

The Tennis and Fitness Centre

301 Lake St.
Oak Park, IL 60302
708.386.2175

Club Automation: Member Portal



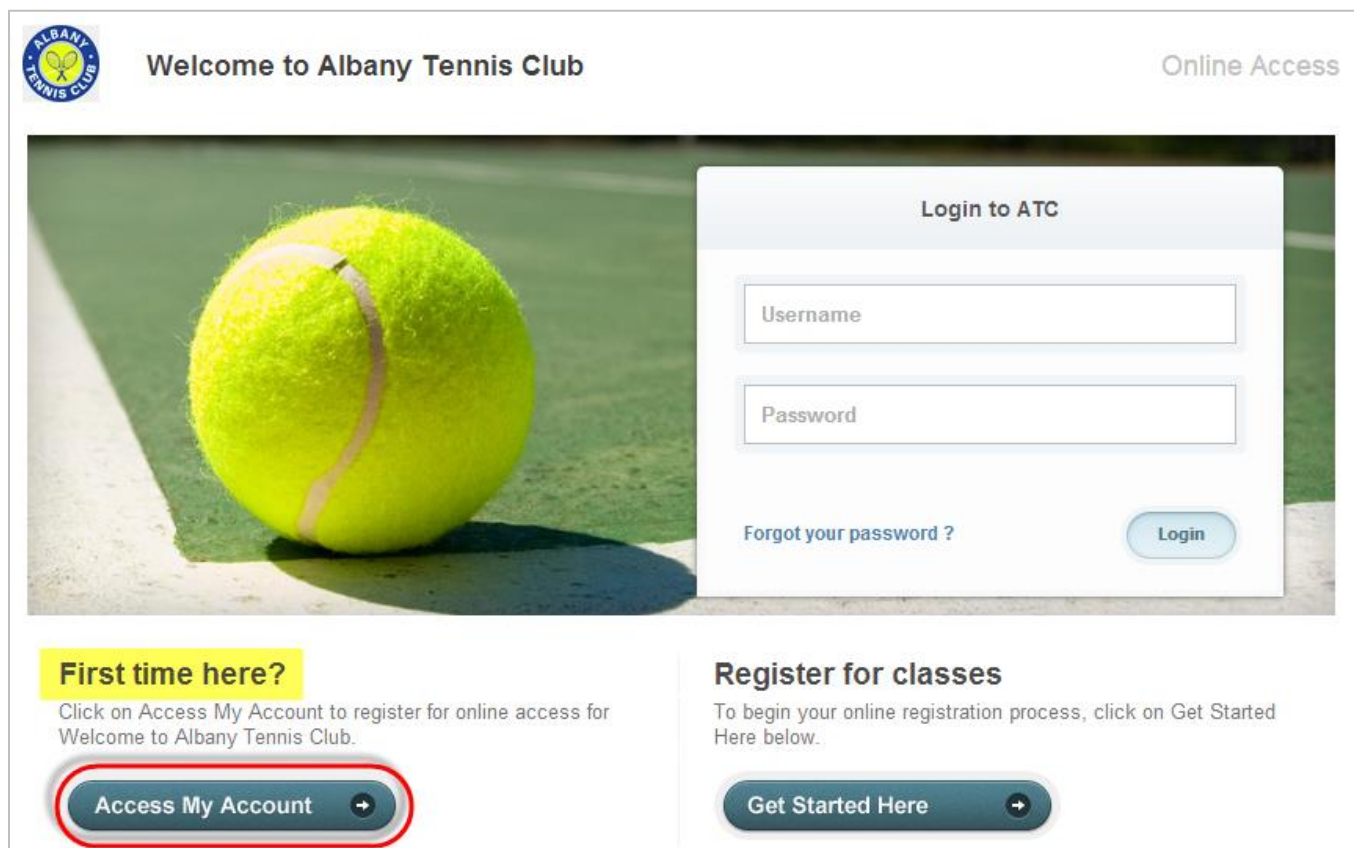
ClubAutomation

Welcome to the your new Tennis and Fitness Centre member portal. Accessing your member portal allows you to view and update personal information, create or edit court reservations, view your statement, pay balances, and more! The guide below outlines the various features available to allow for effective use of your member portal.

1 HOW TO LOG IN

Initial Login: To access the member portal for the first time, begin by opening TENand FiT.com then click on Member Login on the right hand side above Today's Classes.

Once on the site, locate the "Access My Account" button listed under "First time here?".



Welcome to Albany Tennis Club Online Access

Login to ATC

Username

Password

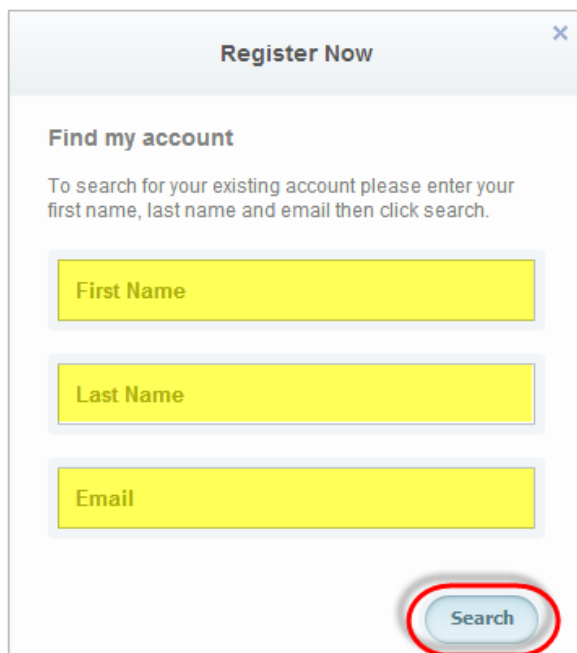
[Forgot your password ?](#) [Login](#)

First time here?
Click on Access My Account to register for online access for Welcome to Albany Tennis Club.
[Access My Account](#)

Register for classes
To begin your online registration process, click on Get Started Here below.
[Get Started Here](#)

In the “Register Now” window, enter your first name, last name, and email address. After entering your information, select “Search” in the bottom right corner.

