

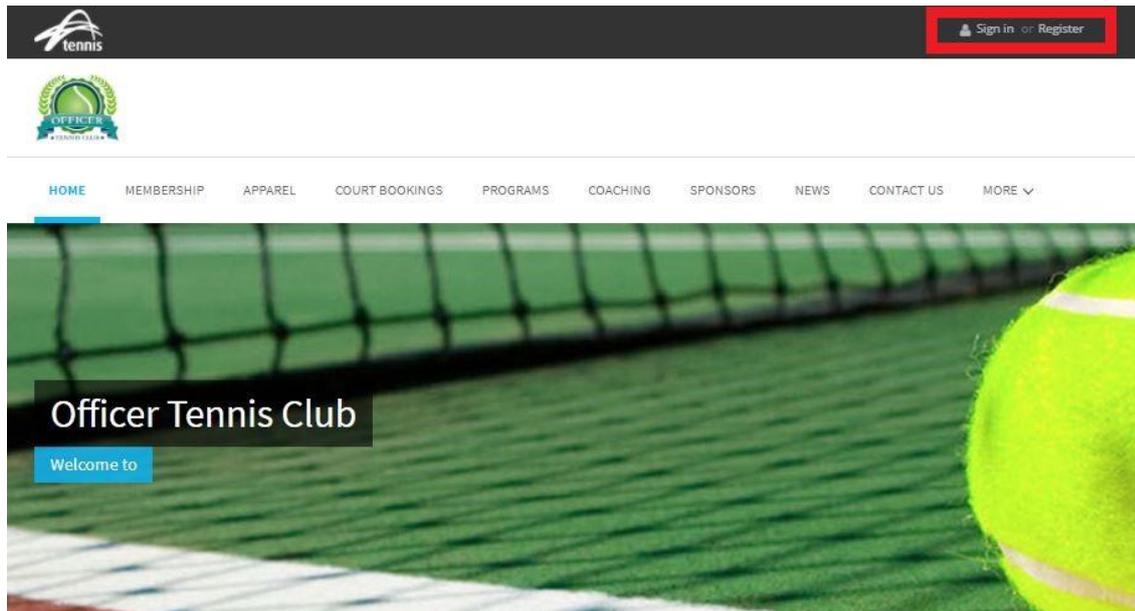


SETTING UP YOUR CLUBSPARK ACCOUNT USER HELP GUIDE

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...

Register to hire a tennis court

Already have an account? Sign in

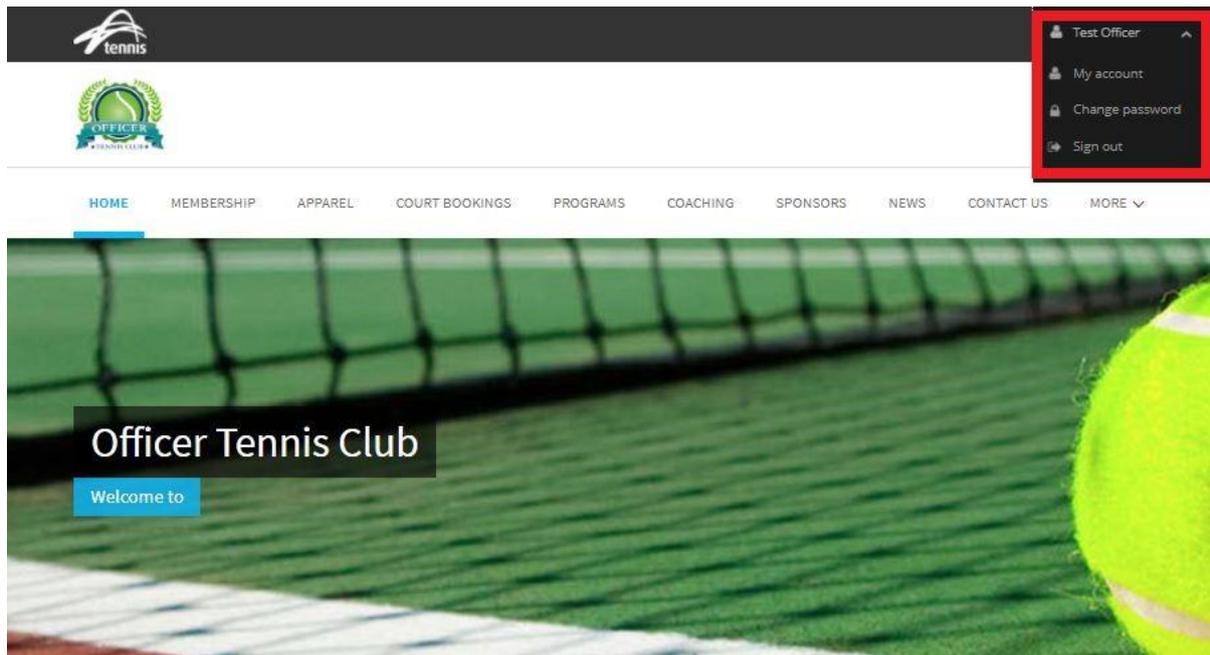
Register with an email address and password...
Please complete all the information below:

