



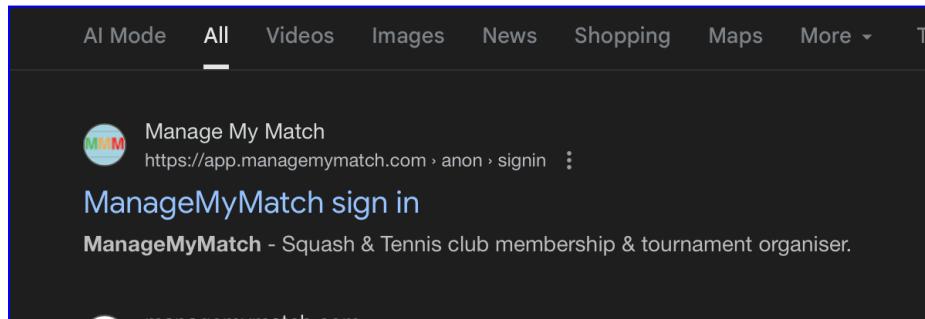
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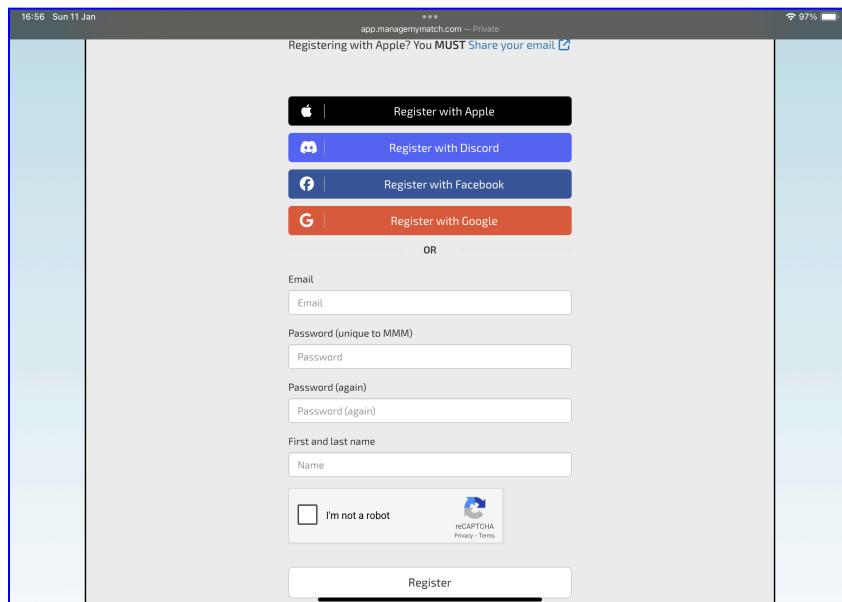
ManageMyMatch Customer Booklet

Registration

1. Enter “ManageMyMatch” in a google search and click on ManageMyMatch sign-in.



2. Select “Register” at the bottom of the page and register your details (Do not worry about the sign-in, this is used when you are registered).

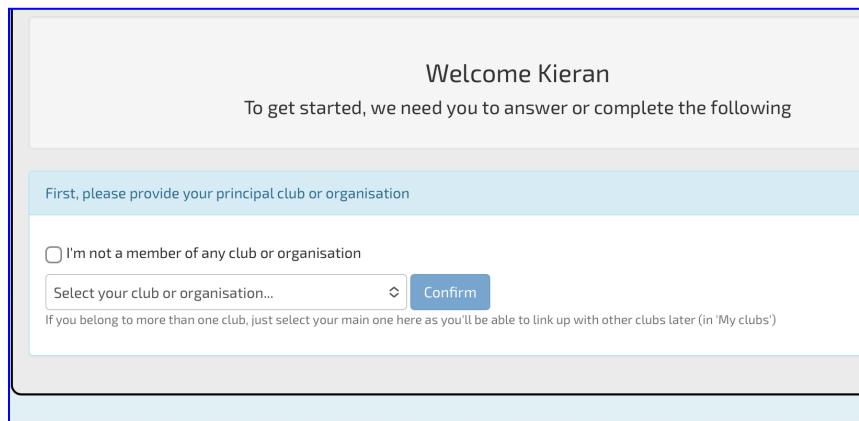




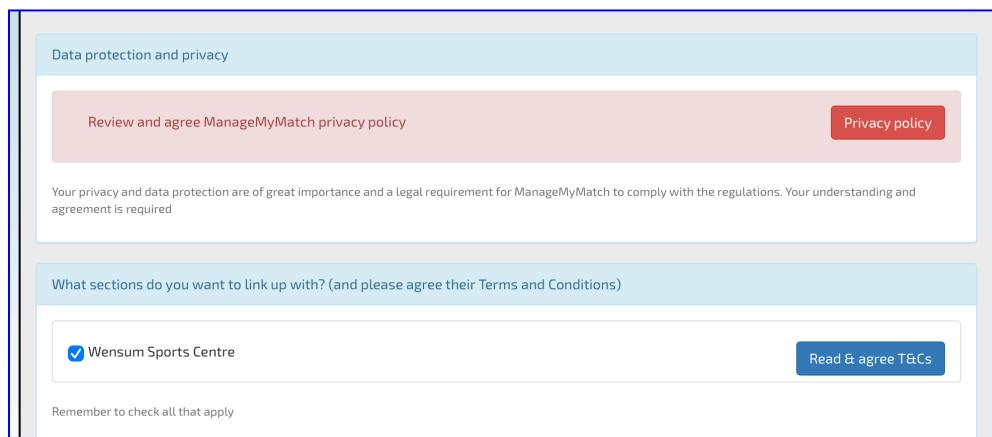
3. Verify your email address following the steps on screen.

Now that you are registered and signed-in to ManageMyMatch, complete the onboarding steps.

