



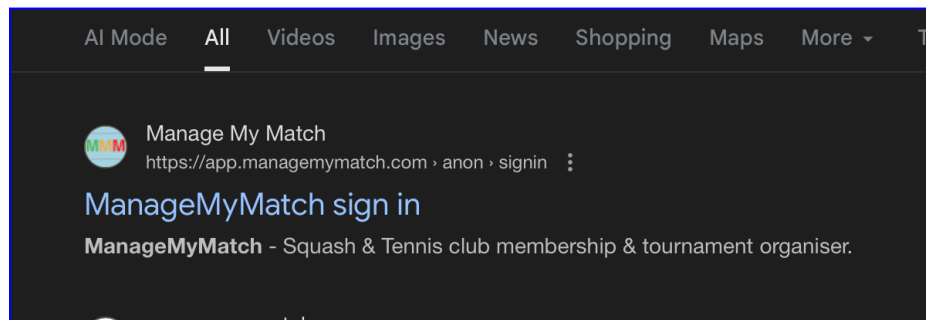
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ManageMyMatch Customer Booklet

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).

A screenshot of the ManageMyMatch registration form. The form is titled 'Registering with Apple? You MUST Share your email'. It features four social media registration buttons: 'Register with Apple', 'Register with Discord', 'Register with Facebook', and 'Register with Google'. Below these buttons is a section for manual registration, starting with 'OR'. The manual registration fields include: 'Email', 'Password (unique to MMM)', 'Password (again)', 'First and last name', and a checkbox for 'I'm not a robot' with a reCAPTCHA logo. At the bottom of the form is a large 'Register' button.



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.

This is a screenshot of a web interface titled 'Welcome Kieran'. Below the title, it says 'To get started, we need you to answer or complete the following'. The main section is titled 'First, please provide your principal club or organisation'. It contains a radio button option 'I'm not a member of any club or organisation'. Below this is a dropdown menu labeled 'Select your club or organisation...' with a small upward arrow icon, followed by a 'Confirm' button. A note at the bottom of this section states: '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.

This is a screenshot of a web interface titled 'Data protection and privacy'. It features a red banner with the text 'Review and agree ManageMyMatch privacy policy' and a 'Privacy policy' button. Below the banner, a paragraph states: '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'. The next section is titled 'What sections do you want to link up with? (and please agree their Terms and Conditions)'. It contains a checkbox labeled 'Wensum Sports Centre' which is checked, and a 'Read & agree T&Cs' button. At the bottom, there is a note: '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 the Wensum Sports Centre website's user interface. The top navigation bar is dark blue with white text for 'Events', 'Matches', 'Invite', 'Groups', and 'Teams'. On the right, it says 'Wensum' with a dropdown arrow and a user icon labeled 'KC'. The main content area has a light blue header with the question 'What sports do you play?'. Below this is a list of sports, each with a checkbox and a small icon: Squash (checked), Table Tennis (unchecked), Badminton (checked), Pickleball (checked), Basketball (checked), 3x3 Basketball (checked), Netball (unchecked), Football (checked), 7 Aside Football (unchecked), and 5 Aside Football (checked). A 'Help' button is in the bottom left corner. At the bottom, a small note reads: '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'.

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

A screenshot of the 'Membership status' section of the Wensum Sports Centre website. The section has a light blue header with the title 'Membership status'. Below the header is a white box containing a checked checkbox and the text 'I am currently a member of Wensum Sports Centre'. Below this box, a note states: 'Since the club's membership records are not yet in MMM, we need you to check the box if you are already a member'.



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.

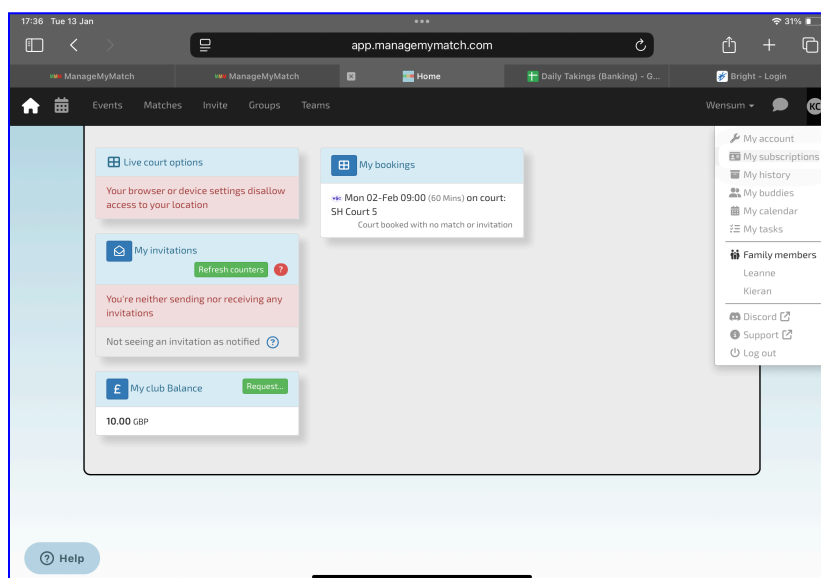
Thanks for your responses. You've now provided the essential information to get started with ManageMyMatch. To complete the process, please click the button below