First name
Last name
Email address
We use this to confirm a booking and provide club specific information...
Confirm email address
Mobile number
We use this to send booking details and booking reminders.
Date of birth Day Month 1980
Gender Male Female
Postcode
Password
This will enable you to manage this booking and improve the process of future bookings.
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 club's privacy policy](#)

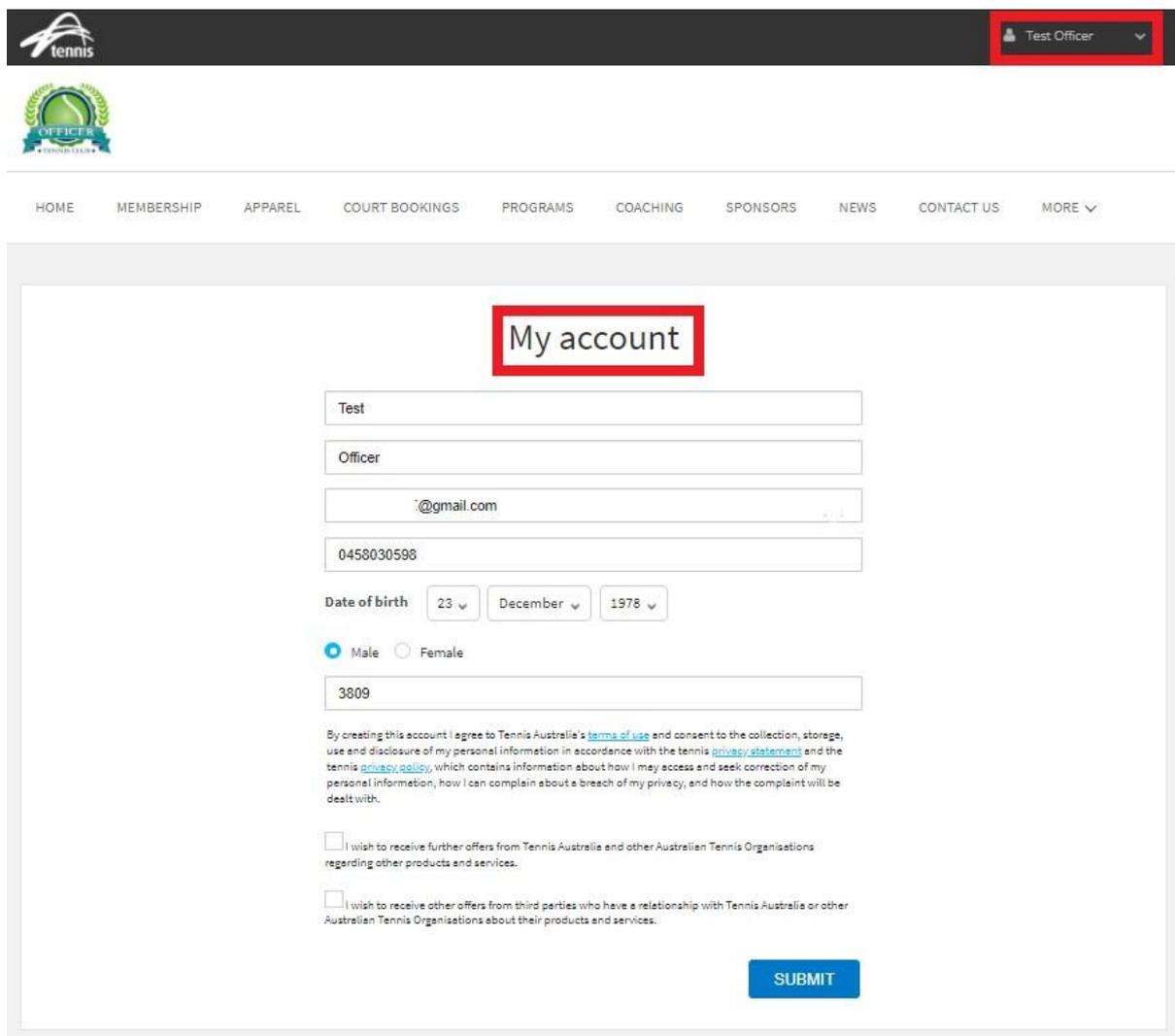
Register with your social account...

