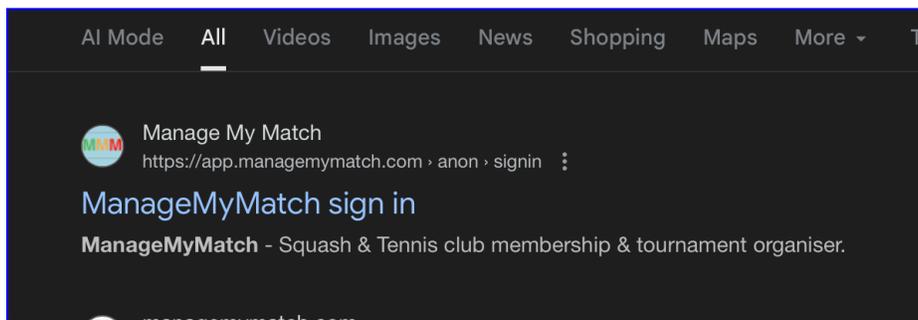# ManageMyMatch Customer Booklet

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.

Welcome Kieran
To get started, we need you to answer or complete the following

First, please provide your principal club or organisation

☐ I'm not a member of any club or organisation

Select your club or organisation...   Confirm

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.

Data protection and privacy

Review and agree ManageMyMatch privacy policy   Privacy policy

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

What sections do you want to link up with? (and please agree their Terms and Conditions)

☑ Wensum Sports Centre   Read & agree T&Cs

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.

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

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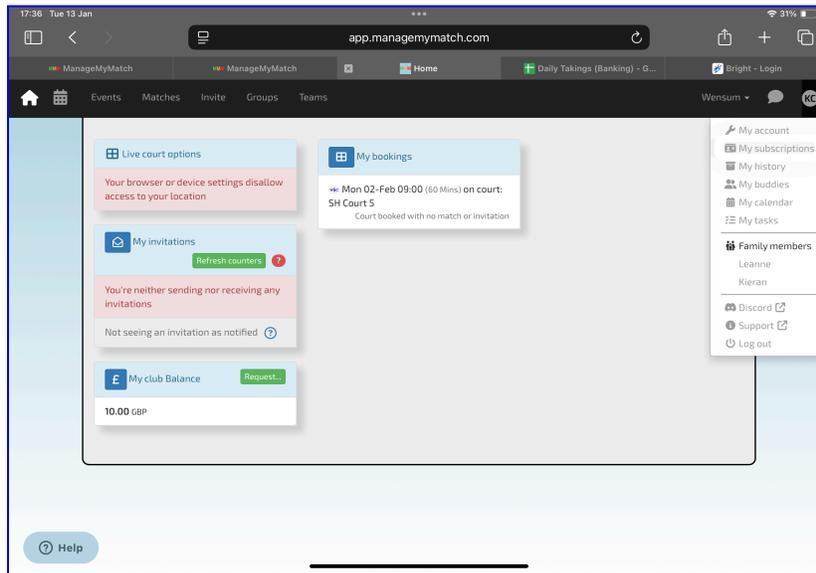
Thanks for your responses. You've now provided the essential information to get started with ManageMyMatch. To complete the process, please click the button below
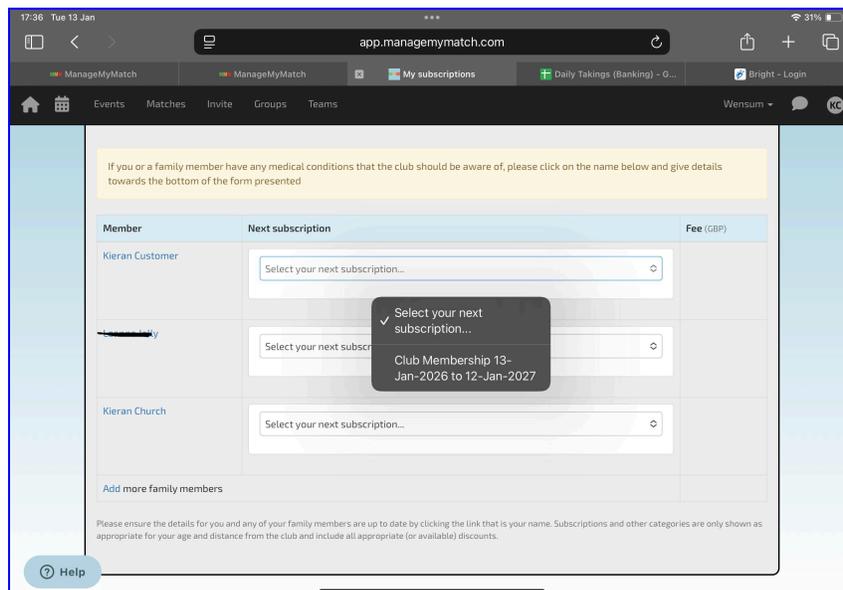
Complete

