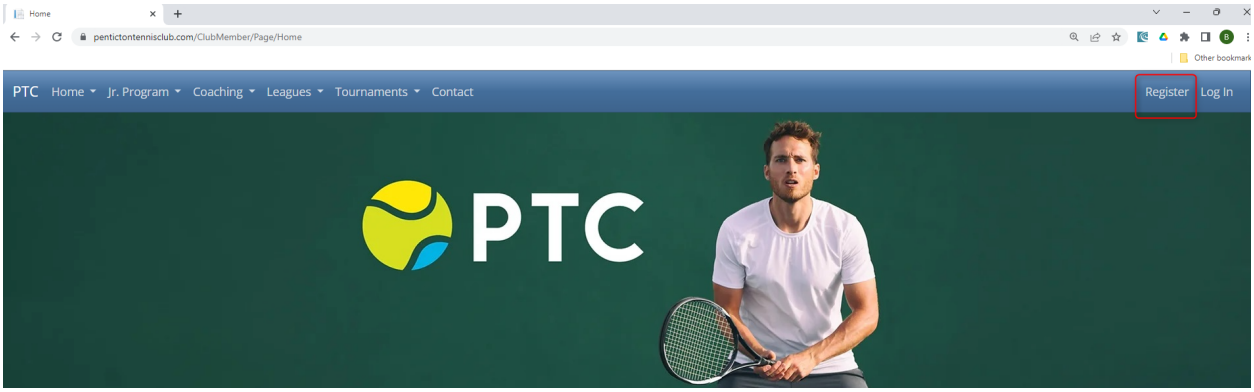
Love Our Club

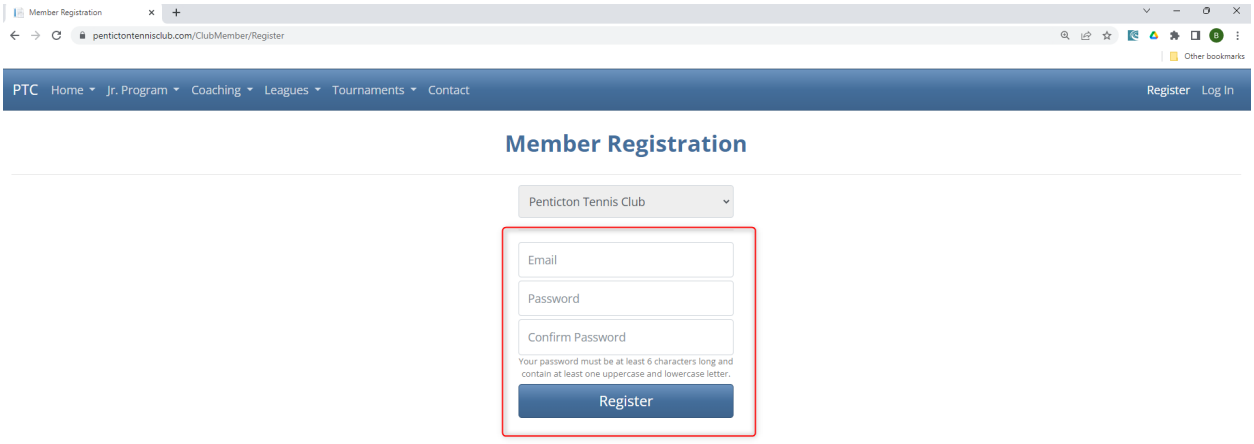
Getting Started Guide

For PTC 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. If 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.