Complete

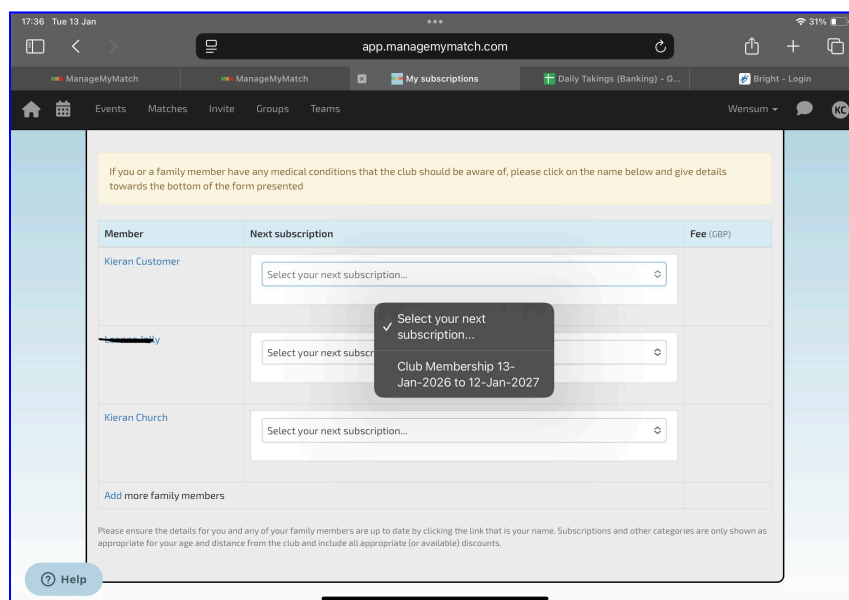


Purchasing a membership

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.

The screenshot shows a mobile web browser interface for the ManageMyMatch app. The address bar displays 'app.managemymatch.com'. The page has a dark header with navigation links: 'ManageMyMatch', 'My subscriptions', and 'Daily Takings (Banking) - G...'. Below the header, there are tabs for 'Matches', 'Invite', 'Groups', and 'Teams'. A green modal window titled 'Subscription payment' is open. It contains a table with the following items:

Total fee due	12.00
<input type="checkbox"/> Optionally use credit you already have in your account	10.00
Also top up your account (optional)	0.00
Total amount to pay now	12.00