Once your account has been identified, you will receive a “We found your account.” prompt. A *verification email will then be sent to your email address with the final login instructions*. Please open your email to access these instructions.



Register Now ×

Find my account

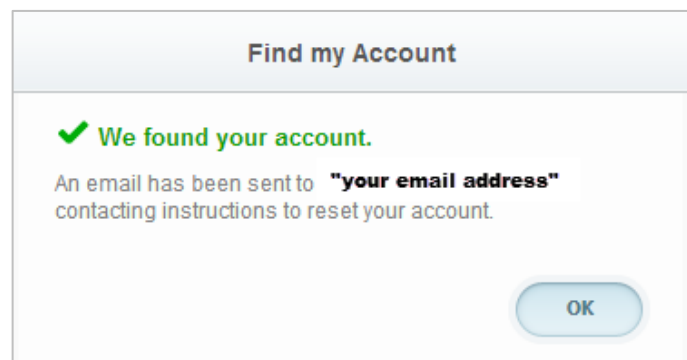
To search for your existing account please enter your first name, last name and email then click search.

First Name

Last Name

Email

Search



Find my Account

✓ **We found your account.**


An email has been sent to **"your email address"** contacting instructions to reset your account.

OK

The email you receive includes a verification link that must be opened to complete the setup process. Once the link is selected, you will be directed to an information page where you will enter/verify your personal information.

Note: *You will only be directed to this information page during your initial log in. Future logins will not require this additional step.*

Finally, complete all required fields on the information page, agree to the standard liability waiver, and select “Save Account”. You will then be directed to the member portal home page!



Welcome to Albany Tennis Club

Please verify & complete your information in the form below

Complete all required fields, agree to the liability waiver, and select "Save Account".

Contact Info

First Name *

Last Name *

Emergency Contact Info


Full Name *

Relationship *

Family Members


Name	Laura Hendricks	edit
Gender	Female	
Birthday	12/17/2009	

Standard login: After completing initial log in steps, your account has been created and you no longer need to use “Access My Account” to log in. Going forward, you will enter your “Username” (your email address) and “Password” in the “Member Login” box. **Your Password must contain at least One Capital Letter and Number.**



Welcome to Albany Tennis Club

[Online Access](#)



Login to ATC

[Forgot your password ?](#)

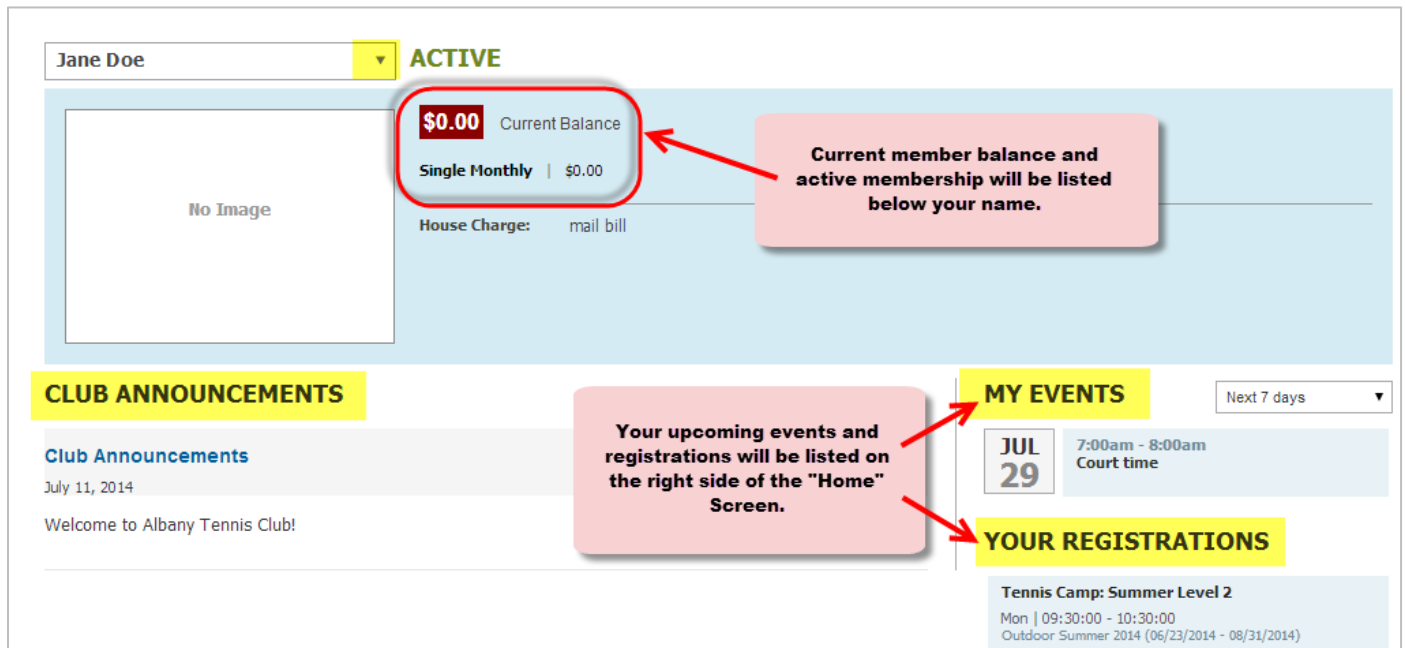
[Login](#)

