

Wightman Tennis Center

100 Brown Street
Weston, MA 02493
(781) 2373324

Club Automation: Member Portal



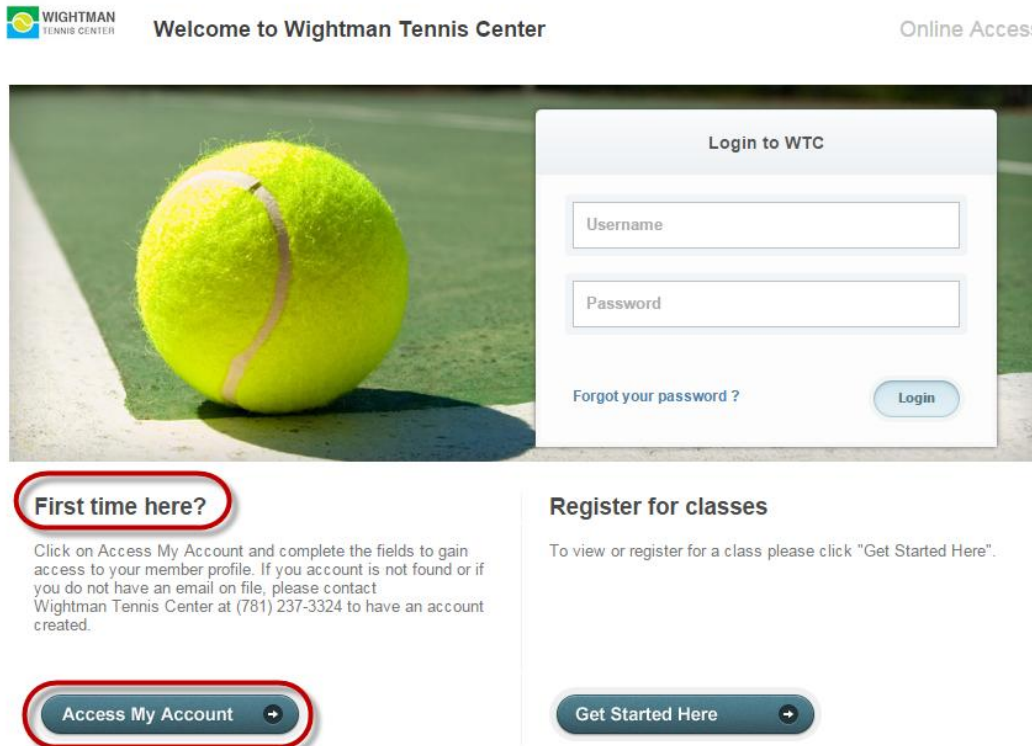
ClubAutomation

Welcome to the your new Wightman Tennis Center member portal. Accessing your member portal allows you to view and update personal information, create or edit court reservations, view your statement, and more! The guide below outlines the various features available to allow for effective use of your member portal.

1 HOW TO LOG IN

Initial Login: To access the member portal for the first time, begin by opening <https://wightman.clubautomation.com>. Be sure to not include www. when opening the member portal.

Once on the site, locate the “Access My Account” button listed under “First time here?”.



WIGHTMAN TENNIS CENTER Welcome to Wightman Tennis Center Online Access

Login to WTC

Username

Password

[Forgot your password ?](#) [Login](#)

First time here?

Click on Access My Account and complete the fields to gain access to your member profile. If you account is not found or if you do not have an email on file, please contact Wightman Tennis Center at (781) 237-3324 to have an account created.

[Access My Account](#)

