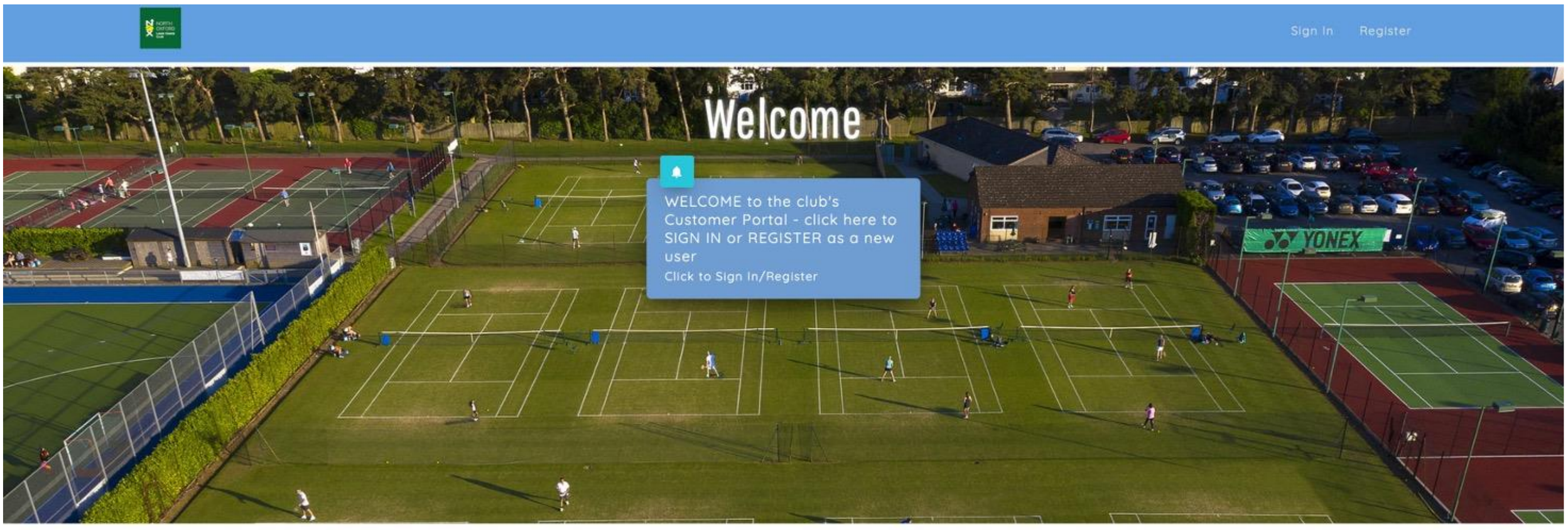
MEMBER PORTAL
USER GUIDE

http://www.mynoltc.com/



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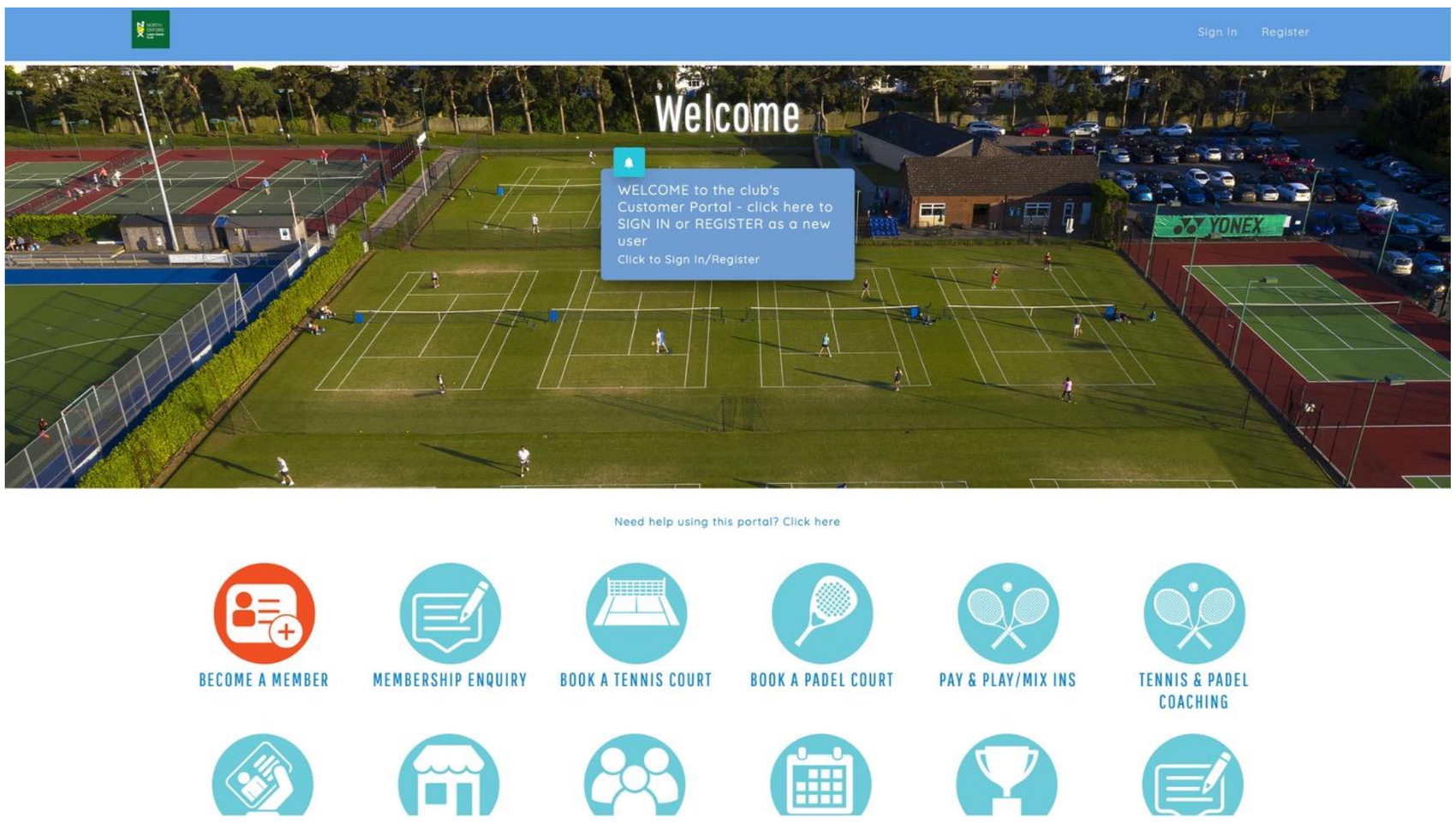
HOW TO REGISTER FOR THE PORTAL

NON-MEMBERS

PLEASE NOTE:
If you are a member of the club your username and password will be emailed to you.

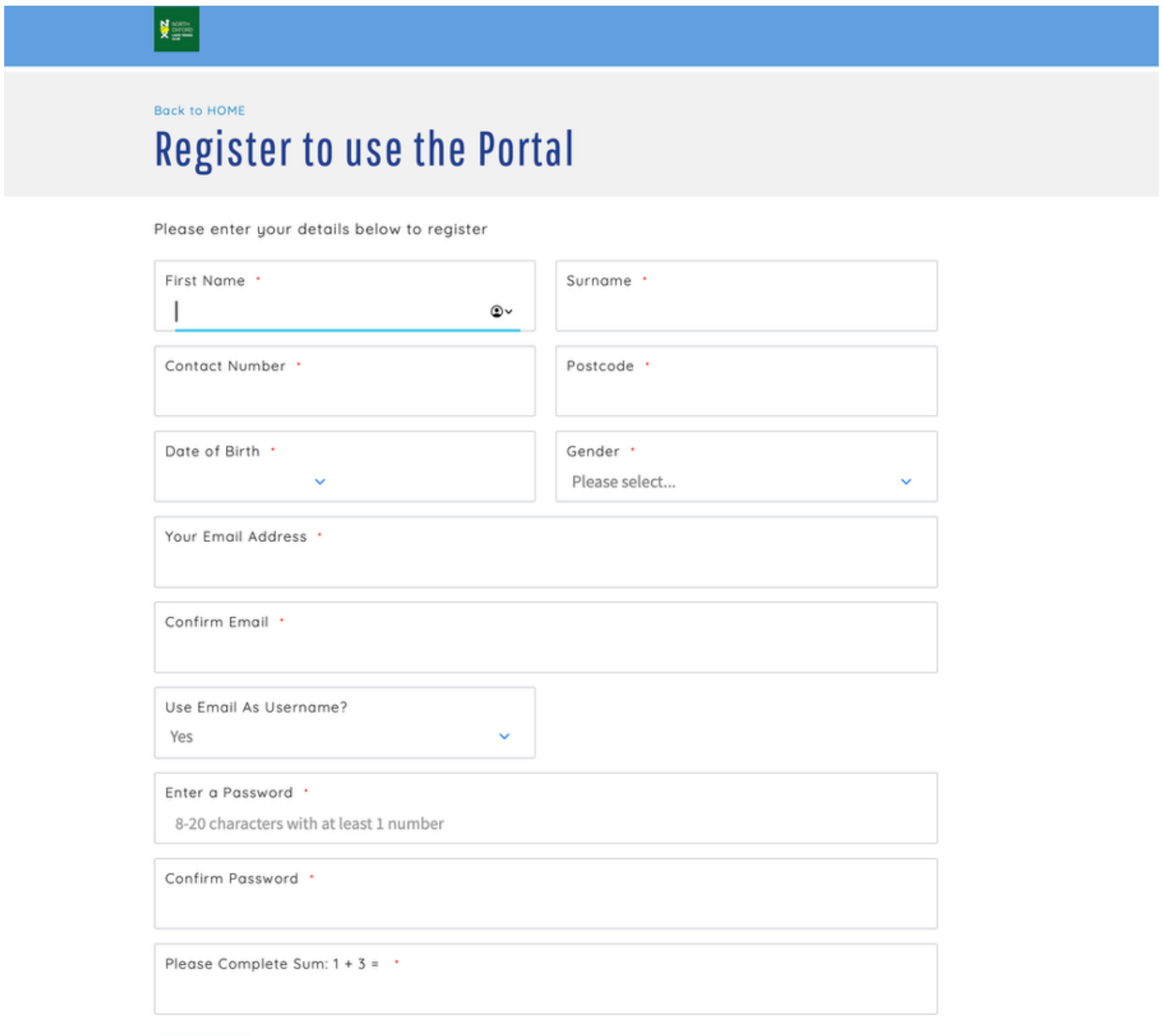
You should then use these to login via www.mynoltc.com
(please see next page for how to login to portal)