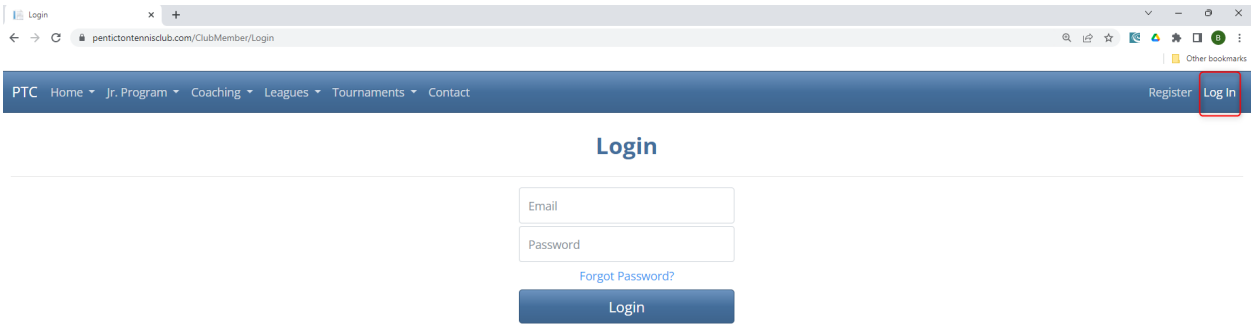
c. Enter your email address and a password. The password must be at least 6 characters long and must contain a minimum of one uppercase and one lowercase letter. Enter your password a second time in the Confirm Password field and then select the Register button.

   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



To login, complete the following steps:

a. Open your favourite browser and go to the website for your club.

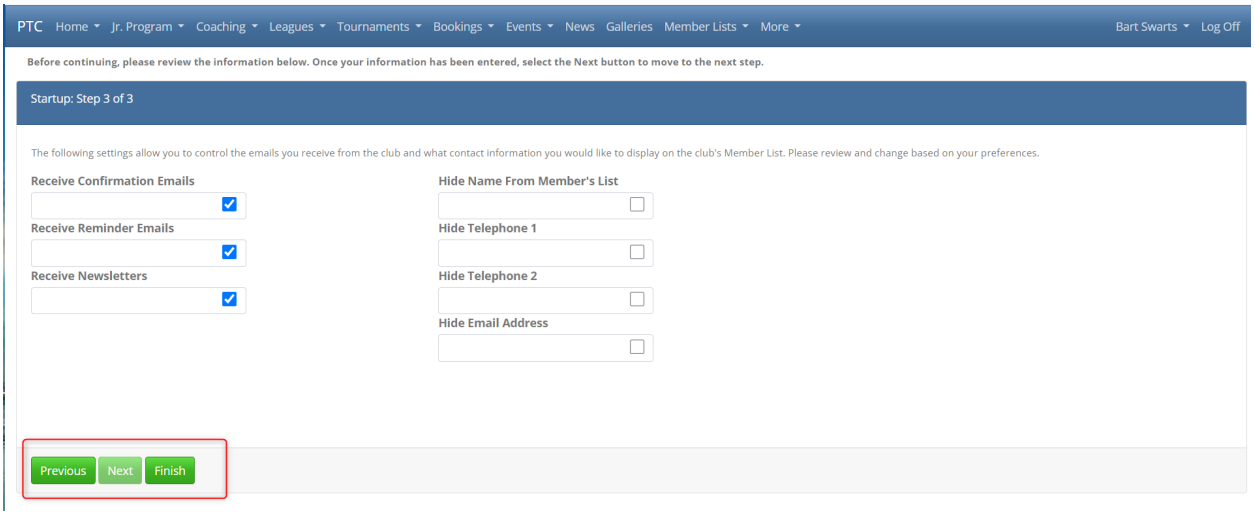
b. In the top right corner of the screen, click on the Login button.

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



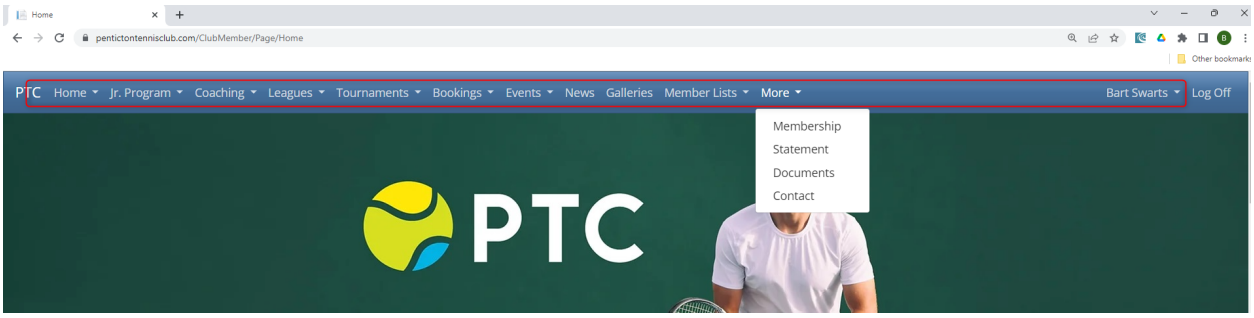
When you log in for the first time, the Love Our Club application will display your Profile information, a Club Waiver Form, a Code of Conduct and potentially some Club News.

