

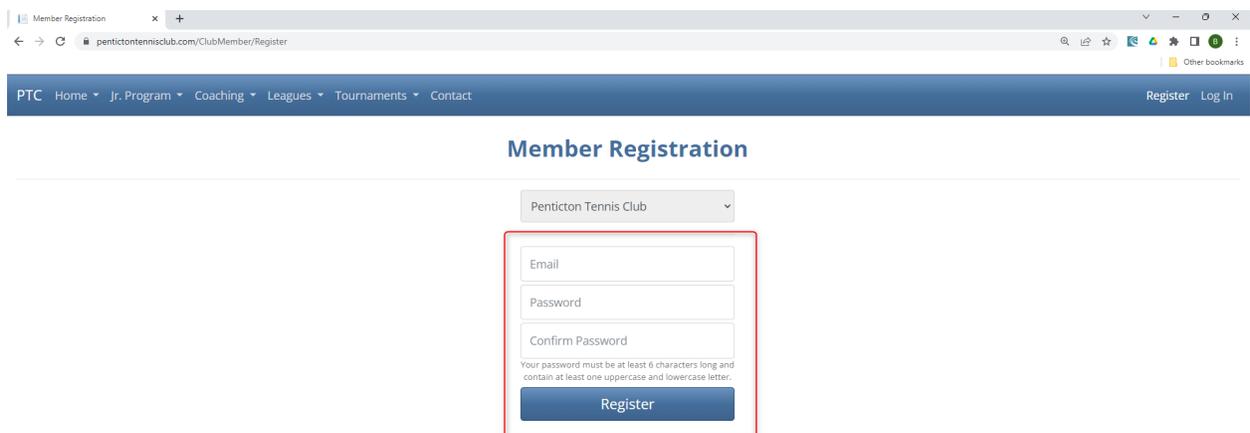
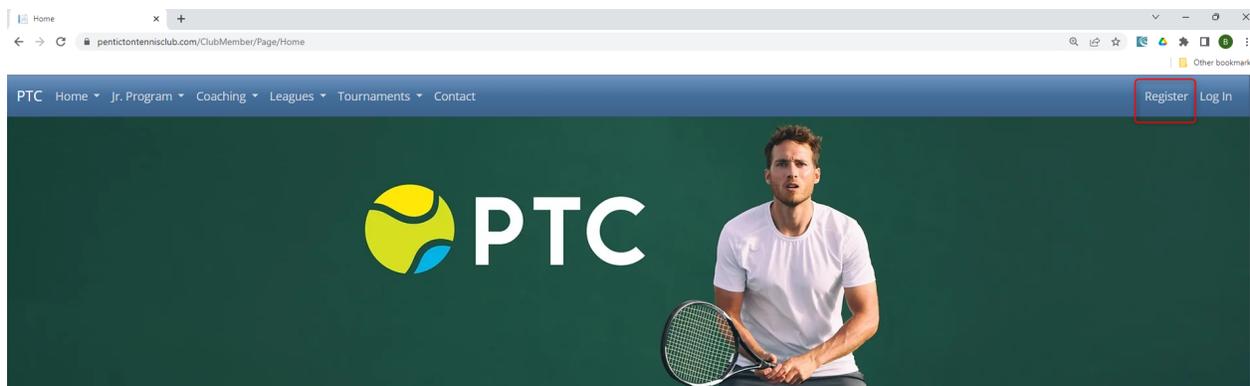
Love Our Club

Getting Started Guide

For Club Members

Hello! Welcome to our Getting Started guide for club members! This guide will step you through the Registration and Login process for the Love Our Club application. It will also explain the steps required to purchase a club membership.

Step 1: Register.



The first step is to Register. This process lets you specify the email address and password you'll use to log into the application. To register, complete the following steps:

- a. Open your favourite browser and go to the website for your club.
- b. In the top right corner of the screen, click on the Register button.
- c. Enter your email address and a password. The password must be at least 6 characters long and must contain a minimum of one uppercase and one lowercase letter. Enter your password a second time in the Confirm Password field and then select the Register button.