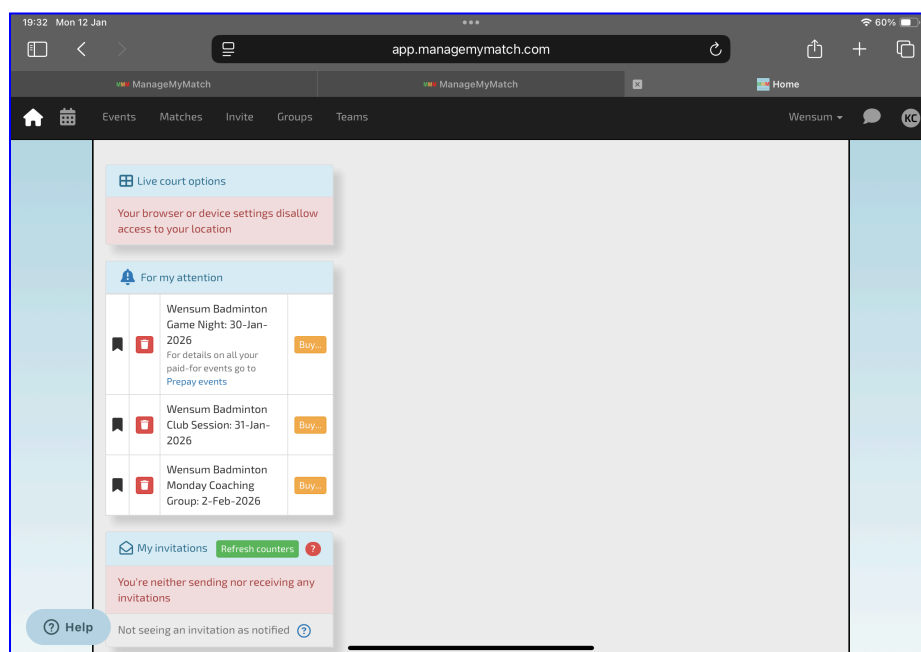
Below the table, there is a section for card payment. It includes a 'Card number' field with an 'Autofill link' button, a checked checkbox for 'Save card details for next time', and a 'Purchase now' button. A disclaimer text states: 'In providing your card details you are authorising ManageMyMatch to send instructions to the financial institution that issued your card to take payments from your card account for the purposes of funding your account(s) and purchasing goods and services on offer through ManageMyMatch. Your card details are handled by Stripe to the highest security standards and are NEVER sent or stored to ManageMyMatch servers or anywhere else.' A 'Close' button is located at the bottom right of the modal.