Questions: If you have any problems accessing your account, select “Forgot your password?” and a new verification link will be sent to your email. If you need to set up a new account or if the email address you provided isn’t recognized by the system, contact the club at 708.386.2175 for further assistance.

2 MEMBER PROTAL OVERVIEW

Home Page: When logging in you will be directed to your “Home” page. The home page lists the following:

- *Current balance and membership type* – these will be listed just below your name
- *Club announcements* – be sure to review for any updates or announcements from the team at The Tennis and Fitness Centre!
- *Upcoming events and registrations* – listed on the right side of the home screen will be any upcoming court reservations as well as your future class registrations
- *Note:* if you are the primary account holder, select the dropdown menu to the right of your name (highlighted in yellow below) to navigate to different family members’ profiles

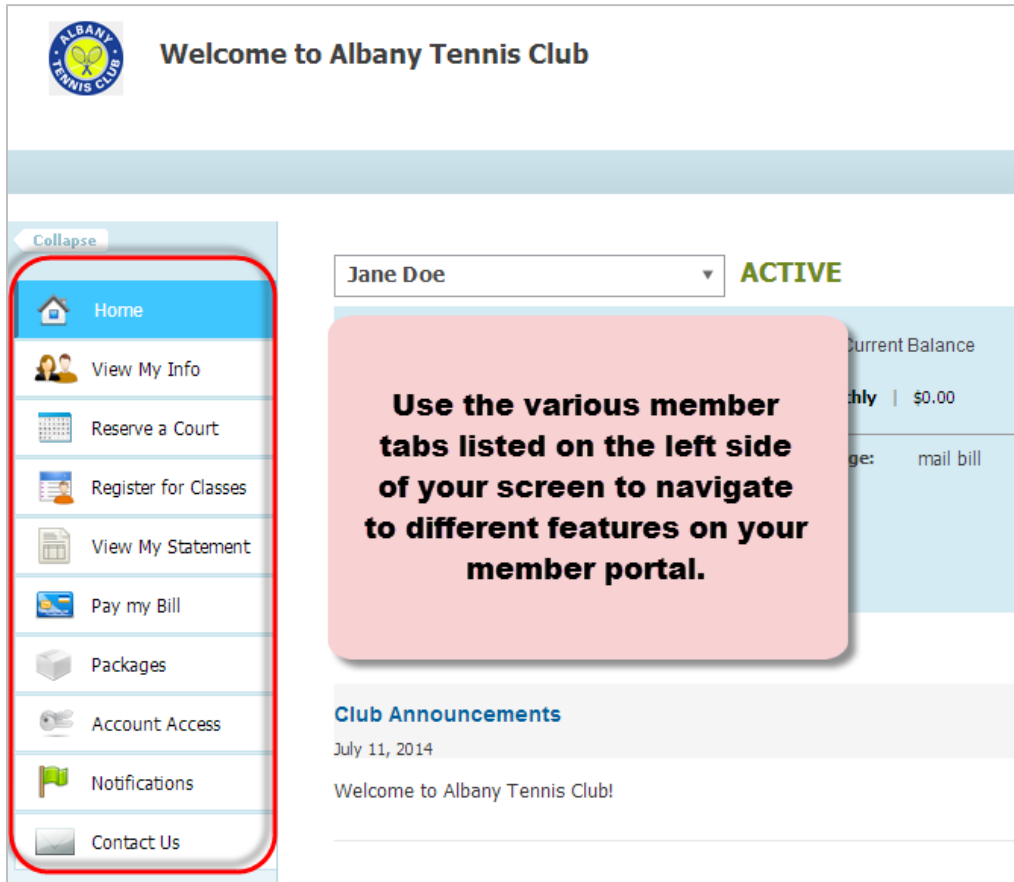


The screenshot shows the user interface for Jane Doe, who is an ACTIVE member. Key elements include:

- User Profile:** Jane Doe (dropdown menu), ACTIVE status, and a current balance of \$0.00. A callout box points to the balance information, stating: "Current member balance and active membership will be listed below your name."
- Club Announcements:** A section titled "CLUB ANNOUNCEMENTS" with a sub-header "Club Announcements" dated July 11, 2014, containing the message "Welcome to Albany Tennis Club!".
- Upcoming Events and Registrations:** A section titled "MY EVENTS" with a "Next 7 days" filter. It displays an event for "JUL 29" from 7:00am to 8:00am, labeled "Court time". Below this is a "YOUR REGISTRATIONS" section showing "Tennis Camp: Summer Level 2" on Monday from 09:30:00 to 10:30:00, for the period of Outdoor Summer 2014 (06/23/2014 - 08/31/2014). A callout box points to this area, stating: "Your upcoming events and registrations will be listed on the right side of the 'Home' Screen."