Purchasing a membership

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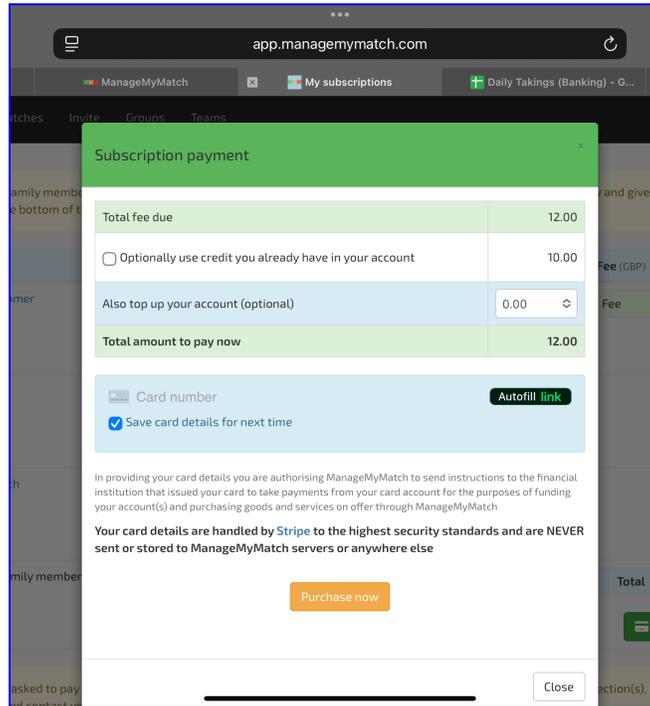

2. Select the member you wish to purchase a membership for (yourself or a family member) and select the club membership on the drop down. If you have not added family members, only your account will show.

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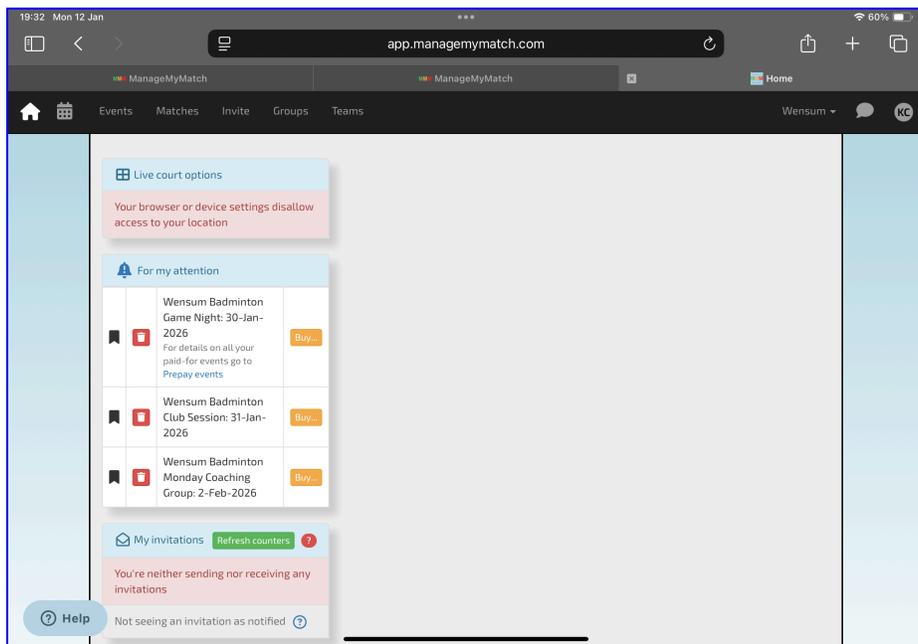