Now you have access to all features of ManageMyMatch

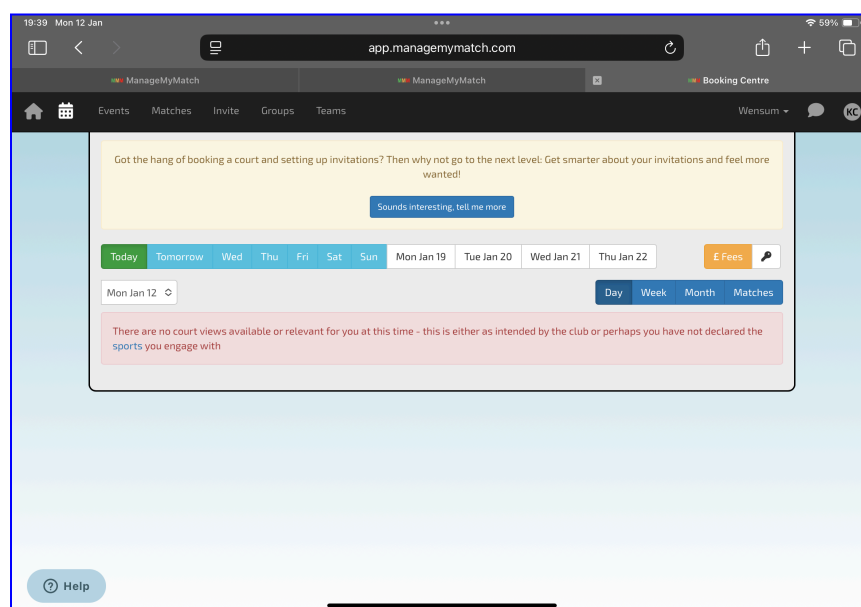


Booking a court

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

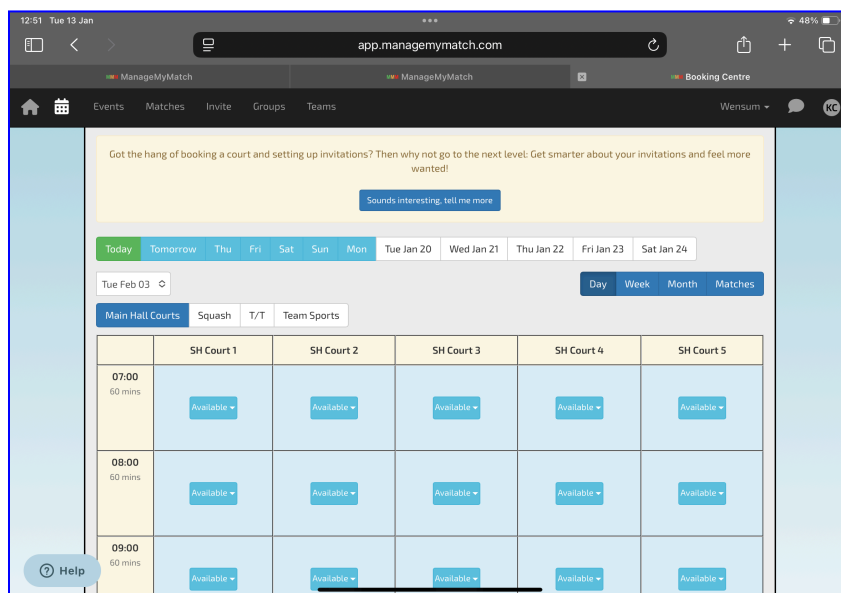


2. Select the calendar icon on the top left of your screen and select your preferred date on the white dropdown.

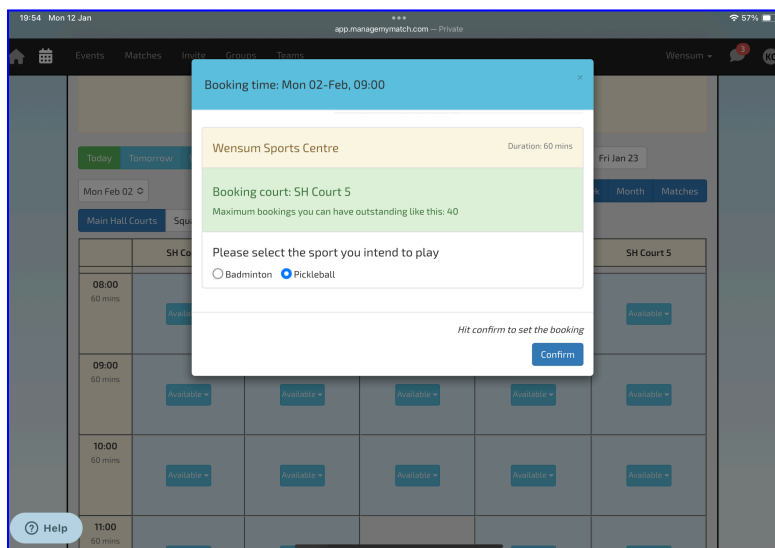




3. Sports are separated into categories of those you have ticked on your sports preferences. These include “Main Hall Courts” (Badminton and Pickleball), “Squash”, “T/T” (Table Tennis) and “Team Sports” (Basketball, Football, Netball - Do not book these sports under Main Hall Courts, your booking will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

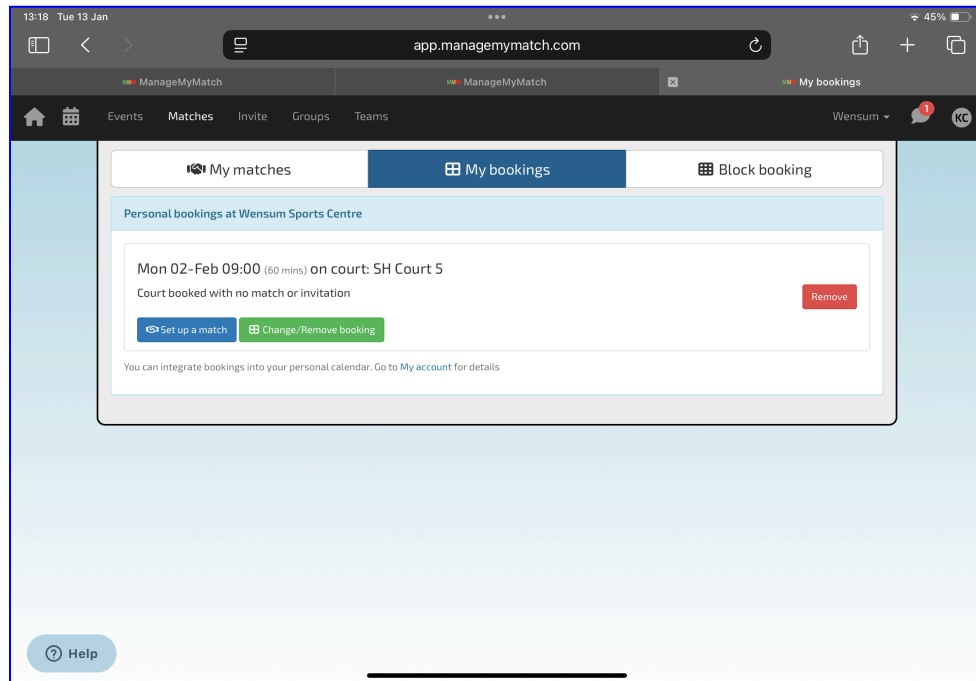


4. Select the appropriate court via the blue dropdown and book the court. ManageMyMatch may move your court if other sports such as basketball or pickleball are in play, or to keep availability for that sport to book.





