



BoiseTennis.com

Club Automation: Member Portal

<https://boisetennis.clubautomation.com>

How to Guide:

- | | |
|--------------------|--|
| Pages 2-4 | How to Log in and Create an Account |
| Pages 5-6 | Member Portal Overview |
| Page 7 | View/Edit your Personal Information |
| Pages 8-10 | How to Make/Edit/Cancel a Court Reservation |
| Pages 11-13 | How to Register for Clinics |
| Page 14 | How to View your BRSC Statement |
| Page 15 | How to Pay your Account |
| Page 16 | How to Control Account Access for Family Members |
| Page 17 | How to Control the Notifications you Receive |

Welcome to your new Boise Racquet and Swim Club member portal. Accessing your member portal allows you to update personal information, view your statement, register for classes, 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

<https://boisetennis.clubautomation.com>

NOTE: This is not the same as the club's official website which is boisetennis.com.

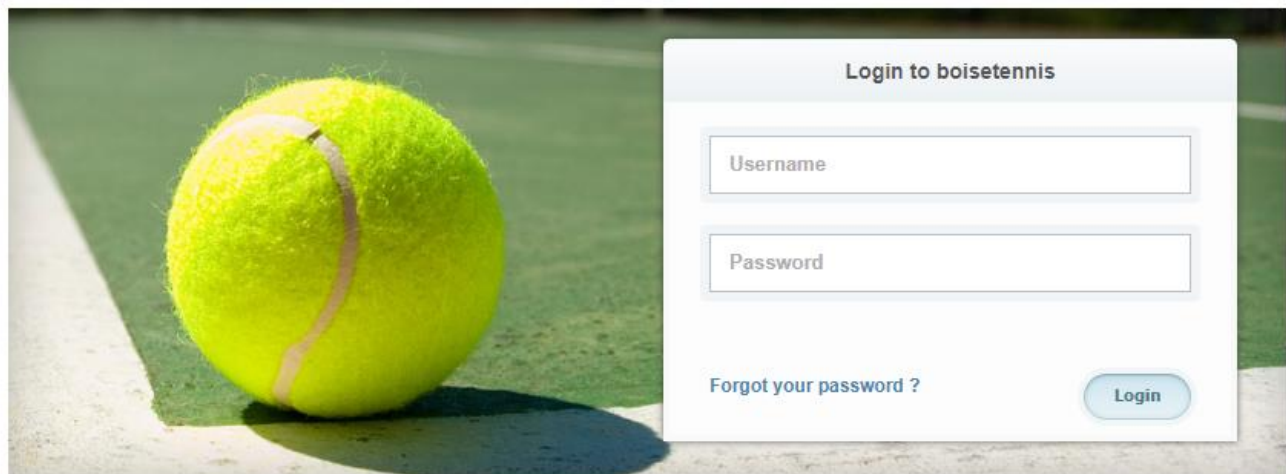
Do not include www. when opening the member portal.

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



Boise Racquet & Swim Club

Online Access



First time here?

Click on Access My Account to register for online access for Boise Racquet & Swim Club.

Access My Account →

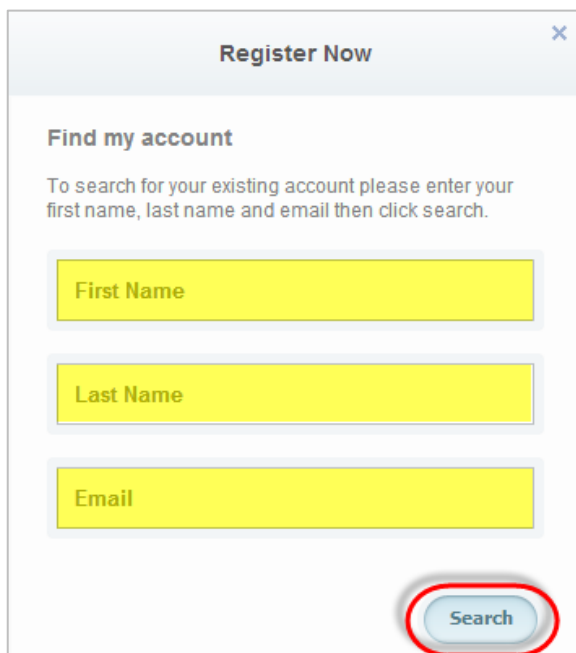
Register for classes

To view or register for a class please click "Get Started Here".

Get Started Here →

In the “Register Now” window, enter your first name, last name, and email address under “Find my account”. 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 be sent to your email address with the final login instructions*. Please open your email to access these instructions. Please reach out to the club if your account access cannot be completed.



Register Now ×

Find my account

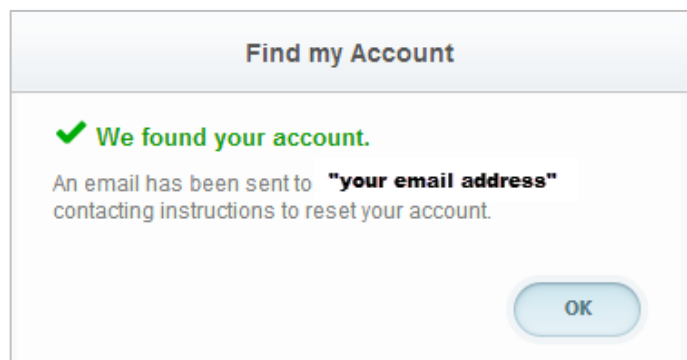
To search for your existing account please enter your first name, last name and email then click search.

