



LLTC SMARTCLUBCLOUD MEMBERSHIP USER GUIDE

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User Guide for Players

We use the Smart Club membership system for club administration and to manage member services.

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

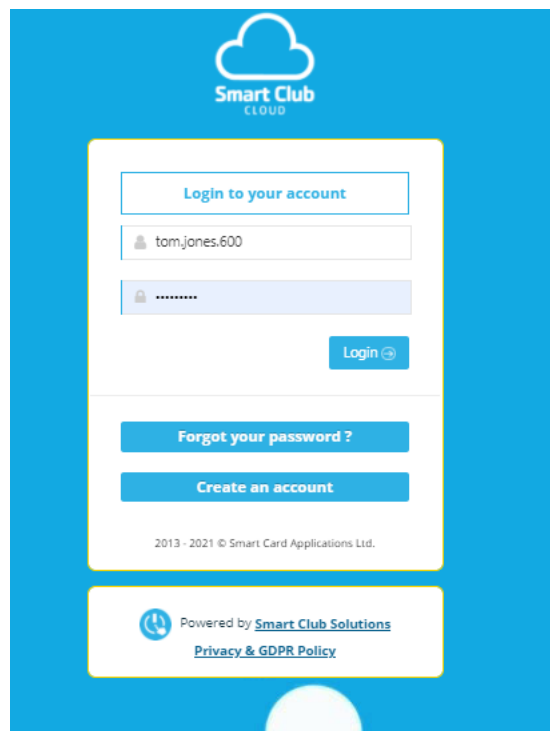
- Access to membership details and the ability to update these details.
- Access to club invoices such as annual subscriptions and coaching fees.
- Payment of invoices and set up direct debit mandates
- Top-up your balance on your membership card
- Access to online court bookings, club ladder and member’s contact details in Club Manager
- Select marketing preferences and what personal information you want displayed
- Book social tennis events and coaching classes
- Purchase balls, pay visitor and lights fees etc

1 - User Accounts

1.1 Access and Login

The Smart Club Cloud system can be accessed from the LLTC website by clicking on the Smartcloud logo on the member's page. You will be presented with a login box.

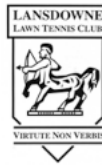
Your username is in the format first-name.last-name.membership-number e.g. tom.jones.600

The image shows a login interface for Smart Club Cloud. At the top, there is a logo consisting of a white cloud icon above the text "Smart Club" and "CLOUD" below it. Below the logo is a white rectangular box with a yellow border. Inside this box, there is a section titled "Login to your account" with a blue border. Below this title are two input fields: the first contains the username "tom.jones.600" and the second contains a password represented by seven dots. To the right of the password field is a blue "Login" button with a white right-pointing arrow. Below the login section are two blue buttons: "Forgot your password?" and "Create an account". At the bottom of the white box, there is small text: "2013 - 2021 © Smart Card Applications Ltd.". Below the white box is another white rectangular box with a yellow border. It contains a blue circular icon with a white cloud, followed by the text "Powered by Smart Club Solutions" and a link "Privacy & GDPR Policy".










If you have forgotten your password, you can use the forgotten password option to reset it. 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 and Dashboard

Once you are logged in, you will see the LLTC member's dashboard where the online member's services can be accessed



Site Menu

 Profile Manage your personal details	 Finance Pay an invoice or manage your direct debits	 Top Up Top up your smart card balance	 Bookings Create and manage your court reservations
 Memberships View & manage family memberships	 Events View & manage upcoming events	 Preferences View & manage preferences	 Coaching Classes Purchase & manage your coaching classes
 Mandates View & manage your direct debit mandates			

1.3 My Profile

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 Date of Birth as these are managed by the club. To correct your DOB, use the request feature indicated below or Contact the office if there is an issue with any of these details.