To continue, step through you 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 the 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: Enter Family Members (Optional)

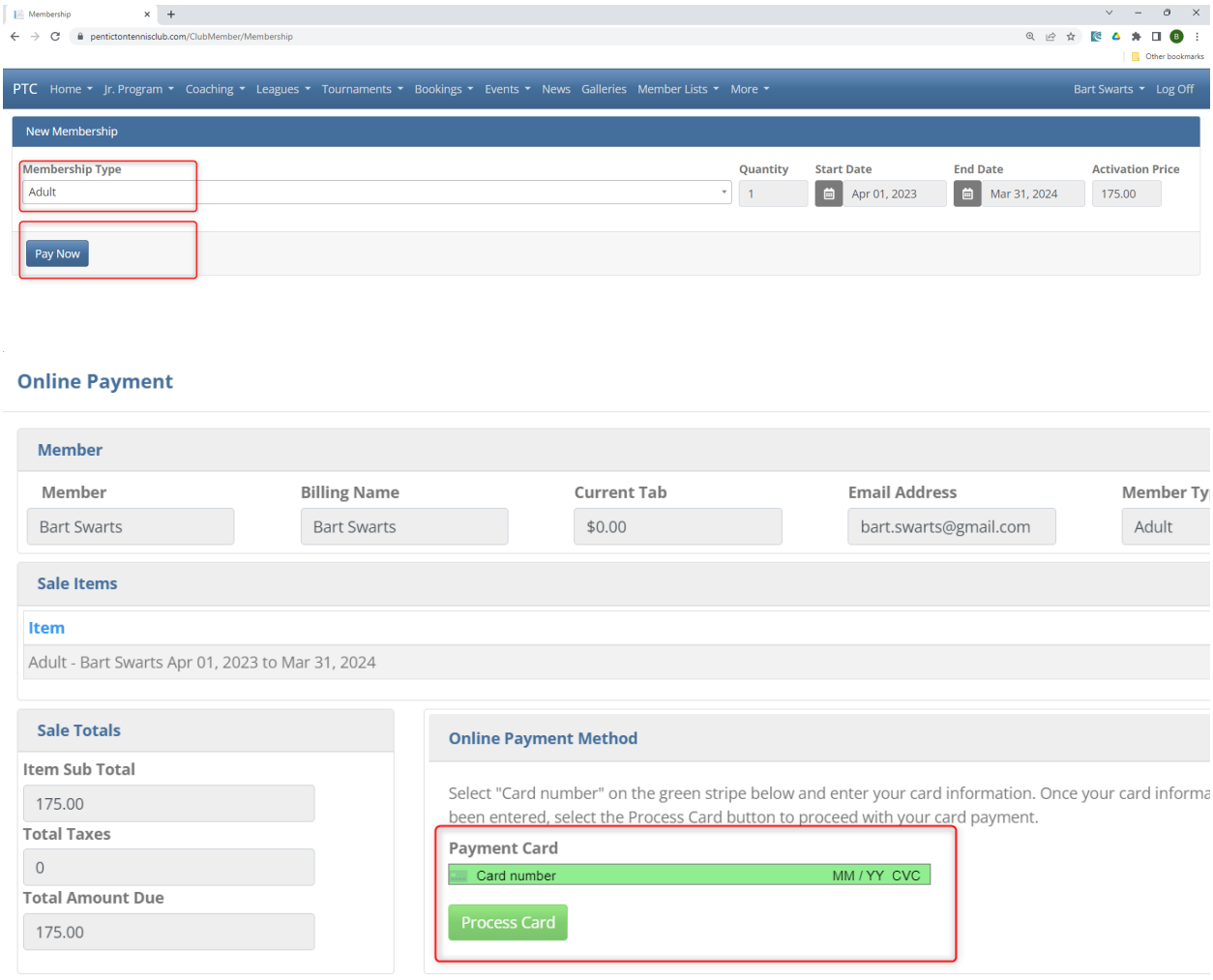
If you plan on purchasing a family membership or if you want to purchase memberships for family members, go to the Member List menu option and select the Family Members function.

