HOW TO ENTER TENNIS TOURNAMENTS ONLINE VIA TOURNAMENTS WEBSITE AND STRIPE PAYMENT GATEWAY

With the introduction of the Stripe payment gateway in October 2016, please be aware that the online entry process has changed in relation to a few steps. Please ensure you are familiar with the online entry steps below if tournament participants contact you for advice.

Tennis Australia is still officially partnered with Visual Reality's Tournament Planner software, but instead of the Active Network, are now partnered with Stripe for the online registration gateway.

The new look of the Tennis website (www.tennis.com.au) may involve some additional look and feel changes to the tournaments section over the next few months. The integration with the "My Tennis" database will be the next update to the registration process. We will advise tournaments of any further modifications to the online registration procedure when they take place.

Step 1

To enter tournaments online, players can go to www.tennis.com.au then click on the "Play" and then "Tournaments" menu link and search through the online calendar or go directly to https://tournaments.tennis.com.au

Tournaments

Filter

Start	End	Tournament	Type	Classifications	Surface
2 Jun 2017	4 Jun 2017	» 2017 Gladstone Open Age Venue: Gladstone Tennis and Squash Centre, QLD	Junior Tour	Bronze (18s) Bronze (14s)	Hardcourt
2 Jun 2017	4 Jun 2017	» 2017 Gladstone Open Age Venue: Gladstone Tennis and Squash Centre, QLD	AMT	Silver Bronze (18s)	Hardcourt
2 Jun 2017	5 Jun 2017	» Goldfields Financial Solutions AMT Venue: Goldfields Tennis Club, WA	Junior Tour	Bronze (16s) Bronze (14s) Bronze (12s)	Hardcourt
2 Jun 2017	5 Jun 2017	» Goldfields Financial Solutions AMT Venue: Goldfields Tennis Club, WA	AMT	Silver	Hardcourt
2 Jun 2017	7 Jun 2017	» SKYCITY Darwin Open Venue: Darwin Tennis Association, NT	Junior Tour	Bronze (16s) Bronze (14s) Bronze (12s)	Hardcourt
2 Jun 2017	7 Jun 2017	» SKYCITY Darwin Open Venue: Darwin Tennis Association, NT	AMT	Gold	Hardcourt
5 Jun 2017	11 Jun 2017	» New Caledonia ITF 1 Venue: Noumea, New Caledonia, NCL		-	Hardcourt
8 Jun 2017	12 Jun 2017	» 91st SKYCITY NT Open Championships Venue: Tennis NT, NT	Junior Tour	Silver (16s) Silver (14s) Silver (12s)	Hardcourt
8 Jun 2017	12 Jun 2017	» 91st SKYCITY NT Open Championships Venue: Tennis NT, NT	AMT	Platinum	Hardcourt
9 Jun 2017	12 Jun 2017	» 2017 Millswood AMT Gold/Junior Bronze Venue: Tennis SA Millswood, SA	Junior Tour	Bronze (16s) Bronze (14s) Bronze (12s)	Hardcourt
9 Jun 2017	12 Jun 2017	» 2017 Millswood AMT Gold/Junior Bronze Venue: Tennis SA Millswood, SA	AMT	Gold	Hardcourt
9 Jun 2017	12 Jun 2017	» 90th North Coast Tennis Championships Venue: Grafton City Tennis Club, NSW	Junior Tour	Bronze (16s) Bronze (14s) Bronze (12s)	Hardcourt
9 Jun 2017	12 Jun 2017	» 90th North Coast Tennis Championships Venue: Grafton City Tennis Club, NSW	AMT	Silver	Hardcourt
9 Jun 2017	12 Jun 2017	» Batemans Bay Tennis Open Venue: Batemans Bay Tennis Club, NSW	AMT	Silver	Synthetic Grass
9 Jun 2017	12 Jun 2017	» Sale Queens Birthday Junior Tournament Venue: Sale Tennis Club, VIC	Junior Tour	Silver (16s) Silver (14s) Silver (12s)	En-Tou-Cas