First Name

Last Name

Email

Search



Find my Account

✓ **We found your account.**

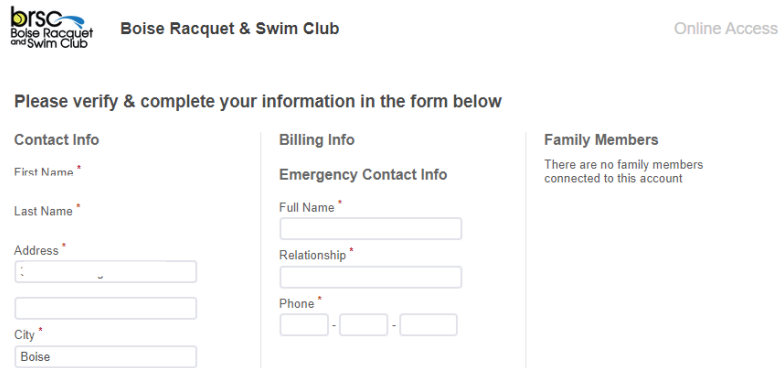
An email has been sent to **"your email address"** contacting instructions to reset your account.

OK

The email you receive includes a verification link that needs to be opened to complete the setup of 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 step.

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

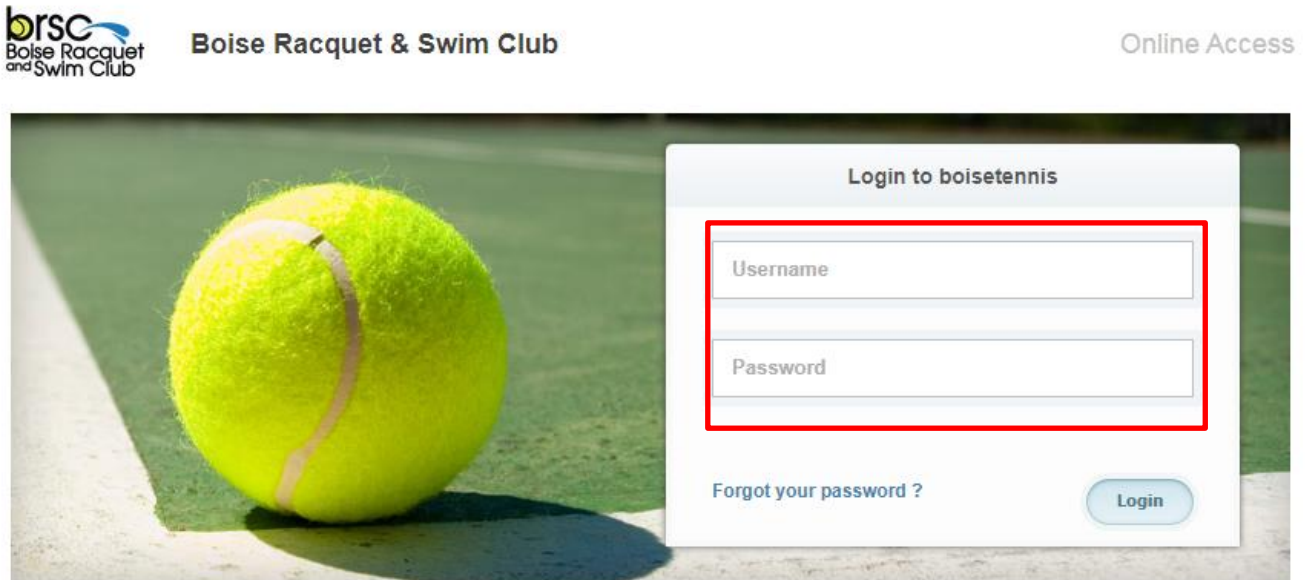


brsc Boise Racquet and Swim Club Boise Racquet & Swim Club Online Access

Please verify & complete your information in the form below

Contact Info	Billing Info	Family Members
First Name *	Emergency Contact Info	There are no family members connected to this account
Last Name *	Full Name *	
Address *	Relationship *	
City *	Phone *	

Standard login: After completing the 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 “Login to boisetennis” box.