Member Portal Tabs: Located on the left side of the member portal are the various tabs you will use to access courts reservations, classes, member statement, etc. Below is the list of tabs you can access through your member portal.

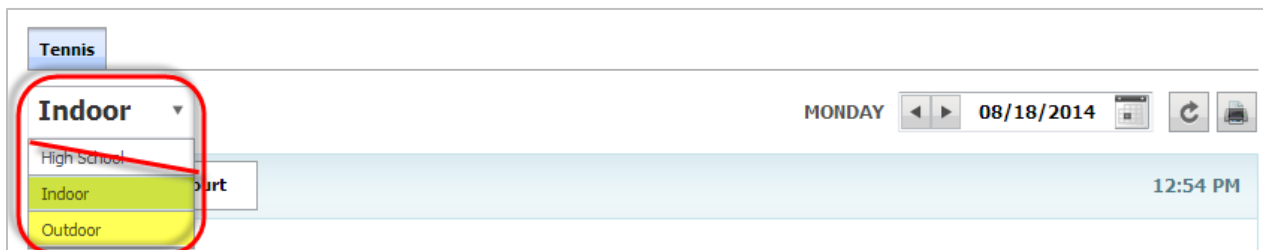
- **Home:** This will navigate you back to the “Home” screen outlined above.
- **Reserve a Court:** Select to book new and/or edit your existing court reservations.
- **Register for Classes:** Any programs currently available for online registration will be listed on this tab.
- **View My Statement:** Select to review charges and payments posted to your statement.
- **Pay my Bill:** This will allow you to make online payments for any outstanding charges on your account.
- **Account Access:** Determine what linked family members are able to access on their unique member portal, i.e. view charges or reserve courts.
- **Notifications:** This feature allows you to opt in or out of club email communications.



3 RESERVE A COURT

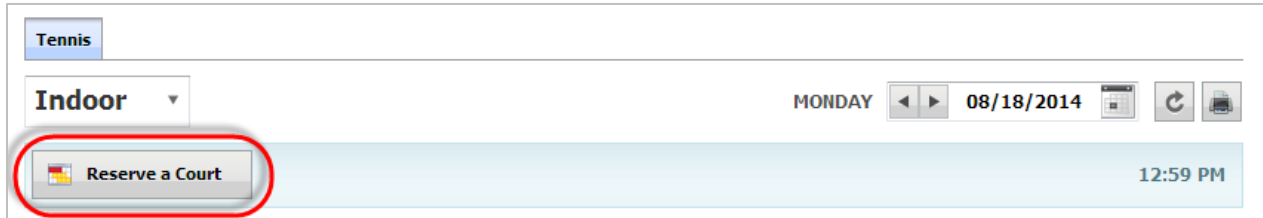
When selected, this tab allows you to create new court reservations as well as edit/cancel existing reservations.

New Reservations: To reserve a court, begin by selecting “Indoor” or “Outdoor” from the location dropdown.



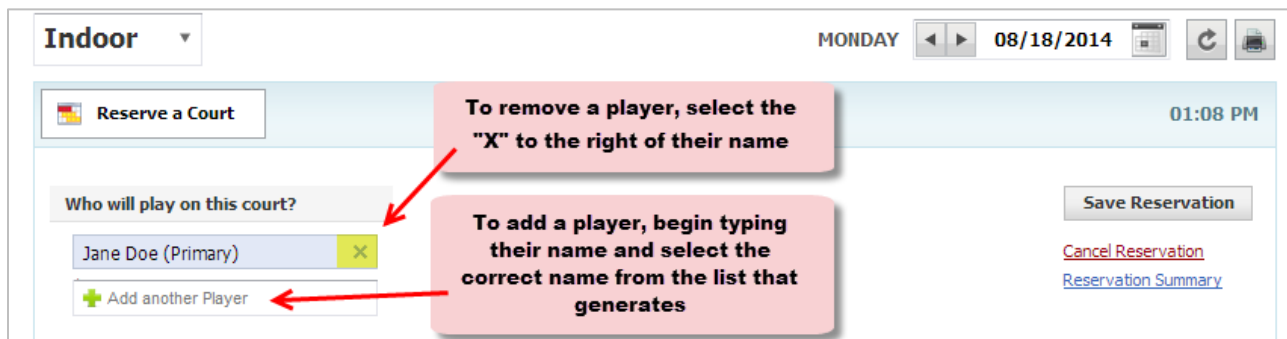
Once the court location has been selected, follow the steps below to complete your court reservation.