4. Select “Wensum Sports Centre” on the dropdown.

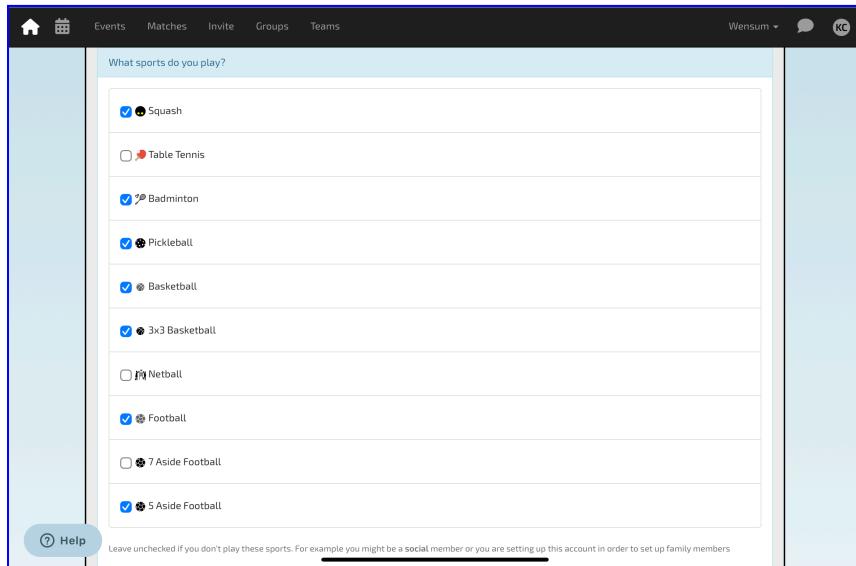
A screenshot of a web page titled "Welcome Kieran". The page instructs the user to "To get started, we need you to answer or complete the following". A light blue box contains the text "First, please provide your principal club or organisation". Below this is a form with a checkbox labeled "I'm not a member of any club or organisation". A dropdown menu is labeled "Select your club or organisation..." with a "Confirm" button next to it. A small note below the dropdown says, "If you belong to more than one club, just select your main one here as you'll be able to link up with other clubs later (in 'My clubs')".

5. Agree to Wensum Sports Centre’s Privacy Policy and Terms&Conditions - Please take some time to read through them.

A screenshot of a web page titled "Data protection and privacy". It features a pink button labeled "Review and agree ManageMyMatch privacy policy" and a red "Privacy policy" button. Below this is a note: "Your privacy and data protection are of great importance and a legal requirement for ManageMyMatch to comply with the regulations. Your understanding and agreement is required". A light blue box contains the text "What sections do you want to link up with? (and please agree their Terms and Conditions)". A checkbox is checked next to "Wensum Sports Centre", and a "Read & agree T&Cs" button is to its right. A note at the bottom says, "Remember to check all that apply".

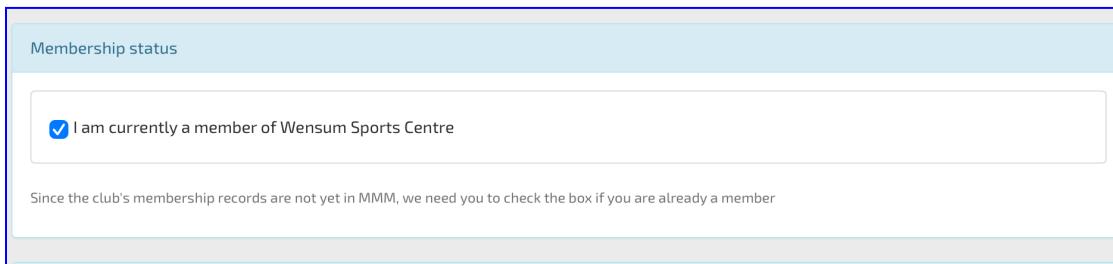


6. Now you have agreed to both the T's and C's, and the privacy policy, select the sports you play with the tick box.



A screenshot of a web-based application for selecting sports. The interface includes a navigation bar with 'Events', 'Matches', 'Invite', 'Groups', and 'Teams' options. A 'Wensum' dropdown menu is open, showing 'KC' as the selected option. The main content area is titled 'What sports do you play?' and lists several sports with checkboxes. The selected sports are: Squash, Badminton, Pickleball, Basketball, 3x3 Basketball, and Football. The unselected sports are: Table Tennis, Netball, and 7 Aside Football. A note at the bottom of the list says: 'Leave unchecked if you don't play these sports. For example you might be a social member or you are setting up this account in order to set up family members'. A 'Help' button is located at the bottom left of the list.

7. If you are an active member with us and are transferring your membership, select this tick box.



A screenshot of a web-based application for setting membership status. The interface has a 'Membership status' header. Below it is a box containing the text: 'I am currently a member of Wensum Sports Centre' with a checked checkbox. A note at the bottom of the box says: 'Since the club's membership records are not yet in MMM, we need you to check the box if you are already a member'. A large blue border surrounds the entire form.



8. Fill your personal details at the bottom of the page alongside an emergency contact. You can add a family member also if applicable.

Check your details and add new family members

Your personal details are incomplete
Here's the minimum we need: Your name, telephone number, post code, gender & DoB

[Details](#)

Please make sure you add all your existing family members here

[Add](#)