1 Go to www.mynoltc.com where you will see this screen

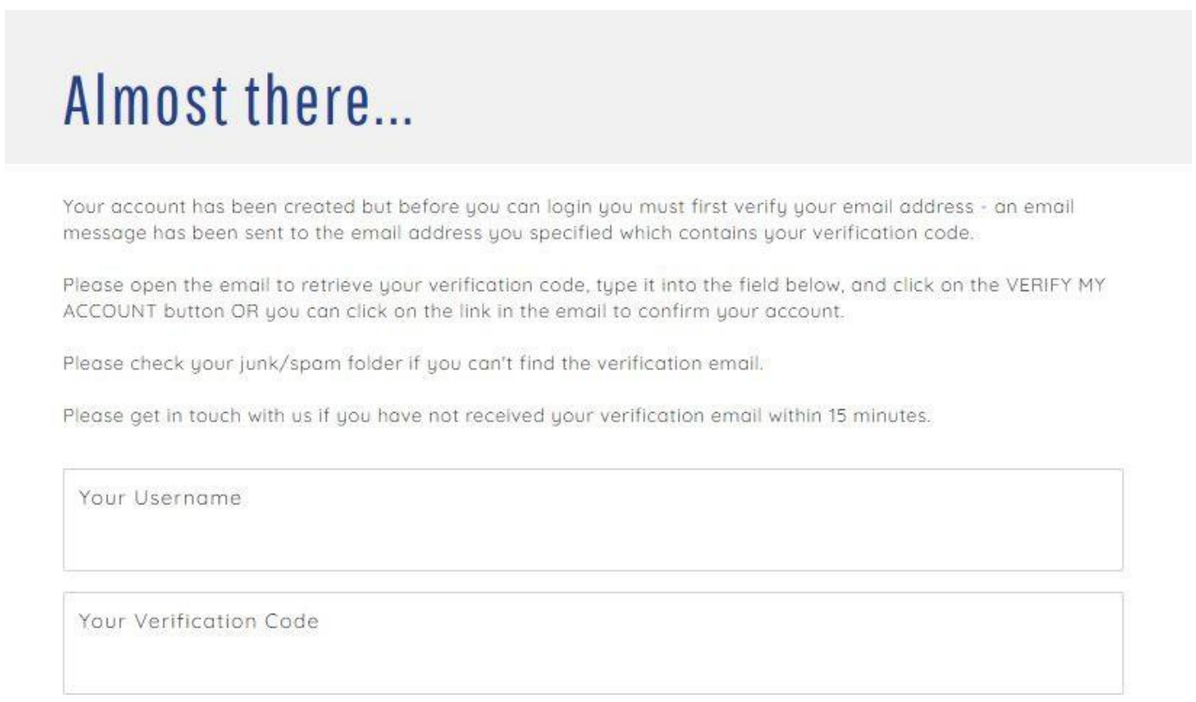


2 If you are not yet registered on the portal, click 'register' in the top right corner of the page

3 Fill out your personal details



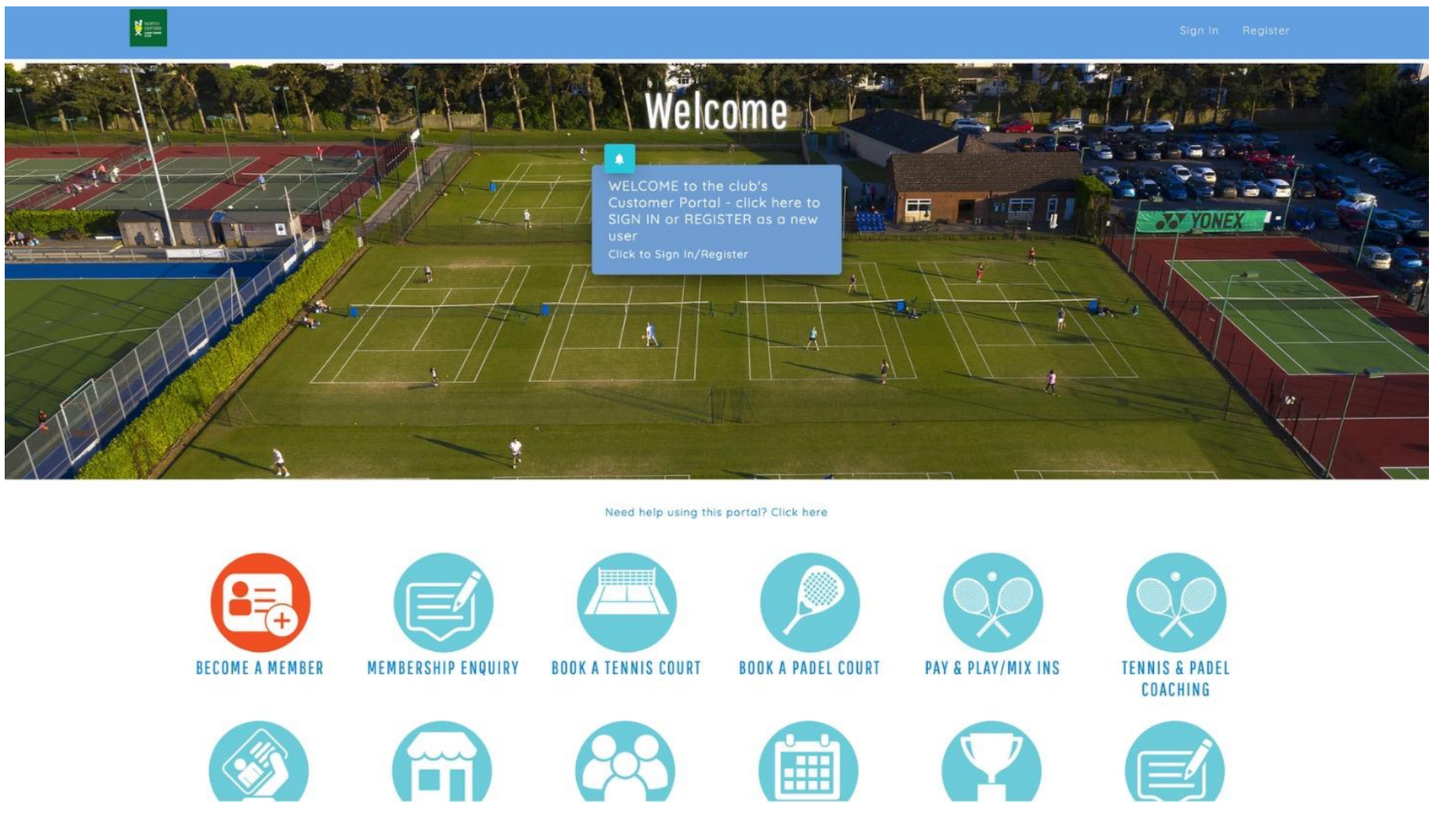
4 Verify your email address



HOW TO LOGIN TO THE PORTAL

As a **member** of the club, your username and password will be emailed to you