If your password is valid, the Love Our Club application will send an email to your email address with a 5-digit confirmation code. Check your email Inbox for an email from “Love Our Club” and make note of the confirmation code. If the email is not in your inbox, check your Spam folder.

- d. Enter your first name, last name and the confirmation code and then select the Complete Registration button to complete the registration process. Once you have successfully registered you will be directed to the Login screen.

Note, you may receive an error message if your password is not valid or if you’ve entered an incorrect code. Read the error messages carefully and try again!

Step 2: Login

The screenshot shows a web browser window with the URL 'pentictennisclub.com/ClubMember/Login'. The navigation bar at the top contains 'PTC Home', 'Jr. Program', 'Coaching', 'Leagues', 'Tournaments', and 'Contact'. On the right side of the navigation bar, there are 'Register' and 'Log In' buttons, with 'Log In' highlighted by a red box. Below the navigation bar, the page has a heading 'Login'. Underneath the heading, there are two input fields: 'Email' and 'Password'. Below the 'Password' field is a link that says 'Forgot Password?'. At the bottom of the login form is a blue button labeled 'Login'.

To login, complete the following steps:

- a. Open your favourite browser and go to the website for your club.
- b. In the top right corner of the screen, click on the Login button.
- c. Enter your email address and your password and select the Login button.

If your email address and password are correct, you'll automatically be logged in. When you are logged in, your name will appear at the top right of the screen beside a "Log Off" button.

If you are unable to login and you have already registered, you may be entering the wrong email address or an incorrect password. Double check your entries and try again. If you cannot remember your password, select the "Forgot Password?" link to reset your password.

Step 3: Review your Profile Information

PTC Home ▾ Jr. Program ▾ Coaching ▾ Leagues ▾ Tournaments ▾ Bookings ▾ Events ▾ News ▾ Galleries ▾ Member Lists ▾ More ▾ Bart Swarts ▾ Log Off

Before continuing, please review the information below. Once your information has been entered, select the Next button to move to the next step.

Startup: Step 3 of 3

The following settings allow you to control the emails you receive from the club and what contact information you would like to display on the club's Member List. Please review and change based on your preferences.

Receive Confirmation Emails	<input checked="" type="checkbox"/>	Hide Name From Member's List	<input type="checkbox"/>
Receive Reminder Emails	<input checked="" type="checkbox"/>	Hide Telephone 1	<input type="checkbox"/>
Receive Newsletters	<input checked="" type="checkbox"/>	Hide Telephone 2	<input type="checkbox"/>
		Hide Email Address	<input type="checkbox"/>

Previous Next Finish

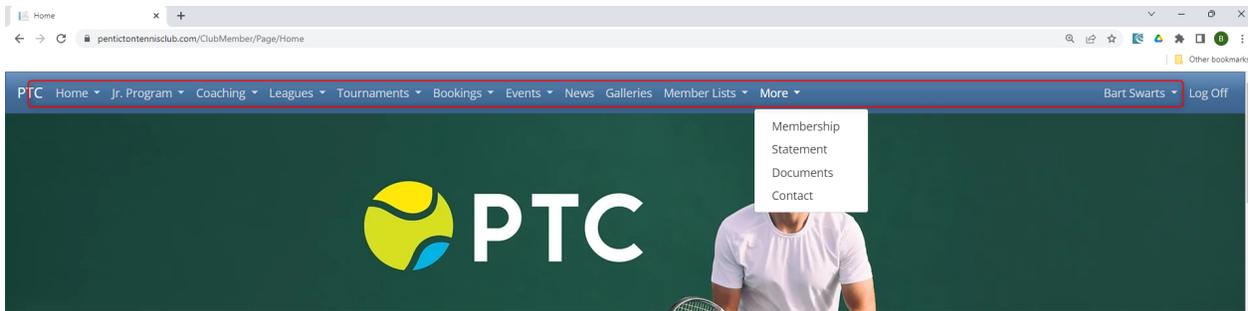
When you log in for the first time, the Love Our Club application will display your Profile information, a Club Waiver Form and potentially some Club News.

To continue, step through your Profile information using the Next and Previous buttons and enter or correct the information as appropriate. Pay special attention to the screen with your "Preferences". This consists of several check boxes to allow you to specify whether you want to receive confirmation and reminder emails and newsletters from your club.