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.

13:25 Tue 13 Jan

app.managemymatch.com

ManageMyMatch ManageMyMatch My subscriptions

Events Matches Invite Groups Teams Wensum 1 KC

If you or a family member have any medical conditions that the club should be aware of, please click on the name below and give details towards the bottom of the form presented

Member	Current subscription	Next subscription	Fee (GBP)
Kieran Customer	Member Club Membership 12-Jan-2026 to 12-Jan-2027		
Kieran Customer		Select your next subscription...	
Kieran Church		Select your next subscription...	
Add more family members			

Please ensure the details for you and any of your family members are up to date by clicking the link that is your name. Subscriptions and other categories are only shown as appropriate for your age and distance from the club and include all appropriate (or available) discounts.

Help



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.

Indicate your general preferences for weekly availability

Customise time periods

	05:00+	09:00+	12:00+	14:00+	17:00+	19:00+	21:00+
Mon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fri	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sun	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Help

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

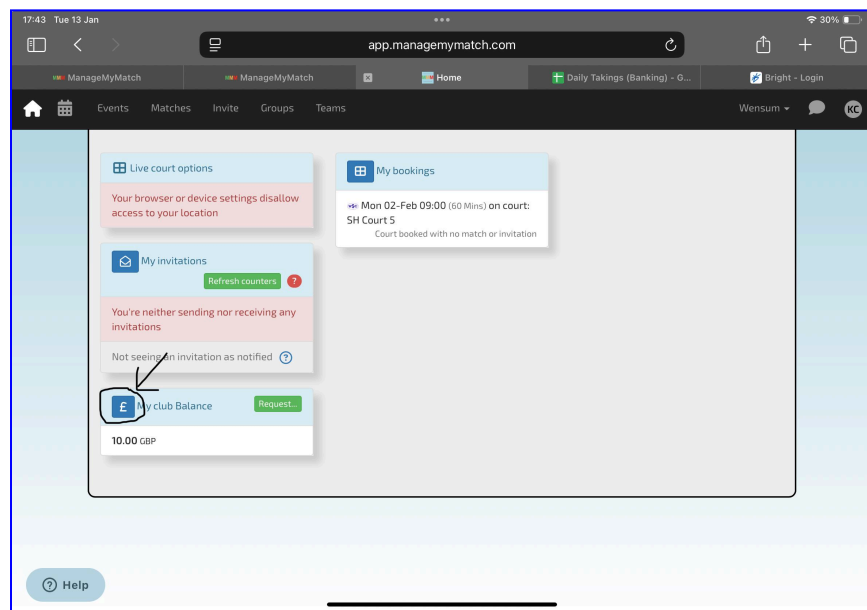
Week 1	Week 2	Week 3	Week 4
Fri 30-Jan			
Sat 31-Jan			
Sun 01-Feb			
Mon 02-Feb			
05:00 - 09:00	<input type="checkbox"/>		<input checked="" type="checkbox"/>
09:00 - 12:00	<input type="checkbox"/>	09:00	<input checked="" type="checkbox"/>
12:00 - 14:00	<input type="checkbox"/>		<input checked="" type="checkbox"/>
14:00 - 17:00	<input type="checkbox"/>		<input checked="" type="checkbox"/>
17:00 - 19:00	<input type="checkbox"/>		<input checked="" type="checkbox"/>
19:00 - 21:00	<input type="checkbox"/>		<input checked="" type="checkbox"/>
21:00 - 24:00	<input type="checkbox"/>		<input checked="" type="checkbox"/>