Now you have access to all features of ManageMyMatch
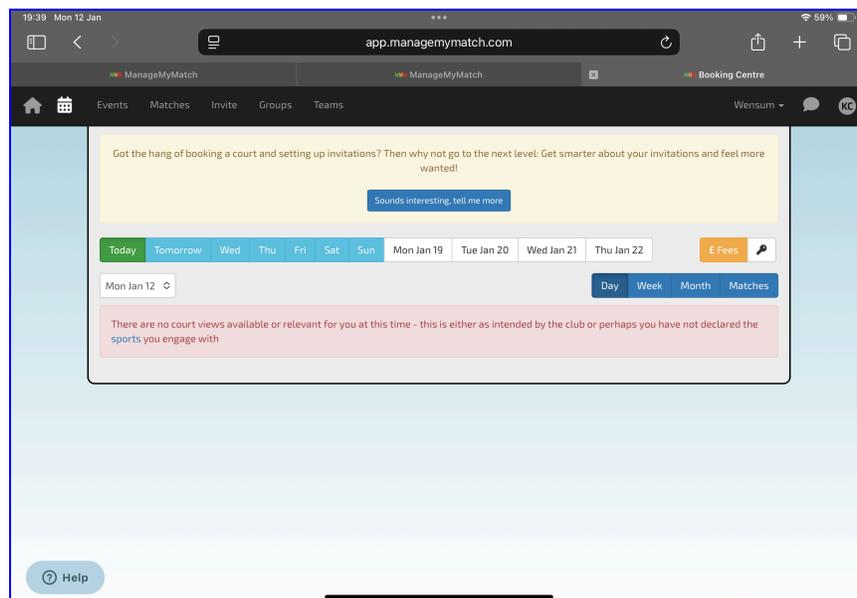
Booking a court

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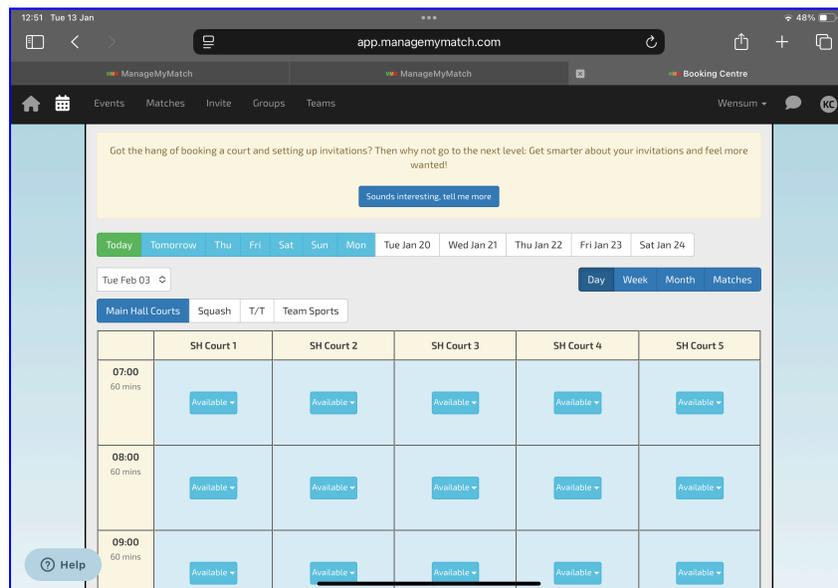