Facebook
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.



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.

tennis

Test Officer

HOME MEMBERSHIP APPAREL COURT BOOKINGS PROGRAMS COACHING SPONSORS NEWS CONTACT US MORE

Membership

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

Memberships

Concession 1/10/2020 - 30/09/2021 Annual Concession Membership. <i>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.</i>	\$140.00 in full JOIN NOW
Family Membership 1/10/2020 - 30/09/2021	\$440.00 in full

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.

tennis

Test Officer

HOME MEMBERSHIP APPAREL COURT BOOKINGS PROGRAMS COACHING SPONSORS NEWS CONTACT US MORE

Member details

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

I 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 jacquerice74@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.

tennis

Test Officer

OFFICER TENNIS CLUB

HOME MEMBERSHIP APPAREL COURT BOOKINGS PROGRAMS COACHING SPONSORS NEWS CONTACT US MORE

How would you prefer to pay?

Pay in full using a Credit/Debit Card
Via Stripe. What is [Stripe?](#) stripe

Pay cash in person
Cash given to the Club Treasurer: Jacque Rice.

Other payment
EFT (Preferred Method) Bank Details: Account Name: Officer Tennis Club BSB: 633 000
Account No.: 150 094 597

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

PAY NOW

8. Membership Confirmation.

Email confirmation sent to your email account.

Select BACK TO HOME PAGE.

tennis

Test Officer

OFFICER TENNIS CLUB

HOME MEMBERSHIP APPAREL COURT BOOKINGS PROGRAMS COACHING SPONSORS NEWS CONTACT US MORE

Thank you for your membership purchase

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.

Your membership is currently set to Pending but will be updated to Active once the club receives payment.