1. Select “Reserve a Court”



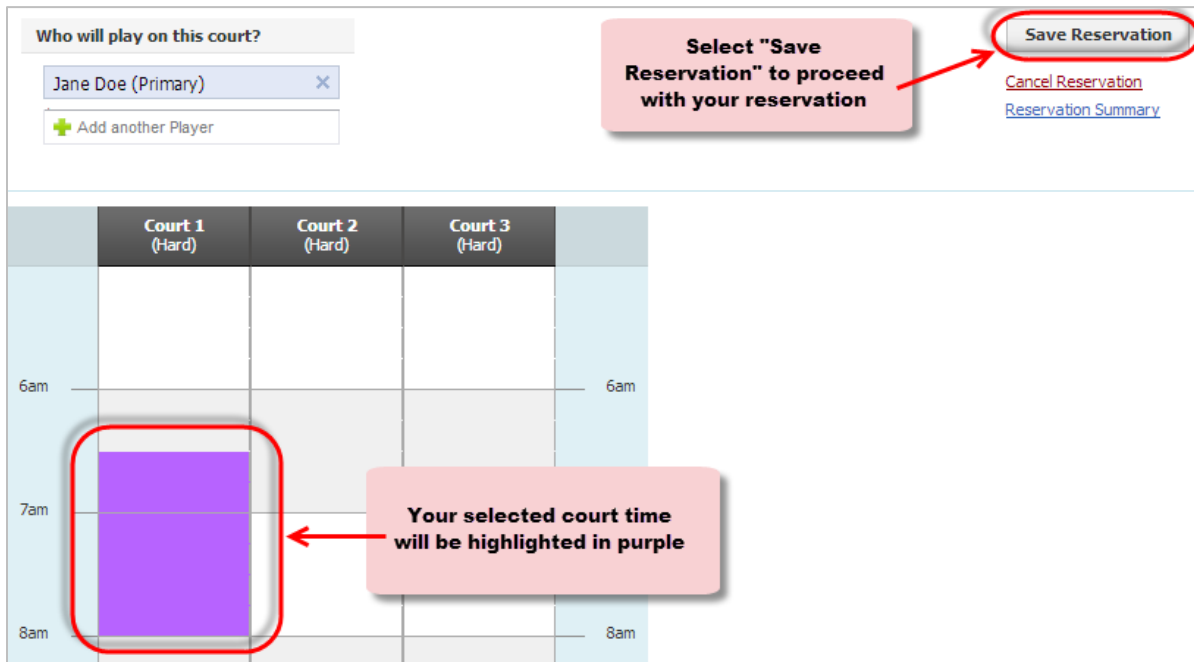
The screenshot shows the top navigation bar of the Member Portal. The 'Tennis' category is selected. Underneath, 'Indoor' is selected from a dropdown menu. The date is set to 'MONDAY 08/18/2014'. A 'Reserve a Court' button is highlighted with a red circle. The time '12:59 PM' is displayed on the right.

2. Enter the names of the players who will be on the court
 - a. To add additional players, type the name in the “Add another player” box and select the name from the list that will generate
 - b. To remove a name, select the “X” to the right of the name



The screenshot shows the 'Reserve a Court' form. The 'Indoor' category is selected. The date is 'MONDAY 08/18/2014' and the time is '01:08 PM'. The 'Reserve a Court' button is visible. Below it, the section 'Who will play on this court?' contains a list of players. The first player is 'Jane Doe (Primary)' with a yellow 'X' button to its right. Below the list is an 'Add another Player' button. Two red callout boxes provide instructions: one points to the 'X' button with the text 'To remove a player, select the “X” to the right of their name', and the other points to the 'Add another Player' button with the text 'To add a player, begin typing their name and select the correct name from the list that generates'. On the right side of the form, there are buttons for 'Save Reservation', 'Cancel Reservation', and 'Reservation Summary'.

3. Select your reservation time by highlighting the courts. Once the court time is highlighted, your time will appear in purple.
4. Select “Save Reservation” toward the top right corner of the page to proceed with your reservation.



Who will play on this court?

Jane Doe (Primary) ✕

+ Add another Player

Select "Save Reservation" to proceed with your reservation

Save Reservation

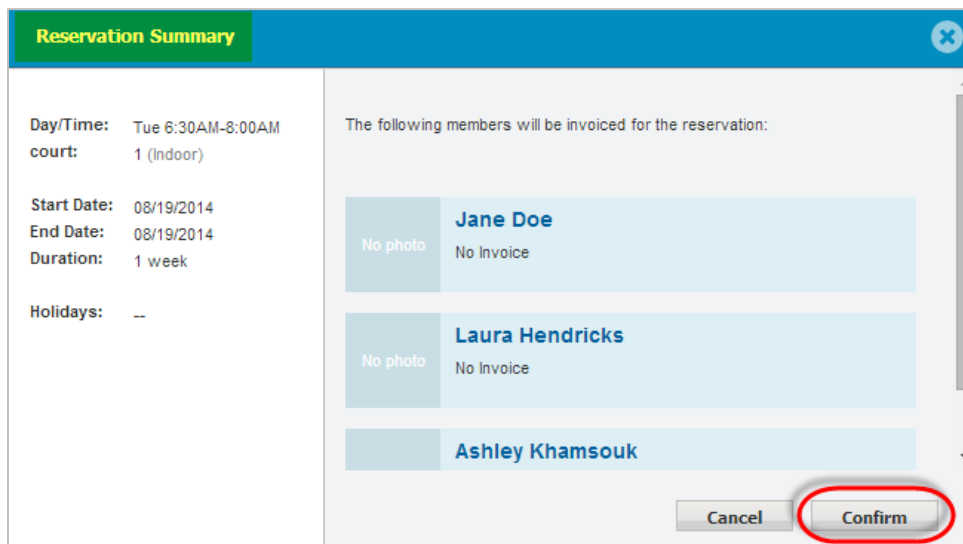
[Cancel Reservation](#)

[Reservation Summary](#)

	Court 1 (Hard)	Court 2 (Hard)	Court 3 (Hard)
6am			
7am			
8am			

Your selected court time will be highlighted in purple

- After selecting save, a reservation summary will generate where you can review the reservation details and select "Confirm" to complete your reservation



Reservation Summary ✕

Day/Time: Tue 6:30AM-8:00AM
court: 1 (Indoor)