9. Select the complete icon and you will be directed to the home page - welcome to Wensum Sports Centre.

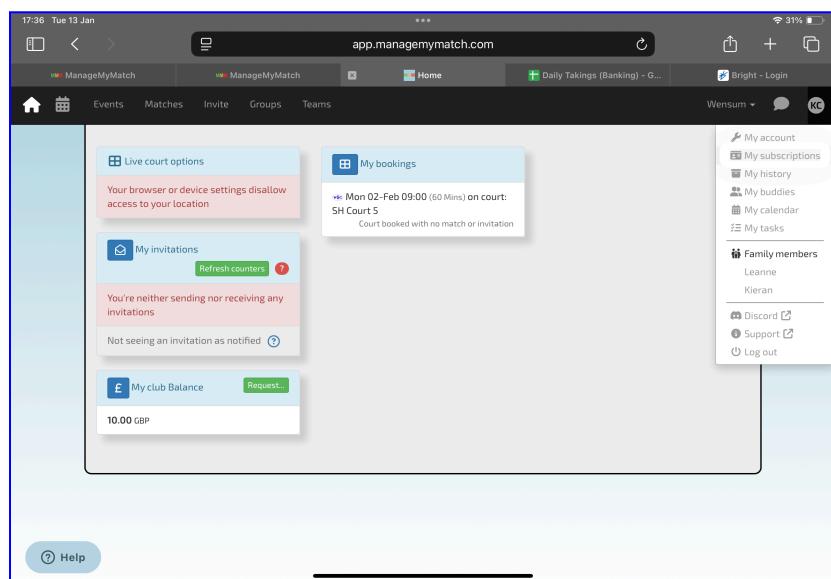
Thanks for your responses. You've now provided the essential information to get started with ManageMyMatch. To complete the process, please click the button below

[Complete](#)

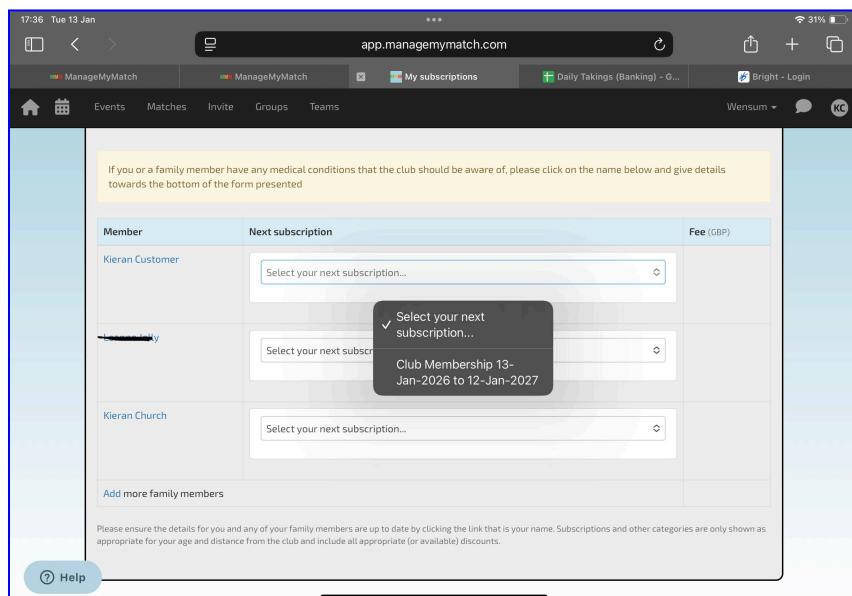


Purchasing a membership

1. Select the profile icon at the top right of the page, and select "My subscriptions".

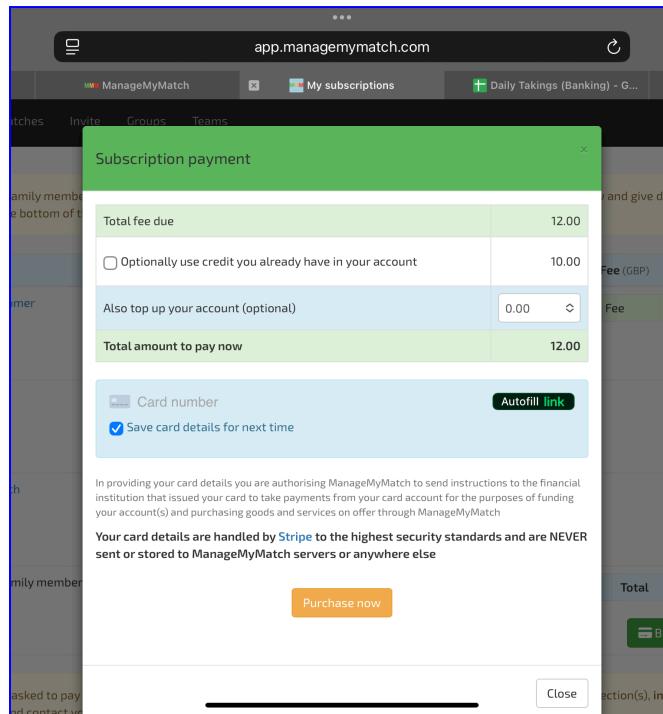


2. Select the member you wish to purchase a membership for (yourself or a family member) and select the club membership on the drop down. If you have not added family members, only your account will show.





