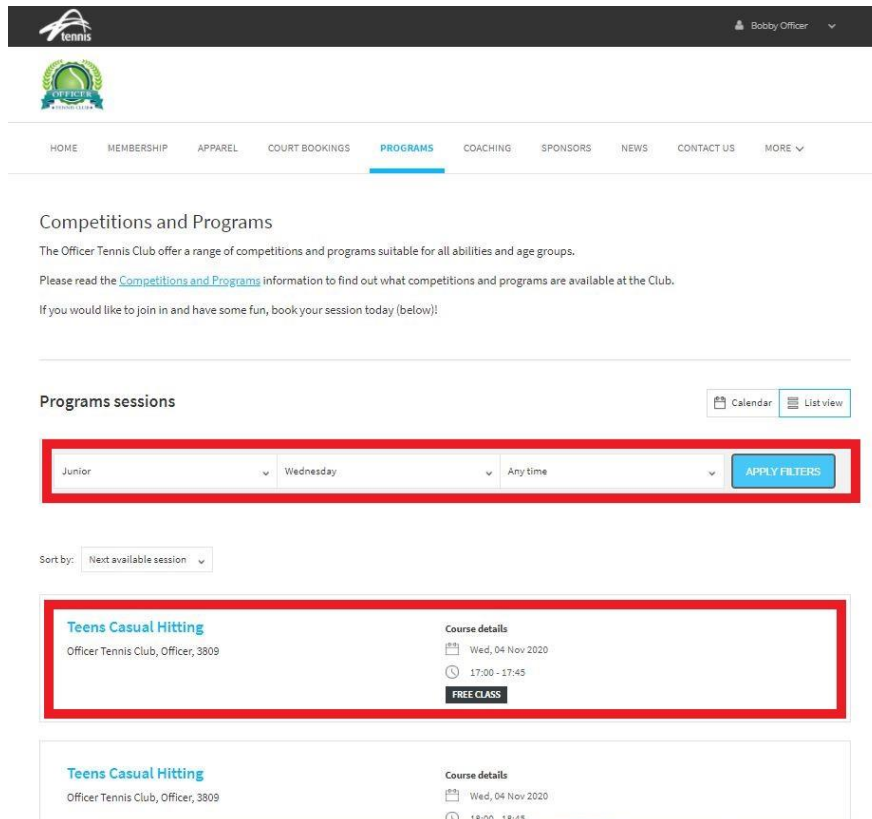
Sort by: Next available session

Program	Course details
CARDIO TENNIS Tuesday 1pm Officer Tennis Club, Officer, 3809	Tue, 03 Nov 2020 13:00 - 13:45 FREE CLASS
Midweek Casual Hitting Officer Tennis Club, Officer, 3809	Wed, 04 Nov 2020 09:00 - 10:00

12. Example: Booking Bobby Officer into a Teens Program.

Search for Teens Program e.g. Teens Casual Hitting – Wed 04 Nov, 17:00-17:45

Click on the program.



Competitions and Programs

The Officer Tennis Club offer a range of competitions and programs suitable for all abilities and age groups.

Please read the [Competitions and Programs](#) information to find out what competitions and programs are available at the Club.

If you would like to join in and have some fun, book your session today (below)!

