FOREST LAKE

TENNIS AND SWIM CLUB

Welcome to your new Forest Lake Tennis Club 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.

To jump to a specific section of this handout, please click the choice below:

Initial Login: To access the member portal for the first time, begin by opening *fltc.clubautomation.com* or by following the link in the email sent to you. Be sure to not include www. when opening the member portal. Your email address will be your Username and the Password was emailed to you. Once you login you will be prompted to change your password near the bottom of the screen and you will also be required to sign the liability form.

You will then be directed to the member portal home page.

If you ever forget your password, you can request a new one by clicking, "Forgot your password?" button listed under the login credentials.

MEMBER PORTAL 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 Forest Lake Tennis Club!

- *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

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 are 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

VIEW MY INFO

From this tab you can update your personal and billing information, along with any linked members' information if logged in as the primary member.

Personal Information: To update your personal information, begin by selecting "Edit" in the top right corner of the Personal Information box.

PERSONAL INFORMATION				Edit
Name	Jane Doe	Phone Number	(123) 456-789 [H] (987) 654-321 [C] (555) 555-5555 [E] (John Doe, Husband)	
Access Card	-not set-			

Items that can be entered/updated in this section include:

- Phone number and address

- Email

- Login and password

- Member special needs

Billing Information: To update your payment method, begin by selecting "Edit" in the top right corner of the Billing Information box. Bill information can be updated on the primary account.

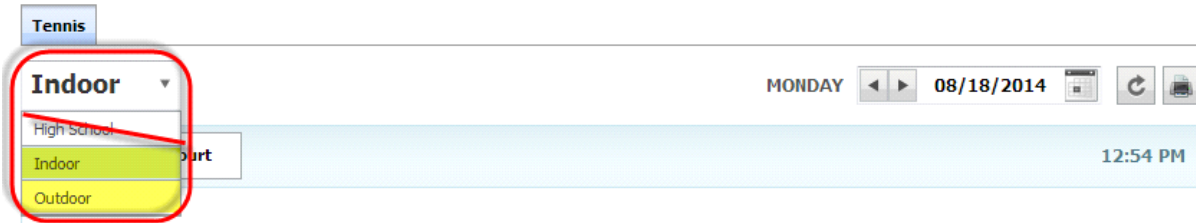| BILLING INFORMATION				Edit
House Charge	Credit Card	Credit Card Type	Visa	
Statement Delivery Method	email	Credit Card #	************1111	
Tax exempt	No	Name on Card	Laura	
		Card Expiration	06/01/2017	
		Billing Address	Same as Contact	

Items that can be entered/updated in this section include:

- Credit card number and expiration date

- Billing address

- Statement delivery method preference

RESERVE A COURT (COURT GRID VIEW)

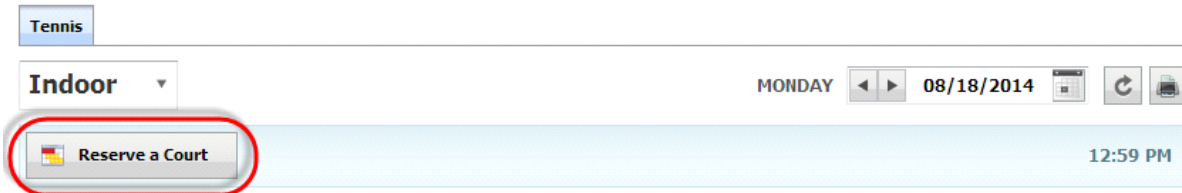When selected, this tab allows you to create new court reservations as well as edit/cancel existing reservations.

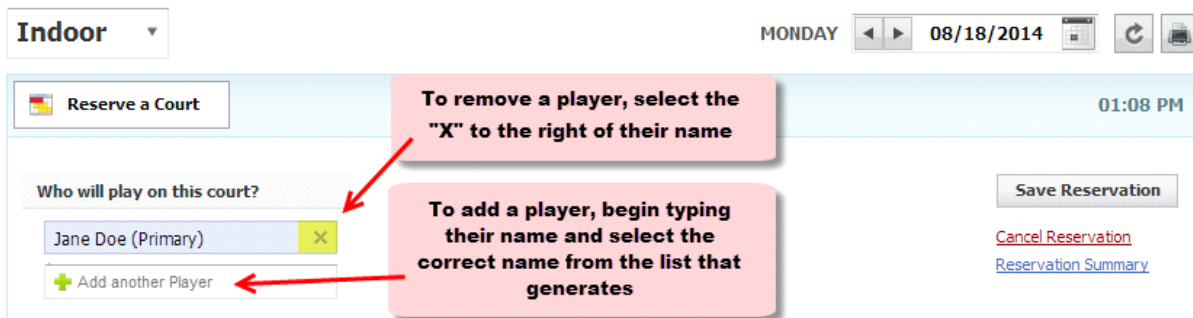**New Reservations:** To reserve a court, begin by selecting "Indoor" or "Outdoor" from the location dropdown.

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

- Select "Reserve a Court"

- Enter the names of the players who will be on the court

    - To add additional players, type the name in the "Add another player" box and select the name from the list that will generate

    - To remove a name, select the "X" to the right of the name

- Select your reservation time by highlighting the courts. Once the court time is highlighted, your time will appear in purple.

- Select "Save Reservation" toward the top right corner of the page to proceed with your reservation.