3. Select “Buy now” and enter your card details. You can also add credit or pay with credit on this page.

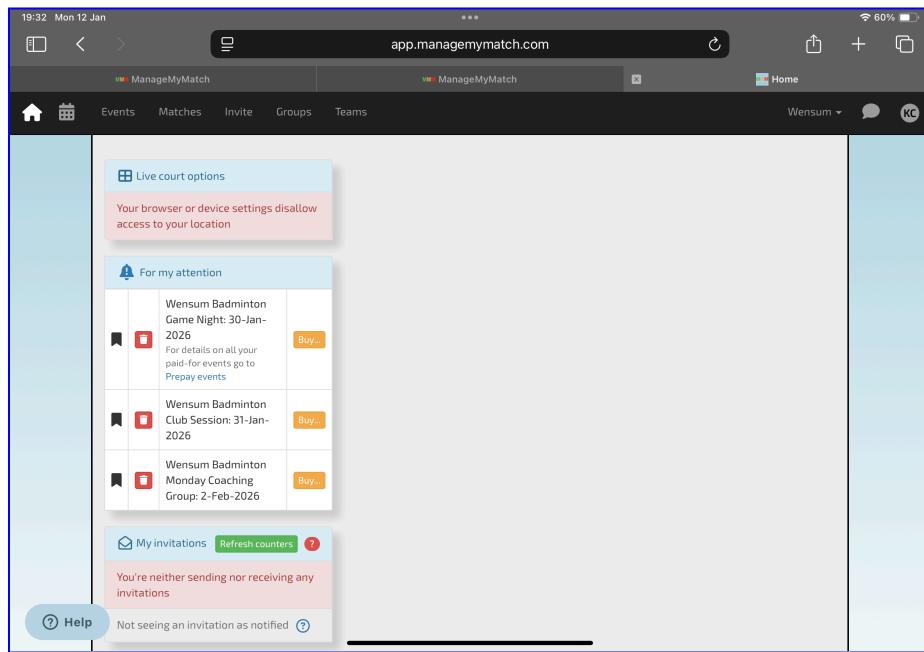


Now you have access to all features of ManageMyMatch

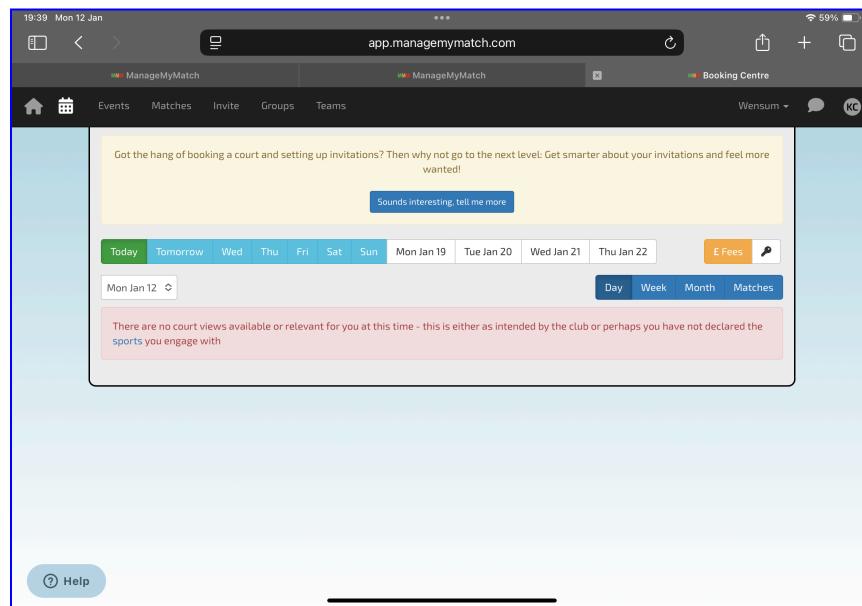


Booking a court

1. Sign-in to your account on ManageMyMatch and you will be located to the home page.

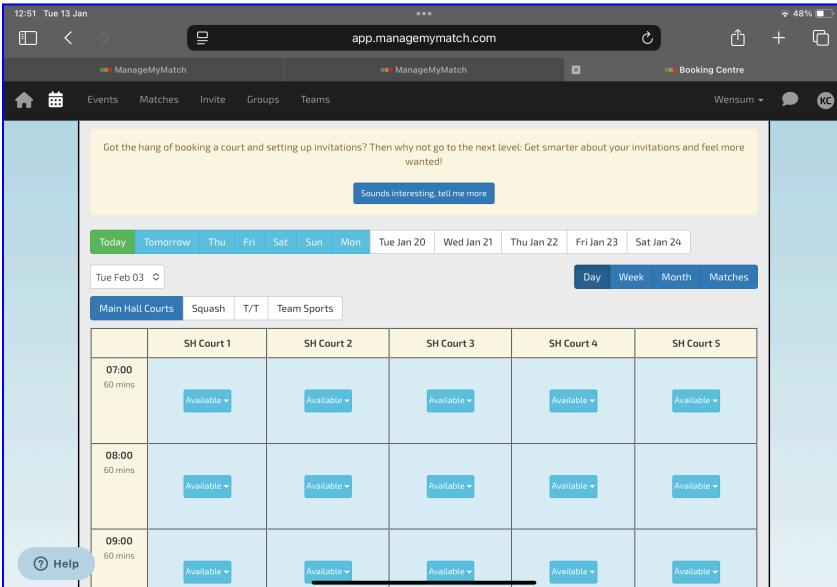


2. Select the calendar icon on the top left of your screen and select your preferred date on the white dropdown.

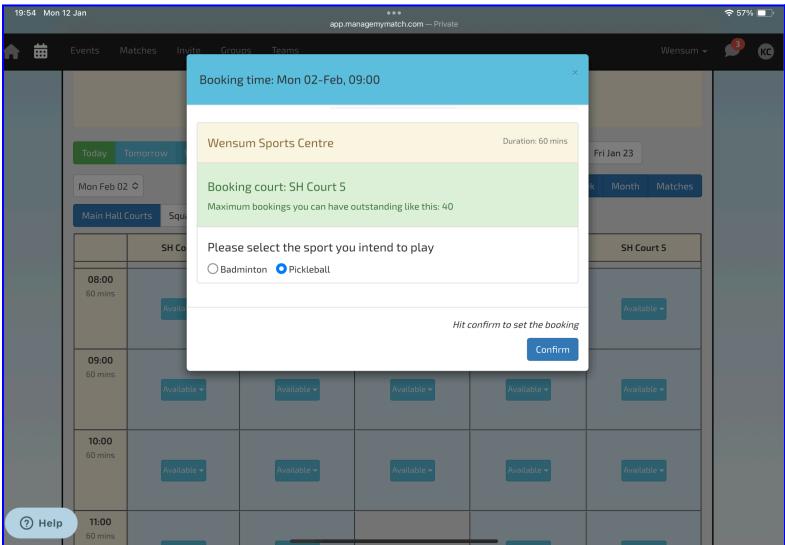




3. Sports are separated into categories of those you have ticked on your sports preferences. These include “Main Hall Courts” (Badminton and Pickleball), “Squash”, “T/T” (Table Tennis) and “Team Sports” (Basketball, Football, Netball - Do not book these sports under Main Hall Courts, your booking will automatically book the necessary courts and notify us of your sport).