brsc Boise Racquet and Swim Club Boise Racquet & Swim Club Online Access

Login to boisetennis

Username

Password

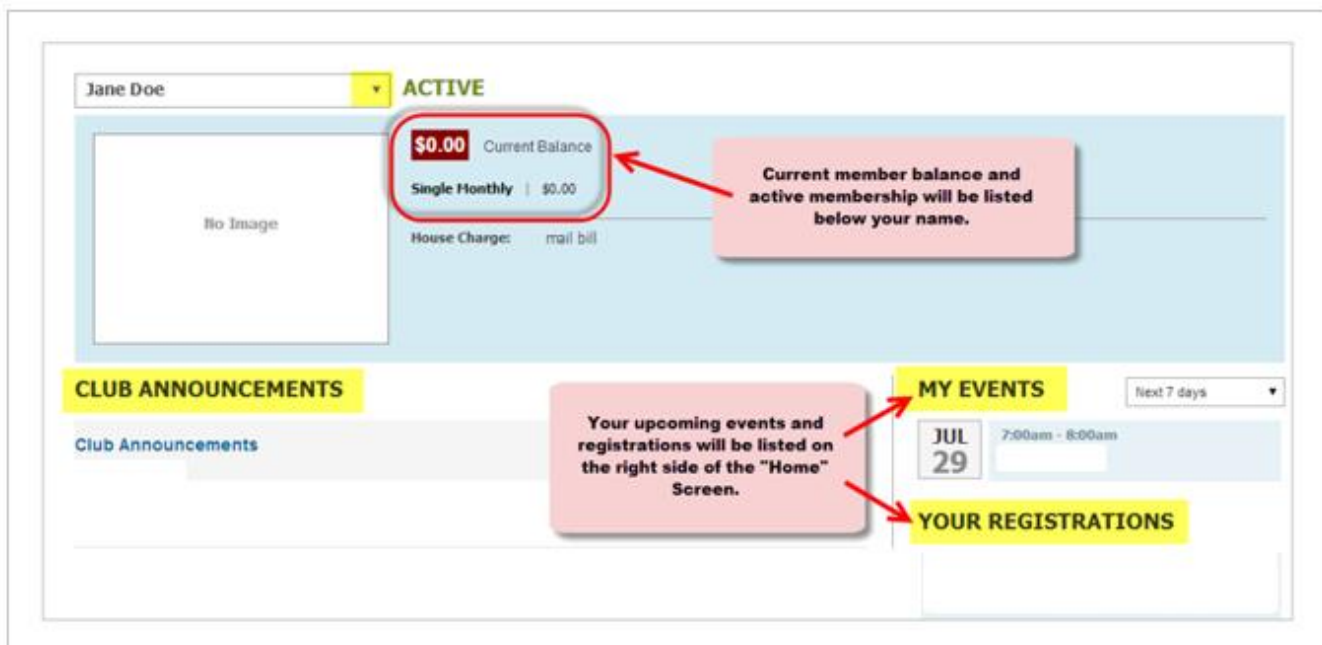
Forgot your password ? Login

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 help accessing your account or the email you provided isn’t recognized by the system, contact any club for further assistance.

2 MEMBER PORTAL OVERVIEW

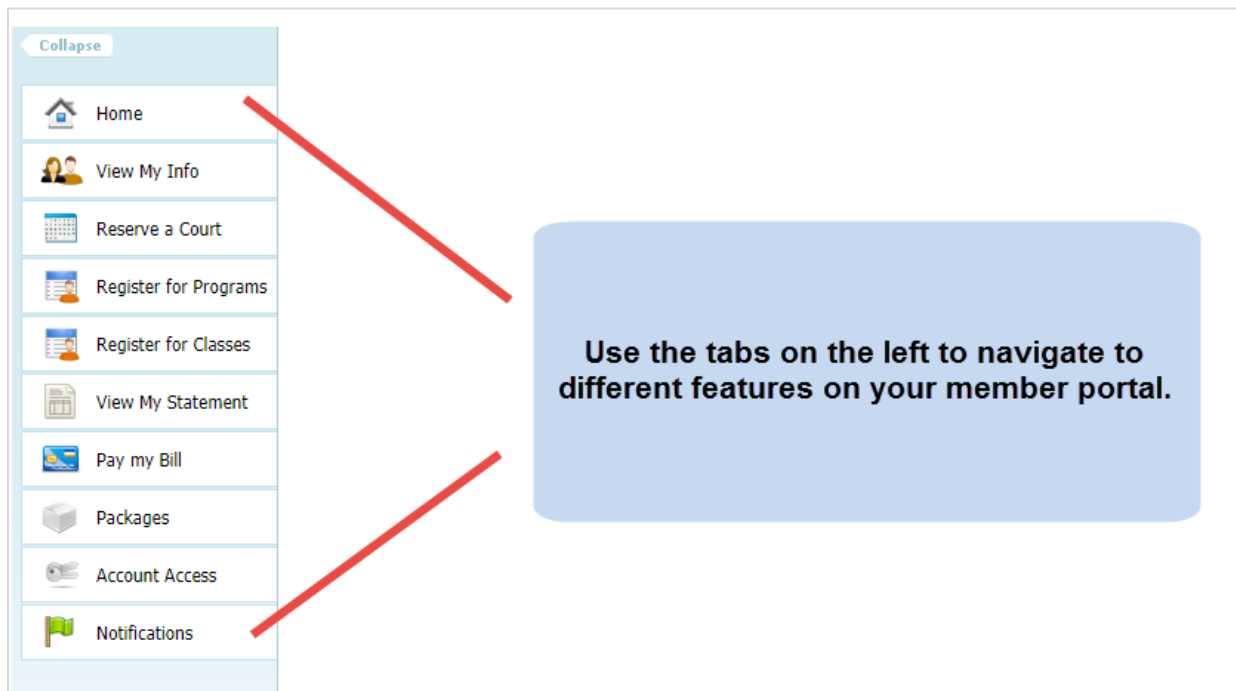
Home Page: When logging in you will be directed to your “Home” page. The home page includes the following:

- *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 ACAC
- *Upcoming events and registrations* – listed on the right side of the home screen will be upcoming class or program registrations, personal training sessions, private lessons, etc.
- *Note:* if you are the primary account holder, select the dropdown menu to the right of your name to navigate to different family members’ profiles



Member Portal Tabs: Located on the left side of the member portal are the tabs you will use to access your profile, classes, member statement, etc.