It also provides check boxes to specify if you want to hide your telephone numbers and email address on the Member Lists. Ideally, at least one telephone number and your email address will be visible to allow other club members to contact you when required.

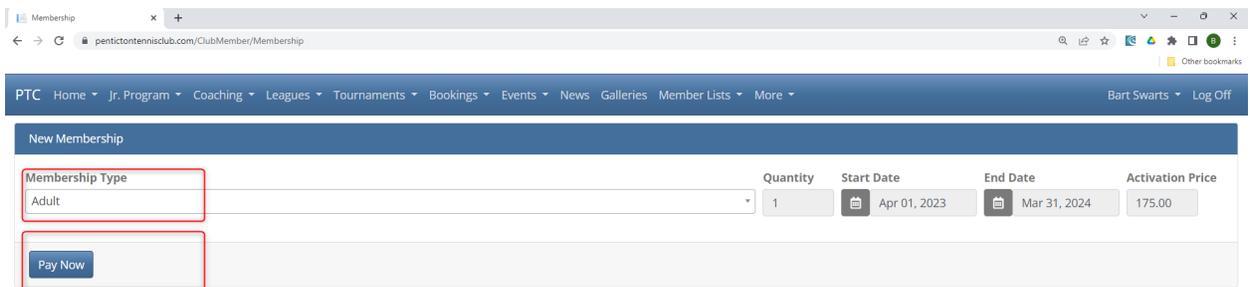
Check the check boxes to confirm you have read the club waiver and any news articles. Finally, click on the Finish button to proceed to the home page of your Club's website. Congratulations, you have completed the Registration and Login processes!

Step 4: Review the Navigation Bar



Once you have completed the login process, the top Navigation bar will contain several menu options. This includes the pages of your club's website containing valuable information. It also contains several Love Our Club functions to allow you to book courts, register for events, read news, purchase a membership and change your profile information. Review each of the menu options to familiarize yourself with the options available to you!

Step 5: Purchase a Membership



Online Payment

Member				
Member	Billing Name	Current Tab	Email Address	Member Ty
Bart Swarts	Bart Swarts	\$0.00	bart.swarts@gmail.com	Adult

Sale Items	
Item	Adult - Bart Swarts Apr 01, 2023 to Mar 31, 2024

Sale Totals	
Item Sub Total	175.00
Total Taxes	0
Total Amount Due	175.00

Online Payment Method	
Select "Card number" on the green stripe below and enter your card information. Once your card information has been entered, select the Process Card button to proceed with your card payment.	
Payment Card <input type="text" value="Card number"/> <input type="text" value="MM / YY CVC"/> <input type="button" value="Process Card"/>	

To purchase a club membership, complete the following steps:

- a. Select the “More” menu option in the top navigation bar and then select the “Membership” sub-menu item.
- b. Select the Membership Type you would like to purchase from the dropdown list.
- c. Select the Pay Now button.
- d. Review the information to confirm you have the correct membership.
- e. Select the green stripe and enter your credit card information including the credit card number, expiry date, cvc and postal code.
- f. Select the Process Card button to submit your payment for processing.
- g. Renewing memberships and new memberships start April 1st each calendar year. If you are a new member to the club and want to play prior to April 1st, email info@pentictontennisclub.com to ask to have the membership backdated to March 1st.

Once you have purchased your membership, a Sales Receipt will be emailed to you as a confirmation.

You are now all ready to view your club’s website, browse the events calendar, register for events, book courts, read club news and much more!

Important! If you have not purchased a Family membership type, each family member with an email address may register, login and purchase a membership as per the instructions in steps 1 through 5 above.

If you have purchased a Family Memberships or if you have a family member that does not have their own email address (see steps 6 and 7 below.

Step 6: Family and Couple Memberships

Note: This section is only applicable if you have purchased a “Couple” or “Family” membership.