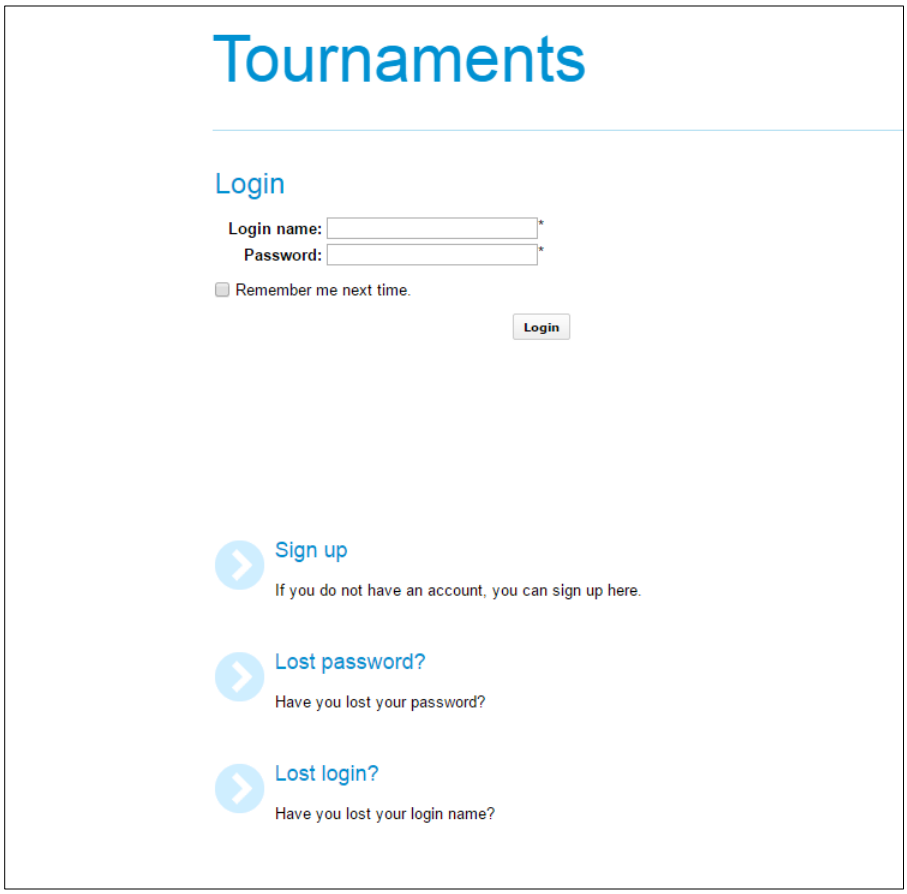
Once a player has found the tournament they wish to enter, they need to click on the tournament name to be taken to the tournament home page.

Step 2

After finding the tournament home page, players need to click the "**click here to enter online**" button circled in red.