Programs sessions

Calendar List view

Junior Wednesday Any time APPLY FILTERS

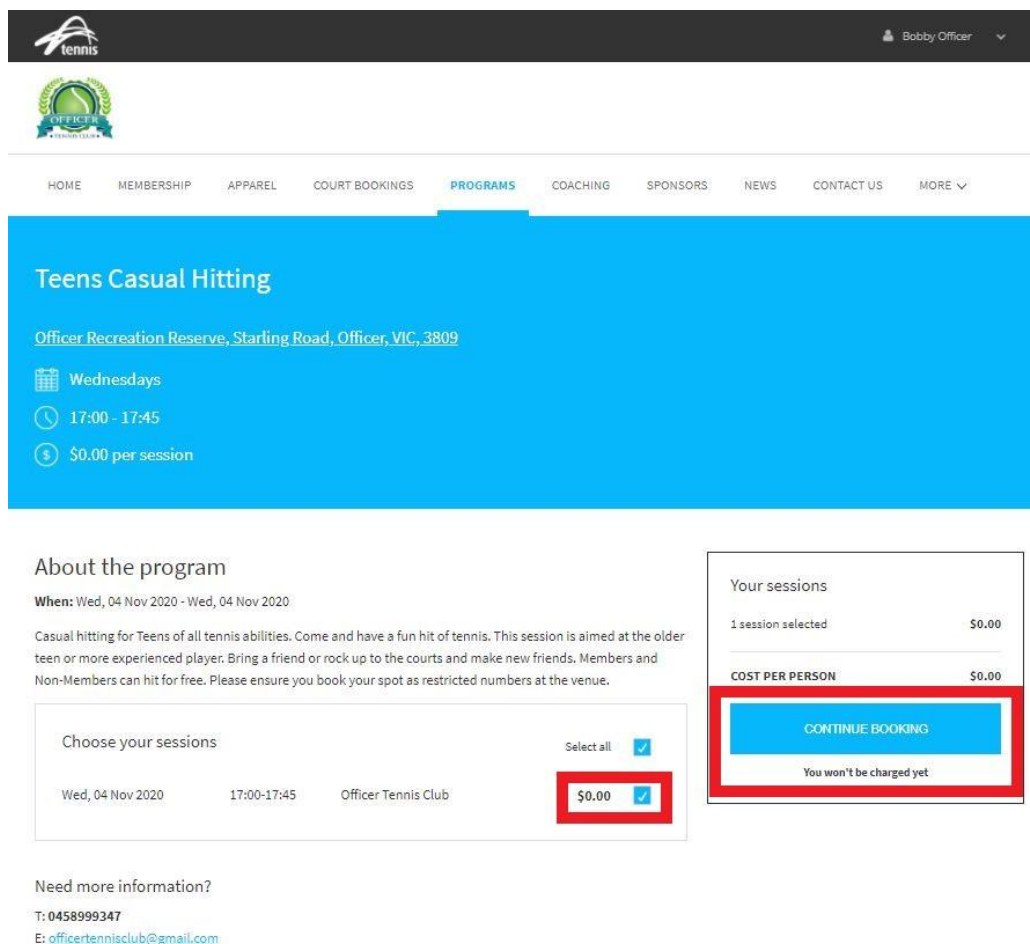
Sort by: Next available session

Teens Casual Hitting
Officer Tennis Club, Officer, 3809
Course details
Wed, 04 Nov 2020
17:00 - 17:45
FREE CLASS

Teens Casual Hitting
Officer Tennis Club, Officer, 3809
Course details
Wed, 04 Nov 2020
18:00 - 18:45

13. Choose session/s by selecting the checkbox.

Select CONTINUE BOOKING.



Teens Casual Hitting

[Officer Recreation Reserve, Starling Road, Officer, VIC, 3809](#)

Wednesdays

17:00 - 17:45

\$0.00 per session

About the program

When: Wed, 04 Nov 2020 - Wed, 04 Nov 2020

Casual hitting for Teens of all tennis abilities. Come and have a fun hit of tennis. This session is aimed at the older teen or more experienced player. Bring a friend or rock up to the courts and make new friends. Members and Non-Members can hit for free. Please ensure you book your spot as restricted numbers at the venue.

Choose your sessions

Select all ☒

Wed, 04 Nov 2020	17:00-17:45	Officer Tennis Club	\$0.00 <input checked="" type="checkbox"/>
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Your sessions

1 session selected \$0.00

COST PER PERSON \$0.00

CONTINUE BOOKING

You won't be charged yet

Need more information?

T: 0458999347

E: officertenniscub@gmail.com

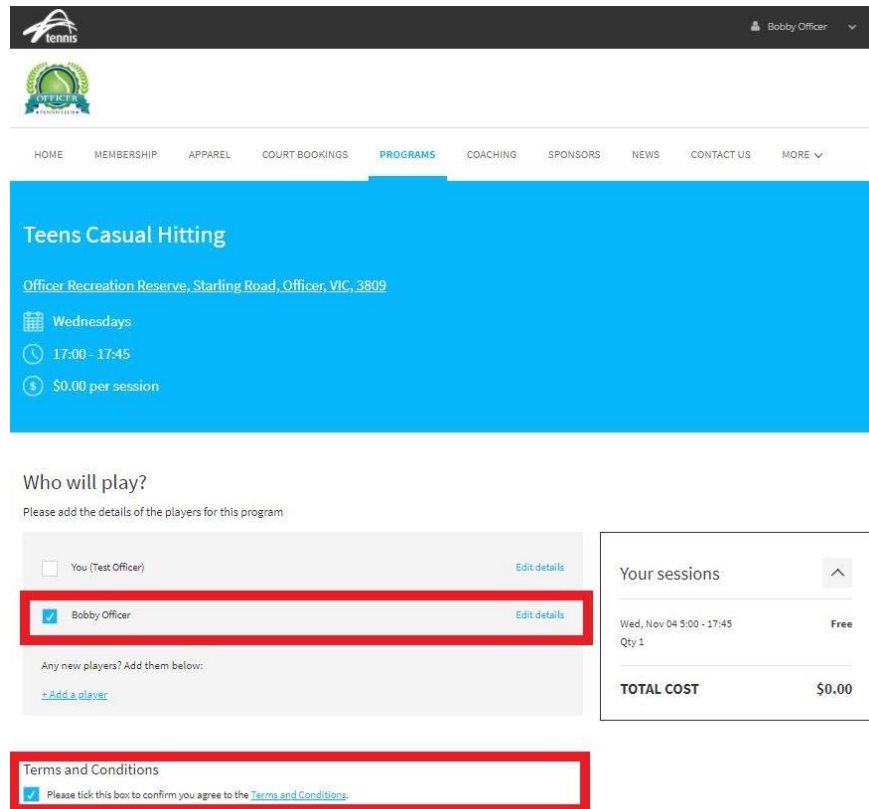
14. Add details of the players/participants for this Program.