Junior Seasonal

Total cost \$70.00

Payment method Cash

Membership starts: Thursday, 1 October 2020

Membership ends: Wednesday, 31 March 2021

BACK TO HOME PAGE

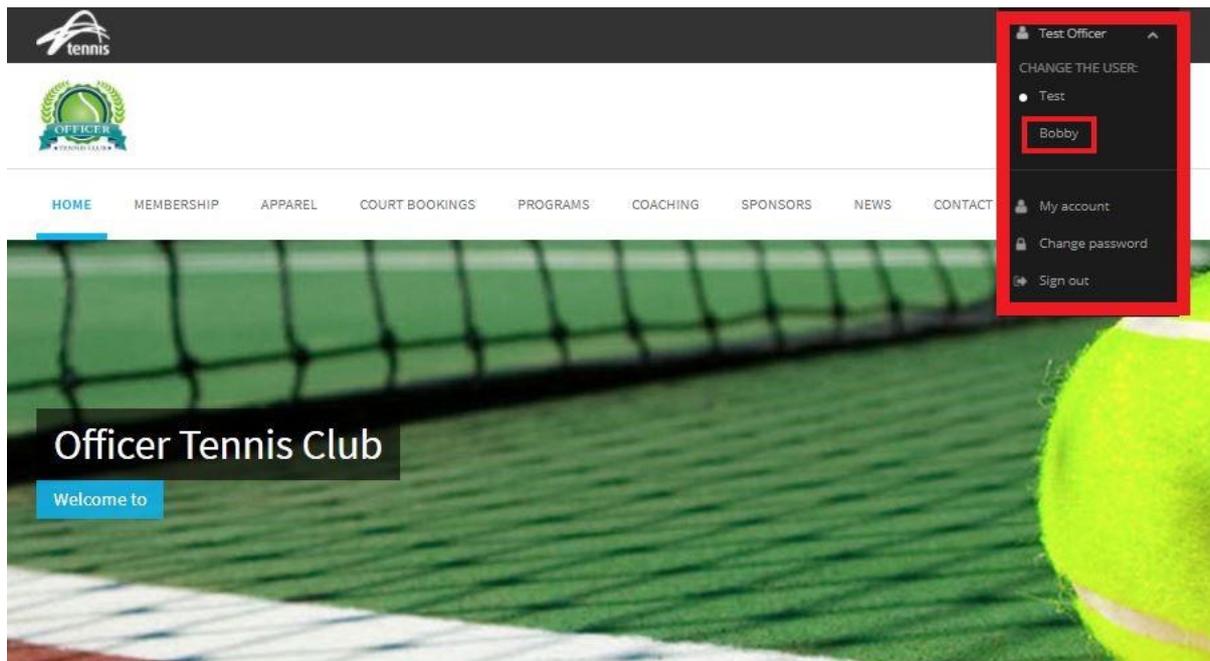
Message from Officer Tennis Club

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.