Help

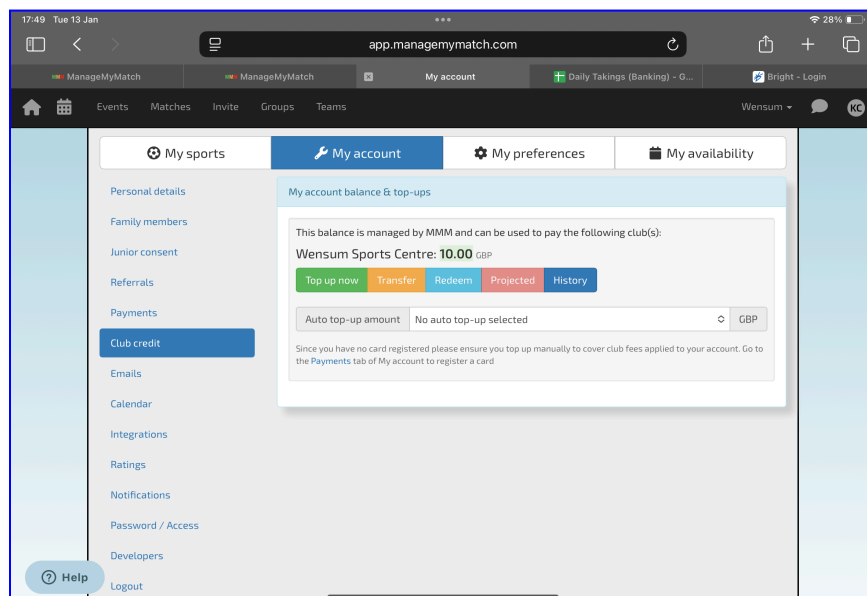


Topping up account credit

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

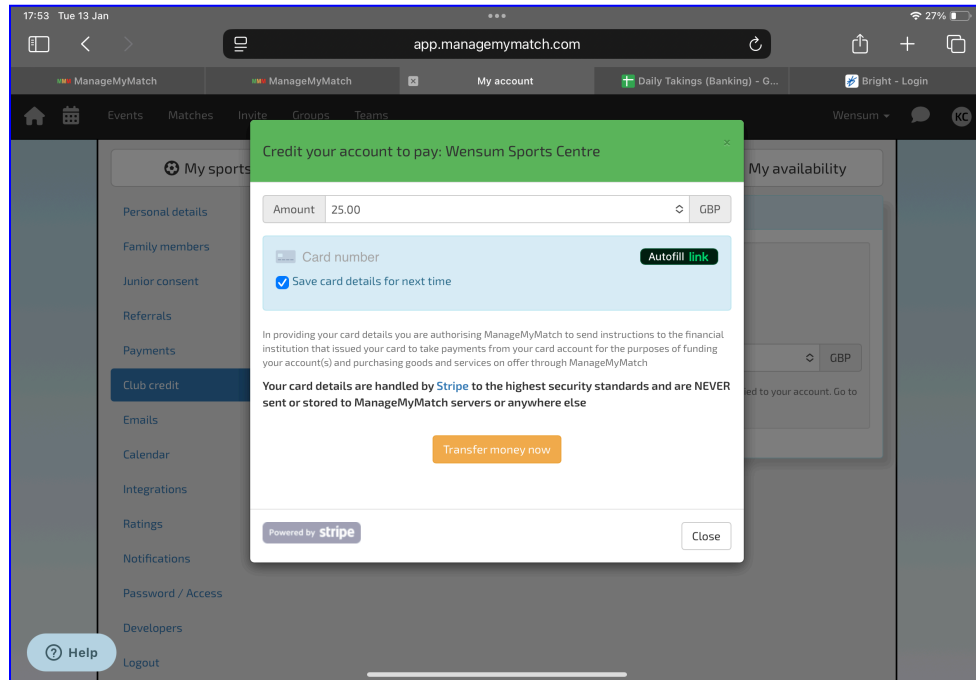


2. This action will take you to your profile onto “Club Credit”. Select “Top up now”.





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.