- **Home:** Navigate back to the “Home” screen outlined above
- **View My Info:** Update personal and billing information
- **Reserve a Court:** Book new and/or edit existing court reservations
- **Register for Programs:** Register for program sessions (not drop-in classes)
- **Register for Classes:** Register for drop-in classes, i.e. Cycle
- **View My Statement:** Review charges and payments posted to your statement
- **Pay my Bill:** Make online payments for outstanding charges on your account
- **Packages:** View packages and usage
- **Account Access:** Determine what linked family members can access on their portal
- **Notifications:** Opt in or out of club email communications



3 VIEW MY INFO

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

Personal Information: To update your personal information, select "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-		

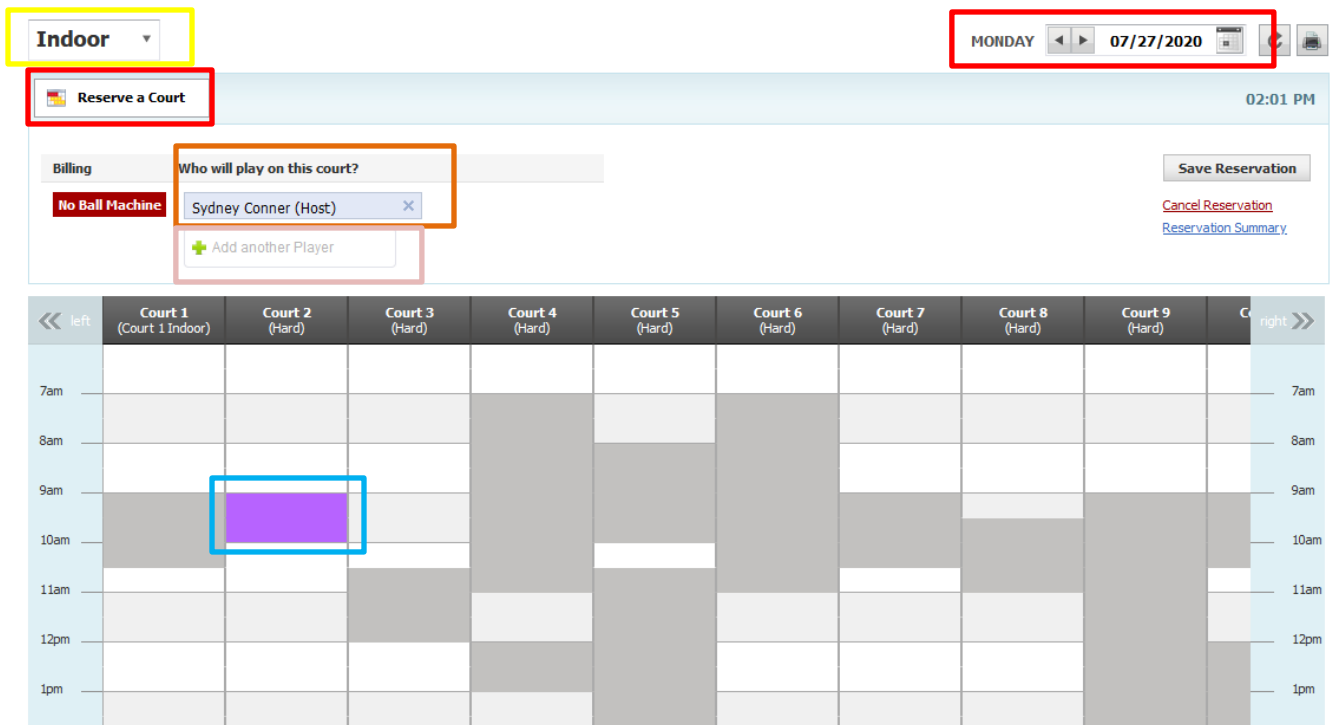
Billing Information: To update your payment method, select "Edit" in the top right corner of the Billing Information box. Bill information can be updated on the primary account.

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

4 RESERVE A COURT/BALL MACHINE

When selected, this tab allows you to create new court reservations on the indoor courts (and outdoor courts during the outdoor season).

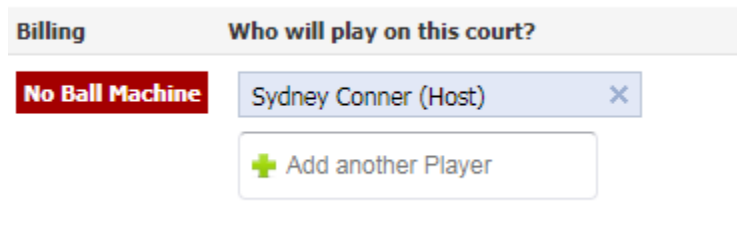
Select “Reserve a Court” and follow the steps below to complete the reservation.