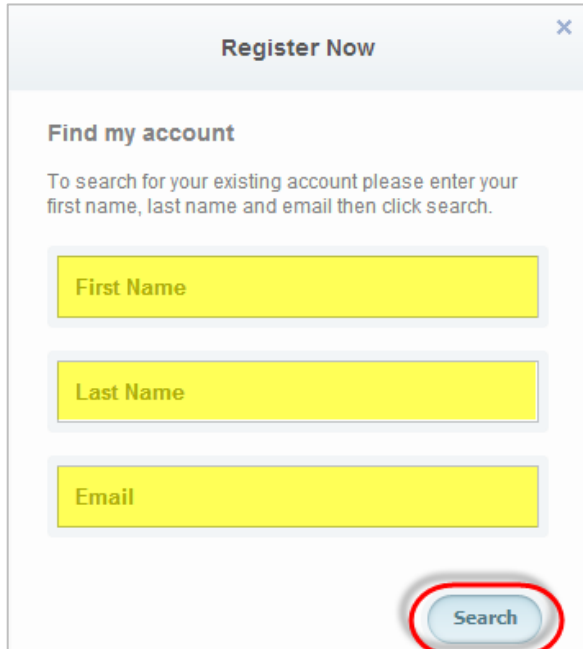
Register for classes

To view or register for a class please click "Get Started Here".

[Get Started Here](#)

In the “Register Now” window, enter your first name, last name, and email address. After entering your information, select “Search” in the bottom right corner.

Once your account has been identified, you will receive a “We found your account.” prompt. *A verification email will then be sent to your email address with the final login instructions.* Please open your email to access these instructions.



Register Now [X]

Find my account

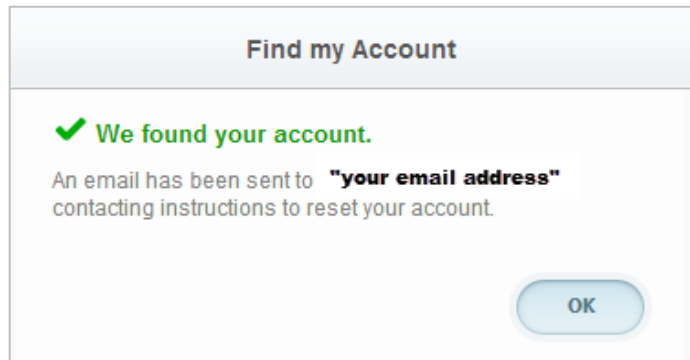
To search for your existing account please enter your first name, last name and email then click search.

First Name

Last Name

Email

Search



Find my Account

✓ **We found your account.**

An email has been sent to **"your email address"** contacting instructions to reset your account.

OK

The email you receive includes a verification link that must be opened to complete the setup of process. Once the link is selected, you will be directed to an information page where you will enter/verify your personal information.

Note: *You will only be directed to this information page during your initial log in. Future logins will not require this additional step.*

Finally, complete all required fields on the information page, agree to the standard liability waiver, and select “Save Account”. You will then be directed to the member portal home page! See images below:



Welcome to Wightman Tennis Center

Complete all required fields that are marked with a red * symbol

Online Access

Please verify & complete your information in the form below

Contact Info

First Name *

Last Name *

Address *

City *

State *

Zip Code *

Home Phone *
 - -

Mobile Phone
 - -

Gender *
☒ male ☐ female

Birthday *
 / /

Emergency Contact Info

Full Name *

Relationship *

Phone *
 - -

Family Members

Add Family Member

Login Details

Email *

Password *

Confirm Password *

Make sure that the email is correct, create a new password that you will use going forward, check the liability waiver, and select "Save Account"

* Required Field

Please read the following carefully, and check "I agree" when you are ready to proceed.

Liability Release

In checking the box below I agree that Welcome to Wightman Tennis Center is in no way responsible for the safekeeping of my personal belongings while I attend class. I understand that classes at Welcome to Wightman Tennis Center may be physically strenuous and I voluntarily participate in them with full knowledge that there is a risk of personal injury, property loss or death. I agree that neither I, my heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against Welcome to Wightman Tennis Center or its members for any personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise. I understand that all persons currently under treatment for any health condition and any pregnant women must present written permission from a licensed physician before participating in any exercise class. I understand that any person with any kind of back or knee injuries must consult with a physician before attending exercise class. I agree to disclose upon my first visit to the front desk any history or injury and/or physical limitation or concern.

☒ I agree with the above terms


Save Account

Standard login: After completing the initial log in steps, your account has been created and you no longer need to use “Access My Account” to log in. Going forward, you will enter your “Username” (your email address) and “Password” (the one you created on your first log in) in the “Login to WTC” box.