SmartClubCloud Dashboard tom.jones.600

Profile

Manage your personal details

[Dashboard >](#)

Member Profile



Tom Jones

- ★ Club : Lansdowne LTC
- 🏠 Category : Senior
- 📅 Birthday : 05/05/1985
- [Request DOB Change](#)

Your Address Details

Address Line 1

Address Line 2

City

County

Postcode

Country

Your Contact Details

Home Phone

Work Phone

Mobile

Fax

Email

Paperless billing? ▼

Medical Notes

Dietary Requirements/Conditions

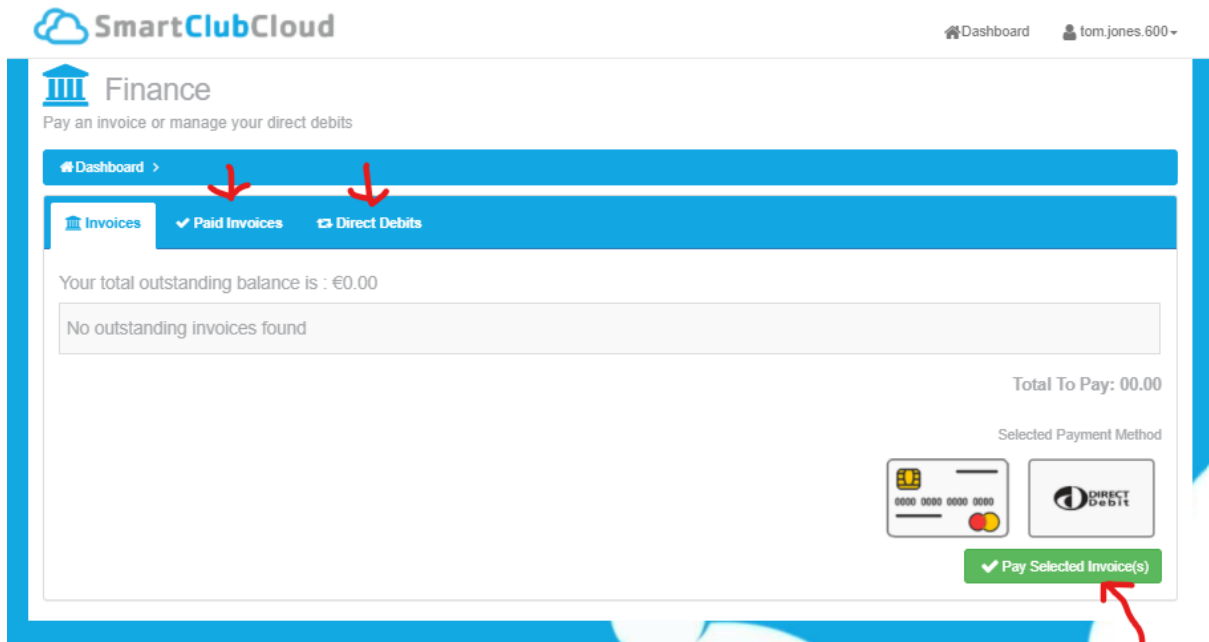
1.4 Finance

Use this feature selecting the tabs indicated to view and pay your invoices.

To pay an invoice, 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 Stripe 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 LLTC 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.