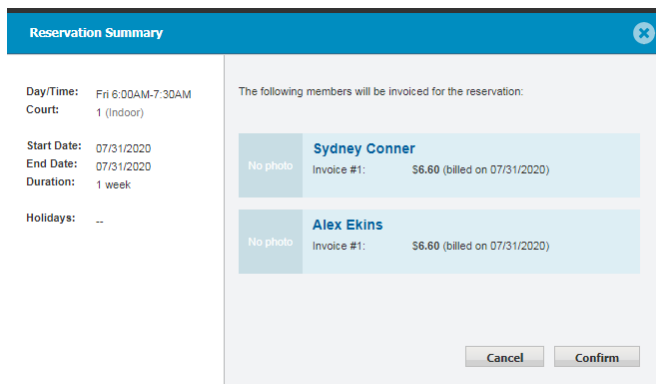
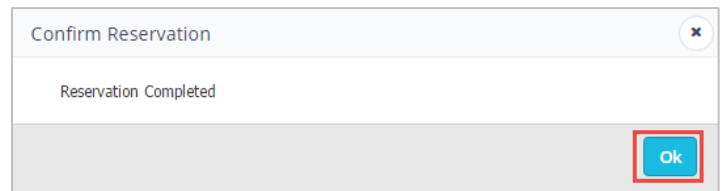
The screenshot displays the reservation interface. At the top, a date selector is set to **MONDAY 07/27/2020**. A dropdown menu is set to **Indoor**. A **Reserve a Court** button is visible. Below it, a **Billing** section shows **No Ball Machine**. A modal window titled **Who will play on this court?** is open, with **Sydney Conner (Host)** selected and an **Add another Player** option. The main reservation grid shows a purple highlighted reservation for **Court 1 (Court 1 Indoor)** from **9am** to **10am**. Other courts (2-9) and times are shown in grey, indicating they are not available for booking.

1. **Where:** Choose a date and time that you would like to play. Click on “Reserve a Court” in the top left-hand corner. Areas that are grey are not able to be booked.
2. **What Courts:** Select Indoor, Outdoor, Clay Courts, or Upstairs Ball Machine.
3. **When:** Select the length of the reservation, reservation time will highlight in purple (30 minutes, 60 minutes, or 90 minutes).
 - a. **Who will host:** When you are logged in, your name is auto filled in as the host and you may add additional players as needed.

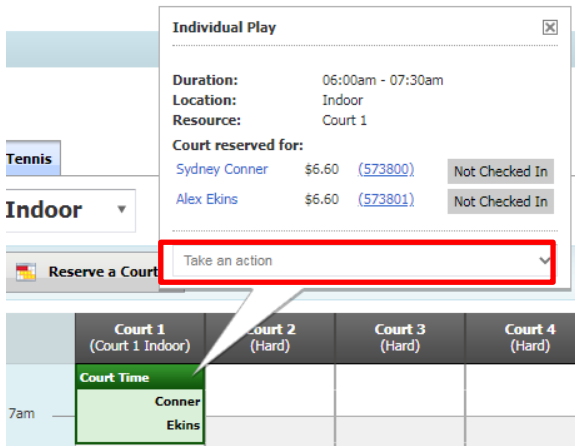
- b. **To add additional players:** Type their name in the “Add Participant” box and select the name from the list that will generate.
 - i. If you are adding a guest who is not a member or who has not played at the club before, please call the Front Desk and give them all the information required to register them in Club Automation.
 - ii. Shareholders receive six (6) guest passes per calendar year that waive a \$10 guest fee. These are tracked electronically, and you must inform the Front Desk upon check in that a guest pass is being used.
 - iii. Unpaid guest fees/court fees are the responsibility of the member and will be charged to their account.
- c. To remove a name, select the blue “X” to the right of the name



2. **Ball Machine:** select Yes to reserve the battery operated on court ball machine (not the upstairs ball machine above court 6 indoor)
3. **Pick A Time:** Once you finish adding the names and click on “Save Reservation” the “Confirm Reservation” window will appear. Press Confirm and then OK to finalize the reservation.

Edit/Cancel: If you need to edit or cancel, please click on the court reservation and click on the “Take an Action” drop down menu and select edit or cancel. Edit will allow you to change the names of the players or the time/day. Canceling a reservation will remove your reservation and free up the court. Please remember that there is a cancellation policy in effect if you cancel with less than 24 hours notice.