Welcome to Wightman Tennis Center

Online Access



Login to WTC

[Forgot your password ?](#)

First time here?

Click on Access My Account and complete the fields to gain access to your member profile. If your account is not found or if you do not have an email on file, please contact Wightman Tennis Center at (781) 237-3324 to have an account created.

[Access My Account](#)

Register for classes

To view or register for a class please click "Get Started Here".

[Get Started Here](#)

Questions: If you have any problems accessing your account, select “Forgot your password?” and a new verification link will be sent to your email. If you need to set up a new account or if the email address you provided isn’t recognized by the system, contact the club at (781) 237-3324 for further assistance.

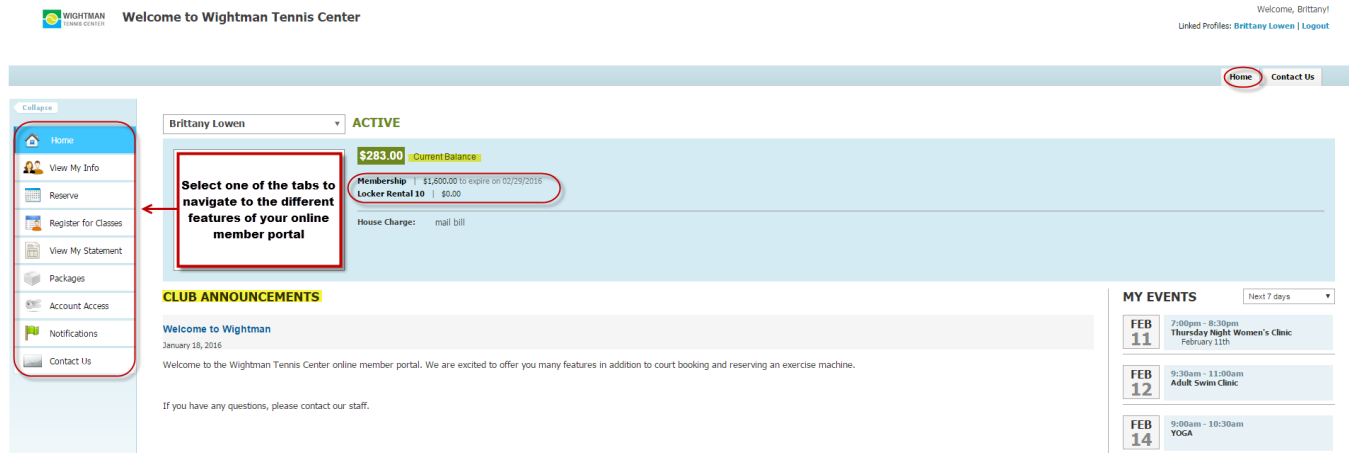
2 MEMBER PORTAL OVERVIEW

Home Page: When logging in you will be directed to your “Home” page. The home page lists the following:

- *Current balance*—listed just below your name
- *Club announcements* – be sure to review for announcements from the team at Wightman Tennis Center
- *Note:* if you are the primary account holder, select the dropdown menu to the right of your name (highlighted in yellow below) to navigate to different family members’ profiles

Member Portal Tabs: Located on the left side of the member portal are the various tabs you will use to access your account profile information, view your member statement, and make a payment. Below are the list of tabs you can access through your member portal.

- **Home:** This will navigate you back to the “Home” page screen outlined above
- **View My Info:** View personal info and update address, email, and/or statement delivery method
- **Reserve:** Reserve tennis courts or exercise machines
- **Register for Classes:** This allows you to register classes and clinics
- **View My Statement:** Select to review charges and payments posted to your statement
- **Account Access:** Determine what linked family members are able to access on their unique member portal, i.e. view charges or reserve courts
- **Notifications:** This feature allows you to opt in or out of club email communications
- **Contact Us:**



Welcome to Wightman Tennis Center

Welcome, Brittany!