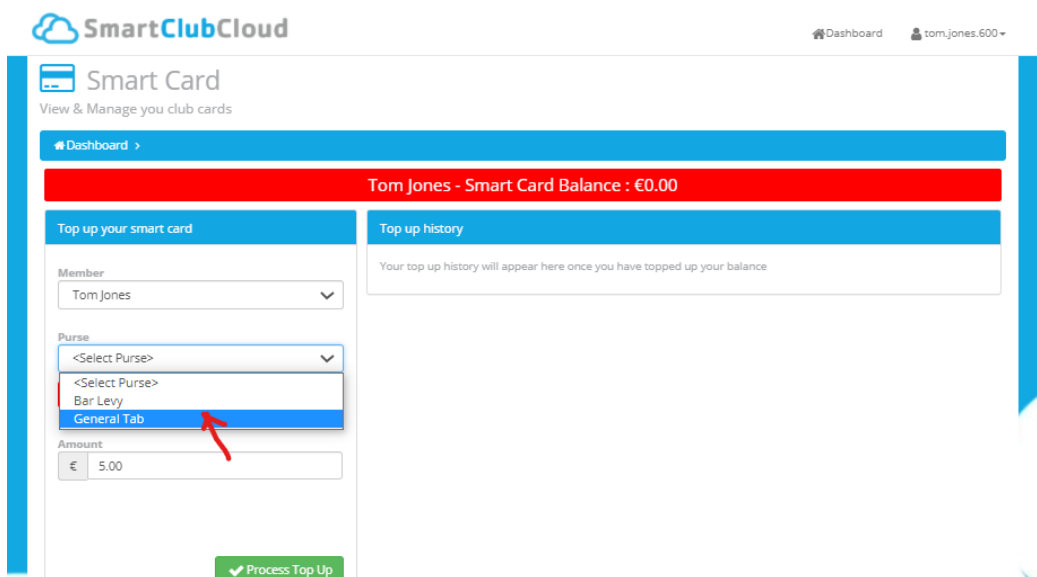


1.5 Top Up

Selecting the Top Up feature will display your current Smart Card balance. To transfer money from your bank account to your Smart Card simply enter the amount to transfer, select the General Tab purse as indicated below 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 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.

This credit can only be spent at the till at the club and cannot be used to purchase items online