Individual Play [Close]

Duration: 06:00am - 07:30am
 Location: Indoor
 Resource: Court 1

Court reserved for:

Sydney Conner	\$6.60	(573800)	Not Checked In
Alex Ekins	\$6.60	(573801)	Not Checked In

Take an action [Dropdown]



Individual Play [Close]

Duration: 06:00am - 07:30am
 Location: Indoor
 Resource: Court 1

Court reserved for:

Sydney Conner	\$6.60	(573800)	Not Checked In
Alex Ekins	\$6.60	(573801)	Not Checked In

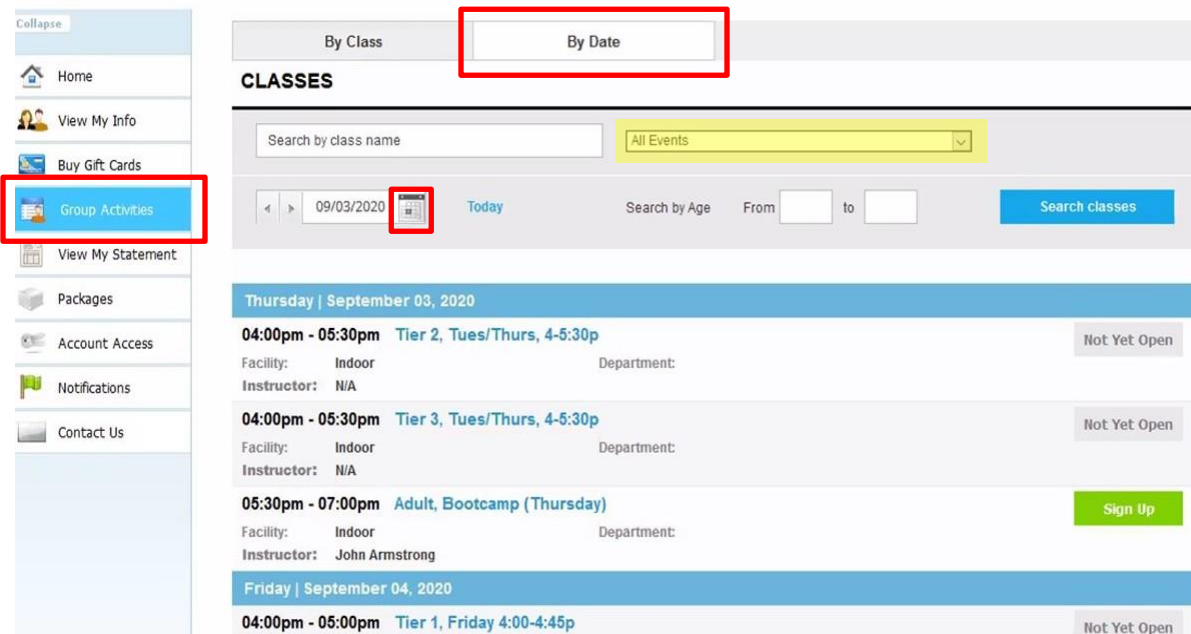
Take an action [Dropdown]

- Take an action
- EDIT**
- CANCEL
- CANCEL FUTURE

5 REGISTER FOR GROUP CLASSES/CLINICS

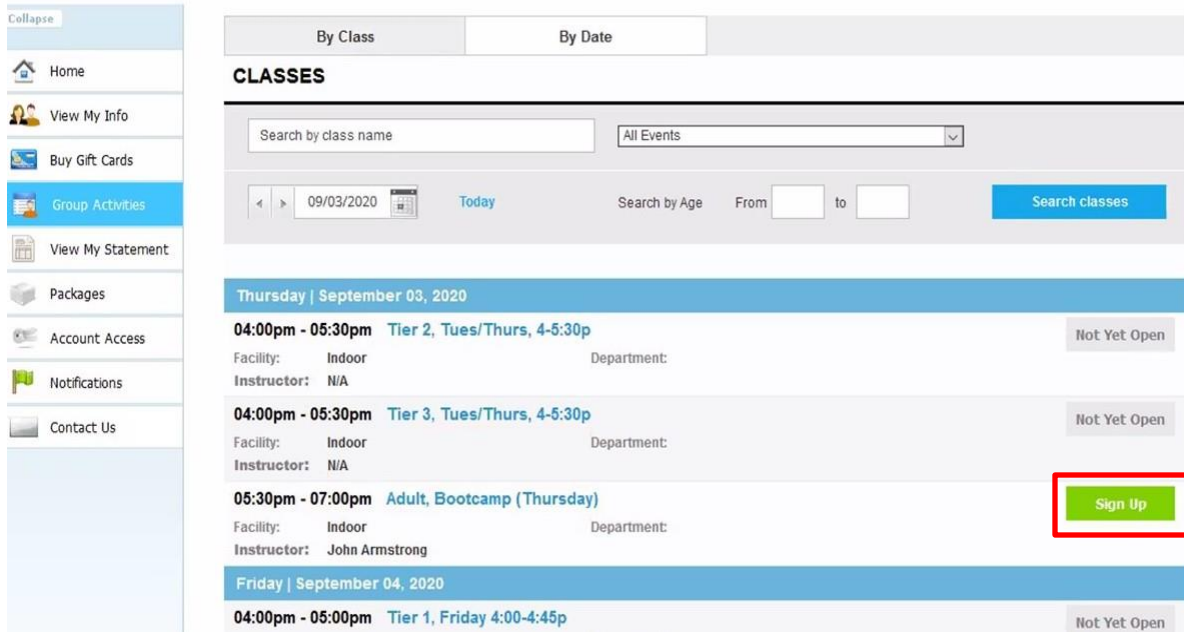
The “Register for classes” tab will allow you to register for daily/drop-in classes, i.e. Cycle classes. To complete your registration:

- Begin by selecting the “By Date” tab and the day you would like to review from the calendar provided. You can narrow your search using the filters provided at the top of the page, i.e. keyword or All Events menu.
- **All Events:** use this menu to narrow down the class list, i.e. select Cycle to view only cycle classes
- Once you have selected the day and completed the optional filters, select “Search classes”.