2. Select the calendar icon on the top left of your screen and select your preferred date on the white dropdown.
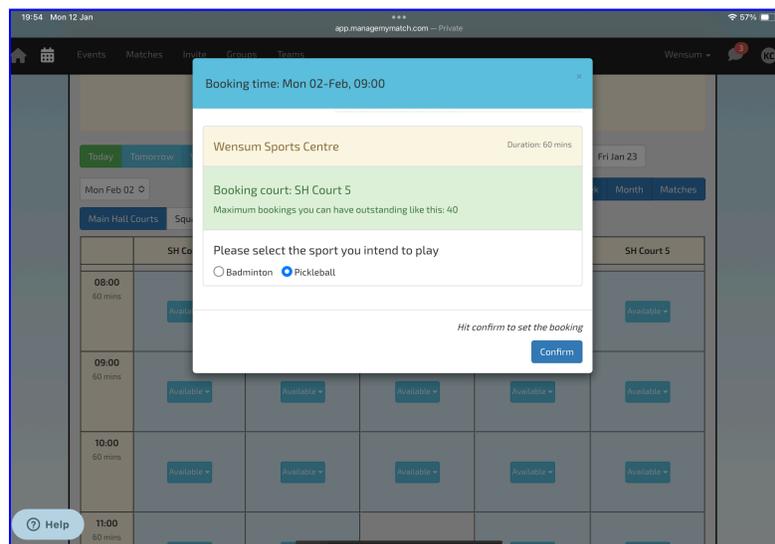
3. Sports are separated into categories of those you have ticked on your sports preferences. These include "Main Hall Courts" (Badminton and Pickleball), "Squash", "T/T" (Table Tennis) and "Team Sports" (Basketball, Football, Netball - Do not book these sports under Main Hall Courts, your booking will automatically book the necessary courts and notify us of your sport).
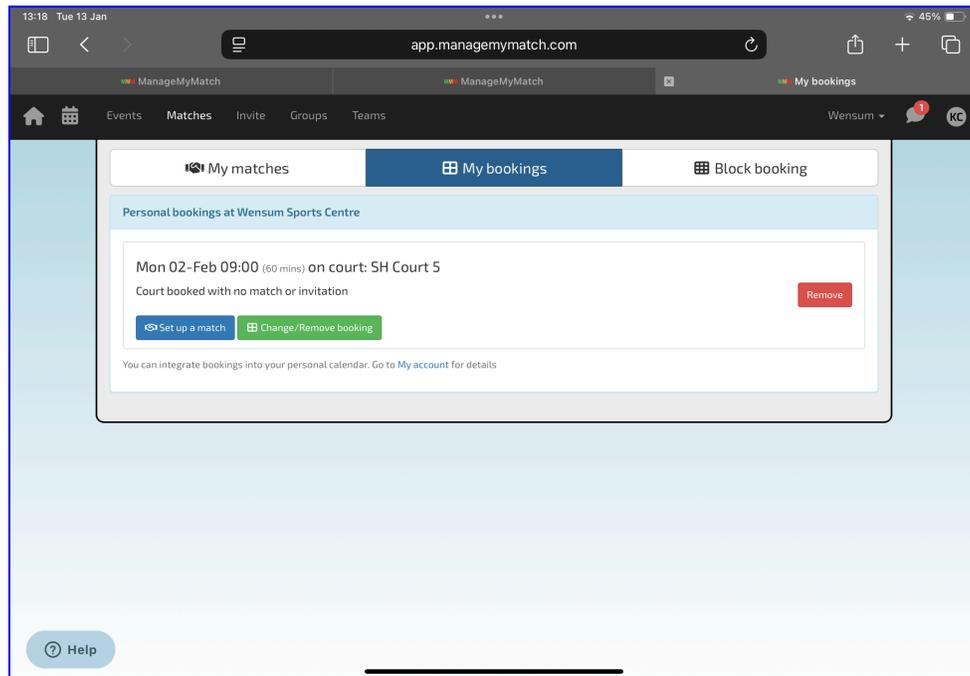

4. Select the appropriate court via the blue dropdown and book the court. ManageMyMatch may move your court if other sports such as basketball or pickleball are in play, or to keep availability for that sport to book.

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.
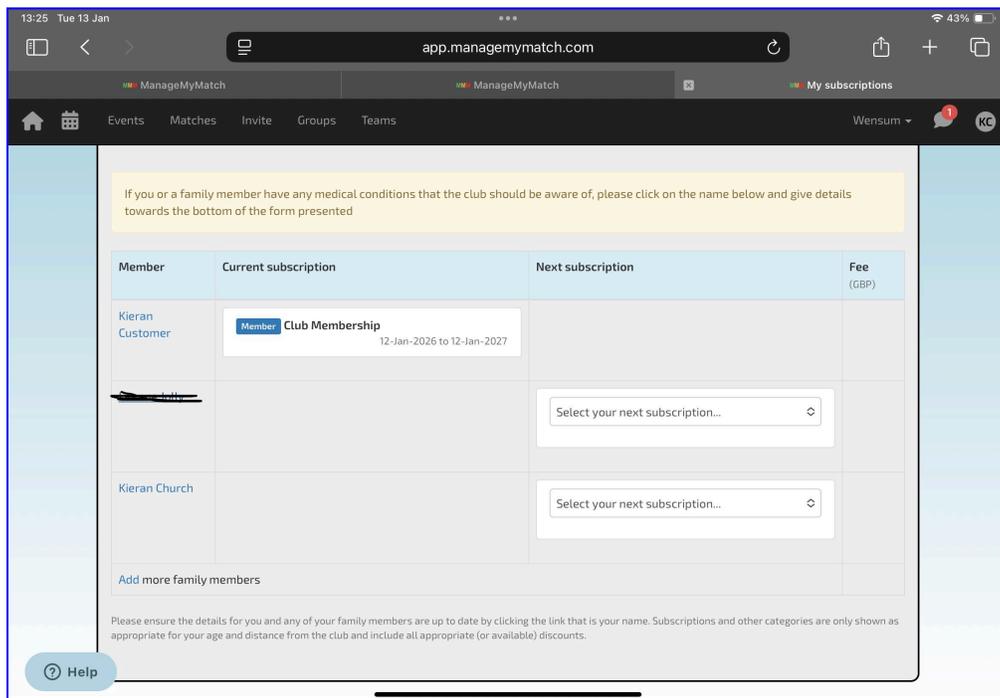