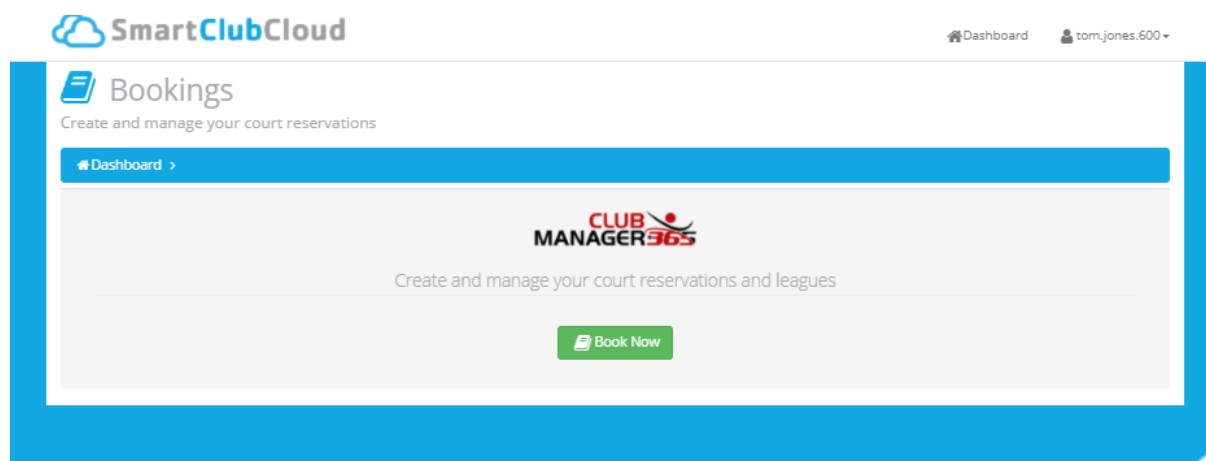


2 - Bookings

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

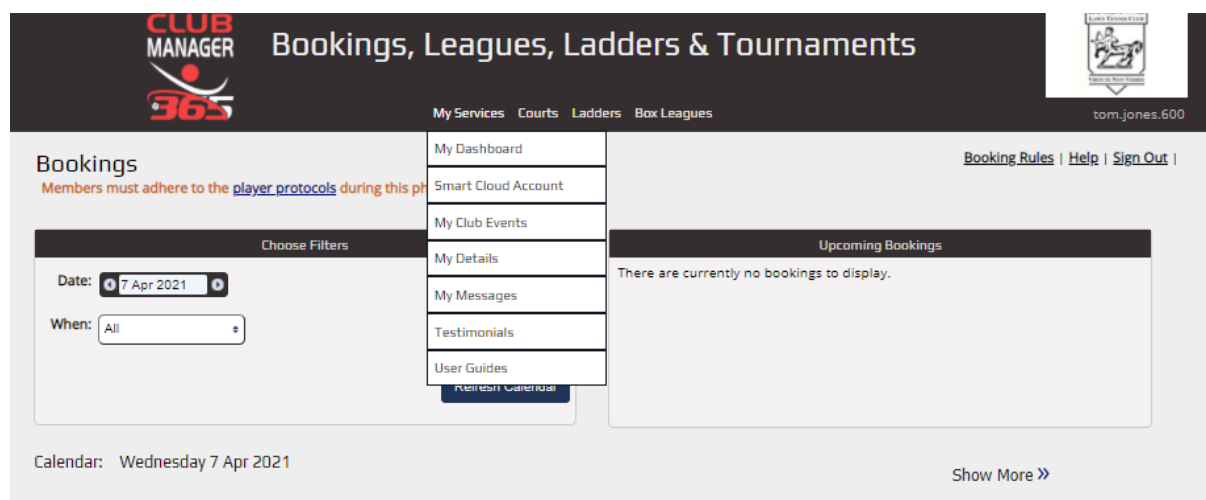
- Court Booking
- Ladders
- Box Leagues
- Member Dashboard (including mobile and email details for other members)

Clicking on Book Now allows you to access this system and any of the above services, you will now be brought from Smartclub to Club Manager services



When you arrive at the Clubmanager365 site you will be able to select from the menu below to access the range of services listed above, note that not all features are switched on for LLTC, clicking on Smart Cloud Account will bring you back to your smartclub Cloud dashboard.

*To find club member's contact information select My Dashboard and scroll down the page to view the membership directory, use the filter to find a member.



3 - My Details

You can edit your details under “My Services / My Details”. Options include setting a contact number, changing your email address, and removing any contact information according to your preferences. These are set by default according to your club registration details.

The screenshot shows the 'My Details' form within the Club Manager interface. The header includes the 'CLUB MANAGER 365' logo, the title 'Bookings, Leagues, Ladders & Tournaments', and the user's name 'tom.jones.600'. A navigation bar contains 'My Services', 'Courts', 'Ladders', and 'Box Leagues'. The 'My Details' section includes a 'Sign Out' link and an informational message: 'INFO - Functionality has been limited on this page as your club membership is managed by our integration partner: Smart Club Solutions Update - Succeeded.' The form fields are: Primary Telephone (083 1234567), Secondary Telephone (empty), Email (admin@lansdownltc.com), Secondary Email (empty), and Preferences (empty, with a 75 character limit). The Settings section has checkboxes for Email Visible (unchecked), Phone Visible (checked), Subscribe To Box Results (checked), Block Play List Emails (unchecked), and Block Club Emails (unchecked). The Default Sport is set to '(Select)'. 'Cancel' and 'Save' buttons are at the bottom.

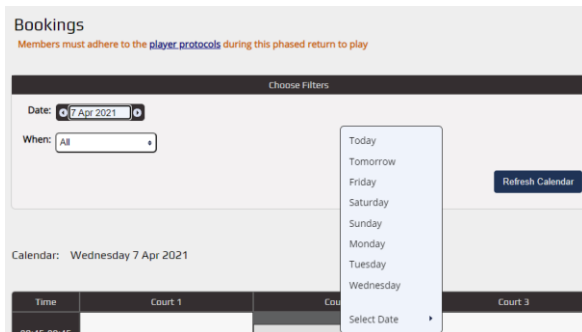
4 - Book a Court

To book, update and cancel a court select the Courts tab and bookings from the dropdown menu.