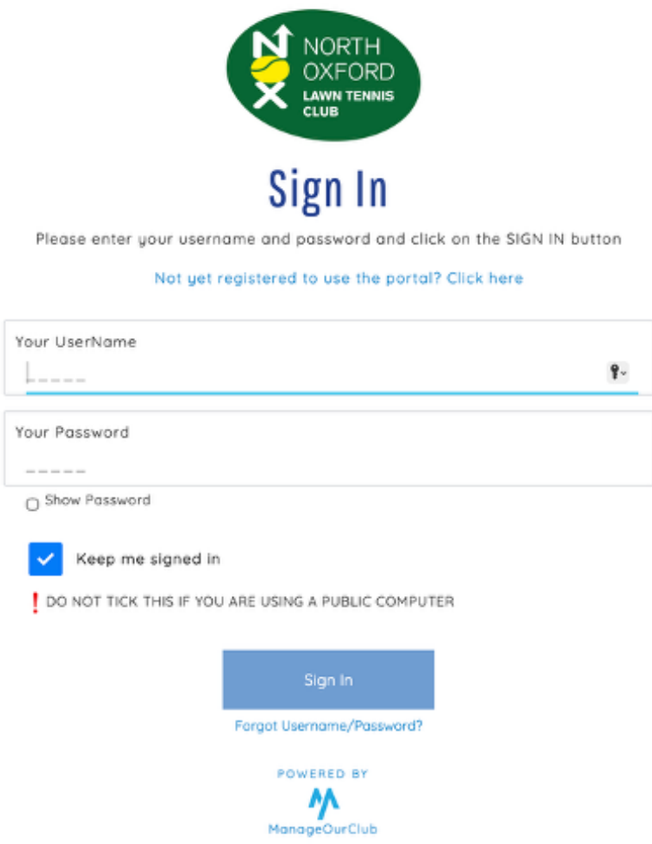
1 Go to www.mynoltc.com where you will see this screen



2 Click on 'click here to sign in/register' on the blue box in the middle of the page

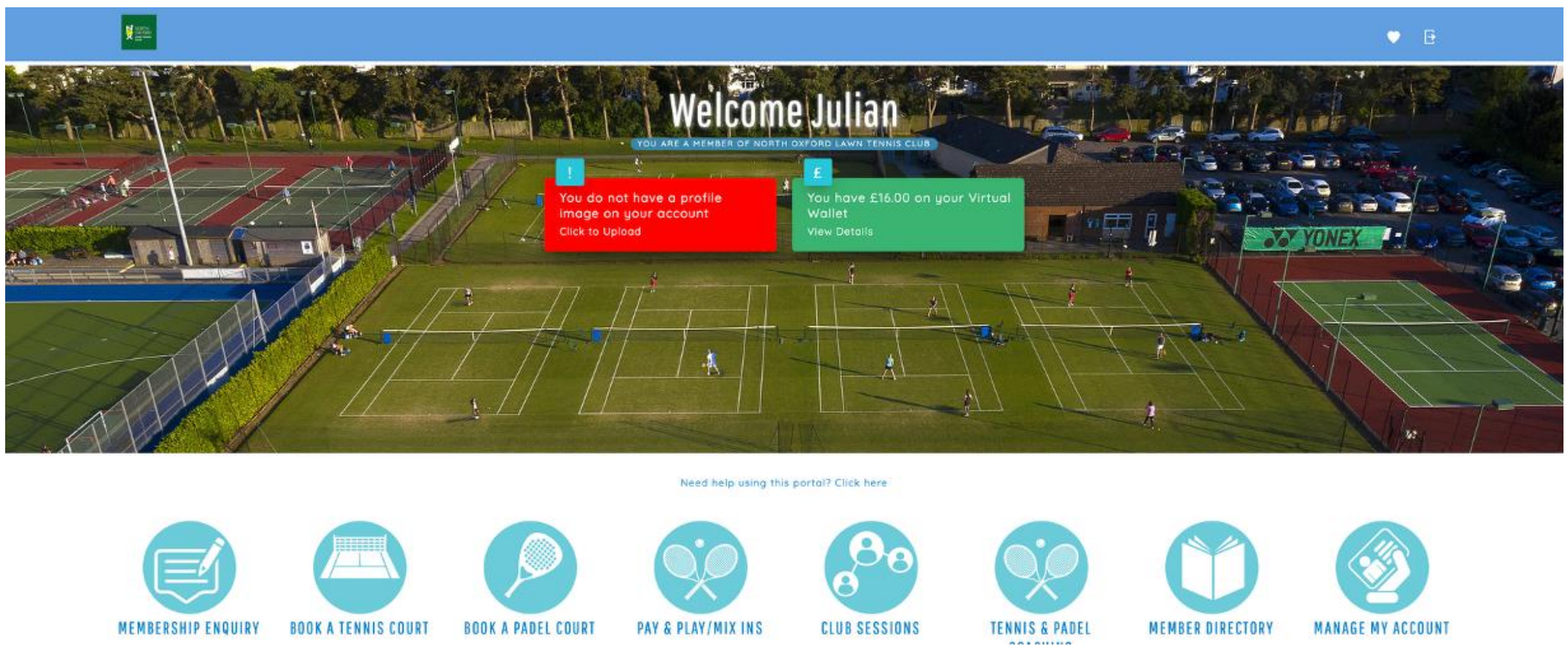


3 Enter the username and password that was emailed to you



4 Click ‘sign in’

You will now be on the homepage of your portal



NB: PLEASE IGNORE THE MESSAGES IN RED AND GREEN. YOU WILL SEE YOUR OWN MESSAGES HERE.