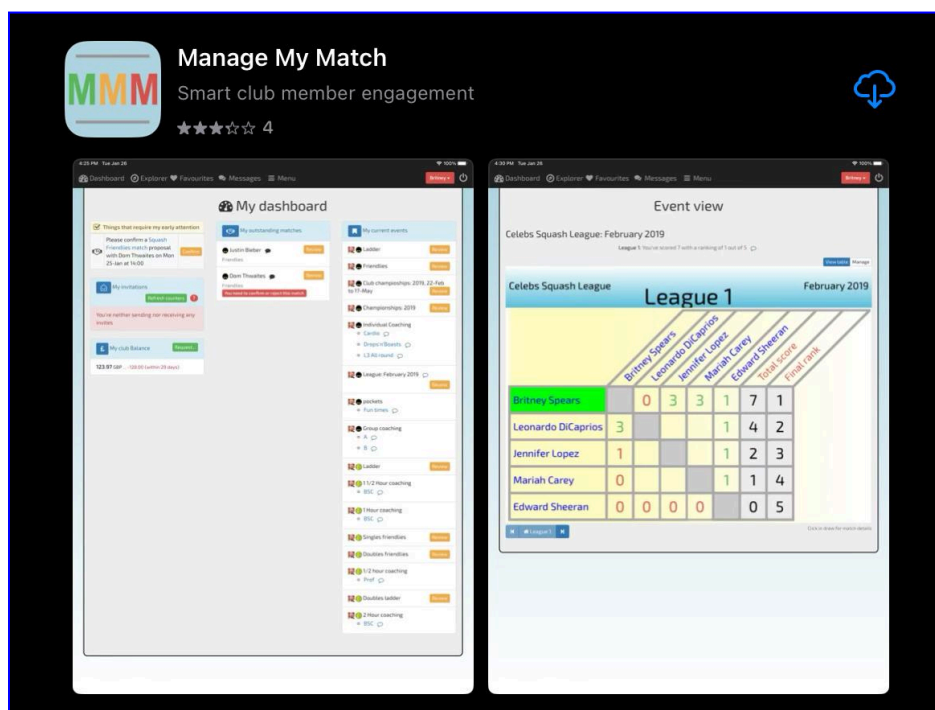
On the drop down (online has a minimum of £25). If you do not want to top up a minimum of £25, credit top ups can be made at the centre with a member of staff (minimum of £1).

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”.

A screenshot of a mobile application's settings menu titled "Email alert options" with a help icon (question mark in a circle). The menu contains six items, each with a blue checkmark in a circle to its left, indicating they are currently selected. The items are: "For important messages", "For courts booked/unbooked", "For financial activity", "For club member messages", "For match invitations", and "Proxy for family members" which has a help icon to its right. The entire menu is enclosed in a light blue header bar and a white content area with a blue border.

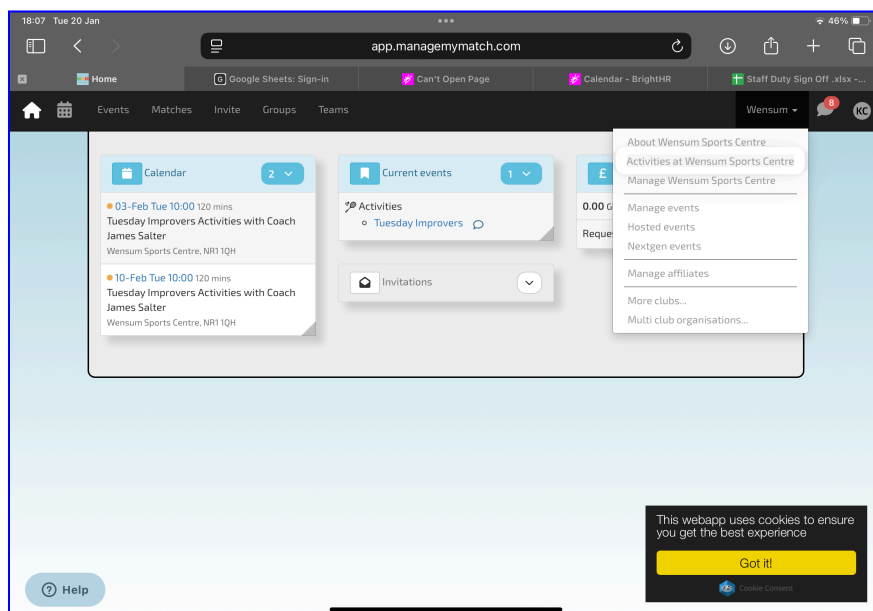
Email alert options ?

- ☒ For important messages
- ☒ For courts booked/unbooked
- ☒ For financial activity
- ☒ For club member messages
- ☒ For match invitations
- ☒ Proxy for family members ?