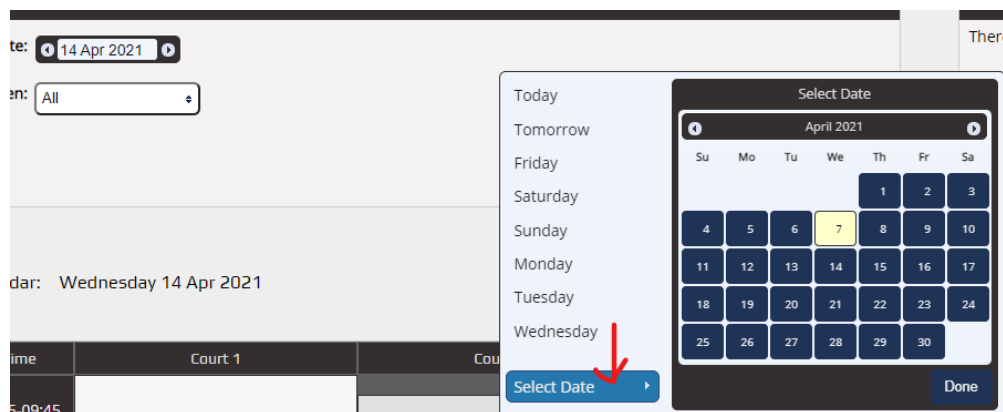
The screenshot shows the 'Court Bookings, Leagues, Ladders & Tournaments' interface. The header includes the 'CLUB MANAGER 365' logo, the title 'Court Bookings, Leagues, Ladders & Tournaments', and the user's name 'tom.jones.600'. A navigation bar contains 'My Services', 'Courts', 'Ladders', and 'Box Leagues'. The 'Courts' tab is selected, and a dropdown menu is open, showing 'Bookings', 'Bookings History', 'Slot Watching', and 'Play Lists'. A red arrow points to the 'Bookings' option. The 'Ladders' section shows a 'Select Ladder' dropdown with 'Mens Ladder' selected. The 'Ladder Statistics' section shows 'Matches: 253' and 'Matches/Day: 0.4' with a slider. A 'Join' button with a green checkmark is visible. 'Help' and 'Sign Out' links are in the top right.

4.1 Book or cancelling a court

Once on the courts page, choose the date in the filters section by clicking on the text to pop open the calendar control, or using the arrow buttons:



Handy Date Picker:



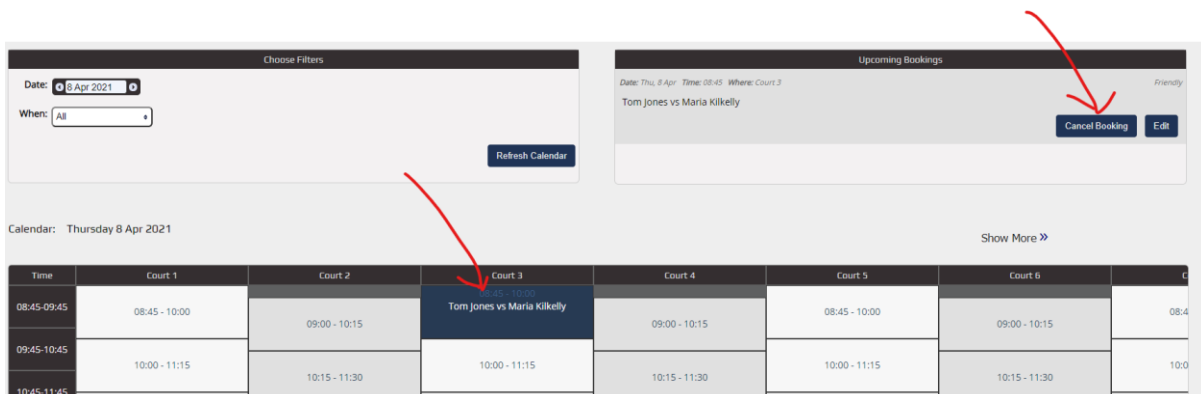
Full Calendar view:

Once you have selected the day click an available slot in the calendar to enter your booking details

Opponents: Anybody involved in the booking. Each will receive a confirmation email for the booking.

Match Type: Ladder match, friendly, box league match etc.