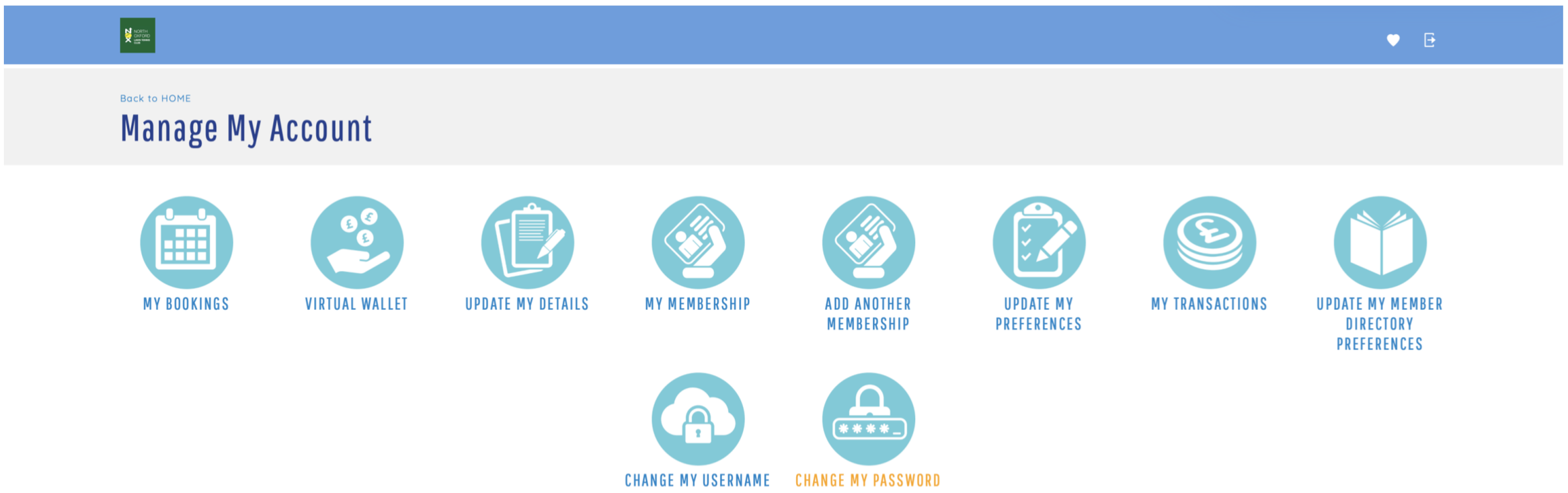
HOW TO CHANGE YOUR PASSWORD

1 Login to your portal homepage using the instructions above

2 Click on the 'manage my account' icon



3 Within 'manage my account' click on the 'change password' icon



4 Change your password and click 'change password' to save

HOW TO BOOK A COURT

1. Login to your portal homepage

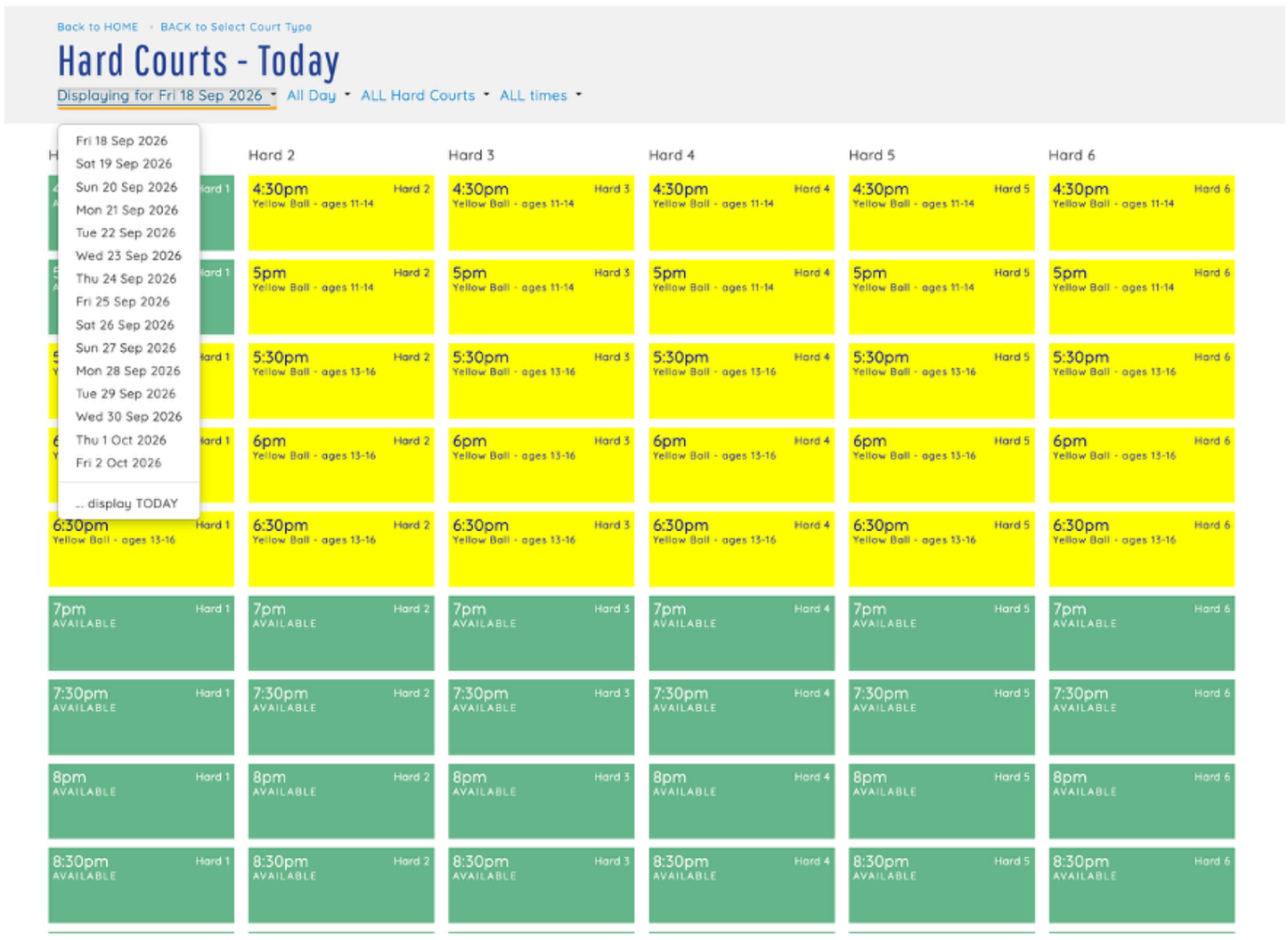
2. Select the 'book a tennis court' or 'book a padel court' icon for the sport you would like to book



3. Select the court type



4. Select the date you wish to book the court from the 'display for .....' dropdown



5

Select the courts and time you wish to book each slot is 30 minutes so if you want 60 minutes you must select two consecutive boxes



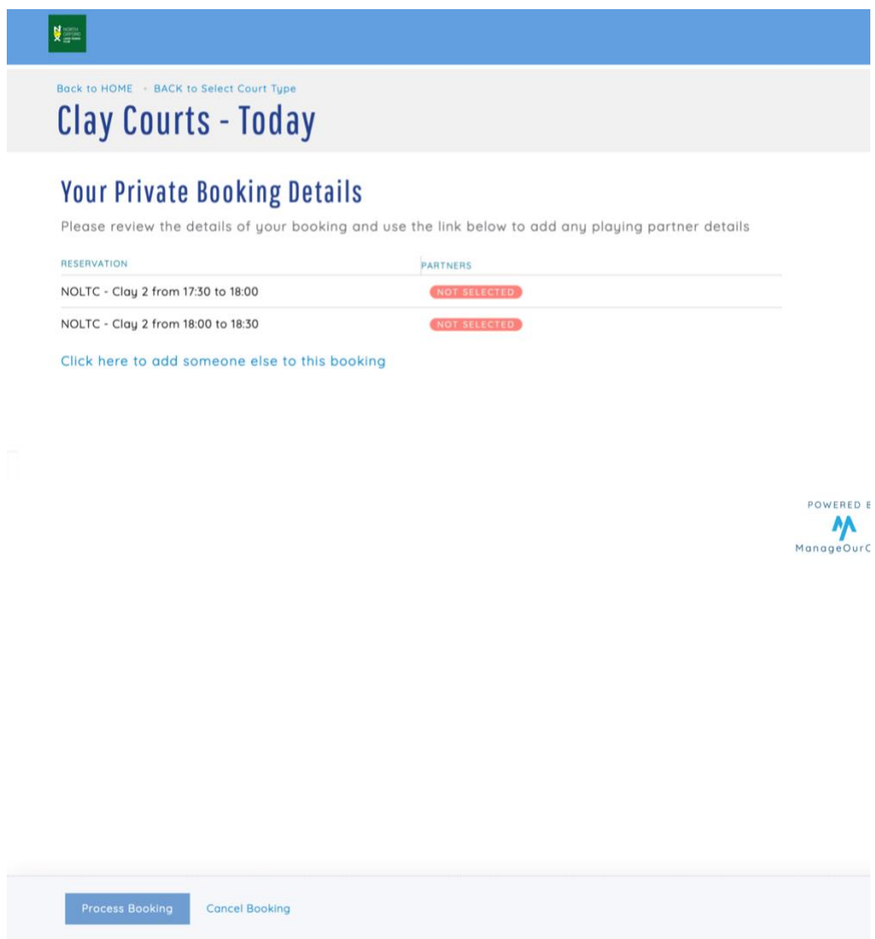
6

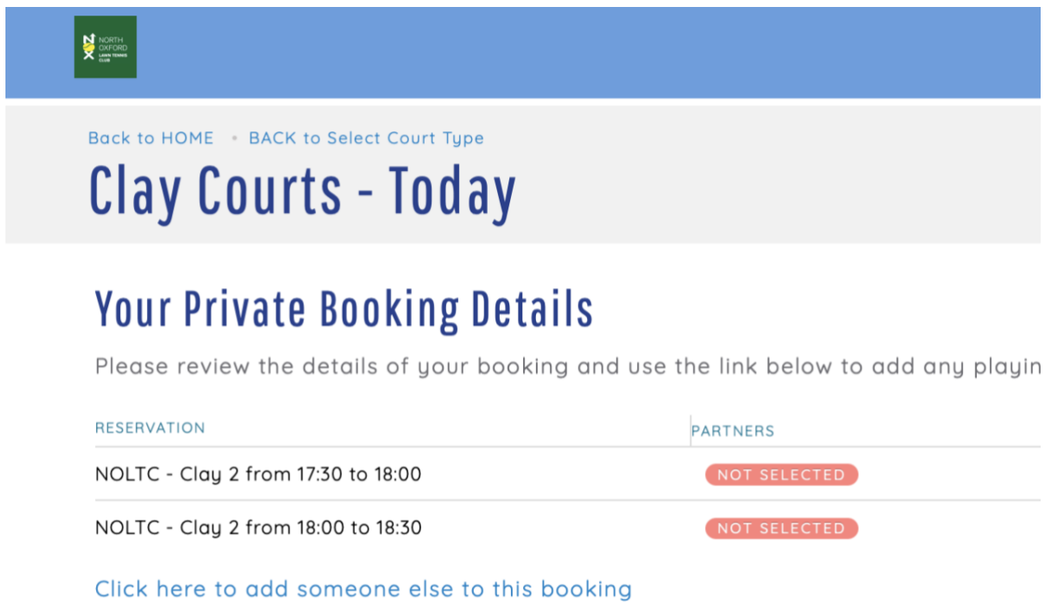
Click ‘review booking’ on the bottom left of the screen