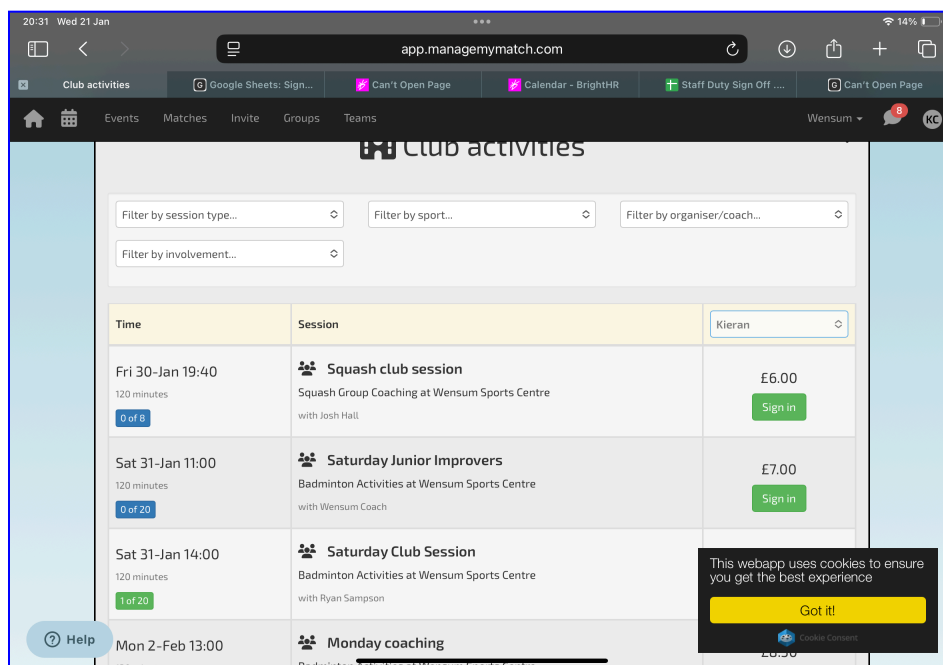


Booking Activities

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

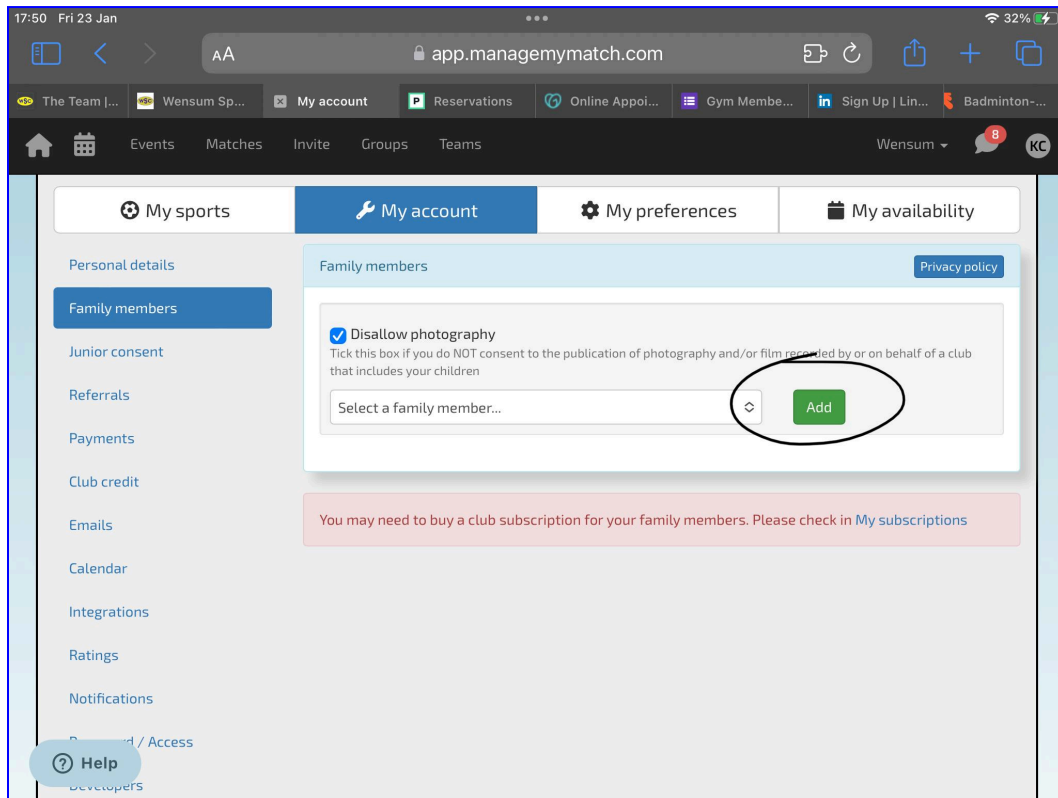


2. Once on the activities page, sign in for the event with the member selected on the dropdown on the right hand side and sign in to the desired activity.





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



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.