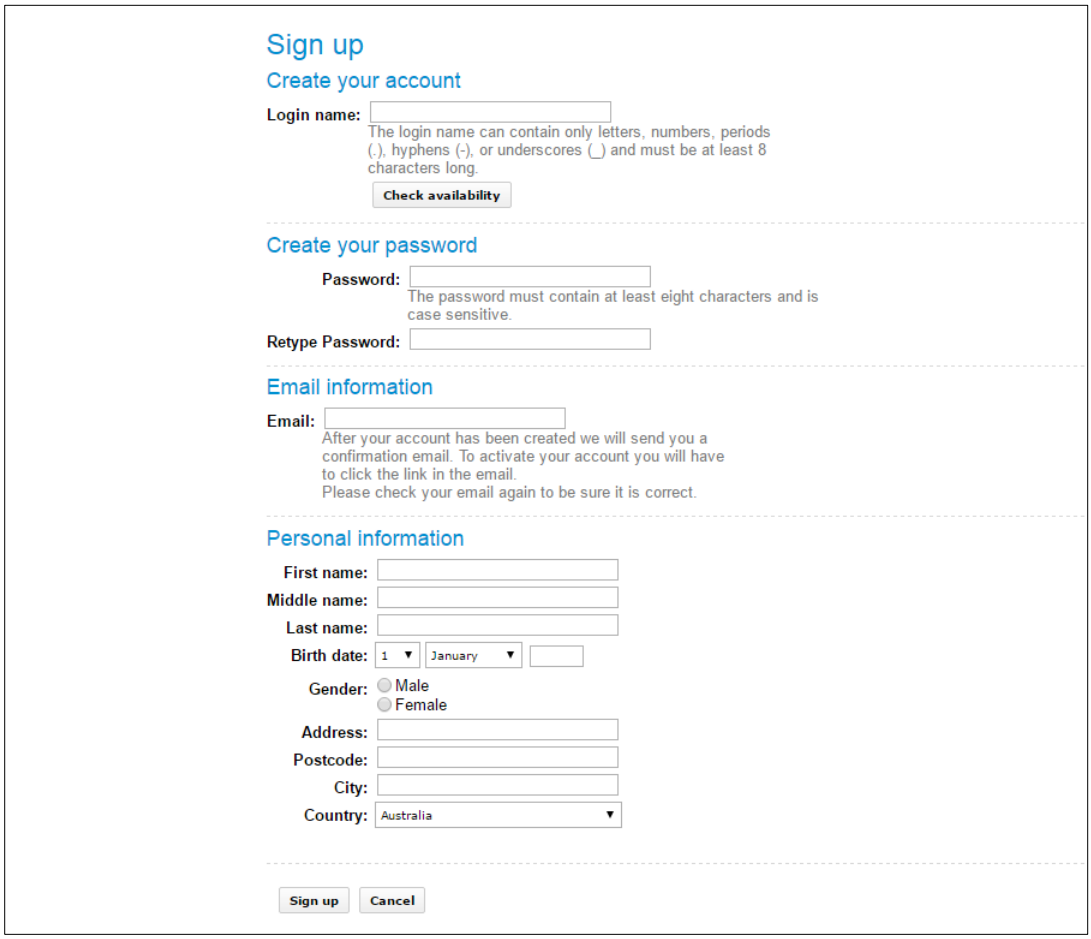
Step 3

To enter a tournament, players must register for a Tournament Planner account. This is free of charge and will allow for all personal details to be pre-populated each time they enter a tournament. Having an account will also allow Tournament Planner to keep all statistics under the same record and minimise the creation of duplicate player records.



Step 3 (a)

Clicking the "sign up" link will take users to the below screen. If they have already signed up for an account, you can skip to Step 4.



- They can choose their login name (click the "check availability" button to make sure the login name is available), choose a password and enter a valid e-mail address.
- Complete all the fields under the Personal Information section and when all is complete, click the "Sign up" button at the bottom of the screen.
- After users have completed their account information, they will be asked to log into their e-mail account and verify your e-mail address. The confirmation e-mail from Tournament Planner should arrive instantaneously. Open the e-mail and click on the link to complete the process of signing up for an account.