If you have more than one (1) user set up under your account they will be listed (e.g. below you can see You (Test Officer) and Bobby Officer. If no other users assigned to account you can add any new players by selecting +Add a player.

Read the Terms and Conditions, then tick the checkbox.

Select BOOK NOW.

If there is a fee attached to participate in session, you will then be prompted to make payment.



Teens Casual Hitting

Officer Recreation Reserve, Starling Road, Officer, VIC, 3809

Wednesdays

17:00 - 17:45

\$0.00 per session

Who will play?

Please add the details of the players for this program

☐ You (Test Officer) [Edit details](#)

☒ Bobby Officer [Edit details](#)

Any new players? Add them below:

[+ Add a player](#)

Your sessions

Wed, Nov 04 5:00 - 17:45 **Free**

Qty 1

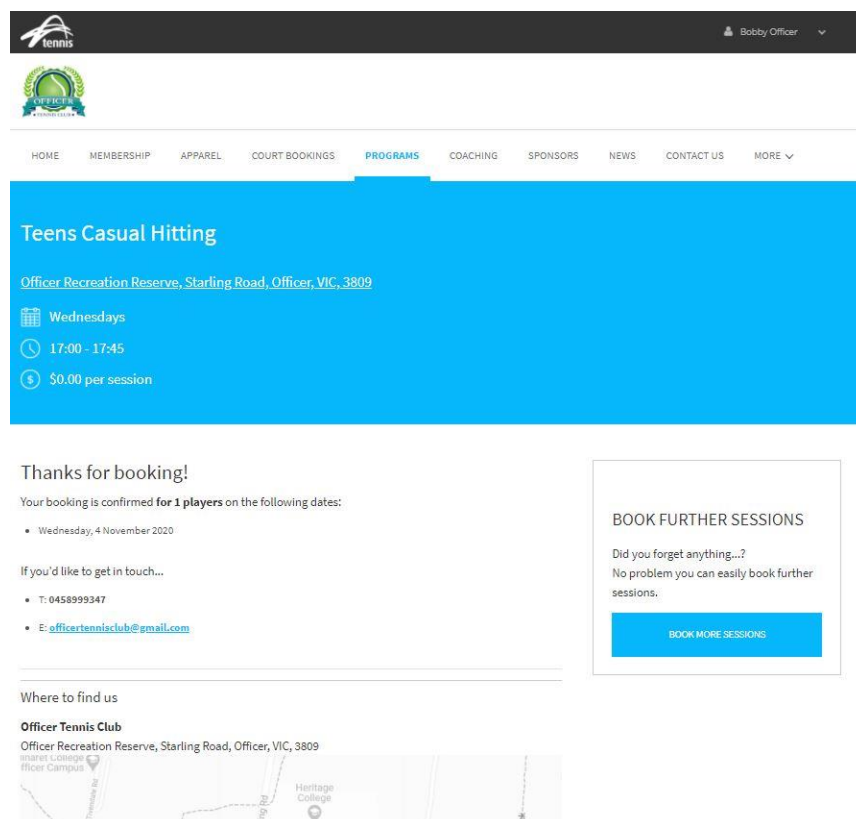
TOTAL COST \$0.00

Terms and Conditions

☒ Please tick this box to confirm you agree to the [Terms and Conditions](#).

15. Program booking is confirmed.

Program booking confirmation sent to your email account.



Teens Casual Hitting

Officer Recreation Reserve, Starling Road, Officer, VIC, 3809

Wednesdays

17:00 - 17:45

\$0.00 per session

Thanks for booking!

Your booking is confirmed for **1 players** on the following dates:

- Wednesday, 4 November 2020

If you'd like to get in touch...

- T: 0458999347
- E: officertennisclub@gmail.com

BOOK FURTHER SESSIONS

Did you forget anything...?

No problem you can easily book further sessions.

[BOOK MORE SESSIONS](#)

Where to find us

Officer Tennis Club

Officer Recreation Reserve, Starling Road, Officer, VIC, 3809

Map showing the location of the Officer Tennis Club, Officer Recreation Reserve, Starling Road, Officer, VIC, 3809.

16. To cancel a Program Booking.

Contact the name and number that is on your email booking confirmation to cancel a session/booking.

At the time of developing this guide, the option to cancel from your user profile was not available, but this feature will be available soon. So check in your user profile or your child's user profile as this feature will appear in the near future.

17. STILL NEED HELP?

Who to contact if experiencing issues with Clubspark account registration, court and program bookings or purchasing memberships:

Clubspark Account Set Up

Email: officertennisclub@gmail.com

Club Treasurer/ Clubspark Administrator – Jacque Rice - 0458 080 376.

Clubspark Programs and Court Bookings

Email: officertennisclub@gmail.com

Club Secretary/ Clubspark Administrator – Karina Clark – 0422 409 791.

Clubspark Memberships

Email: officertennisclub@gmail.com

Club Treasurer/ Clubspark Administrator – Jacque Rice - 0458 080 376.