Payment for bookings will not be taken out of your account balance until the booking has commenced.

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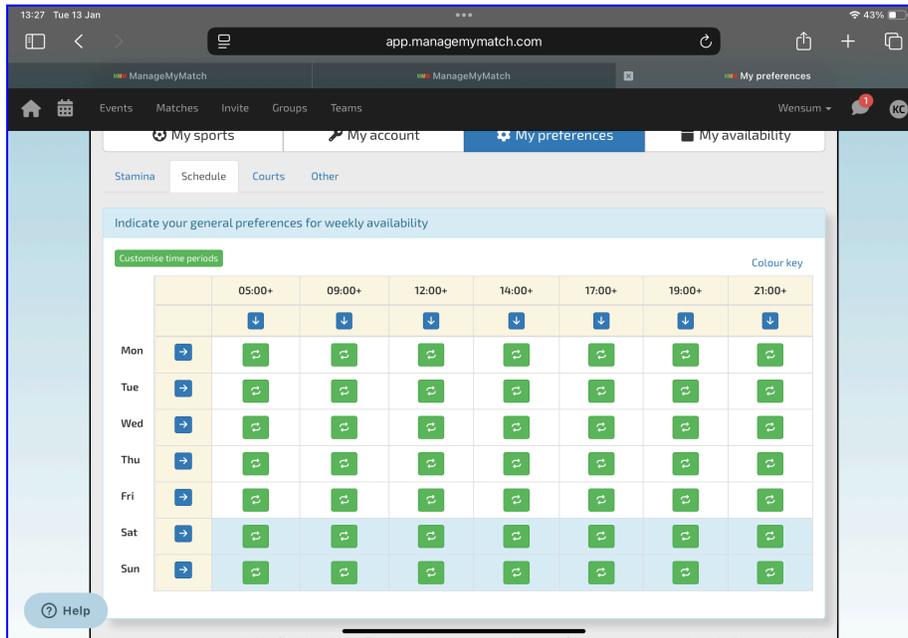
Profile details