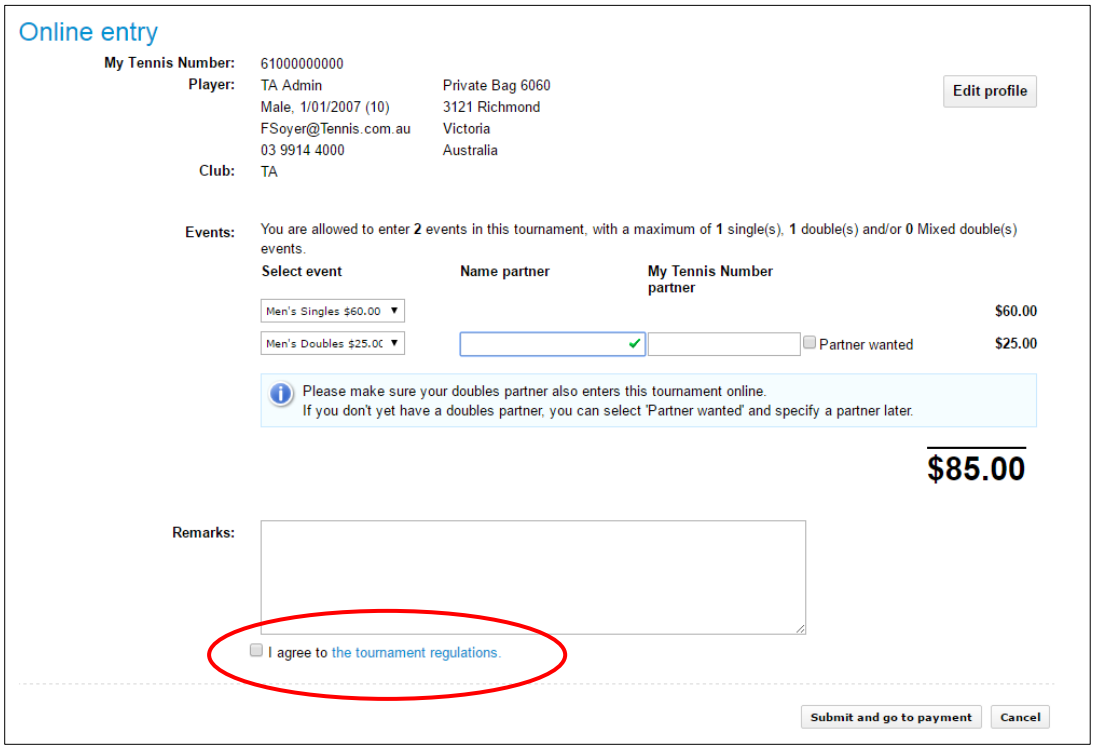
Please Note

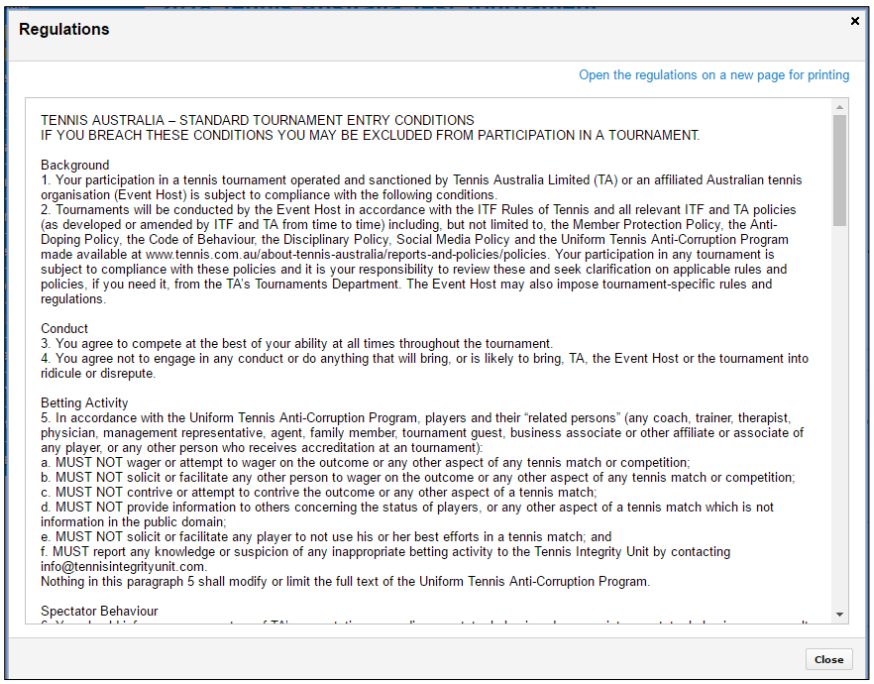
Players will not be asked for their My Tennis ID during this sign-up process, but will be prompted to add their My Tennis ID Number before submitting their first entry. If you are unaware of your My Tennis ID, please call Tennis Australia Customer Support on 1800 PLAY TENNIS (1800 752 983).