Then confirm the booking details before clicking the book button



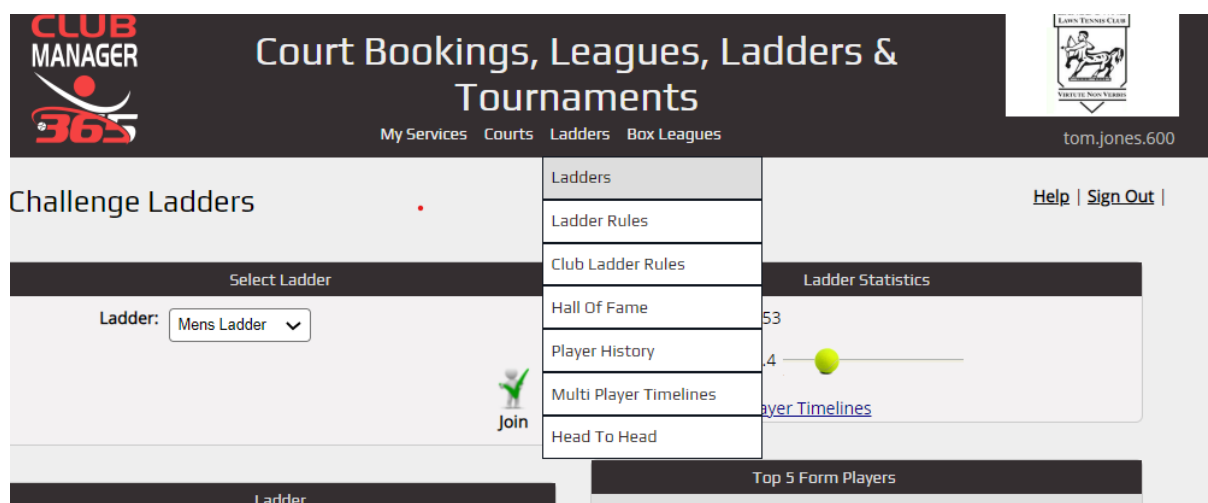
Each booking appears in a list in the top right of the page, you can click the icons to cancel or edit your booking,

Cancel: Used to cancel and release the booking slot

Edit: Used to change the players involved. An update email will be sent to all parties, added, removed or remaining involved.

5 – Ladders

To join a club Ladder, click on Ladders from the dropdown menu under ladders, you can view the Club Ladder rules and functions from here too

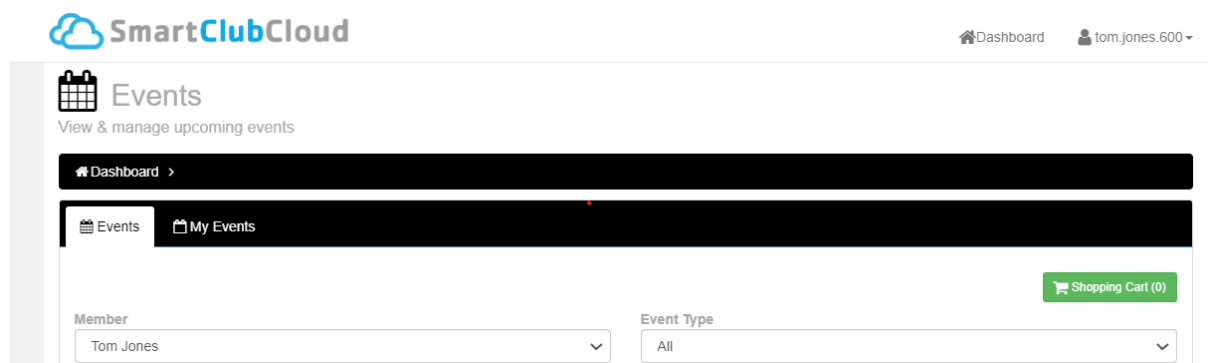


The screenshot shows the 'Club Manager' interface for 'LAWNS TENNIS CLUB'. The main heading is 'Court Bookings, Leagues, Ladders & Tournaments'. Below this are navigation tabs: 'My Services', 'Courts', 'Ladders', and 'Box Leagues'. The user is logged in as 'tom.jones.600'. The 'Ladders' section is active, showing a dropdown menu with options: 'Ladders', 'Ladder Rules', 'Club Ladder Rules', 'Hall Of Fame', 'Player History', 'Multi Player Timelines', and 'Head To Head'. The 'Ladder Statistics' section shows a graph with a green dot at 0.4. The 'Top 5 Form Players' section is partially visible.