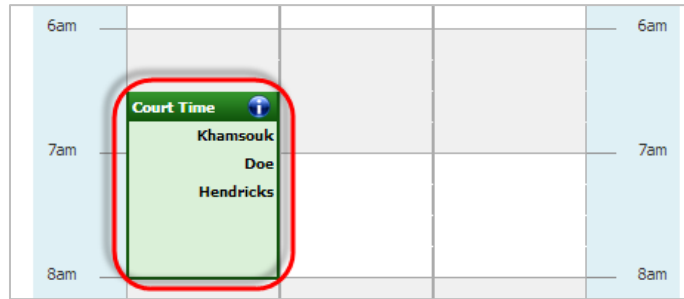
Start Date: 08/19/2014
End Date: 08/19/2014
Duration: 1 week
Holidays: --

The following members will be invoiced for the reservation:

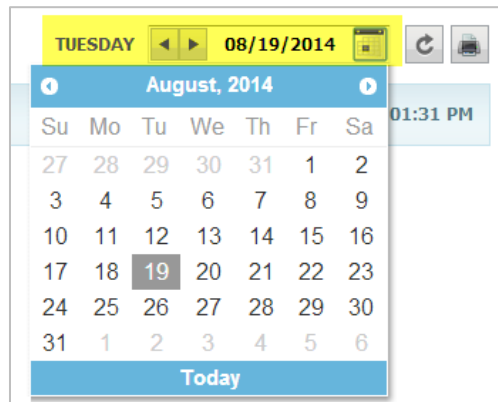
No photo	Jane Doe No Invoice
No photo	Laura Hendricks No Invoice
	Ashley Khamsouk

Cancel **Confirm**

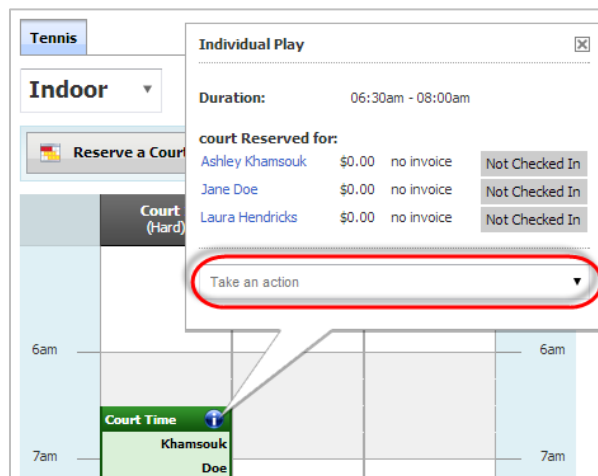
Once complete, your reservation will now appear in green on the courts.



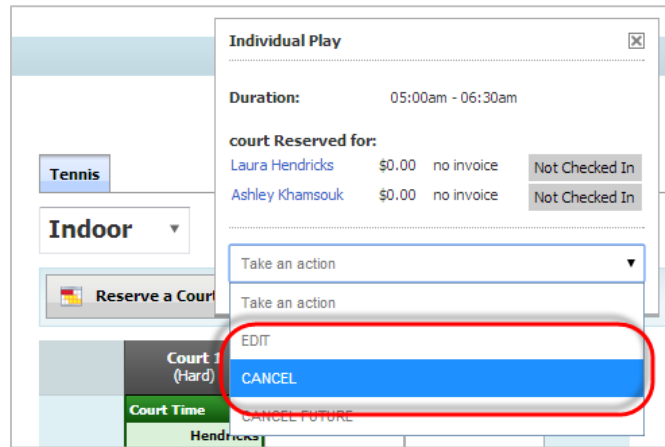
Edit/Cancel Reservations: To edit/cancel a reservation, begin by navigating to the day of the reservation. Use the calendar tool in the top right corner to move between days. Cancellations made less than 24 hours in advance will be charged the normal court/lesson rate.



Once the reservation has been located, click on the reservation and select the “Take an action” dropdown”.



From the “Take an action” dropdown, select either “Edit” or “Cancel” to take the appropriate action.



- *Edit*: allows you to change the players on the court and the time of the reservation.
- *Cancel*: allows you to remove the reservation from the court.

4 REGISTER FOR CLASSES

This tab will allow you to register for all programs currently available for online registration. To complete your registration:

- Begin by locating the program from the list provided. You can also narrow your search using the filters provided at the top of the page, i.e. keyword or event time.
- Once you have identified the class, either click on the class name or select “Learn More” to the right of the program name.

PROGRAMS

Search by keyword All Events ▼

Event time to
 Sun Mon Tue Wed Thu Fri Sat

Search by Age From to Search classes

Program Name	Department	Days of Week	Learn More
Adult 2.5 & Above Clinic	Tennis	Mon	Learn More
Cardio Tennis	Tennis	Fri, Mon, Thu, Wed	Learn More
Pre Swim Level 1	Swimming		Learn More

- Once you have selected the program, all available sessions for the program will be listed. Select the green “Sign Up” for the session you would like to register for.

Available Sessions	Location	Session	Price	
348	Tuesday and Thursday Level 1	September 09/04/2014 - 09/30/2014	\$50.00	Sign Up

- You will then be asked to select the member who will be registering for the class
 - **Note:** if you are the primary account holder and have family members linked to your account, all eligible members will be listed in this screen
- After selecting the member name, click “Add to Cart” to proceed with registration

Tennis Level 6 on ×

Sign Up / Add family members


Select family members to be enrolled in this class below. If you're looking to enroll a family member who is not on this list, you may create them by clicking 'new family member' below.