Step 4

The second step involves confirming the player's personal details. These fields are automatically completed for them based on the information they provided when signing up for an account. If all details are correct, select the events the player wishes to enter.

Ensure that you agree to the regulations of the tournament. You can read the tournament regulations by clicking on the hyperlink to open a separate window.

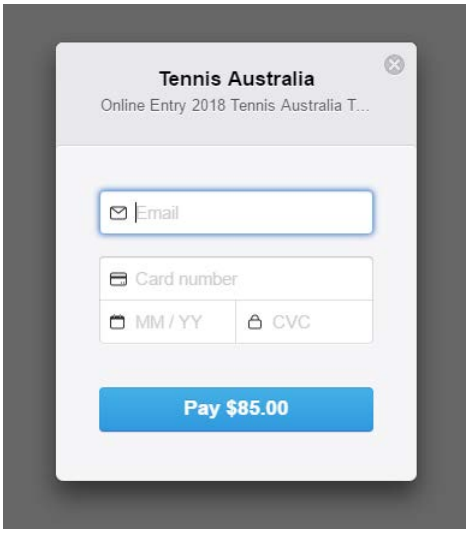




Step 5

The final step involves going through the payment process through the Stripe link. Users must click on the "Stripe" link to be directed to the payment screen.

In the payment screen, users are directed to complete their credit card details. They should input their credit card number without spaces. Please be aware that only VISA, MasterCard and American Express are the only credit cards accepted. Once completed, users must click the "Pay $" button.



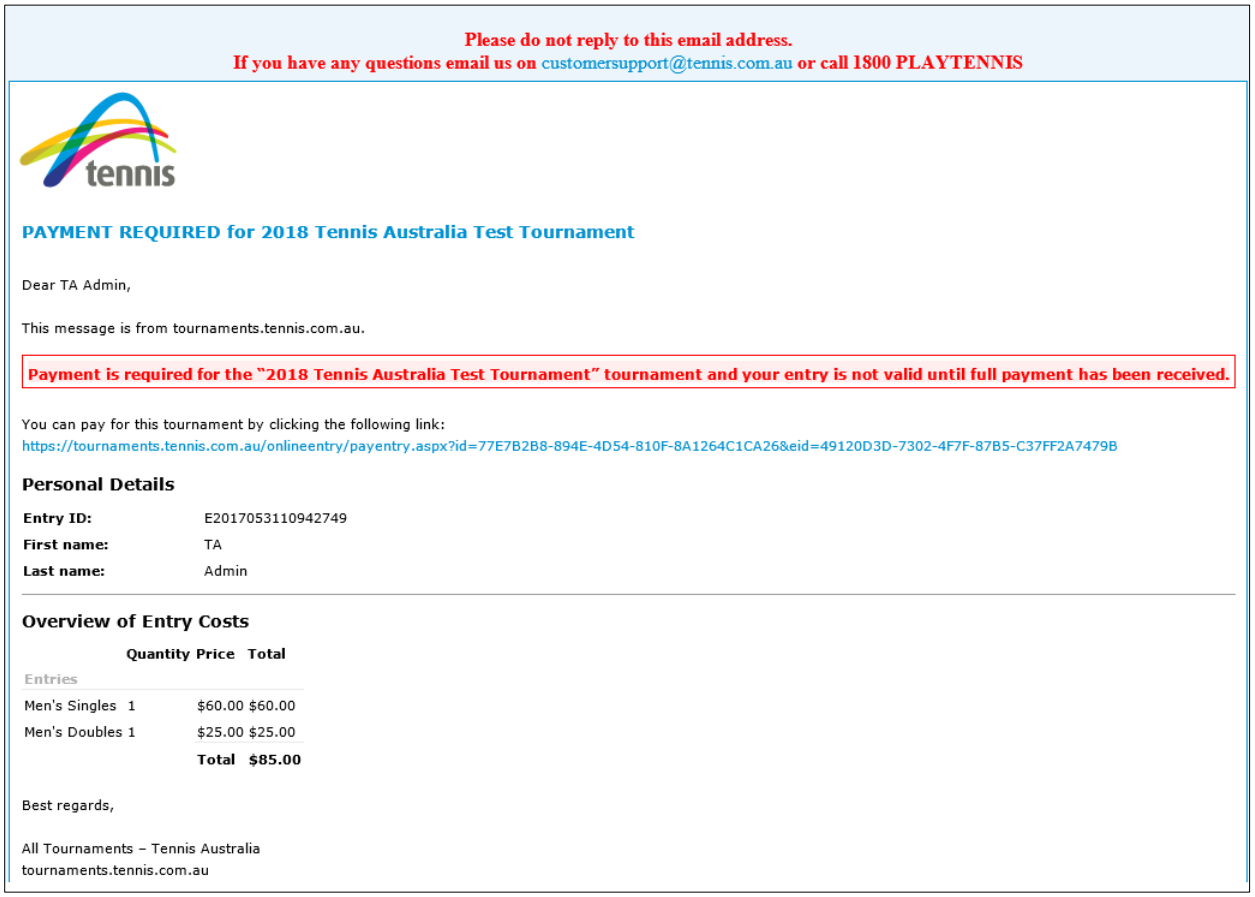
Depending on the speed of their connection, the payment should take between 20-30 seconds to process. Once the payment has been processed, users will be taken back to the previous screen.