Select the correct Ladies or Men's Ladder, clicking on the Join icon will bring you through the steps to be added to the Club Ladder and Club Ladder Rules explains how the club ladders operate.

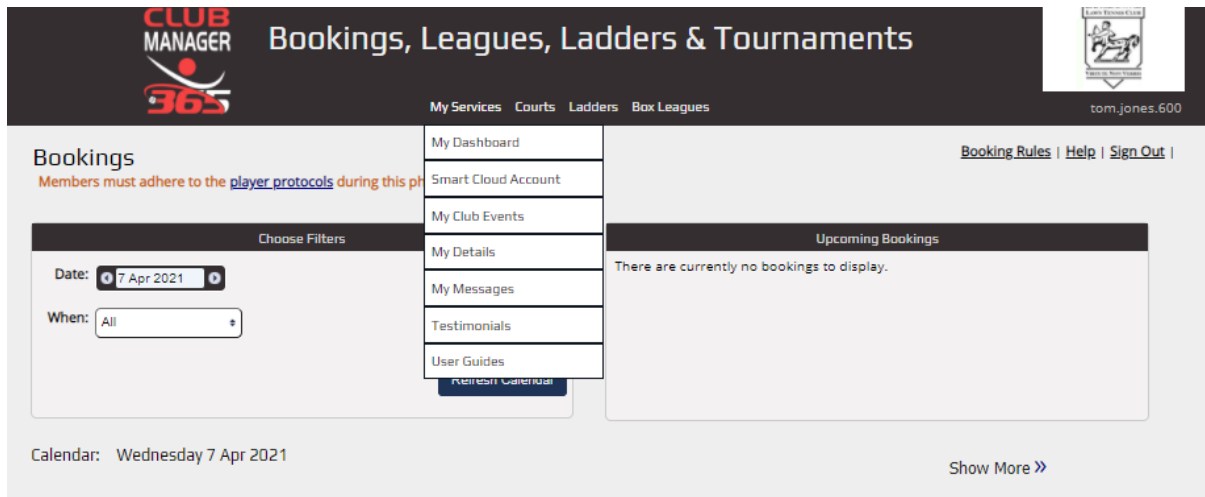
6 – Events

To book an event select Smart Cloud Account from the dropdown menu under the My Services tab below. Click on Events all events to view all events. Social events are posted here once registration opens. To view or edit your events switch to the My Events tab.



The screenshot shows the 'SmartClubCloud' interface for 'Events'. The main heading is 'Events' with the subtitle 'View & manage upcoming events'. Below this are navigation tabs: 'Dashboard' and 'My Events'. The user is logged in as 'tom.jones.600'. The 'Events' section is active, showing a dropdown menu for 'Member' (Tom Jones) and a dropdown menu for 'Event Type' (All). There is a 'Shopping Cart (0)' button in the top right corner.

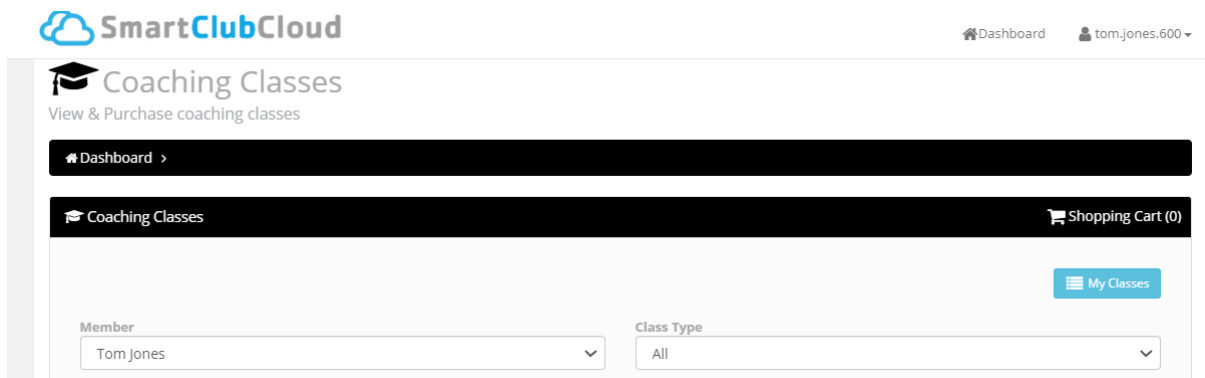
You can also purchase tennis balls and pay for lights and visitor's fees here. Balls are purchased on a click and collect basis and picked up at the office on arrival. If you wish to use your account credit you will need to do this in person at the office using your membership card.