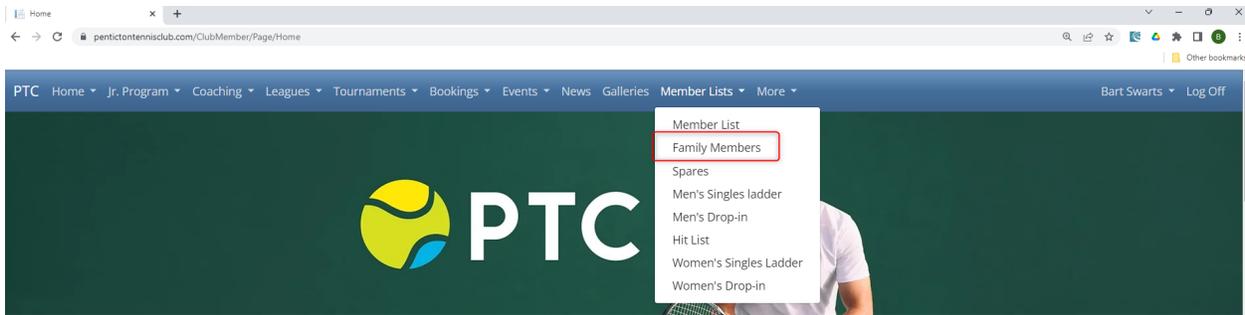
The screenshot shows a web application interface for managing family members. A modal window titled "Create New Member" is open, allowing the user to add a new family member to the club. The form includes fields for the primary family member's name (Bart Swarts), the new member's first and last name (Jeff Swarts), their telephone numbers (250-455-5555), and their relationship to the primary member (Dependent). A red arrow points to the "Email Address" field, which is currently blank. A red text box next to the arrow reads: "Important: Leave the Email Address field blank to allow you to Login as that family member using your Email Address". The background page shows a member profile for Bart Swarts with a membership type of "Guest" and a tab balance of "0.00".

Once you complete purchasing a family membership, you will be presented with a list of your family members. (On a phone, you may need to scroll down to see this information).

This list will be an empty list if you are a new member. **You must use the “New” button to add each family member that is to be included in your membership.** Once this step is completed, those family members will inherit your family membership. If your family member wants to use a separate email address which is preferable for the way the LOC System works, they may Register and Login as per the instructions in steps 1 through 4. Their dues will automatically be included in your family membership

Step 7: Family Members without an email address

Note: This section is only applicable if you have one or more family members that do not have their own email address



If you have family members that do not have their own email address, you may create an account / profile on behalf of those family members. Once the family members have been set up, you will be able to login with your own email address and password and then use a “Change Login” function to login under your family member’s profile.

Once you have changed your login to your family member, you may purchase a membership, book a court or register for an event for that family member.

The steps to create additional family members that do not have their own email address is as follows:

- a. Login with your own email address and password
- b. Select the Family Members menu item under the Members Lists option on the top navigation bar (as shown below).
- c. Select the “Add New” button to add a new family member (as shown below).

Primary Family Member

Member	Telephone 1	Email Address	Member Type	Membership Type	Tab Balance
Bart Swarts	250-574-1272	bart.swarts@gmail.com	Adult	Guest	0.00