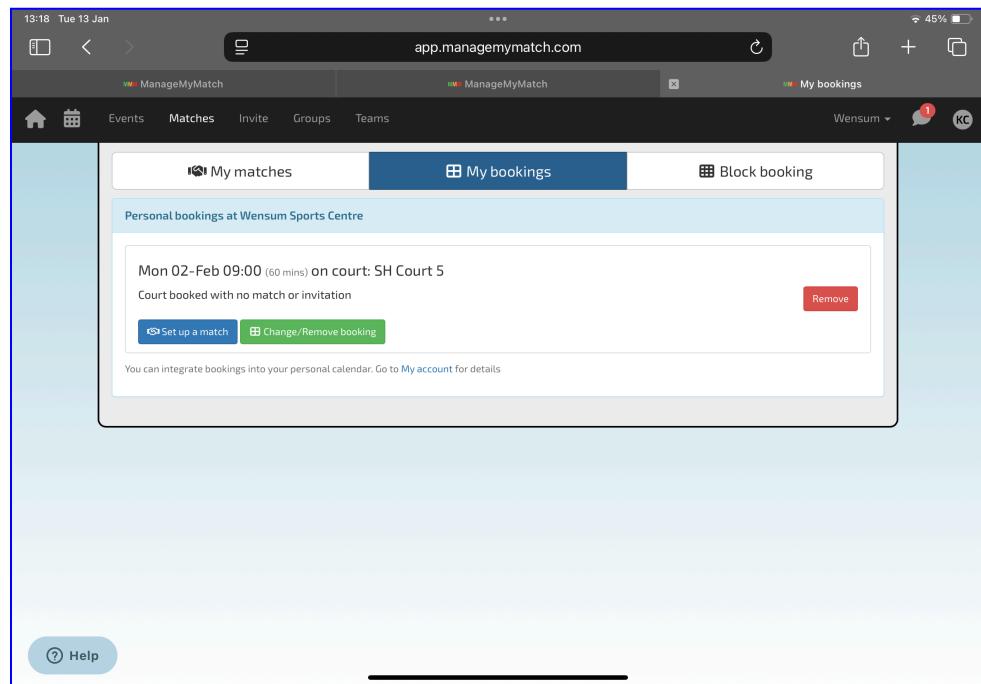
A screenshot of the ManageMyMatch mobile application interface. The top navigation bar shows the date as 'Tue 13 Jan' and the time as '12:51'. The main header 'app.managemytmatch.com' is visible. The top menu includes 'Events', 'Matches', 'Invite', 'Groups', and 'Teams'. A 'Wensum' dropdown and a 'KC' icon are on the right. A banner at the top says 'Got the hang of booking a court and setting up invitations? Then why not go to the next level: Get smarter about your invitations and feel more wanted!' with a 'Sounds interesting, tell me more' button. Below the banner is a date picker showing 'Today', 'Tomorrow', and dates from 'Tue Jan 20' to 'Sat Jan 24'. The date 'Tue Feb 03' is selected. Below the date picker are buttons for 'Day', 'Week', 'Month', and 'Matches'. The main content area shows a grid for 'Main Hall Courts' with courts labeled 'SH Court 1' through 'SH Court 5'. The grid is organized by time slots from 07:00 to 11:00. Each slot has a dropdown menu labeled 'Available'. A 'Help' button is located at the bottom left of the grid.

4. Select the appropriate court via the blue dropdown and book the court. ManageMyMatch may move your court if other sports such as basketball or pickleball are in play, or to keep availability for that sport to book.

A screenshot of the ManageMyMatch mobile application showing a booking confirmation dialog. The dialog title is 'Booking time: Mon 02-Feb, 09:00'. It displays 'Wensum Sports Centre' and 'Duration: 60 mins'. The 'Booking court: SH Court 5' section is highlighted in green. It says 'Maximum bookings you can have outstanding like this: 40'. Below this, a message asks 'Please select the sport you intend to play' with radio buttons for 'Badminton' (unchecked) and 'Pickleball' (checked). At the bottom of the dialog is a 'Confirm' button. The background shows the main booking interface for 'Main Hall Courts' with courts labeled 'SH Court 1' through 'SH Court 5' and time slots from 08:00 to 11:00. Each slot has a dropdown menu labeled 'Available'.



5. With ManageMyMatch, you can change your booking at any time. Simply, select “Matches” on the top categories and then “My bookings”. From here, select “Change/Remove booking” for whichever booking you would like to change.



Payment for bookings will not be taken out of your account balance until the booking has commenced.

If you have no account credit at the time of booking, the court will still be booked. However, you will not be able to use ManageMyMatch features until you pay the balance



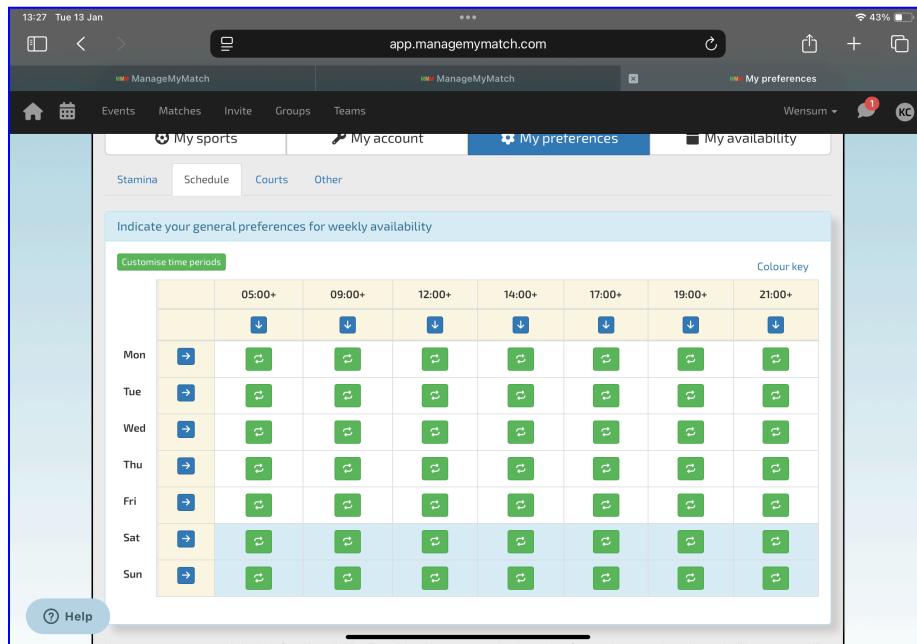
Profile details

1. Profile details will be prompted upon sign-up.
2. Complete the mandatory fields such as your details (name, number, emergency contact, etc.) *Reference the Sign-up page*.
3. ManageMyMatch has a family feature where the “family head” (member that sets up the family) can assign memberships and book courts for others within that family.