There will be a very clear message that the payment has been successful and that it will not allow users to process another payment for the same tournament.

If you receive an error message when submitting your payment details, please ensure you take a screenshot of the error and email it to tournaments@tennis.com.au

Step 6

Once the full entry process has been completed, players should receive two confirmation e-mails, one from Tournament Planner that the entry has been processed and one from Stripe confirming that the payment has been successful.



Please do not reply to this email address.
If you have any questions email us on customersupport@tennis.com.au or call 1800 PLAYTENNIS

PAYMENT REQUIRED for 2018 Tennis Australia Test Tournament

Dear TA Admin,

This message is from tournaments.tennis.com.au.

Payment is required for the "2018 Tennis Australia Test Tournament" tournament and your entry is not valid until full payment has been received.

You can pay for this tournament by clicking the following link:
https://tournaments.tennis.com.au/onlineentry/payentry.aspx?id=77E7B2B8-894E-4D54-810F-8A1264C1CA26&eid=49120D3D-7302-4F7F-87B5-C37FF2A7479B

Personal Details

Entry ID:	E2017053110942749
First name:	TA
Last name:	Admin

Overview of Entry Costs

	Quantity	Price	Total
Entries			
Men's Singles	1	$60.00	$60.00
Men's Doubles	1	$25.00	$25.00
		Total	**$85.00**