Linked Profiles: [Brittany Lowen](#) | [Logout](#)

[Home](#) [Contact Us](#)

Brittany Lowen **ACTIVE**

\$283.00 **Current Balance**

Membership | \$1,600.00 to expire on 02/29/2018
Locker Rental 10 | \$0.00

House Charges: mail bill

CLUB ANNOUNCEMENTS

Welcome to Wightman
January 18, 2016

Welcome to the Wightman Tennis Center online member portal. We are excited to offer you many features in addition to court booking and reserving an exercise machine.

If you have any questions, please contact our staff.

MY EVENTS [Next 7 days](#)

FEB 11	7:00pm - 8:30pm Thursday Night Women's Clinic February 11th
FEB 12	9:30am - 11:00am Adult Swim Clinic
FEB 14	9:00am - 10:30am YOGA

3 VIEW MY INFO

Select Edit to update personal information or billing information.

PERSONAL INFORMATION		Edit
Name	Brittany Lowen	Phone Number (847) 597-1943 [H] (847) 555-5555 [E] (Matt Lowen, Spouse)
Access Card	-not set-	
Gender	Female	Email lowen@clubautomation.com
Date of Birth	01/01/2016	Login lowen@clubautomation.com
Age	0.08	Address 123 Main Street Chicago, IL 60015

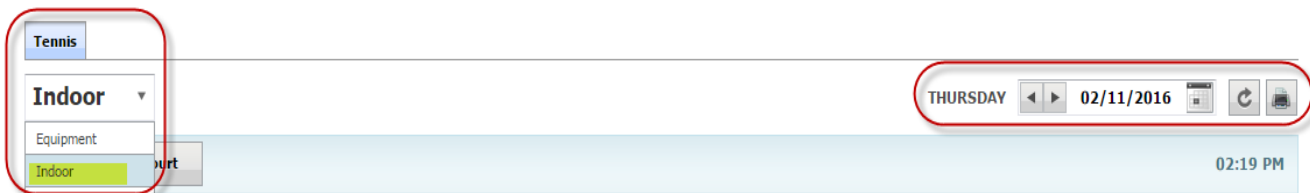
MEMBERSHIP INFORMATION	
Membership	ACTIVE \$0.00 to expire on 08/10/2016 Linked Members: Matt Lowen (\$20.00)
Locker Rental 10	ACTIVE \$0.00

BILLING INFORMATION		Edit
House Charge	Mail Bill	
Statement Delivery Method	none	
Tax exempt	No	

4 RESERVE COURTS OR EQUIPMENT

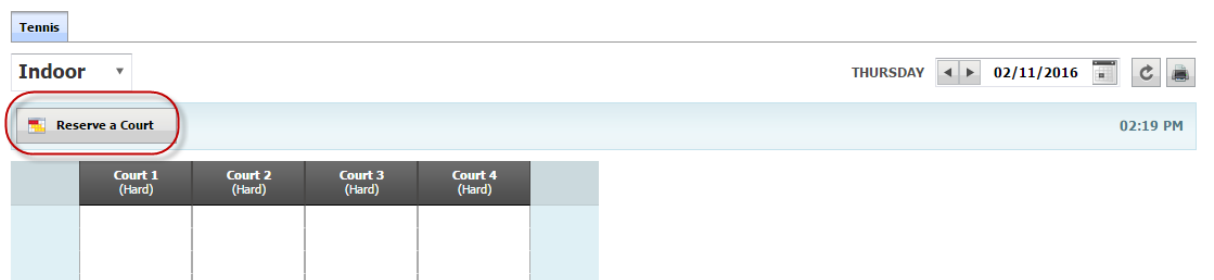
When selected, this tab allows you to create new court reservations as well as edit/cancel existing reservations. You will also reserve exercise equipment through the Reserve tab.

New Reservations: To reserve a court, begin by selecting “Indoor” from the location dropdown or “Equipment”.



Once the court location has been selected, follow the steps below to complete your court reservation.