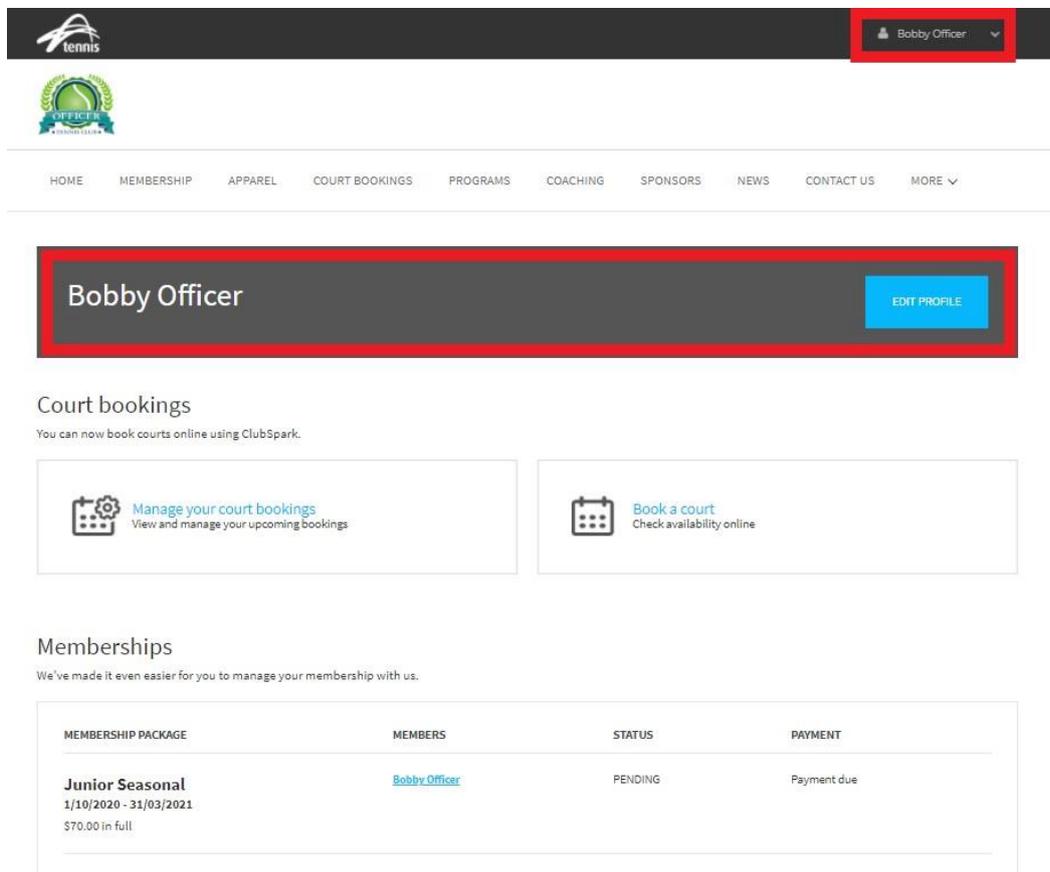
9.1 Select on User to view Profile (example shown below for Bobby Officer).

Select EDIT PROFILE.

Update details including emergency contacts.

Select SAVE.

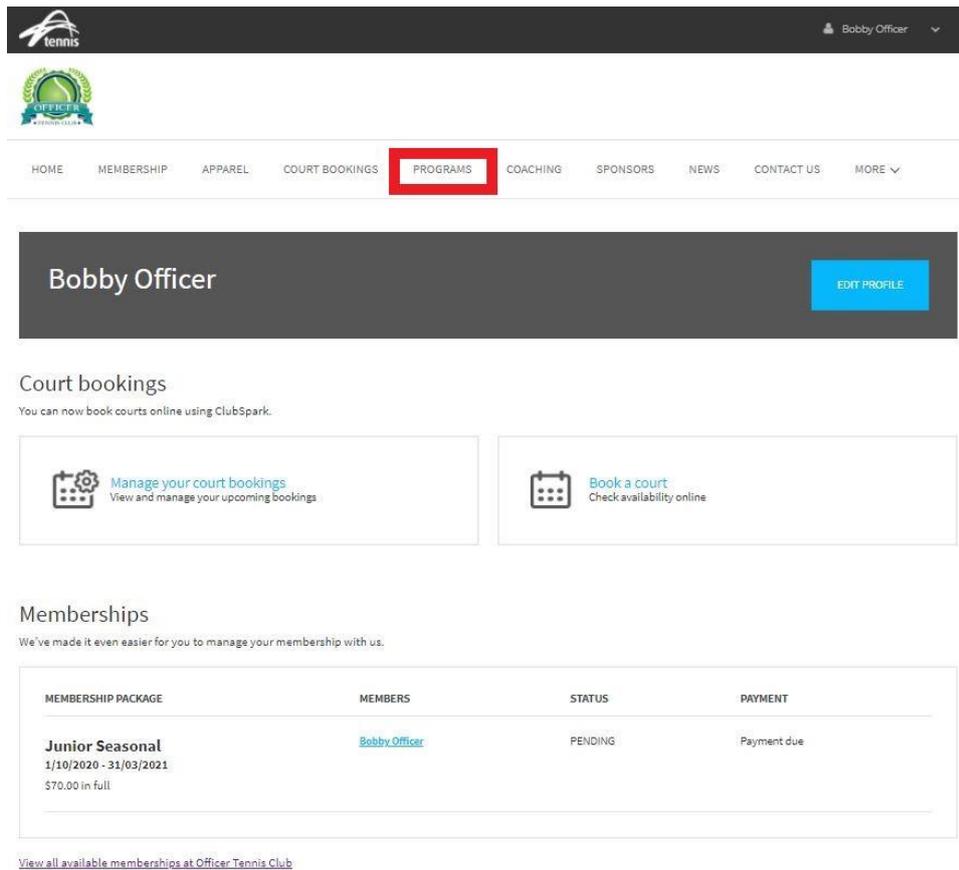
This section you can also Book a Court or manage your Court Bookings.