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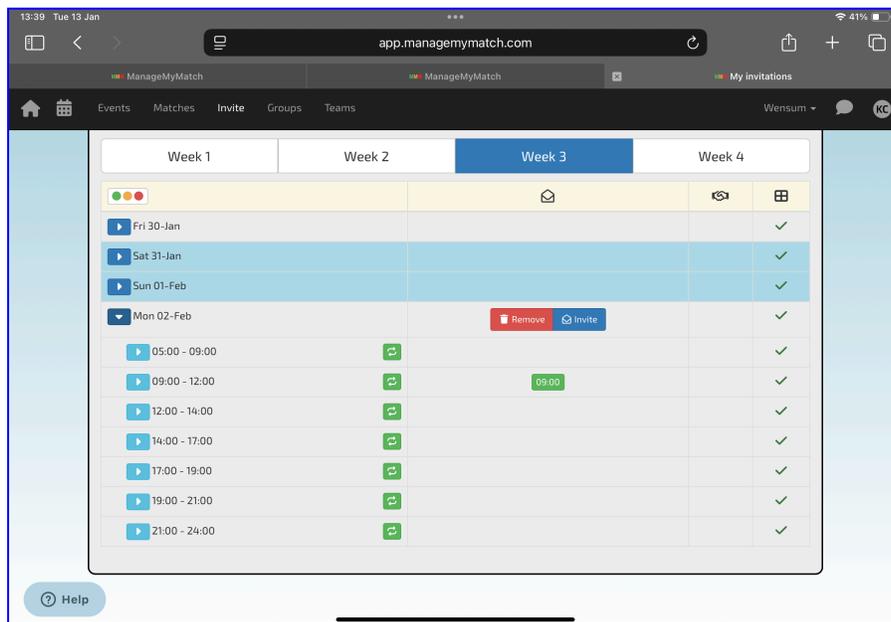
4. You can select a schedule for when you are available to play, and with ManageMyMatch you can arrange games with any member, both casual and competitive, through the messaging platform - this is where setting a schedule will help align your availability with others.
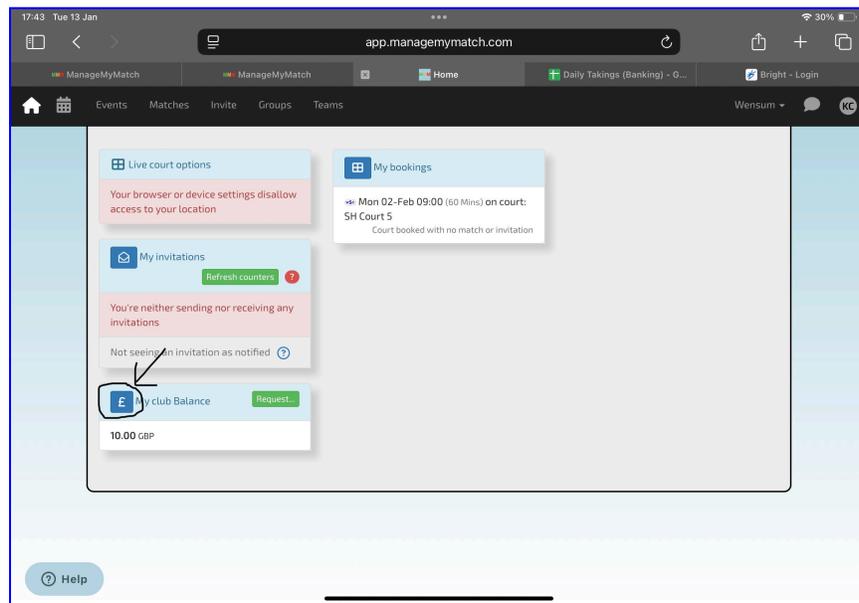

5. You can also select sports preferences and level of play which will help allocate ranked games with members that play the same sport.
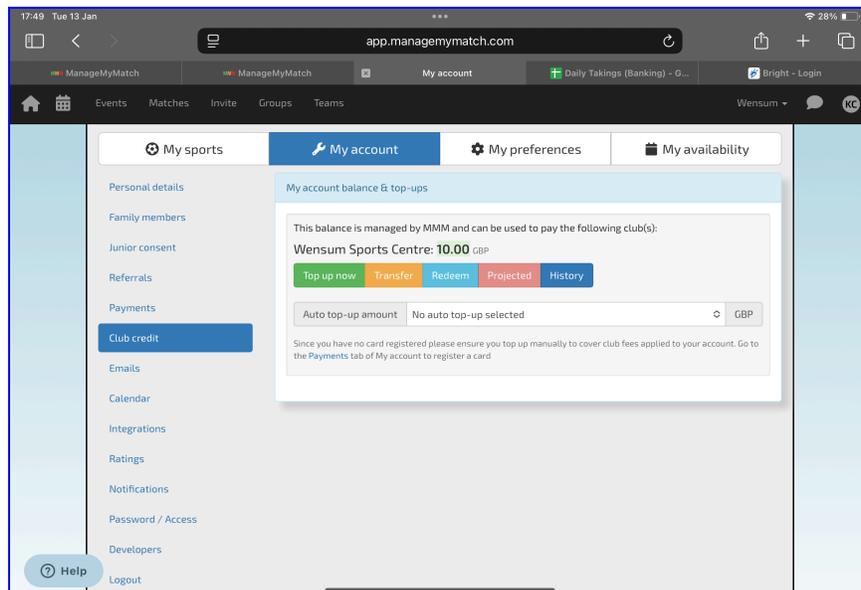
Topping up account credit

