

Smart Club Cloud User Guide

Background

We use the Smart Club system for club administration. It provides a member database, invoicing and payments and manages members smart cards.

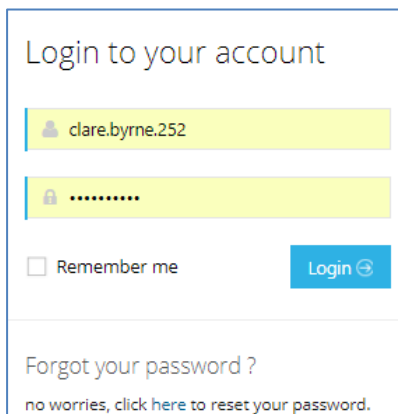
Smart Club Cloud allows club members access to this system and provides the following services:

- Access to membership details and the ability to update these details.
- Access to club invoices such as annual subscriptions and junior coaching fees
- Payment of invoices
- Smart (Lights) card balance enquiry and top-up

1 – The Basics

1.1 Access and Login

The Smart Club Cloud system can be accessed from the cltc website by clicking on the [Top-up, Pay, Manage Profile](#) option. This is located on the Home Page, on Adult and Junior Players drop down menus and in the Quick links area on the right of every page. You will be presented with a login box.



Login to your account

Remember me

Forgot your password ?
no worries, click [here](#) to reset your password.

Your user name is in the format first-name.last-name.membership-number. Your membership number is the number on the back of your smart (lights) card.

If you have forgotten your password, click on [here](#). You will receive an email with a temporary password. Use this password to log in and you will be asked to change your password.

1.2 Navigation

Once you are logged in, a number of menu tabs will appear near the top left of the screen above the picture. These are Profile Info, Pay Invoice, Top Up Smart Card and Bookings. Clicking on any of these tabs will bring you into that function. There is a section on each tab below.

You can click on the small picture on the top right of any screen to log out of the system.

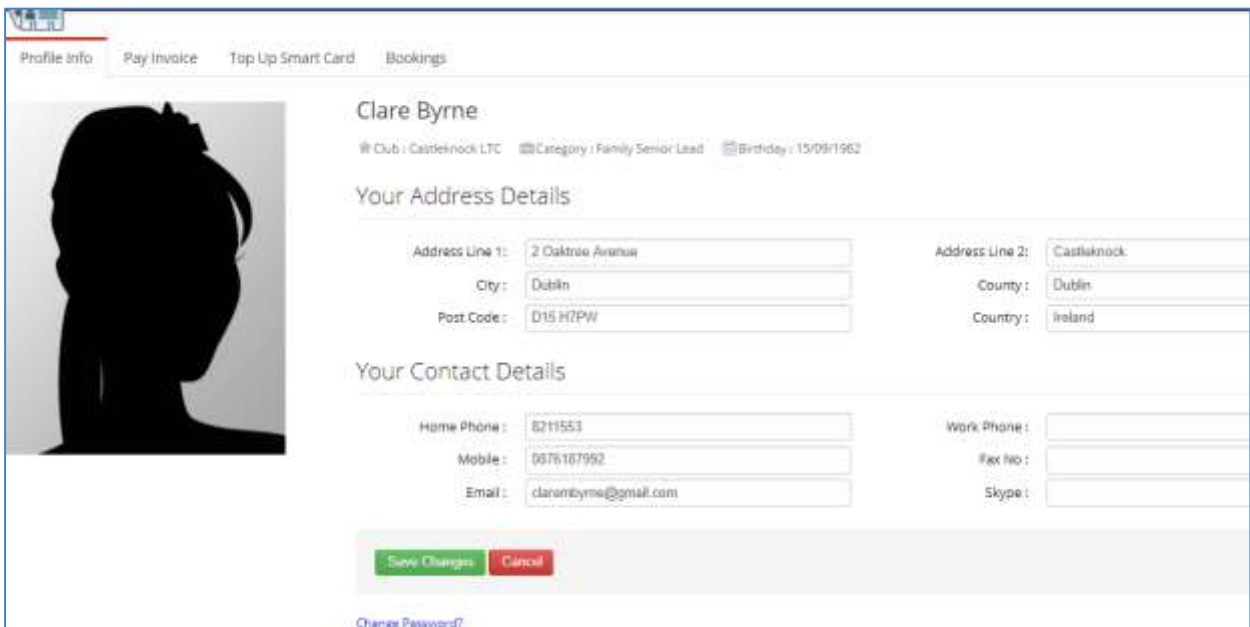


2 How to use the system functions

2.1 Profile Info

The Profile Info tab shows your personal details. You can amend any of the fields displayed in boxes and click to save any changes you make. You cannot change your Club name, Category or Birthday as these are managed by the club. Contact the [office](#) if there is an issue with any of these details.

Should you wish to do so, this page also has an option (bottom centre) to change your password.