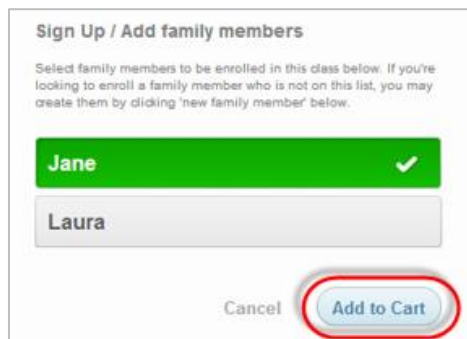


The screenshot shows the 'Register for classes' interface. On the left is a navigation sidebar with 'Group Activities' highlighted. The main area has 'By Date' selected as the filter. Below this is a search bar and a date selector set to '09/03/2020'. A list of classes for Thursday, September 03, 2020, is displayed. The third class, '05:30pm - 07:00pm Adult, Bootcamp (Thursday)', has a green 'Sign Up' button.

- Classes scheduled for the week will now display. Identify the class you would like to register for and select “Sign Up” to register for the day. Click on the class name to view all days the class is offered.



- After selecting “Sign Up”, you will be asked to select the user who will be registering for the class (multiple users can be selected).



- After selecting the username, click “Add to Cart” to proceed with your registration
- The program has now been added to your “cart” and payment can be taken. Multiple class registrations can be completed prior to completing registration through your cart.
- Select “View Cart” in the top right corner complete your registration



- In your cart, confirm the class reservation(s) and select the green “Continue to check out” button
- Follow the prompts to enter payment and complete registration
- Once you have completed the cart checkout, the user will be registered for the class and their spot secured on the roster!

SHOPPING CART

1 Cart
2 Confirm
3 Waiver
6 Thank you

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

Please review the shopping items you picked out before proceeding the payment

- To remove an item, press the icon on the line you would like to remove
- When you are ready to pay, press the "CONTINUE, to Check Out" button on the right

SHOPPING ITEMS	Member	Remove	Price	Quantity	Total
Cardio Tennis	Tennis Player		\$20.00	1	\$20.00
				Sub Total	\$0.00
				Total	\$20.00

CONTINUE, to Check Out

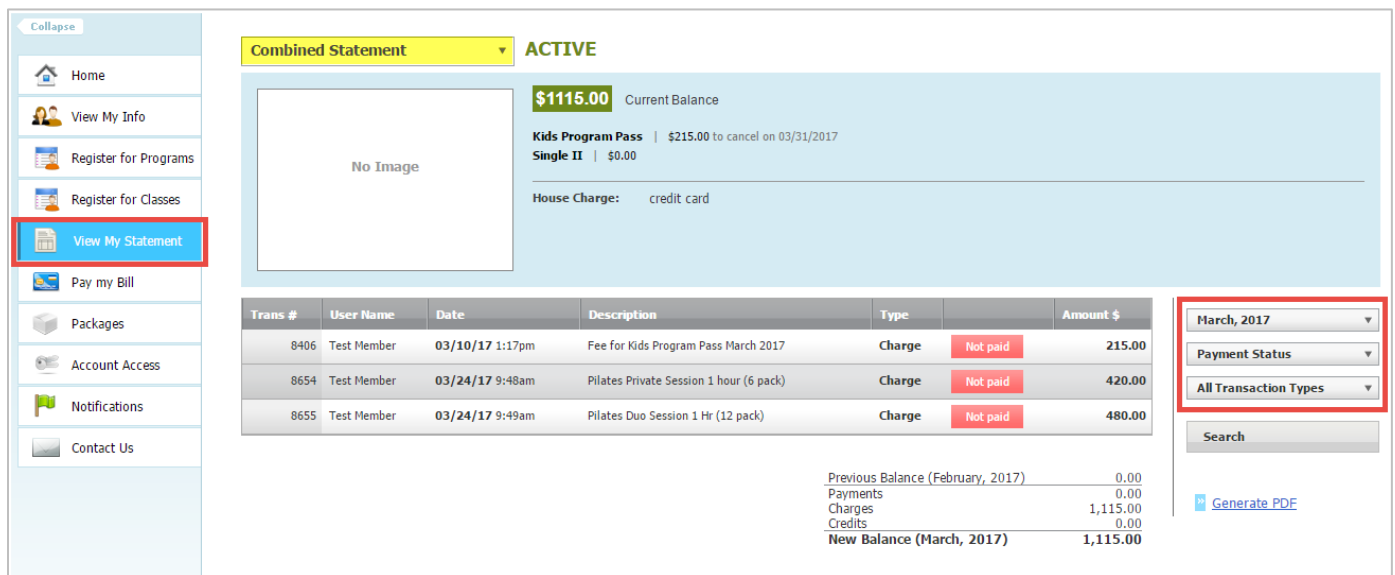
or [Cancel & Clear the Cart](#)