1. Select “Reserve a Court”



	Court 1 (Hard)	Court 2 (Hard)	Court 3 (Hard)	Court 4 (Hard)

2. Enter the names of the players who will be on the court
 - a. Note that if you are the person logged in, then your name is already auto filled in as the host
 - b. To add additional players, type the name in the “Add another player” box and select the name from the list that will generate
 - c. To remove a name, select the “X” to the right of the name

Indoor THURSDAY 02/11/2016

Reserve a Court 02:19 PM

Who will play on this court? Save Reservation

Brittany Lowen (Host) ✕

Add another Player

To add a player, type their name and then select the correct name from the list that generates

[Cancel Reservation](#)
[Reservation Summary](#)

3. Select your reservation time by highlighting the courts. Note that each time you click is a 15 minute increment of time. Four clicks will equal the one hour reservation. Once the court time is highlighted, your time will appear in purple.
4. Select “Save Reservation” toward the top right corner of the page to proceed with your reservation.

Who will play on this court? Save Reservation

Brittany Lowen (Host) ✕

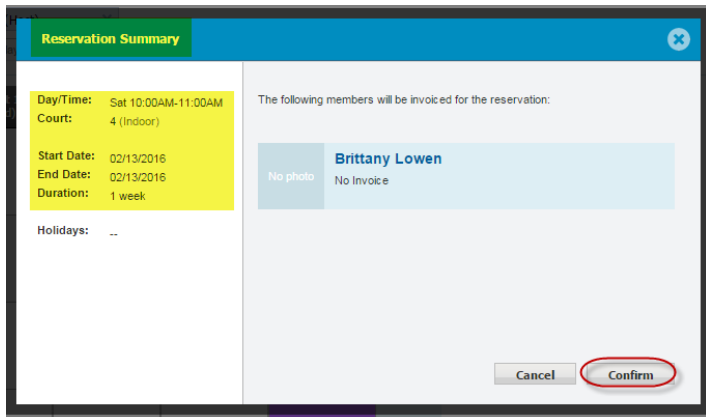
Add another Player

	Court 1 (Hard)	Court 2 (Hard)	Court 3 (Hard)	Court 4 (Hard)	
8am					8am
9am					9am
10am					10am
11am					11am
12pm					12pm

Highlight the court and time that you want to reserve and the court will now show in purple to confirm the time you are highlighting

[Cancel Reservation](#)
[Reservation Summary](#)

- After selecting save, a reservation summary will generate where you can review the reservation details and select “Confirm” to complete your reservation
- Once complete, your confirmed reservation will now appear in green on the courts.



Reservation Summary

Day/Time: Sat 10:00AM-11:00AM
Court: 4 (Indoor)

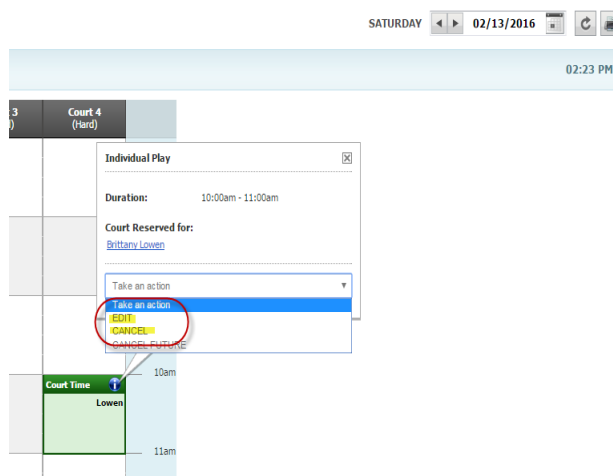
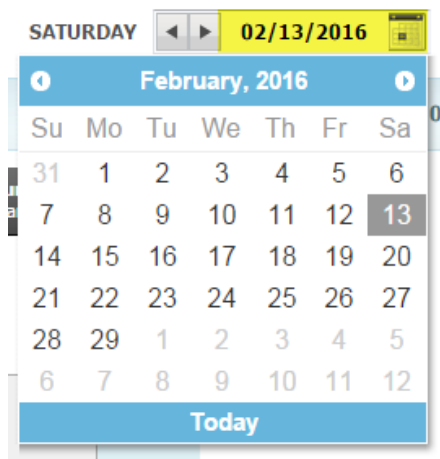
Start Date: 02/13/2016
End Date: 02/13/2016
Duration: 1 week
Holidays: --

The following members will be invoiced for the reservation:

No photo **Brittany Lowen**
No Invoice

Cancel **Confirm**

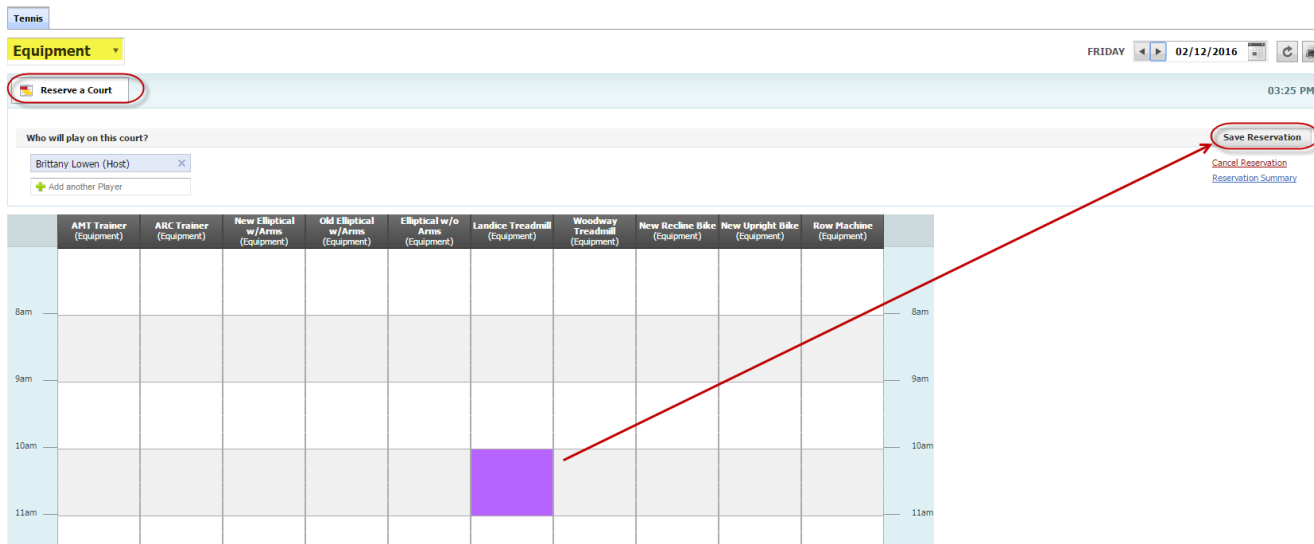
- Edit/Cancel Reservations:** To edit/cancel a reservation, begin by navigating to the day of the reservation. Use the calendar tool in the top right corner to move between days.



Once you are on the date that you want to edit, look for the reservation, click on the reservation and select the “Take an action” dropdown”.

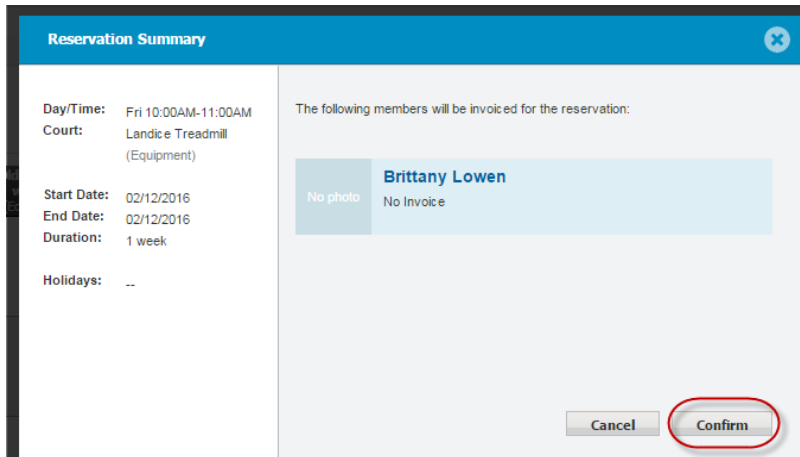
- Edit:* allows you to change the players on the court and the time of the reservation
- Cancel:* allows you to remove the reservation from the court

New Reservations for Exercise equipment: To reserve an exercise machine, begin by selecting “Equipment” from the dropdown and then choose Reserve a Court. You will see each of the machines and you can highlight the time under the machine that you want to reserve.