2.2 Pay Invoice

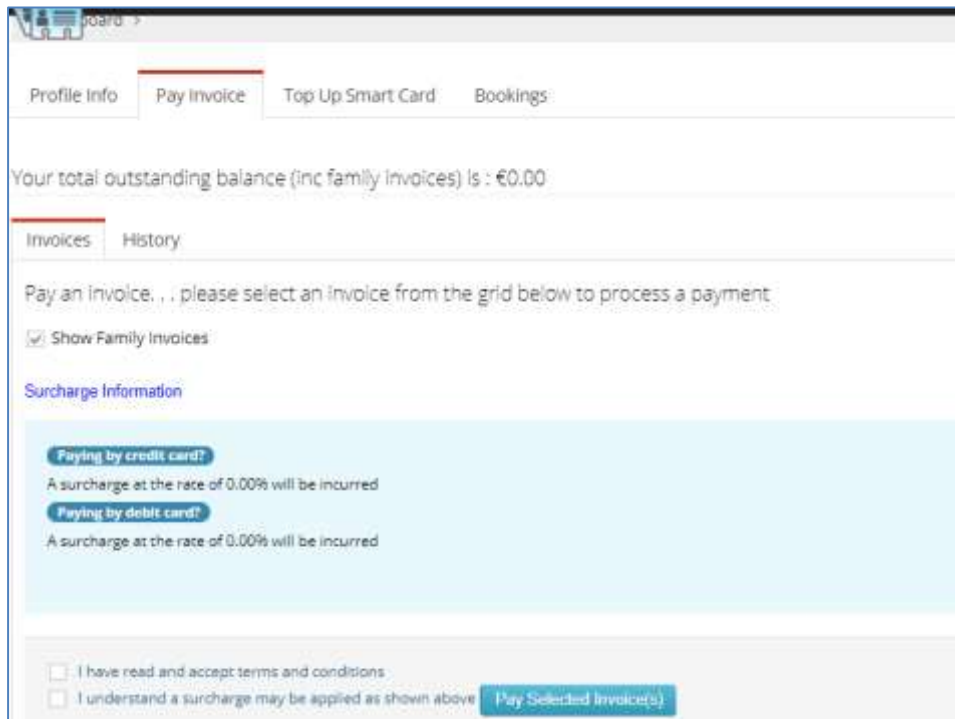
Selecting the Pay Invoice tab will display details of any outstanding invoices owed by you to the Club (this could be for annual subscription, coaching fees etc.). Selecting an individual invoice from the dropdown menu will show the Due Date and the Amount Due for that specific invoice.

To pay an invoice simply select it from the Invoice menu, tick the box to accept standard terms and conditions* and click the Pay Selected Invoice button to securely enter your credit/debit card details and pay the invoice in full on a new page.

All payments are processed securely by Realex Payments via a Secure HTTPS server. Debit / credit card information is fully encrypted during the payment process and is never seen by or stored on any CLTC or Smart Club Solutions system.

You will receive an instant automated email to confirm that your payment was successful (or to advise if it was unsuccessful) and your relevant invoice will be updated as paid in the Club database.

Should you wish to review your payments to the Club, you can click the History tab to view past invoices and payments.

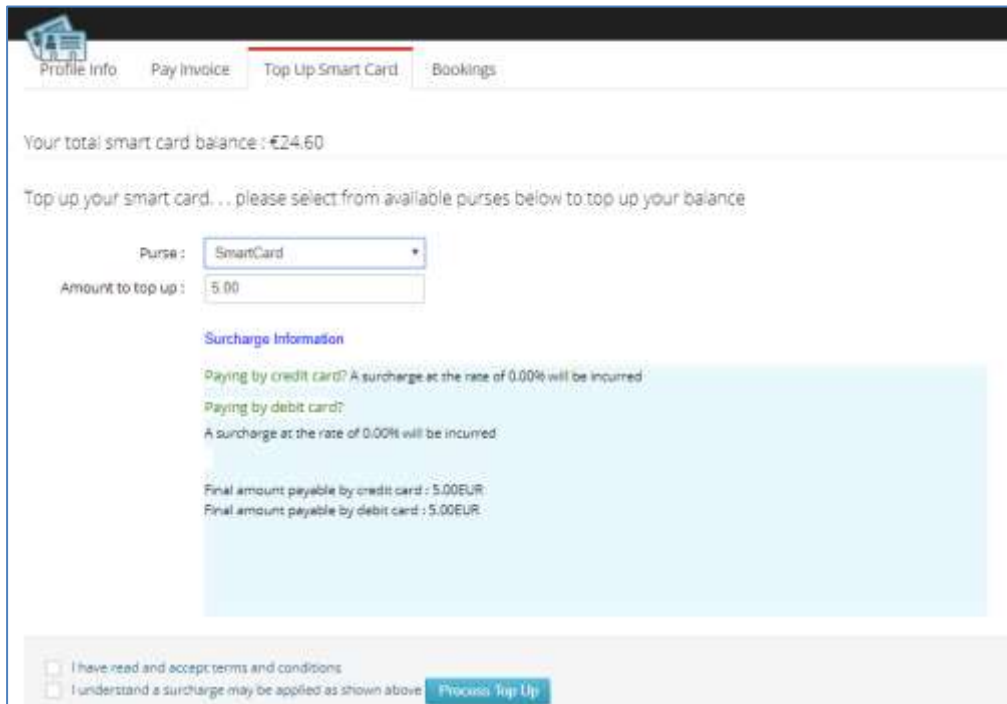


* The terms and conditions link will only work if you turn off any popup blocker that you are using

2.3 Top Up Smart Card

Selecting the Top Up Smart Card tab will display your current Smart Card (Light card) balance. To transfer money from your bank account to your Smart Card simply enter the amount to transfer, click to accept standard terms and conditions* and click the Process Top Up button. Similar to paying invoices, the Process Top Up button will bring you to a page where you can enter your credit/debit card details to securely transfer funds via Realex Payments to your Smart Card.

Again, following the transaction you will receive an instant automated email to confirm that your payment was successful (or to advise if it was unsuccessful). Your balance will be updated on the Club database and the funds will be immediately available to spend on your Smart Card.



2.4 Bookings

We use the Club Manager 365 system to provide the following services to club members:

- Court Booking
- Ladders
- Box Leagues
- Member Dashboard (including mobile and email details for other members)

Selecting the Bookings tab allows you to access this system by clicking Book Now.



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