7

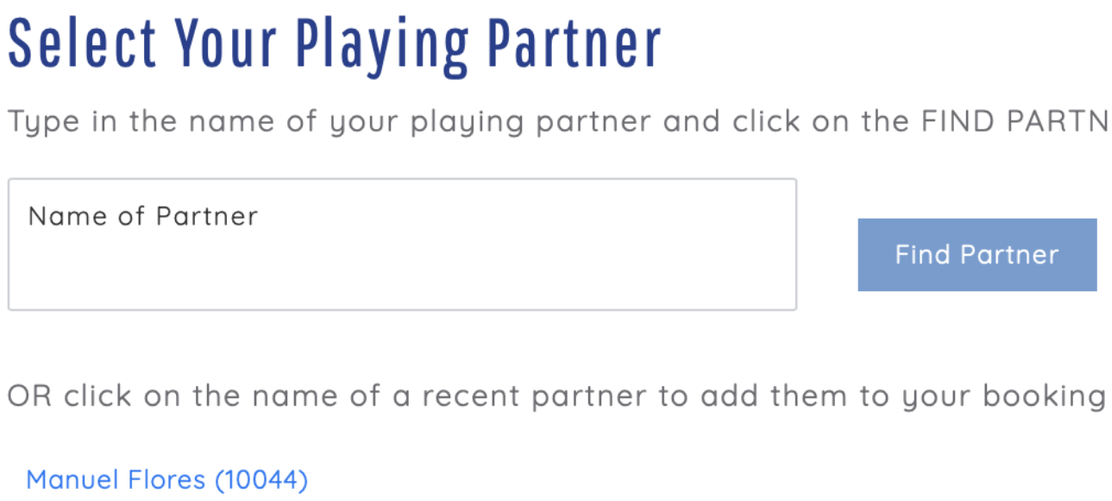
You can now review your booking. To add partners, you must click the 'Click here to add someone to this booking' button





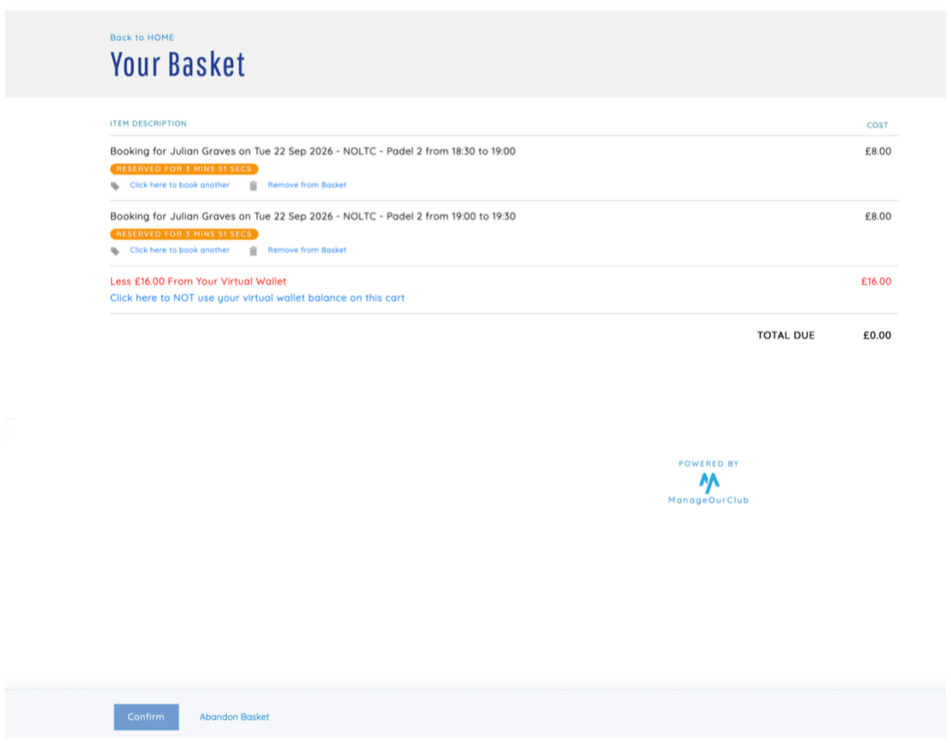
8 Search for your partner by typing their name in the 'select your playing partner' box

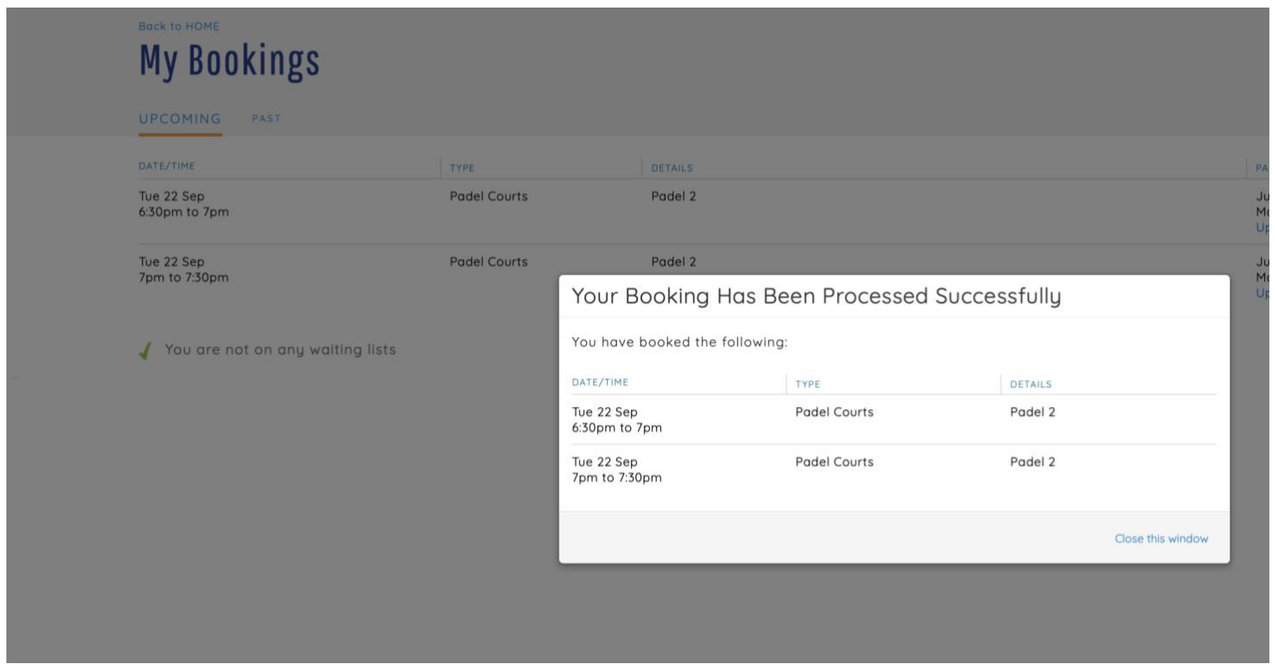
Once you've found your partner, click on their name to add them to the booking



9 If your booking is chargeable, you will now be asked to make payment via either your virtual wallet or credit/debit card.

If your booking is not chargeable, you will now be able to review your booking as it is now completed.





If you want to check what courts you have booked, you can do so anytime via the 'my bookings' icon on the homepage of the portal

HOW TO BOOK SESSIONS

1 Login to your portal homepage

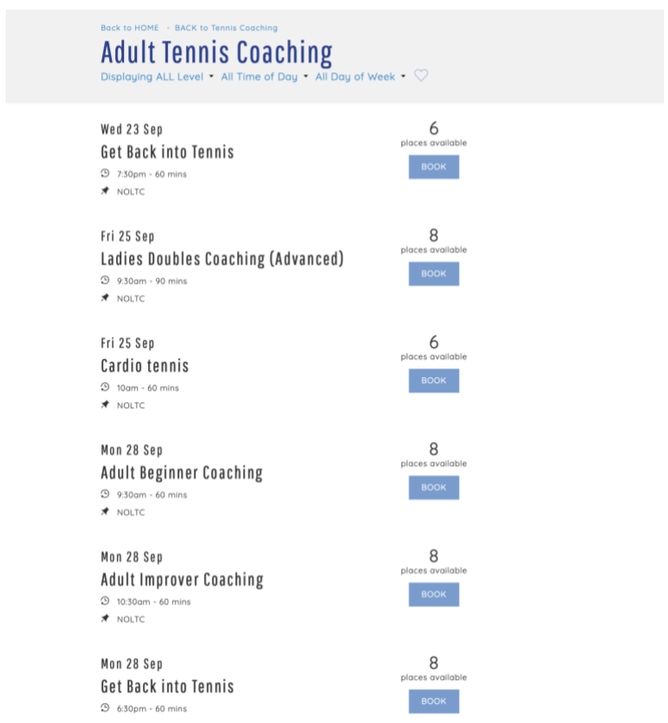
2 Select the icon you want to make a booking for