The Family Members function lets you create profiles for family members and link them to your profile. Use the New button to create new profiles. If they already have a profile, select them from the Existing Members drop-down to link them to your profile.

If your family member wants to use a separate email address, they may Register and Login as per the instructions in steps 1 through 4. Their dues will automatically be included in your family membership

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 6.

Step 6: Purchase a Membership



To purchase a club membership, complete the following steps:

a. Select the “More” menu option in the top navigation bar and then select the “Fees & 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.

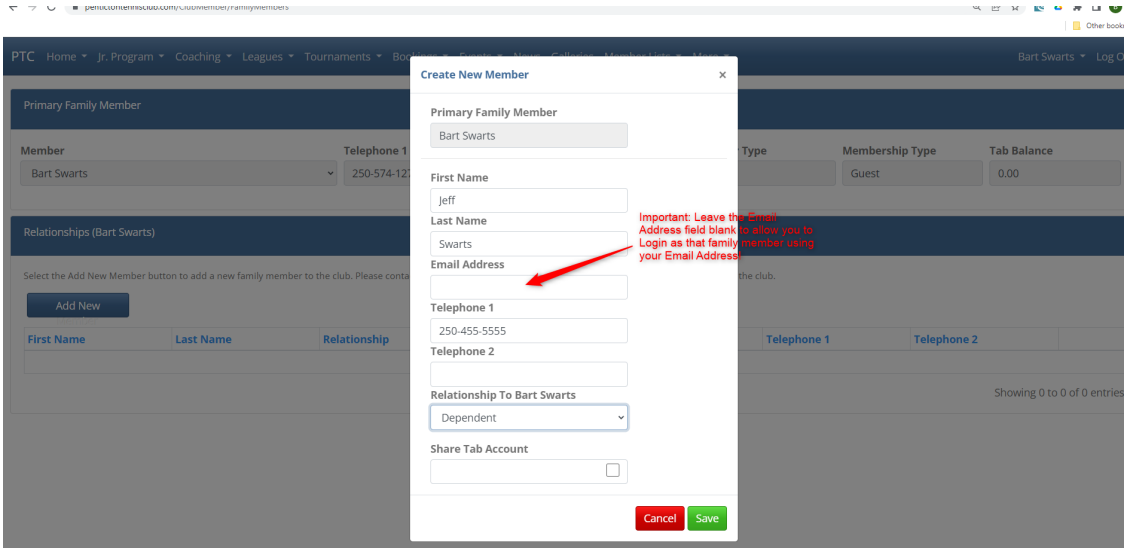
g. Renewing memberships and new memberships start March 1st each calendar year. Once you have purchased your membership, a Sales Receipt will be emailed to you as a confirmation.

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!

If you have purchased a Family Memberships or if you have a family member that does not have their own email address see steps 7 and 8 below.

Step 7: Family and Couple Memberships

Note: This section is only applicable if you are purchasing a "Couple" or "Family" membership.