[View all available memberships at Officer Tennis Club](#)

10. To Book a Program online.

Go to the Programs menu above on website.

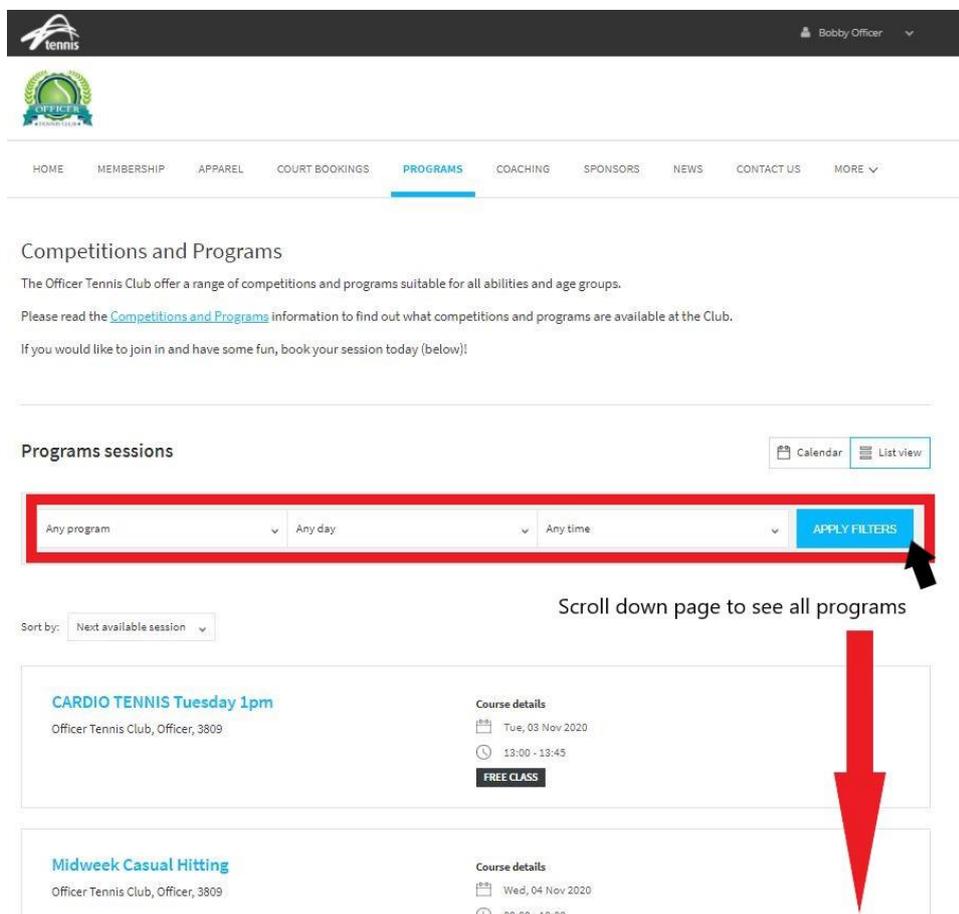


The screenshot shows the website header with the 'tennis' logo and a user profile for 'Bobby Officer'. The navigation menu includes 'HOME', 'MEMBERSHIP', 'APPAREL', 'COURT BOOKINGS', 'PROGRAMS' (highlighted with a red box), 'COACHING', 'SPONSORS', 'NEWS', 'CONTACT US', and 'MORE'. Below the navigation is a user profile banner for 'Bobby Officer' with an 'EDIT PROFILE' button. The main content area is titled 'Court bookings' and includes a sub-header 'You can now book courts online using ClubSpark.' Two cards are visible: 'Manage your court bookings' and 'Book a court'. Below this is a 'Memberships' section with a table showing a 'Junior Seasonal' membership package.