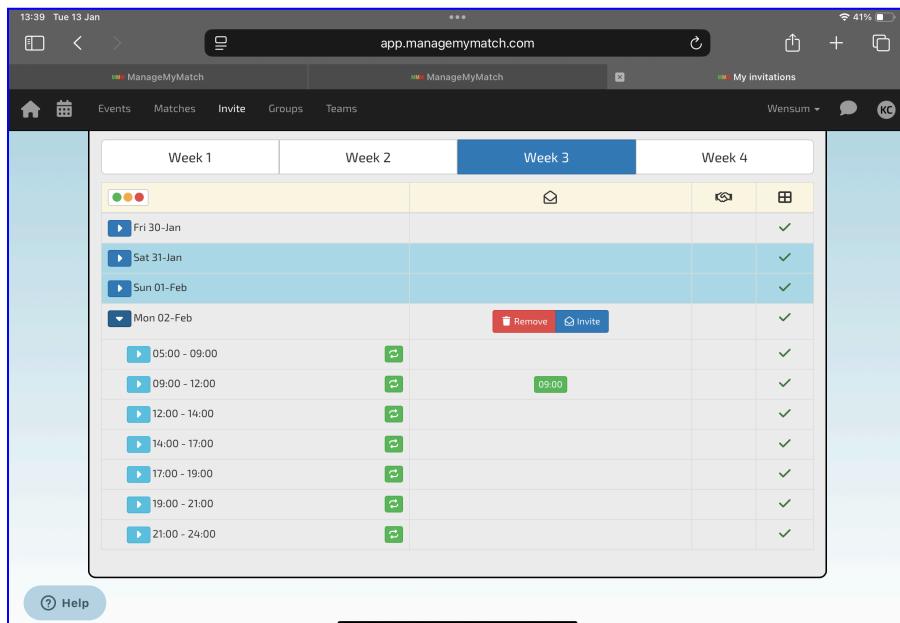
A screenshot of a mobile browser displaying the ManageMyMatch app. The top navigation bar shows the URL 'app.managemytmatch.com'. The main content area displays a table of family members and their current and next subscriptions. The table has columns for 'Member', 'Current subscription', 'Next subscription', and 'Fee (GBP)'. The 'Current subscription' column for Kieran Customer shows 'Member Club Membership 12-Jan-2026 to 12-Jan-2027'. The 'Next subscription' column for Kieran Customer and Kieran Church both have dropdown menus labeled 'Select your next subscription...'. At the bottom of the screen, there is a note about ensuring details are up-to-date and a 'Help' button.



4. You can select a schedule for when you are available to play, and with ManageMyMatch you can arrange games with any member, both casual and competitive, through the messaging platform - this is where setting a schedule will help align your availability with others.



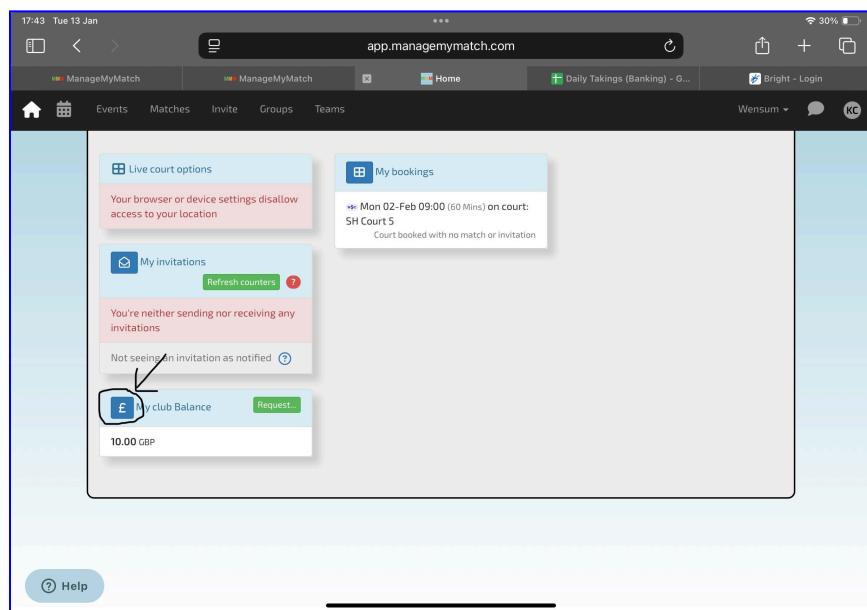
5. You can also select sports preferences and level of play which will help allocate ranked games with members that play the same sport.