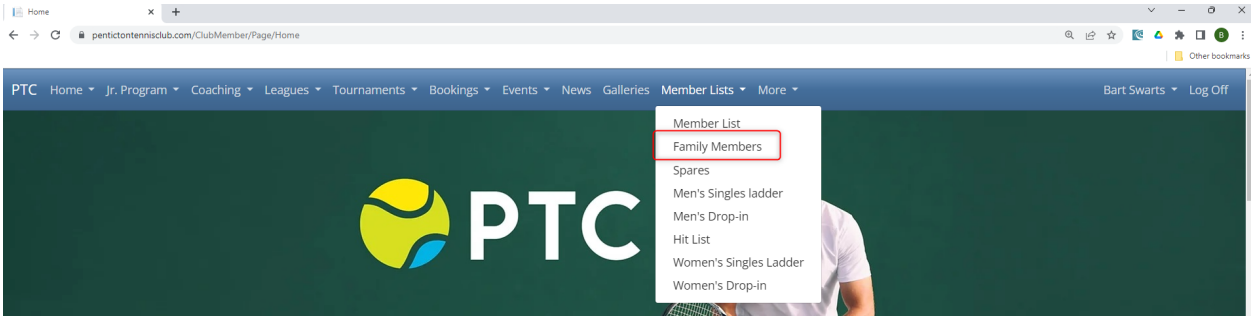


Once you complete purchasing a family membership, you will be presented with a list of your family members. (On a phone, you may need to scroll down to see this information).

This list will be an empty list if have not entered the family members as in step 5 above. **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 8: 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 and you want to link them to your email address (eg a non-member parent registering two children and sharing the parent email address.)

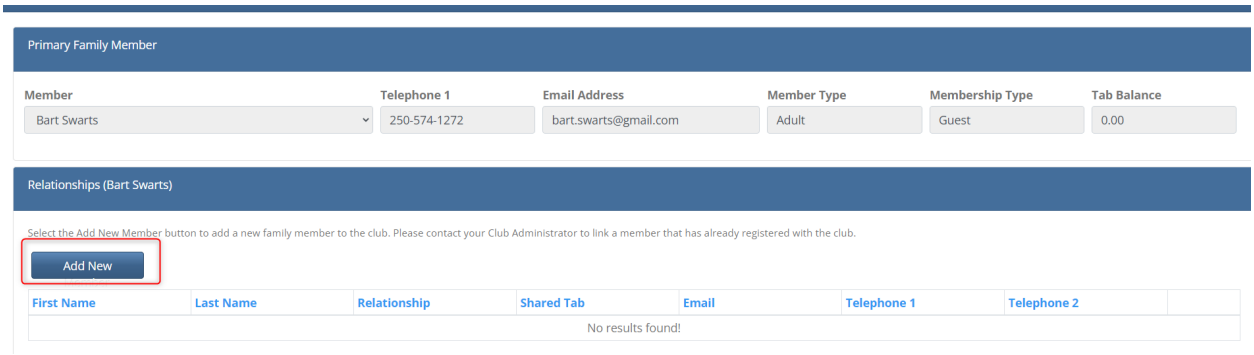


The steps to create additional family members that do not have their own email address is as follows:

a. Login with your own email address and password

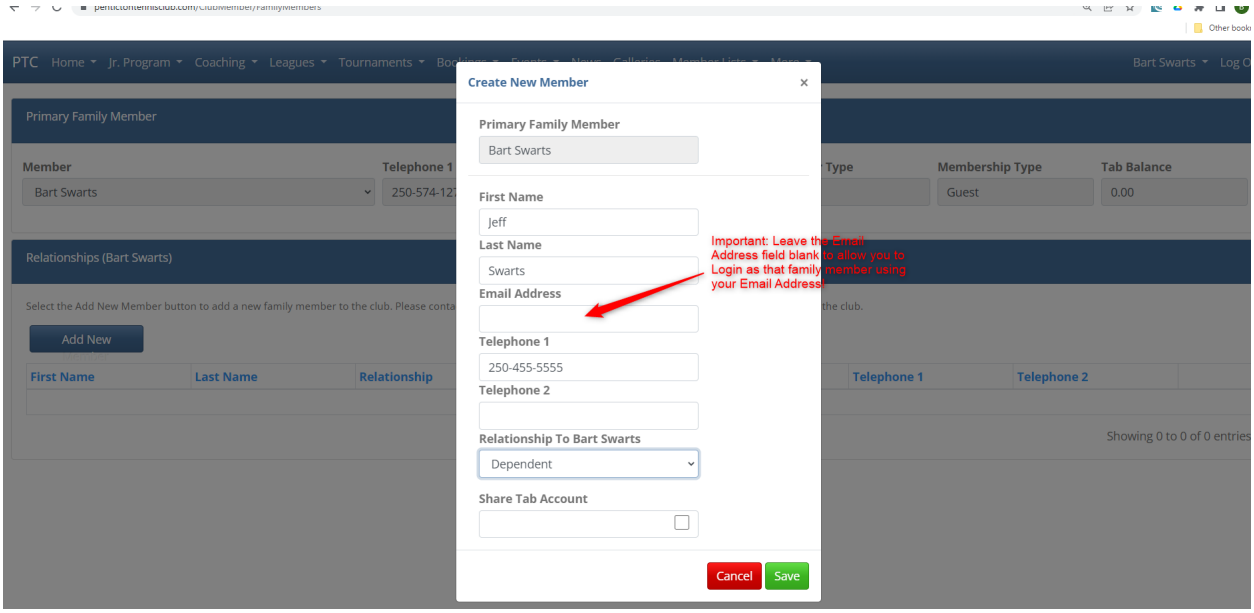
b. Select the Family Members menu item under the Members Lists option on the top navigation bar (as shown below).