Jane ✓


Laura

[Cancel](#) [Add to Cart](#)

- The program has now been added to your “cart” and payment can be taken
- Select “View Cart” in the top right corner to process payment and complete your registration to process



Welcome To Albany Tennis Club


View Cart

1 item
\$50.00

Welcome, Jane!

Linked Profiles: [Jane Doe](#) | [Logout](#)

[Home](#)

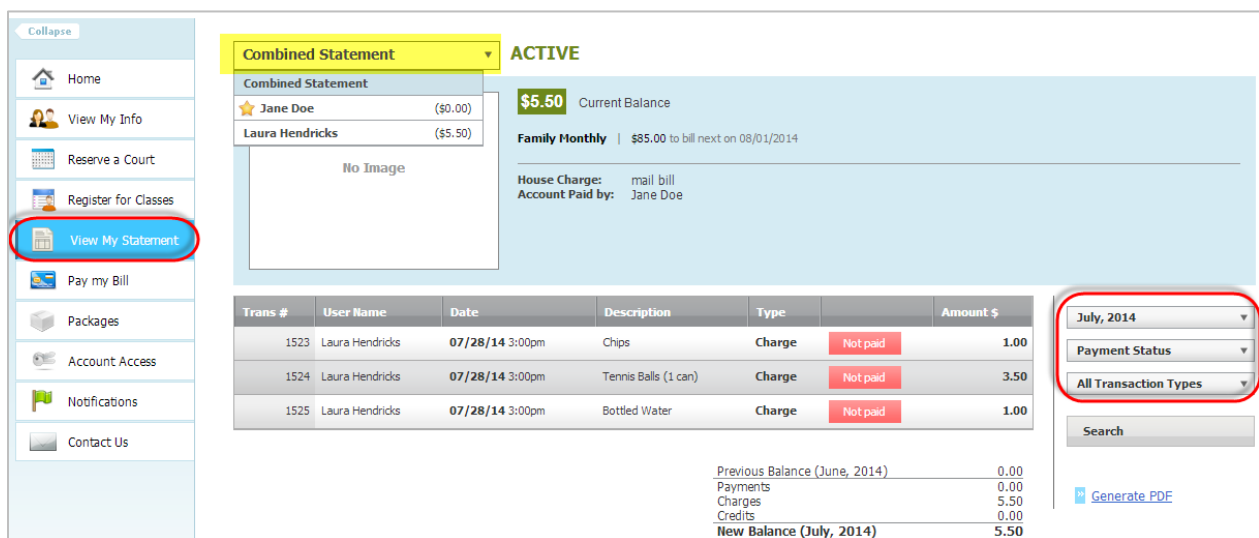
[Contact Us](#)

- In your cart, confirm the charges and select the green “Continue to check out” button
- Follow the prompts to enter payment and complete registration
- Once you have processed your payment, the student will now be registered for the program and their spot secured on the roster!
- To navigate back to the home page, select the home icon in the top right corner

5 VIEW MY STATEMENT

On the “View My Statement” tab, you can review all charges and payments on your member statement.

- When logged in on a primary account, you can navigate between the statements of linked members by selecting the dropdown to the right of your name – highlighted in yellow in the picture below.
- Statements are organized by month and will show all charges and payments generated in the month selected. To navigate between months, select the month dropdown menu found toward the bottom left side of the statement screen – boxed in red below.



Combined Statement **ACTIVE**

★ Jane Doe (\$0.00)
Laura Hendricks (\$5.50)

\$5.50 Current Balance

Family Monthly | \$85.00 to bill next on 08/01/2014

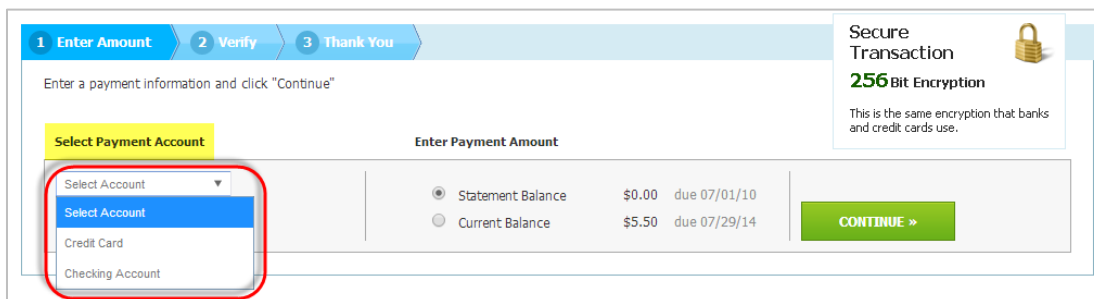
House Charge: mail bill
Account Paid by: Jane Doe

Trans #	User Name	Date	Description	Type	Amount \$
1523	Laura Hendricks	07/28/14 3:00pm	Chips	Charge	Not paid 1.00
1524	Laura Hendricks	07/28/14 3:00pm	Tennis Balls (1 can)	Charge	Not paid 3.50
1525	Laura Hendricks	07/28/14 3:00pm	Bottled Water	Charge	Not paid 1.00

Previous Balance (June, 2014) 0.00
 Payments 0.00
 Charges 5.50
 Credits 0.00
New Balance (July, 2014) 5.50

6 PAY MY BILL

Navigate to this tab to pay any outstanding balances. To begin, locate the “Select Payment Account” menu. Next, select the payment type you will be using for the transaction. Once the payment type is selected, enter the account information in the fields provided.