- To navigate back to the home page, select the home icon in the top right corner

6 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

\$1115.00 Current Balance

Kids Program Pass | \$215.00 to cancel on 03/31/2017
Single II | \$0.00

House Charge: credit card

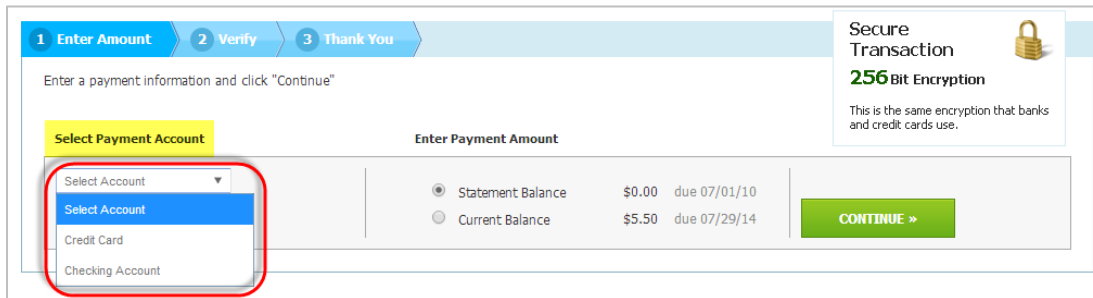
Trans #	User Name	Date	Description	Type	Amount \$
8406	Test Member	03/10/17 1:17pm	Fee for Kids Program Pass March 2017	Charge	215.00
8654	Test Member	03/24/17 9:48am	Pilates Private Session 1 hour (6 pack)	Charge	420.00
8655	Test Member	03/24/17 9:49am	Pilates Duo Session 1 Hr (12 pack)	Charge	480.00

Previous Balance (February, 2017)	0.00
Payments	0.00
Charges	1,115.00
Credits	0.00
New Balance (March, 2017)	1,115.00

March, 2017
 Payment Status
 All Transaction Types
 Search
[Generate PDF](#)

7 PAY MY BILL

Navigate to this tab to pay 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"

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

Select Payment Account

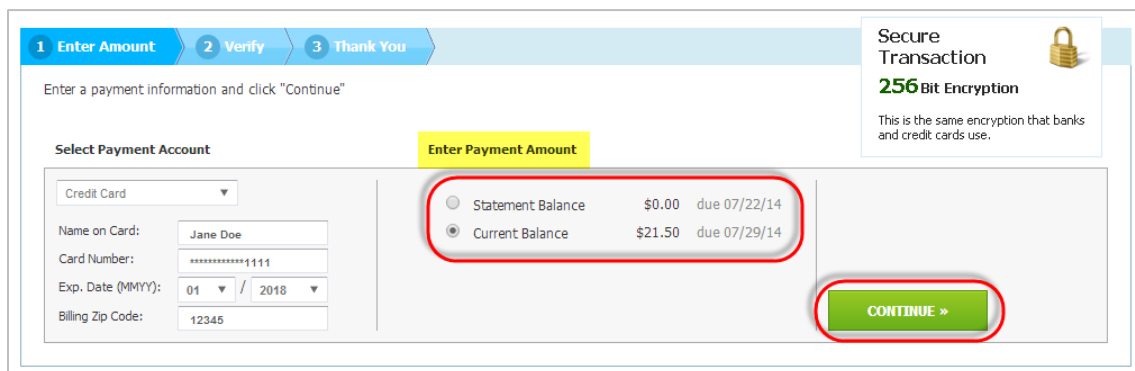
Enter Payment Amount

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 >

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.



1 Enter Amount 2 Verify 3 Thank You

Enter a payment information and click "Continue"

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

Select Payment Account

Enter Payment Amount

Credit Card

Name on Card: Jane Doe
Card Number: *****1111
Exp. Date (MMYY): 01 / 2018
Billing Zip Code: 12345

Statement Balance \$0.00 due 07/22/14
Current Balance \$21.50 due 07/29/14

CONTINUE >

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.

8 ACCOUNT ACCESS

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

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

ACCOUNT ACCESS

Select the access levels you would like for your account dependants.

Give access to [Everyone](#) | [No one](#)

<input checked="" type="checkbox"/> Laura Hendricks	<input checked="" type="checkbox"/> View Charges	<input checked="" type="checkbox"/> Register for Classes	Account Holder
<input checked="" type="checkbox"/> Kim Snooks	<input checked="" type="checkbox"/> View Charges	<input checked="" type="checkbox"/> Register for Classes	

9 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.

- *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 Edit	
Table below summarizes the member's communication preferences for notifications.	
Notification Type	E-mail
Private Lesson Reminder	✓
Court Time Reminder	✓
Group Event Reminder	✓
New Private Lesson Created Notification	✓
New Court Time Booked Notification	✓
New Group Event Registration Notification	✓
General Club Communications	✓
Package Expiration	✓
Package Renewal	✓