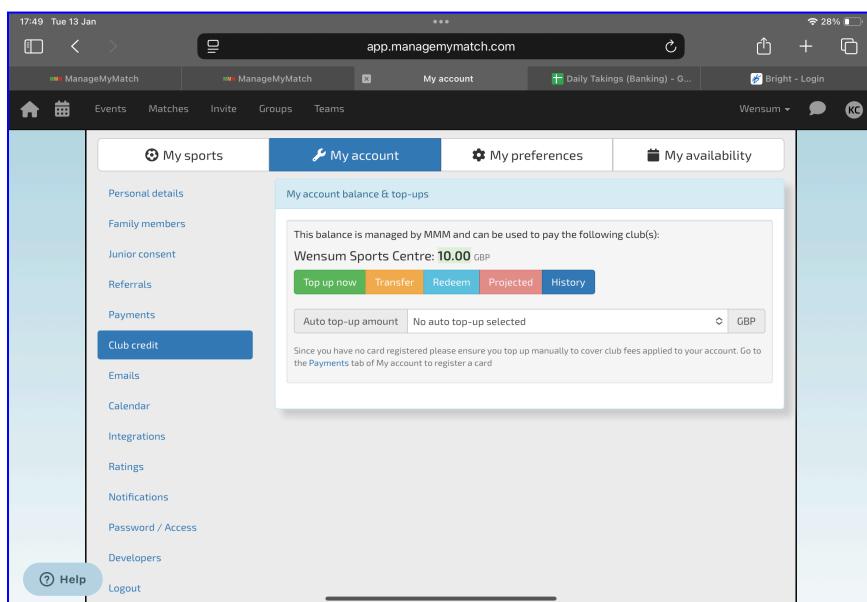


Topping up account credit

1. From the Home Screen, select the pound symbol on the bottom left on “My Club Balance” box.

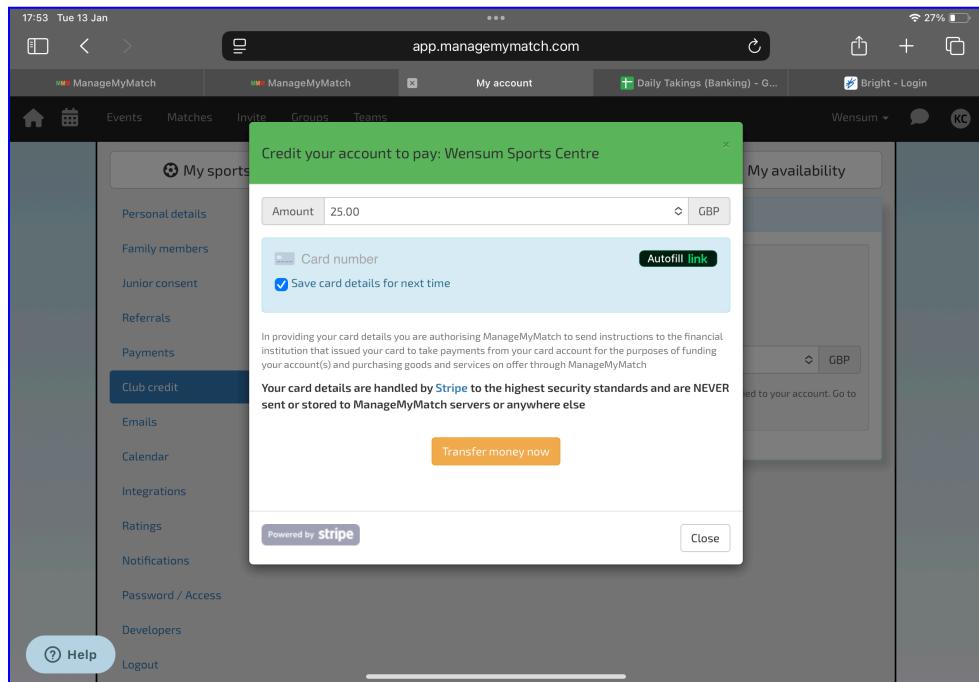


2. This action will take you to your profile onto “Club Credit”. Select “Top up now”.





3. Select the desired amount to top up and manually enter your card details or make sure you have added a payment card to your profile on the “payments” category on the left hand side of your screen.



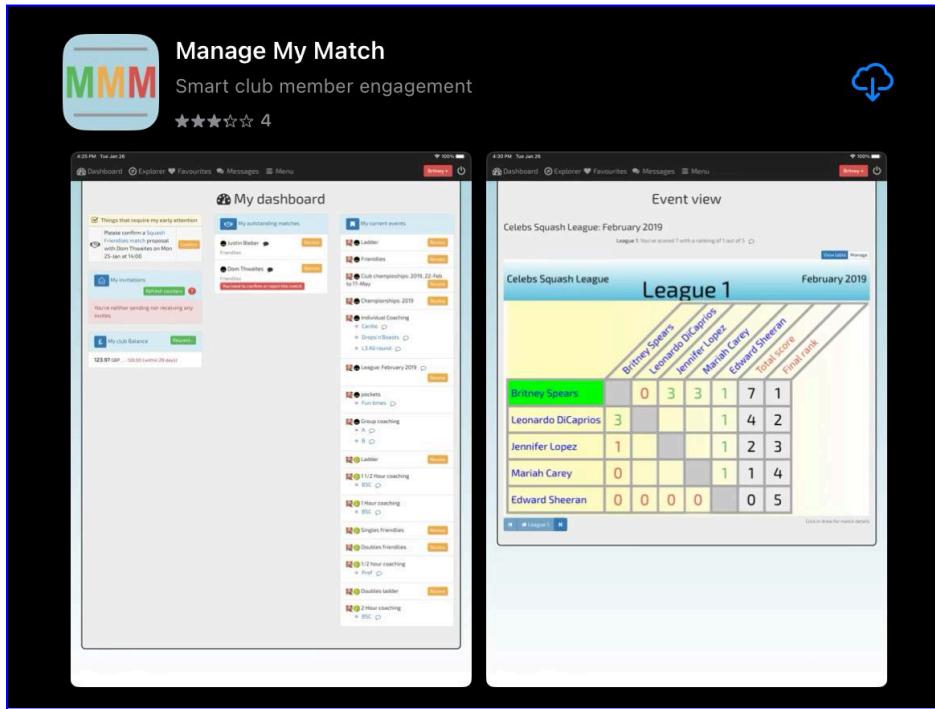
On the drop down (online has a minimum of £25). If you do not want to top up a minimum of £25, credit top ups can be made at the centre with a member of staff (minimum of £1).