The screenshot shows the ClubAutomation reservation interface. At the top, there's a 'Tennis' tab and a 'Equipment' dropdown menu. Below the dropdown, there's a 'Reserve a Court' button. A red circle highlights this button. To the right, the date is set to 'FRIDAY 02/12/2016' and the time is '03:25 PM'. Below the 'Reserve a Court' button, there's a section for 'Who will play on this court?' with a dropdown menu showing 'Brittany Lowen (Host)'. To the right of this section, there's a 'Save Reservation' button, which is circled in red. A red arrow points from this button to a link labeled 'Cancel Reservation' and 'Reservation Summary'. Below this, there's a grid of equipment options and time slots. The equipment options are: AMT Trainer (Equipment), ARC Trainer (Equipment), New Elliptical w/Arms (Equipment), Old Elliptical w/Arms (Equipment), Elliptical w/o Arms (Equipment), Landice Treadmill (Equipment), Woodway Treadmill (Equipment), New Recline Bike (Equipment), New Upright Bike (Equipment), and Row Machine (Equipment). The time slots are: 8am, 9am, 10am, and 11am. The 10am slot for the Landice Treadmill is highlighted in purple.

After selecting save, a reservation summary will generate where you can review the reservation details and select “Confirm” to complete your reservation and the reservation will then show up in green.



The screenshot shows the 'Reservation Summary' screen. On the left, there's a section for reservation details: Day/Time: Fri 10:00AM-11:00AM, Court: Landice Treadmill (Equipment), Start Date: 02/12/2016, End Date: 02/12/2016, Duration: 1 week, and Holidays: --. On the right, there's a section for the member: 'The following members will be invoiced for the reservation:' followed by a box for 'Brittany Lowen' with 'No photo' and 'No Invoice'. At the bottom right, there are two buttons: 'Cancel' and 'Confirm'. The 'Confirm' button is circled in red.

You can edit or cancel the reservation, just refer to those instructions for tennis reservations above.

5 REGISTER FOR CLASSES

This tab will allow you to register for all programs currently available for online registration. To complete your registration:

- Begin by locating the program from the list provided. You can also narrow your search using the filters provided at the top of the page, i.e. keyword or event time.
- Once you have identified the class, either click on the class name or select “Learn More” to the right of the program name.

PROGRAMS

Event time to
☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

Search by Age From to

Program Name	Location	Department	Days of Week	
Cardio Tennis	WTC		Tue	Learn More
Monday Night Men's Clinic	WTC		Mon	Learn More
Thursday Night Men's Clinic	WTC		Thu	Learn More
Thursday Night Women's Clinic	WTC		Thu	Learn More

- Once you have selected the program, all available sessions for the program will be listed. Select the green “Sign Up” for the session you would like to register for.

Class #	Date / Time	Location	Session	Price	
33	Thu 07:00pm - 08:30pm		February 25th 02/25/2016 - 02/27/2016	\$30.00	Sign Up

- You will then be asked to select the member who will be registering for the class
 - **Note:** if you are the primary account holder and have family members linked to your account, all eligible members will be listed in this screen
- After selecting the member name, click “Add to Cart” to proceed with registration
- The program has now been added to your “cart” and payment can be taken
- Select “View Cart” in the top right corner to process payment and complete your registration to process

Thursday Night Women's Clinic on Thursday

Sign Up / Add family members

Select family members to be enrolled in this class below. If you're looking to enroll a family member who is not on this list, you may create them by clicking 'new family member' below.

Brittany ✓

Matt

Add a new family member

Cancel **Add to Cart**

View Cart **1 item**
\$30.00

Welcome, Brittany!

Linked Profiles: [Brittany Lowen](#) | [Logout](#)

[Home](#) [Contact Us](#)

- In your cart, confirm the charges and select the green “Continue to check out” button
- Follow the prompts to enter payment and complete registration. Note that House Charge is the only payment option that is set up for Wightman Tennis Center.