1 Enter Amount 2 Verify 3 Thank You

Enter a payment information and click "Continue"

Select Payment Account Enter Payment Amount

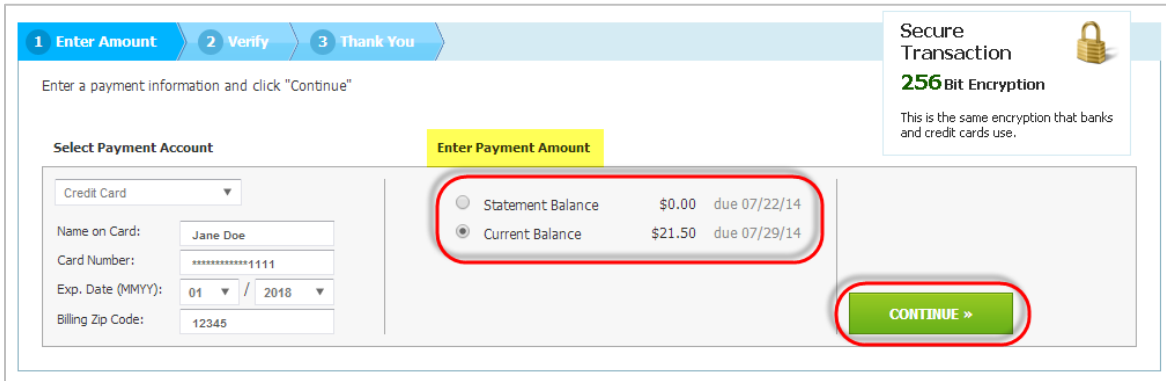
Select Account
 Select Account
 Credit Card
 Checking Account

Statement Balance \$0.00 due 07/01/10
 Current Balance \$5.50 due 07/29/14

CONTINUE >>

Secure Transaction
256Bit Encryption
This is the same encryption that banks and credit cards use.

Next, select the payment amount, which will either be “Statement Balance” or “Current Balance”. After selecting the balance amount, click on the green “Continue” button to proceed with payment.



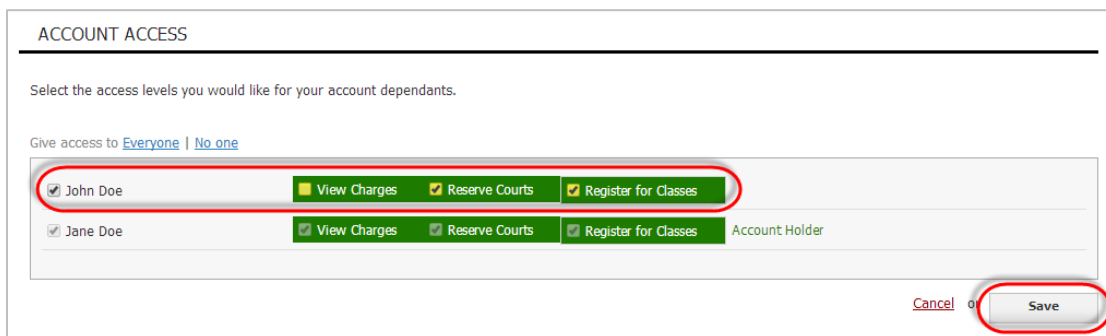
After selecting continue you will be prompted to verify your payment information and complete your payment. You will receive confirmation that your payment was completed and has been posted to your statement.

7 ACCOUNT ACCESS

This tab allows primary account holders to determine what linked members can access on their member portals. For example, if a mother is the primary account holder and her children are linked to her account, she has the ability to allow or deny access to specific member portal features on her children’s accounts.

The three features the primary account holder can allow/deny access to are listed below. Select the feature to allow access and uncheck to deny. Select “Save” in the bottom right to confirm changes.

1. *View charges* – if unchecked, the “View My Statement” tab is not visible on the members’ portal
2. *Reserve Courts* – if unchecked, the “Reserve a Court” tab is not visible and the user cannot book courts
3. *Register for Classes* – if unchecked, the “Register for Classes” tab is not visible and registrations cannot be completed



8 NOTIFICATIONS

Through the notifications tab you have the ability to turn on and off various forms of club email communication. To edit your notification settings, select “Edit” in the top right corner of the Notifications box.

Note: only email notifications are currently available. SMS notifications will be available in the future.

- *To turn notifications on:* ensure the “E-mail” box is checked to the right of the notification type
- *To turn notifications off:* uncheck the “E-mail” box to the right of the notification type

Once the desired notifications have been selected, click “Save changes” in the bottom left corner to confirm notification preferences.

NOTIFICATIONS Currently editing

Table below summarizes the member’s communication preferences for notifications.

Notification Type	E-mail	SMS
Private Lesson Reminder	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Court Time Reminder	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Group Event Reminder	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Private Lesson Created Notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Court Time Booked Notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Group Event Registration Notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
General Club Communications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Statement	<input type="checkbox"/>	<input type="checkbox"/>

[Cancel](#)

9 CONTACT US

If you have any questions regarding the member, please do not hesitate to reach out to us! The “Contact Us” tab allows you to send an email directly to the team using the “What did you want to ask us?” box. You can also reach us directly at 708.386.2175

We are excited for you to begin using the member portal! Please don’t hesitate to reach out with any questions, we are happy to help however we can.