3 Select the tennis surface you wish to book



4 Select the session you wish to book

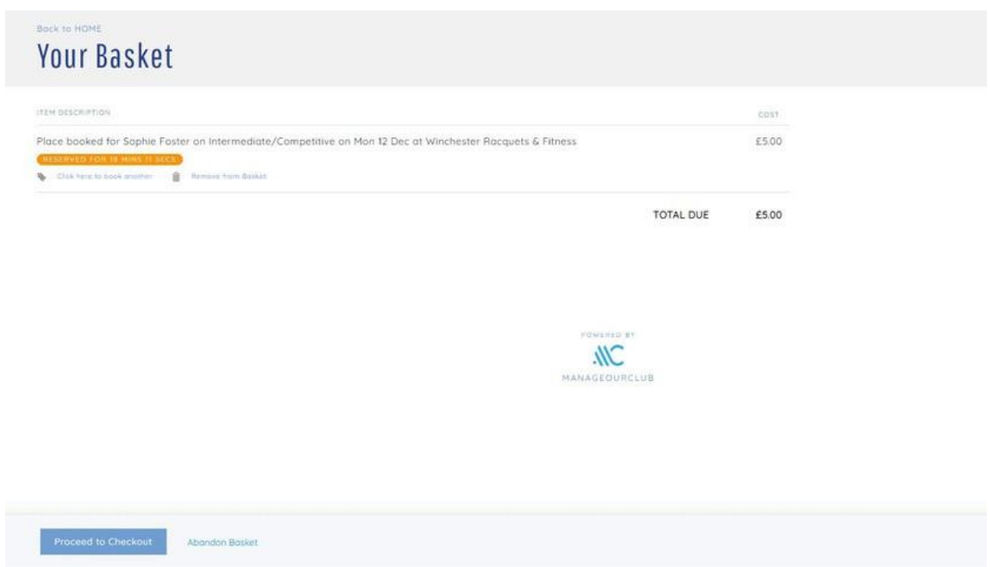


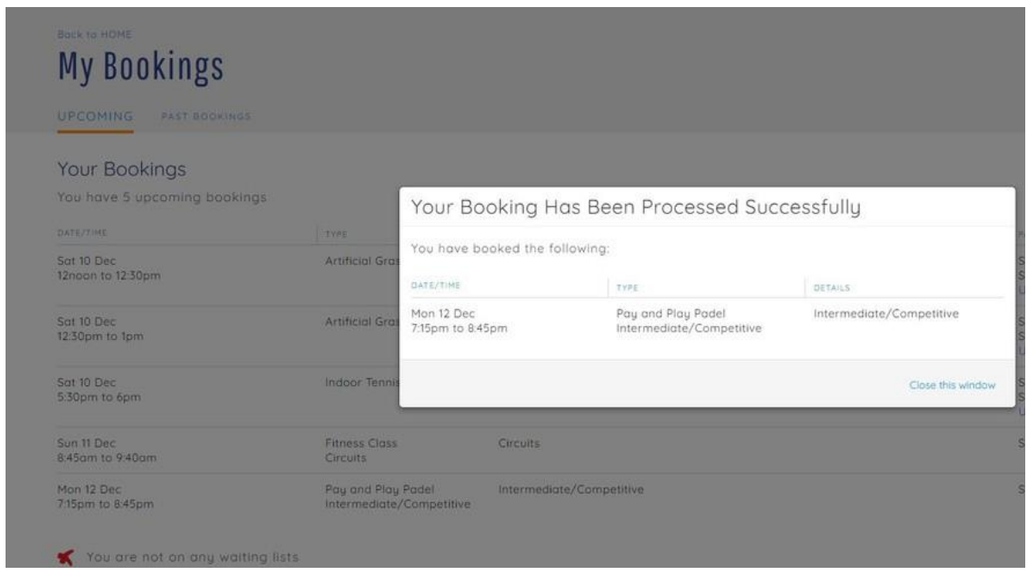
5 Select who is going to participate in the session (either you or a family member)



6 If your booking is chargeable, you will now be asked to make payment via either your virtual wallet or credit/debit card.

If your booking is not chargeable, you will now be able to review your booking as it is now completed





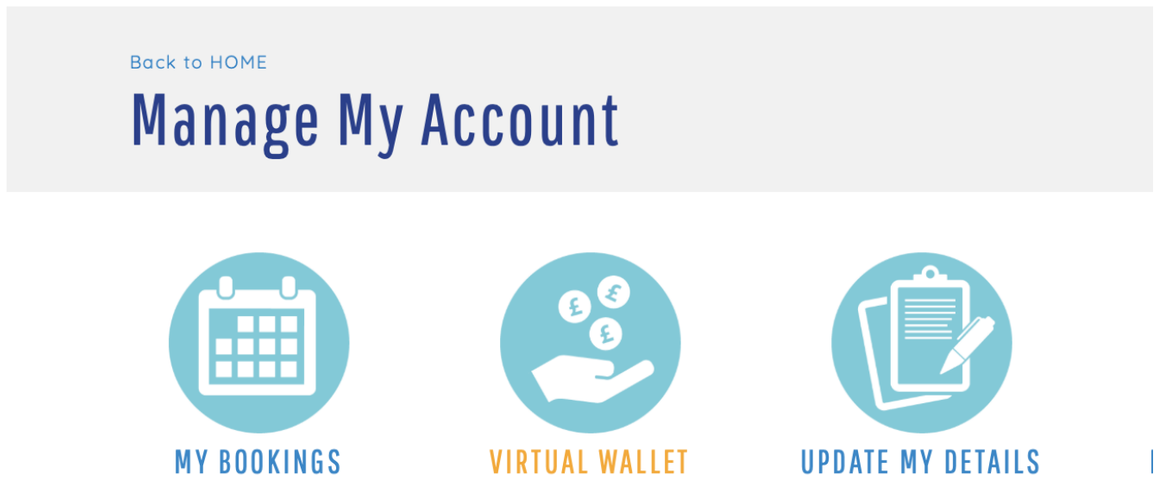
HOW TO ADD FUNDS TO YOUR VIRTUAL WALLET

1. Login to your portal homepage using the instructions above

2. Click on the 'manage my account' icon



3. Within 'manage my account' click on the 'virtual wallet' icon



4. Select 'click here to add funds to your virtual wallet'

5. Select the amount you wish to add to your virtual wallet

6. Review your basket and when you're happy, click 'Proceed to checkout'

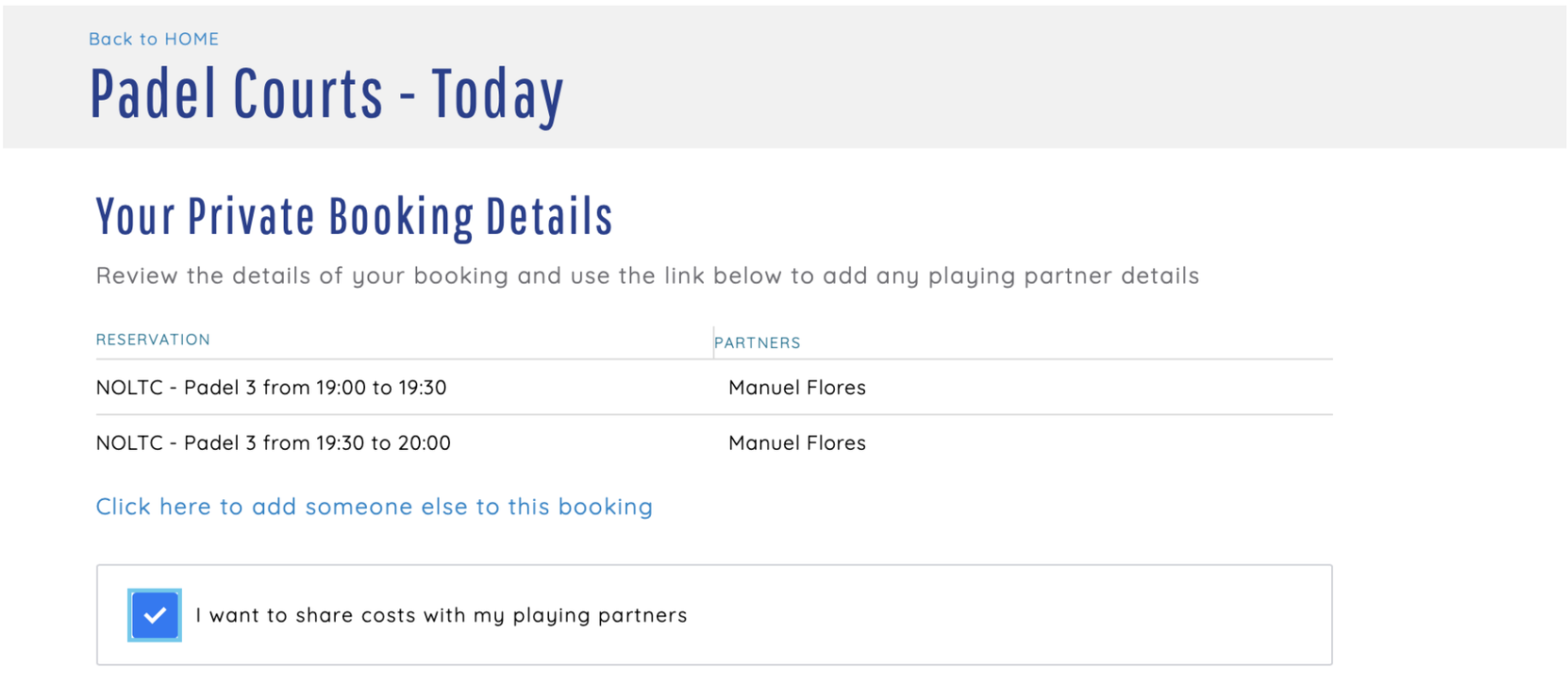
Here you will be prompted to make payment via credit/debit card and the funds will be added to your virtual wallet