c. Select the “Add New” button to add a new family member (as shown below).



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.

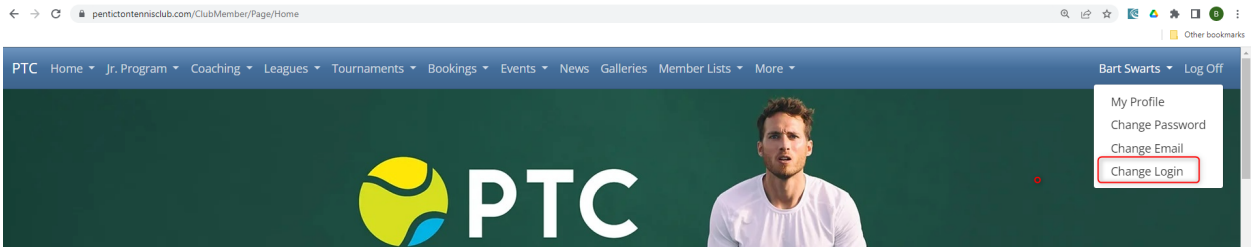
e. Once that is set up go into the More -> “Fees & Membership” function and buy a membership for each family member, choosing their name from the drop-down menu, and following the process outlined in step 6 above. Currently this does require a separate credit card transaction for each membership purchase.



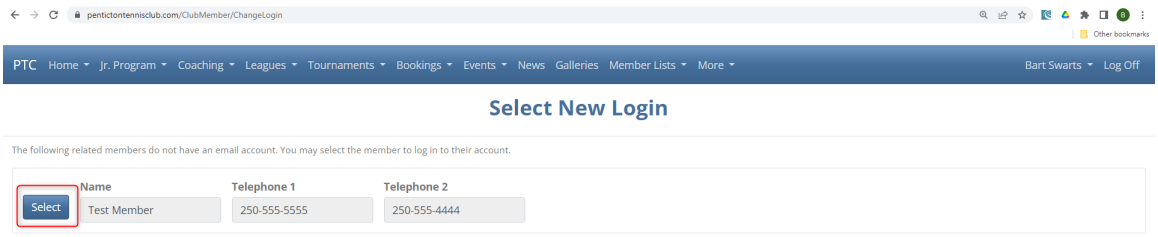
Step 9: Change Log-in Option

If you have a Family or Couple membership and you want to Book a Court for a specific person in your group, you can do so by using the Change Log-in function.

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



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. Confirmations, Reminders and Sales Receipts will be emailed to your email address as the primary member.

Step 10: Tab Account

When you are Logged in as a Member, under the More menu there is a Tab Payment option.

You can use this for paying for multiple Event purchases, such as lessons or summer camps for more than one child in your Family Membership group. Add up the fees you are expecting to pay, enter the total into the payment amount and process your credit card. Then go to the events you want to purchase and register for the Event, choosing the name of the attendee from your Family member list. Your Tab account will be used for each payment until it is depleted. We may also use the Tab account to credit refunds if appropriate.

When using your credit card you can save the card for future use and it will automatically be entered into the payment information when you next make a purchase. The credit card details are stored securely at Stripe, not locally on the website.

If you having problems with any of the above instructions/steps please email info@pentictontennisclub.com and we will be happy to help you out.

Welcome to the PTC!