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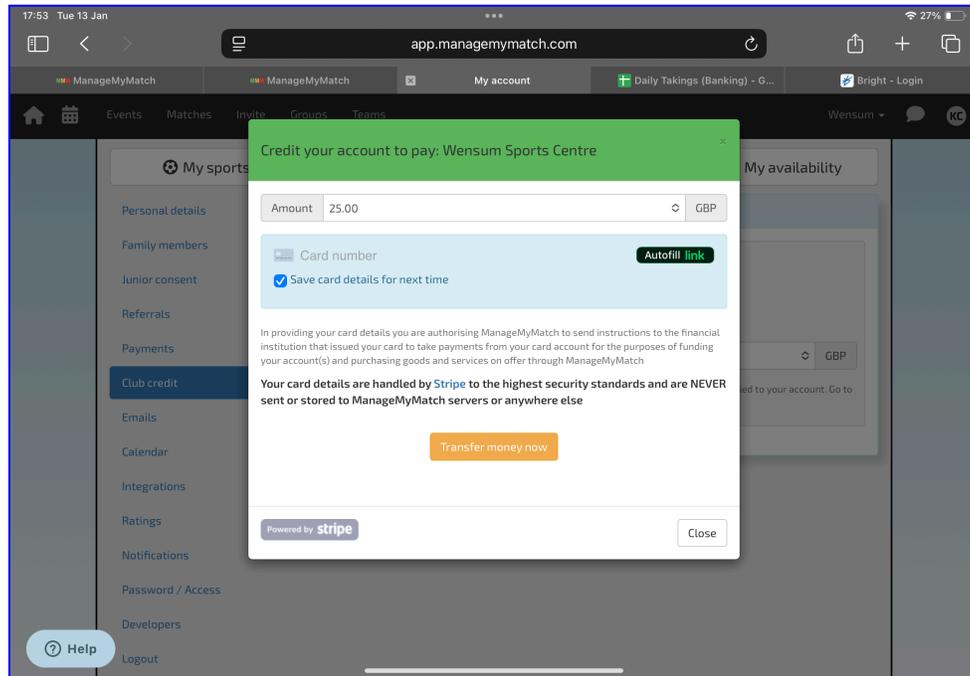

2. This action will take you to your profile onto "Club Credit". Select "Top up now".

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.

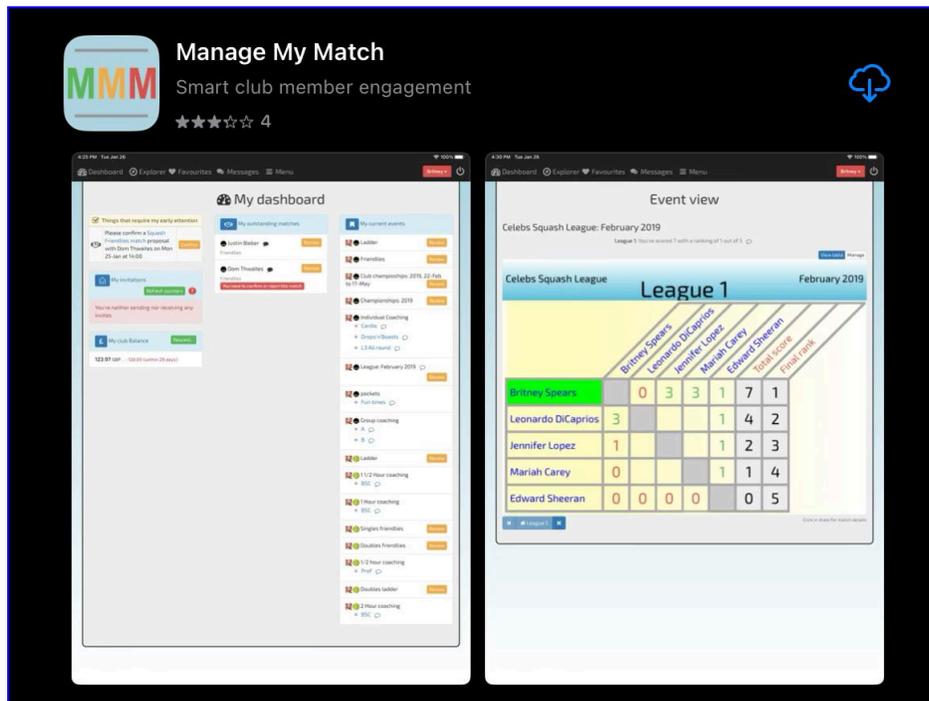**On the drop down (online has a minimum of £25). If you do not want to top up a minimum of £25, credit top ups can be made at the centre with a member of staff (minimum of £1).**

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".

Email alert options ?

☑ For important messages

☑ For courts booked/unbooked

☑ For financial activity

☑ For club member messages

☑ For match invitations

☑ Proxy for family members ?

.