The screenshot shows the 'Bookings, Leagues, Ladders & Tournaments' page in the Club Manager system. The header includes the Club Manager 365 logo and navigation links for My Services, Courts, Ladders, and Box Leagues. The user is identified as tom.jones.600. The main content area is titled 'Bookings' and includes a warning: 'Members must adhere to the [player protocols](#) during this period'. There are filter options for 'Date' (set to 7 Apr 2021) and 'When' (set to All). A sidebar menu contains links to My Dashboard, Smart Cloud Account, My Club Events, My Details, My Messages, Testimonials, and User Guides. The 'Upcoming Bookings' section is currently empty, displaying the message 'There are currently no bookings to display.' and a 'Show More >>' link.

7 – Coaching Classes

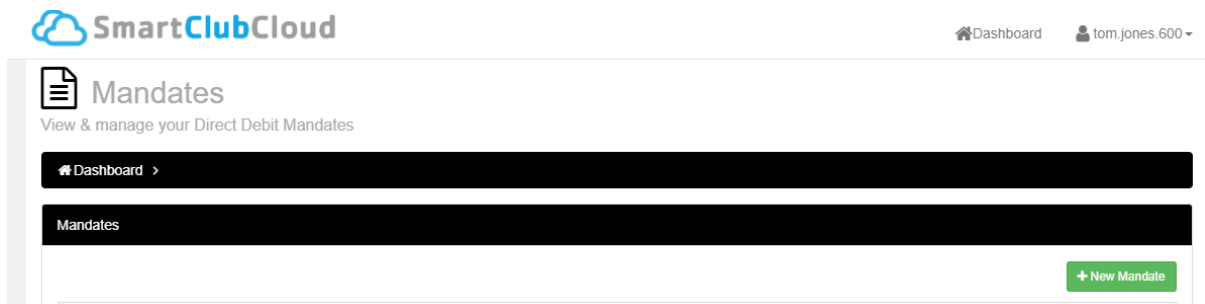
Junior coaching classes and adult clinics and cardio classes are listed here when they are open for booking.



The screenshot shows the 'SmartClubCloud' website's 'Coaching Classes' page. The header features the SmartClubCloud logo, a 'Dashboard' link, and the user name tom.jones.600. The main heading is 'Coaching Classes' with a sub-heading 'View & Purchase coaching classes'. A navigation bar includes 'Dashboard >' and 'Coaching Classes' (with a shopping cart icon showing 0 items). Below the navigation, there are two dropdown menus: 'Member' (set to Tom Jones) and 'Class Type' (set to All). A 'My Classes' button is visible on the right side of the page.

7 – Direct Debit Mandates

If you have elected to pay your annual subscription by instalments you can set up a DD mandate here by clicking on 'New Mandate' and following the steps. You will receive confirmation of your payment plan and a notification each time a payment is processed.



The screenshot shows the 'SmartClubCloud' website's 'Mandates' page. The header features the SmartClubCloud logo, a 'Dashboard' link, and the user name tom.jones.600. The main heading is 'Mandates' with a sub-heading 'View & manage your Direct Debit Mandates'. A navigation bar includes 'Dashboard >' and 'Mandates'. A prominent green button labeled '+ New Mandate' is located at the bottom right of the page.