You can also transfer credit to another member such as those in your family (if you have set up this feature). If you do not use your credit, you can be reimbursed by selecting “Redeem” on “My Account” > “Club credit” > “Redeem”.



ManageMyMatch App

1. ManageMyMatch is downloadable on all devices on both the App Store and Android Play Store.

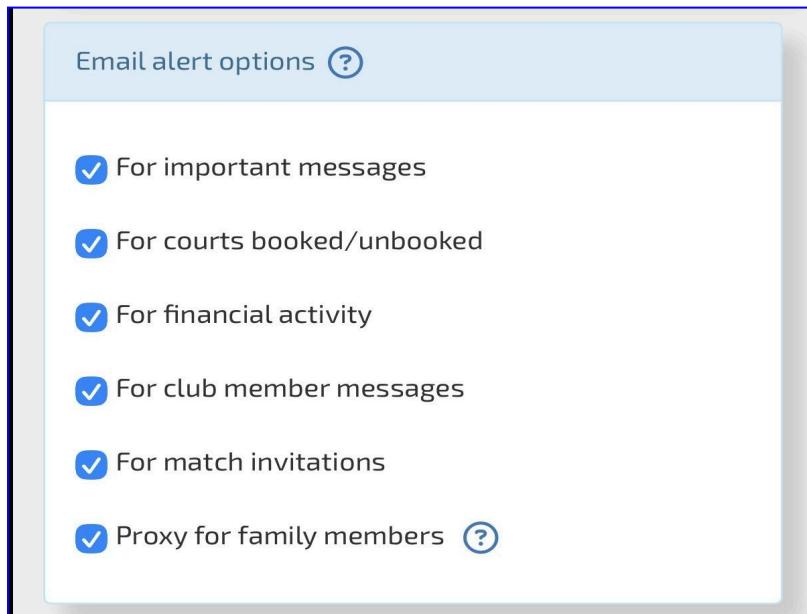


The ManageMyMatch app allows for better communication, notification and messages. By allowing notifications you are able to receive court, event and other notifications via your device rather than email.

The app remembers login-in and makes booking efficient and accessible with less hassle in comparison to using online.



Users may switch off email notifications if the app is downloaded and signed in by selecting “My account” and selecting the notifications on the left hand side or the dropdown if on a mobile device. From here you can untick your unwanted subcategories under “email alert options”.





Booking Activities

1. All activities such as social sessions and coaching sessions by WSC will be on the “Wensum” dropdown on “Activities at Wensum Sports Centre”.

A screenshot of a web browser showing the app.managemymatch.com interface. The top navigation bar includes 'Home', 'Events', 'Matches', 'Invite', 'Groups', 'Teams', and a dropdown for 'Wensum'. A sub-menu for 'Activities' is open, listing 'Tuesday Improvers' and 'Wednesday Improvers'. The main content area shows a calendar with two events: 'Tuesday Improvers Activities with Coach James Salter' on 03-Feb and 'Wednesday Improvers Activities with Coach James Salter' on 10-Feb. A cookie consent banner at the bottom right says 'This webapp uses cookies to ensure you get the best experience' with 'Got it!' and 'Cookie Consent' buttons.

2. Once on the activities page, sign in for the event with the member selected on the dropdown on the right hand side and sign in to the desired activity.

A screenshot of the 'Club activities' page on app.managemymatch.com. The page shows a table of activities with columns for 'Time', 'Session', and 'Organiser'. The first row shows a 'Squash club session' on Fri 30-Jan at 19:40, organized by 'Kieran'. A green 'Sign in' button is visible next to the price '£6.00'. A cookie consent banner at the bottom right says 'This webapp uses cookies to ensure you get the best experience' with 'Got it!' and 'Cookie Consent' buttons.



3. For under 16/junior sessions, add the junior to your family members on your account.

A screenshot of a mobile web browser showing the 'My account' tab of the app.managemymatch.com website. The 'Family members' section is active, displaying a dropdown menu with the placeholder 'Select a family member...' and a green 'Add' button. A green oval highlights the 'Add' button. The left sidebar contains links like 'Personal details', 'Family members' (which is selected), 'Junior consent', 'Referrals', 'Payments', 'Club credit', 'Emails', 'Calendar', 'Integrations', 'Ratings', 'Notifications', 'Standard / Access', 'Help', and 'Developers'. The top navigation bar includes links for 'The Team', 'Wensum Sp...', 'My account', 'Reservations', 'Online Appoi...', 'Gym Membe...', 'Sign Up | Lin...', and 'Badminton-...'. The top right shows the time (17:50 Fri 23 Jan), battery level (32%), and signal strength.

4. Follow step 2 for Juniors, selecting the Junior member.

Activities are not pre-paid and once signed in, the amount due will be taken from your account balance at the time of the session commencing, similar to court bookings.



Understanding Payments & your MMM Account Balance

Courts and activities are now billed to your MMM account balance at the time that your session concludes. If you make a reservation today for a court on 10th February the court fee will be taken on 10th February at the end of your session.

In order to prepare for these transactions you will need to top-up your MMM account before they are due to be taken. You can do this online with a minimum of £25.00 or at WSC Bar. View your balance options by selecting the pound sign here on the home page.

- Use the "**top-up**" button to manually increase your balance.
- The "**transfer**" button will enable funds to be sent to another user, this feature will be activated soon with some exciting invite functions.
- The "**redeem**" button will allow the withdrawal of any funds back into your bank account with a small transaction fee.
- The "**projected**" button will allow you to view all upcoming transactions for courts and activities.
- Finally, on using the "**history**" button your previous transactions will be displayed including all courts, activities, events, subscriptions and top-ups.

Accounts with insufficient funds to clear fees will face temporary booking restrictions until sufficient funds have been added.

If you are a frequent booker you may find the auto top-up feature useful. By default this is switched off but you can set your chosen amount to allow automatic top-ups when your account has sufficient funds. MMM will top-up your account by your selected amount or by the fee amount itself, whichever is the greater, whenever you have insufficient funds to cover a club fee so you never have to worry about your balance.