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

Once complete, your reservation will now appear in green on the courts.
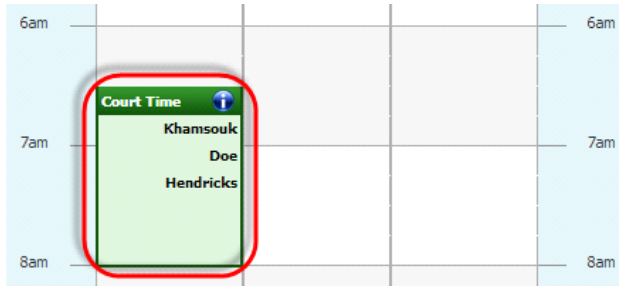
Edit/Cancel Reservations: To edit/cancel a reservation, begin by navigating to the day of the reservation. Use the calendar tool in the top right corner to move between days.
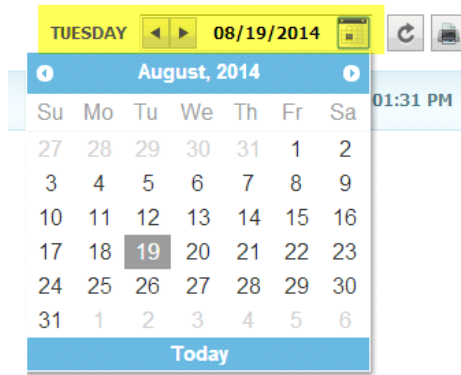
Once the reservation has been located, click on the reservation and select the "Take an action" dropdown".
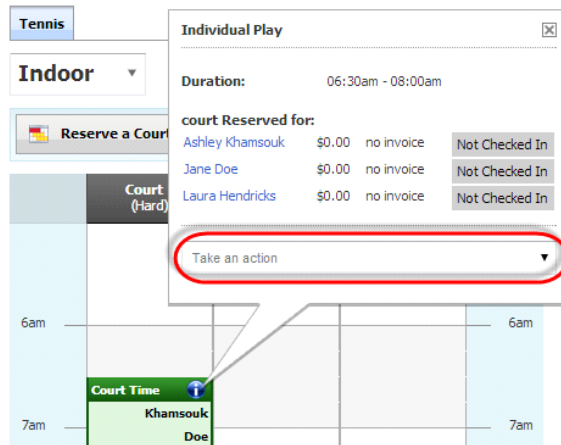
From the "Take an action" dropdown, select either "Edit" or "Cancel" to take the appropriate action.

- *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

RESERVE A COURT (AVAILABLE TIMES)

When selected, this tab allows you to create new court reservations as well as edit/cancel existing reservations. Existing reservations will be listed under "Your Reservations" and new reservations can be made under "Make a New Reservation".

Make a New Reservation: Complete the following filters to make a new reservation.

- *What Service?*

    - Tennis will auto populate and can be left as is
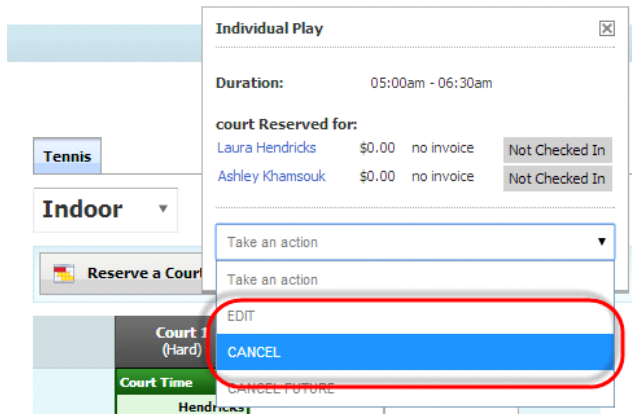
- *Who Will Host?*

    - Individual/non-primary members: when logged in as an individual or non-primary member, your name will auto populate next to "Who will host?"

    - Primary members: When logged in as a primary member, your name will auto populate but other linked members can be selected from the dropdown provided

- *Adding participants*: to add players to the court, select "Add Participant" and type the name of the player in the box provided

    - Select "Add Participant" to add a third or fourth player

    - Select the "X" to the left of the box to remove a player from the reservation

- *When?*

    - Select the date of the reservation from the calendar tool provided

    - Click on "60 Min" or "90 Min" to determine the length of the reservation

    - From the list of available court times, select the desired reservation time

    - On the confirmation window that will list the day, time, rates, etc. select "Confirm" to complete your reservation – once complete, the reservation will now show under "Your Reservations"

Your Reservations: To view, edit, or cancel your reservations, *begin by navigating to the day of the reservation*. Use the calendar tool in the top right corner to move between days. Your reservations for the day will be listed below "Your Reservations".

- Edit – Allows you to add/remove players and change the reservation day and time

- Cancel – Will remove the reservation from the court

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.

- 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.

- 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

- 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

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.

Collapse						
Home	**Combined Statement**		**ACTIVE**			
View My Info	Combined Statement					
Reserve a Court	⭐ **Jane Doe** ($0.00)	**$5.50** Current Balance				
Register for Classes	**Laura Hendricks** ($5.50)	**Family Monthly** | $85.00 to bill next on 08/01/2014				
View My Statement	No Image	**House Charge:** mail bill				
Pay my 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

Packages
Account Access
Notifications
Contact Us

July, 2014
Payment Status
All Transaction Types

Search

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

Generate PDF

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.

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.

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.

- *View charges* – if unchecked, the "View My Statement" tab is not visible on the members' portal

- *Reserve Courts* – if unchecked, the "Reserve a Court" tab is not visible and the user cannot book courts

- *Register for Classes* – if unchecked, the "Register for Classes" tab is not visible and registrations cannot be completed

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.

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 [Club Number].

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.