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

[View all available memberships at Officer Tennis Club.](#)

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 website header with the 'tennis' logo and a user profile for 'Bobby Officer'. The navigation menu includes 'HOME', 'MEMBERSHIP', 'APPAREL', 'COURT BOOKINGS', 'PROGRAMS' (highlighted with a blue bar), 'COACHING', 'SPONSORS', 'NEWS', 'CONTACT US', and 'MORE'. Below the navigation is a section titled 'Competitions and Programs' with a sub-header 'The Officer Tennis Club offer a range of competitions and programs suitable for all abilities and age groups.' Below this is a 'Programs sessions' section with a filter box highlighted in red. The filter box contains three dropdown menus: 'Any program', 'Any day', and 'Any time', and an 'APPLY FILTERS' button. Below the filter box is a 'Sort by:' dropdown menu set to 'Next available session'. Below the filter box is a list of programs, including 'CARDIO TENNIS Tuesday 1pm' and 'Midweek Casual Hitting'. A large red arrow points downwards from the filter box to the list of programs.

Scroll down page to see all programs

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.

The screenshot shows the 'Programs' page of the Officer Tennis Club website. The user is logged in as 'Bobby Officer'. The navigation menu includes HOME, MEMBERSHIP, APPAREL, COURT BOOKINGS, PROGRAMS, COACHING, SPONSORS, NEWS, CONTACT US, and MORE. The main heading is 'Competitions and Programs', followed by a brief description and a link to 'Competitions and Programs' information. Below this, there are filter options for 'Programs sessions' (Calendar, List view) and a search filter box. The filter box is highlighted with a red border and contains 'Junior', 'Wednesday', and 'Any time' with an 'APPLY FILTERS' button. Below the filters, the results are sorted by 'Next available session'. The first result, 'Teens Casual Hitting', is highlighted with a red border. It shows 'Officer Tennis Club, Officer, 3809', 'Course details' for 'Wed, 04 Nov 2020' at '17:00 - 17:45', and a 'FREE CLASS' button. A second result for 'Teens Casual Hitting' is visible below, with details for 'Wed, 04 Nov 2020' at '18:00 - 18:45'.

13. Choose session/s by selecting the checkbox.

Select CONTINUE BOOKING.

The screenshot shows the 'Teens Casual Hitting' program details page. The user is logged in as 'Bobby Officer'. The navigation menu is the same as in the previous screenshot. The main heading is 'Teens Casual Hitting', followed by the location 'Officer Recreation Reserve, Starling Road, Officer, VIC, 3809'. Below this, there are details for 'Wednesdays', '17:00 - 17:45', and '\$0.00 per session'. The 'About the program' section describes the program as '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.' Below this, there is a 'Choose your sessions' table with a 'Select all' checkbox and a 'CONTINUE BOOKING' button. The 'CONTINUE BOOKING' button is highlighted with a red border. The table shows one session selected for 'Wed, 04 Nov 2020' at '17:00-17:45' for 'Officer Tennis Club' with a cost of '\$0.00'. The 'CONTINUE BOOKING' button is highlighted with a red border. Below the button, it says 'You won't be charged yet'. The 'Your sessions' summary shows '1 session selected' for '\$0.00' and 'COST PER PERSON' for '\$0.00'.

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

Need more information?
T: 0458999347
E: officertennisclub@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: 045899347
- 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

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.