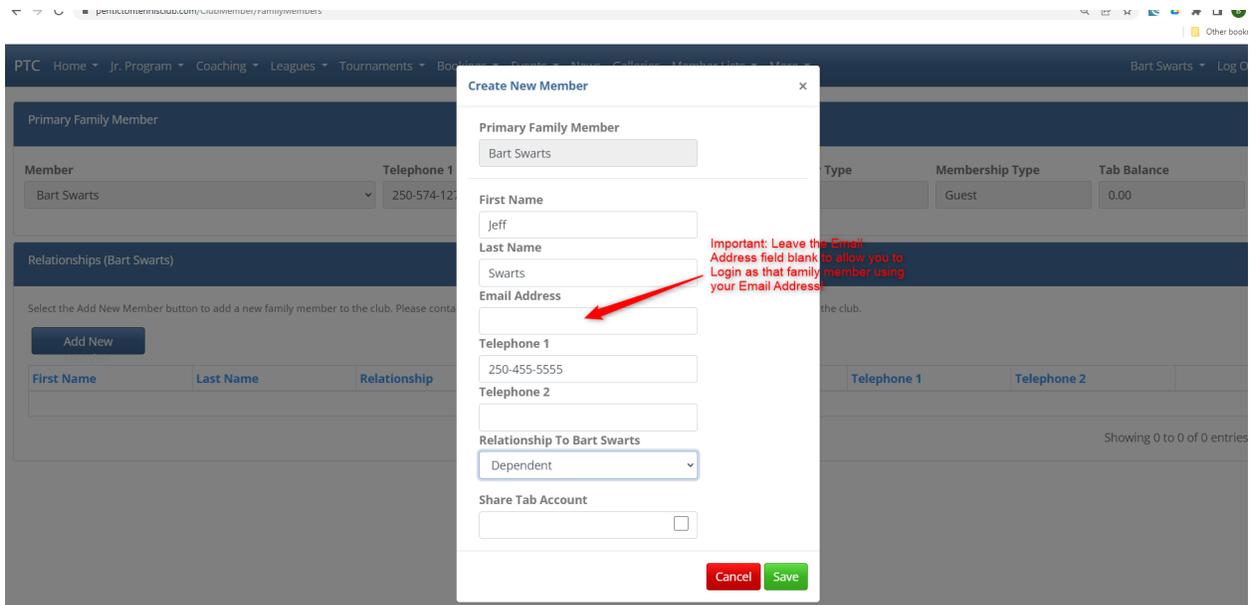
Relationships (Bart Swarts)

Select the **Add New Member** button to add a new family member to the club. Please contact your Club Administrator to link a member that has already registered with the club.

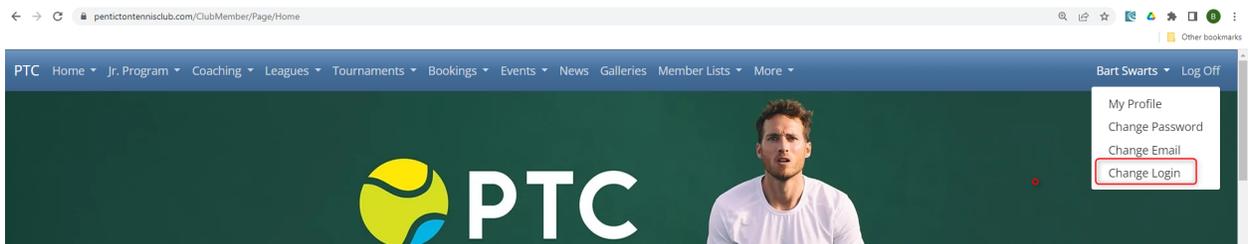
Add New

First Name	Last Name	Relationship	Shared Tab	Email	Telephone 1	Telephone 2
No results found!						

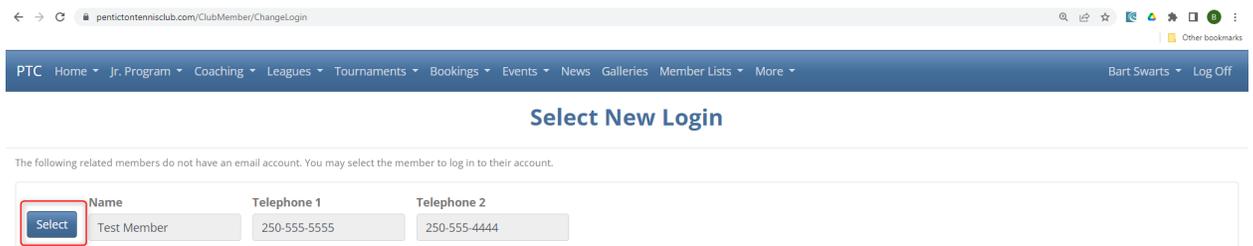
- d. Enter the information for the family member **leaving the email address blank** and then select the save button (as shown below). This family member will now be linked to your email address.



- e. To login as a family member, select the Change Login option under your name (as shown below).



- f. Click on the Select button beside a family member to temporarily switch your login to that family member (as shown below).



Note that once you change your login to a family member, all tasks performed will now be as if you are that family member. You can now purchase a membership for that family member and register that family member into events. Confirmations, Reminders and Sales Receipts will be emailed to your email address as the primary member.

Use the Change Login feature again to switch between family members.