Best regards,

All Tournaments – Tennis Australia
tournaments.tennis.com.au

Additional steps after online entry has been completed

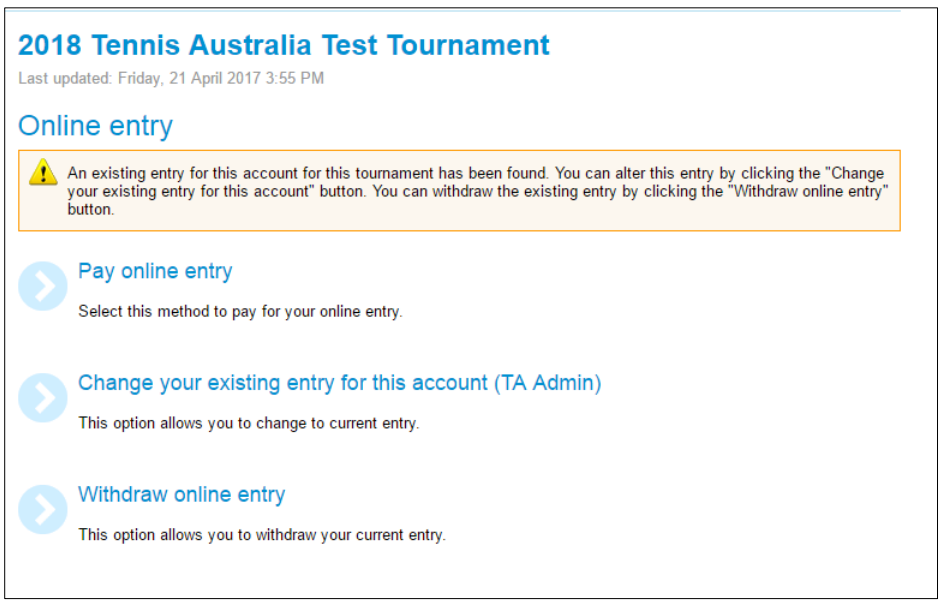
Step 1

Now that a player has entered the tournament online, whenever they are logged into their Tournament Planner account on the website, one of the new features is that players can now edit their entry details or withdraw from the tournament online.

If they wish to do this, users are able to click on the "Edit entry or withdraw" link on the tournament home page.

Step 2

The below screen will now appear, giving you three options:



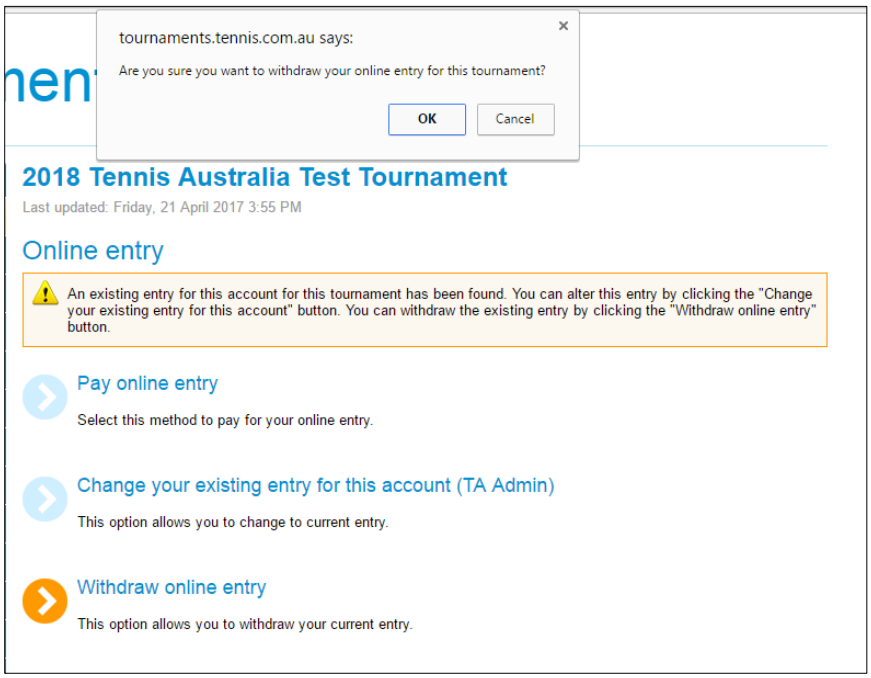
1. Pay online entry (if this hasn't yet been completed)
2. Change your existing entry for this account
3. Withdraw online entry

If you wish to update any details, such as a change of address, phone number or confirming a doubles partner, you can do this very easily by choosing option #2.

You can also go back in, enter and pay for another event within the same tournament. For example, if you forgot to enter a doubles event or a second singles event (if the tournament permits).

Step 3

Choosing the "withdraw online entry" link will prompt the following warning message.



When the user clicks "OK", the withdrawal will be completed and the user will be returned to the tournament home page. The player will instantly receive a withdrawal confirmation email similar to the one below.

The player will remain in the Tournament Planner system as a prompt for the tournament organisers to refund your entry fee, but the player will not be listed in any of the event rosters.

QUESTIONS

If players have any questions regarding the online entry procedure, please do not hesitate to direct them to contact Tennis Australia's customer support team via email: customersupport@tennis.com.au or phone 1800 PLAY TENNIS (1800 752 983).