HOW TO SHARE COURT FEES

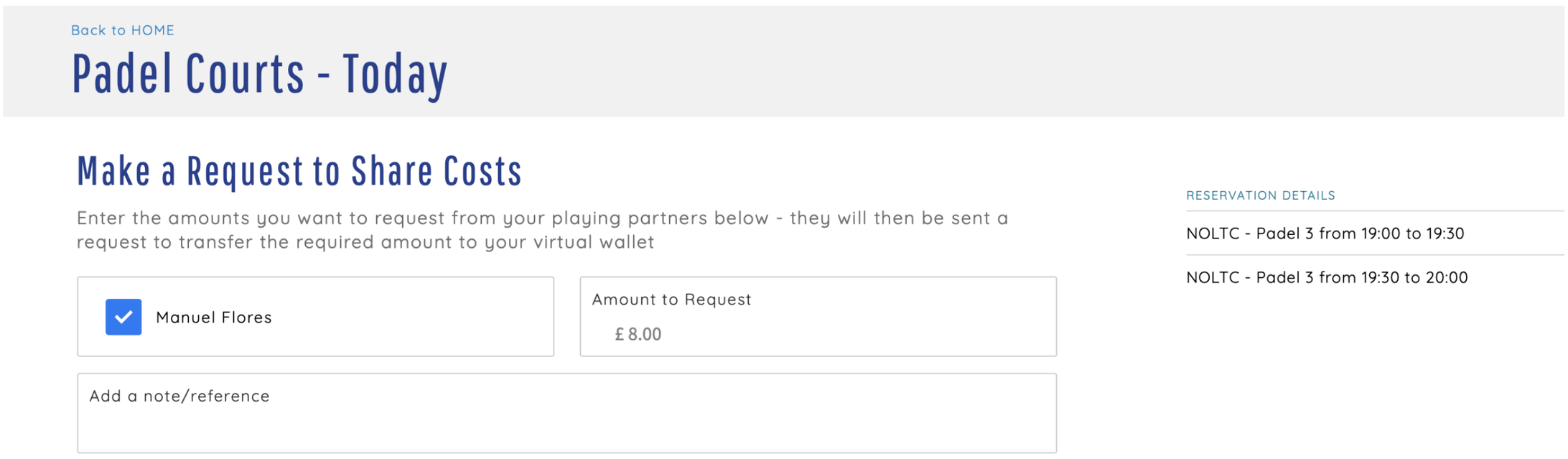
BOOKER

1 Login to your portal homepage using the instructions above and go through the process of making a booking

2 Once you have added all players on the booking you will see a 'tick box' to ask if you wish to share fees. This **must** be ticked for fee sharing to work



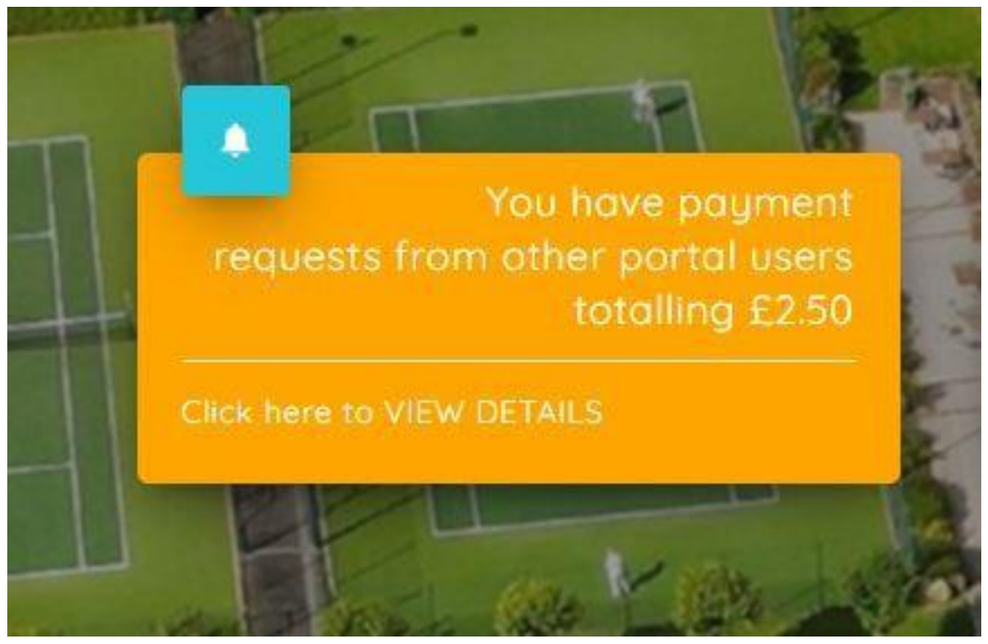
3 You will now be asked how much you want to request from each player, if you don't change the amount, it will automatically divide the full cost by the amount of players listed on the booking



4 You should now complete your booking. An invoice has automatically been raised to all players listed on the booking and you will now need to wait for them to transfer the funds to you

PLAYERS

1 If you are listed as a player on a chargeable court you will see the following when you login to your portal



2 Once you click into the notification you will see the following message with all payments other players have requested from you. Please click on the 'payment request' in blue to make payment



3 Finally, you will be asked to 'confirm the transfer' of funds to another member

Please note when adding opponents to an existing booking, those opponents will not receive payment requests

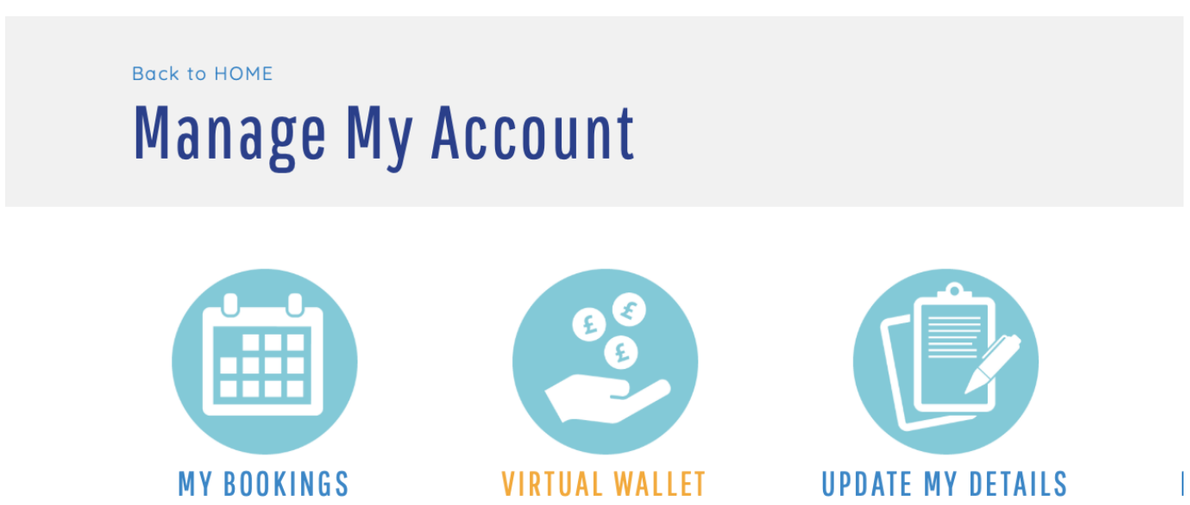
HOW TO TRANSFER FUNDS TO ANOTHER MEMBER

1. Login to your portal homepage using the instructions above

2. Click on the 'manage my account' icon



3. Within 'manage my account' click on the 'virtual wallet' icon



4. Select 'click here to transfer funds to another member'

5. Select the amount of money you wish to transfer and then select the member you wish to transfer funds to

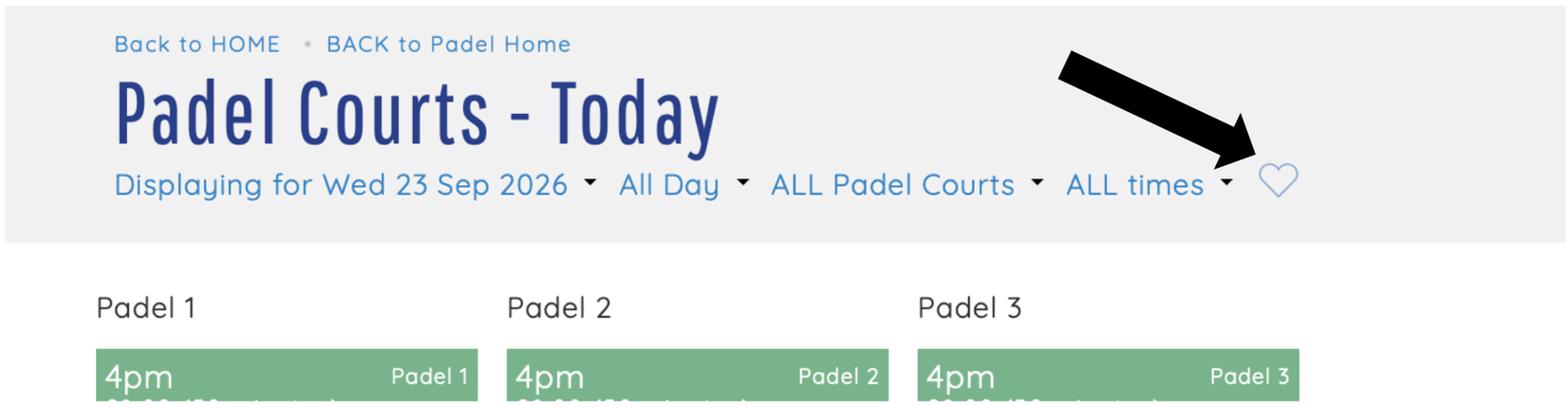
6. Review transfer (please ensure the members details are correct). When you're happy, please confirm your transfer by clicking 'transfer funds'

HOW TO ADD FAVOURTIES

What is a Favourite?
A FAVOURITE is a shortcut to a page on the portal that you regularly visit and want to create a shortcut for.

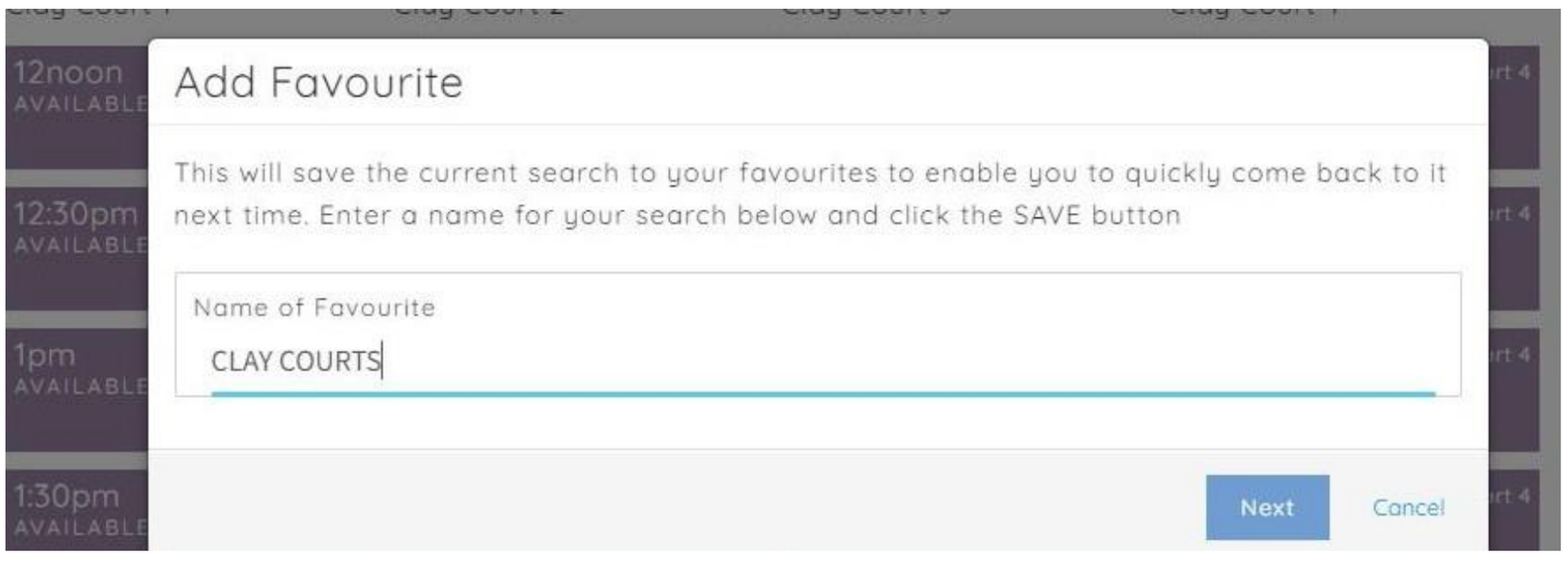
1

If you want to save something to your favourites look out for the heart icon



2

To save a page to your favourites, firstly click on the heart icon
Next, name your favourite - for example - clay courts



3

This page is now saved to your favourites.
You can access your favourites via the 'my favourites' tile on the portal homepage



HOW TO SAVE WWW.MYNOLTC.COM TO YOUR HOME SCREEN

APPLE DEVICES

1. Launch mynoltc.com on Safari
2. Scroll down to the 3 dots at bottom right of screen
3. Click 'Share'
4. Scroll down to 'Add to Home Screen'
5. Safari will automatically close and you will be taken to where the icon is located on your iPad or iPhone

ANDROID DEVICES

1. Launch mynoltc.com on the Chrome app
2. Open the website or webpage you want to pin to your home screen
3. Tap the menu icon (3 dots in upper right-hand corner) and tap 'Install and create shortcut'
4. Click on 'Create shortcut' - you can then rename the shortcut if you wish (ie NOLTC Booking). Then click 'Add'. You will then have a shortcut on your phones homescreen.

HOW TO ADD SCORES TO THE BOX LEAGUES

1. Login to your portal homepage using the instructions above

2. Click on the 'my box leagues' icon



3. Select your box league under the heading 'active competitions'

   You should now see your box

4. Under the 'matches' section you should see all matches that need to be played

   Find the match you have played and click on your name (should be in blue)

5. Enter the score and the date played and click 'save'

Please note in our tennis singles box leagues, the rules are first to 9 games with a 7 point tiebreak played if the score is 8 games all.

ADDITIONAL FEES

MEMBERS:

There are certain areas of the club that require additional fees, these are:

- Guest fees: Adult £5.00 (padel or tennis)
- Floodlights: £2.50 per 30 minutes
- Padel courts: £12/hour weekdays 0900-1600
  £16/hour weekdays 1600-2100 and weekends
- Padel racquet hire: £2.50 per racquet (subject to availability)

NON-MEMBERS:

Can only use the following facilities:

- Tennis courts £10 per hour
- Floodlights: £2.50 per 30 minutes
- Padel courts £16/hour weekdays 0900-1600
  £32/hour weekdays 1600-2100 and weekends
- Padel racquet hire: £2.50 per racquet (subject to availability)

Non-members can only book 4 days in advance; members can book 7 days in advance.

Q & A'S

Q. As a member how far in advance can I make a booking?

A. Members can book 7 days in advance from 8am, non-members can only make bookings 4 days in advance from 8 am.

Q. How can I share fees with the people i am playing with?

A. The lead booker must make full payment for the court. Other players can then transfer funds to the book via their online portal.
Please follow 'How to transfer funds to another member' above to do this.

Q. How do I pay for my floodlights?

A. Floodlight payments are now automated within the system. If you book a court at a time where floodlights are required, you will be prompted to make payment.

Q. What can I use the money in my virtual wallet to pay for?

A. Your virtual wallet can be used to pay for any online bookings, courses or classes as well as be used in the café bar to buy food and drink.

Q. How do i contact the club?

A. You can email noltc.manager@gmail.com, or you can call/leave a message on 07930 064135. Once your enquiry has been submitted the relevant person will be in contact as soon as possible.