SHOPPING CART

1 Cart 2 Cartline 3 Waiver 4 **Enter Payment** 5 Verify 6 Thank you

Enter payment information and click "Continue"

Select Payment Account: **House Charge**

Enter Payment Amount: Total: **\$30.00**

CONTINUE or Cancel & Clear the Cart

Secure Transaction
256 bit encryption
This is the same encryption that banks and credit cards use.

- Once you have processed your payment, you will be registered for the program. You can always return to the home page by selecting the Home button.

6 VIEW MY STATEMENT

On the “View My Statement” tab, you can review all charges and payments on your member statement.

- When logged in on a primary account, you can navigate between the statements of linked members by selecting the dropdown to the right of your name – highlighted in yellow in the picture below.
- Statements are organized by month and will show all charges and payments generated in the month selected. To navigate between months, select the month dropdown menu found toward the bottom left side of the statement screen – boxed in red below.

Combined Statement **ACTIVE**

Combined Statement

Brittany Lowen (\$283.00)

Matt Lowen (\$20.00)

No Image

\$303.00 Current Balance

Membership | \$1,600.00 to expire on 02/29/2016

Locker Rental 10 | \$0.00

House Charges: mail bill

Trans #	User Name	Date	Description	Type	Amount \$
		02/01/16 12:00pm	Balance from January, 2016	Transfer	218.00
152	Brittany Lowen	02/02/16 12:52pm	Table Tennis Lessons with Kurt Douly (02/02/2016)	Charge	60.00
156	Brittany Lowen	02/09/16 5:15pm	Fee for Women's Locker Room Standard Locker 10 Locker Rental September 2015	Charge	25.00

Previous Balance (January, 2016) 218.00
Payments 0.00
Changes 65.00
Credits 0.00
New Balance (February, 2016) 303.00

February, 2016

Payment Status

All Transaction Types

Search

[Generate PDF](#)

7 ACCOUNT ACCESS

This tab allows primary account holders to determine what linked members can access on their member portals. For example, if a mother is the primary account holder and her children are linked to her account, she has the ability to allow or deny access to specific member portal features on her children's accounts. The three features the primary account holder can allow/deny access to are listed below. Select the feature to allow access and uncheck to deny. Select "Save" in the bottom right to confirm changes.

View charges – if this is unchecked, the "View My Statement" tab is not visible on the members portal.



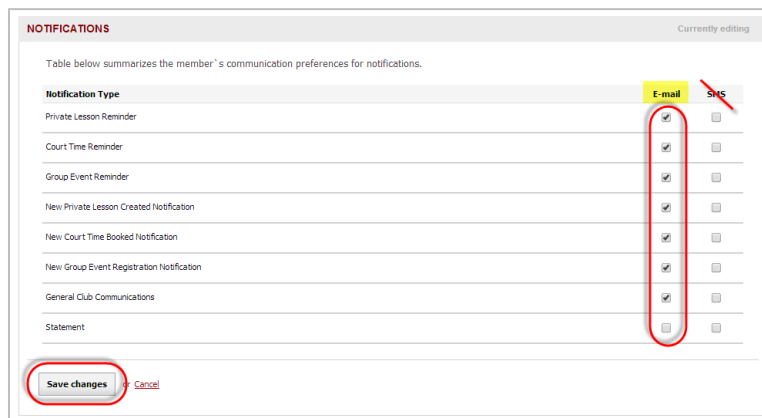
8 NOTIFICATIONS

Through the notifications tab you have the ability to turn on and off various forms of club email communication. To edit your notification settings, select "Edit" in the top right corner of the Notifications box.

Note: only email notifications are currently available. SMS notifications will be available in the future.

- *To turn notifications on:* ensure the "E-mail" box is checked to the right of the notification type
- *To turn notifications off:* uncheck the "E-mail" box to the right of the notification type

Once the desired notifications have been selected, click "Save changes" in the bottom left corner to confirm notification preferences.



9 CONTACT US

If you have any questions regarding the member, please do not hesitate to reach out to us! The “Contact Us” tab allows you to send an email directly to the team using the “What did you want to ask us?” box. You can also reach us directly at (781) 237-3324.

We are excited for you to begin using the member portal! Please don’t hesitate to reach out with any questions, we are happy to help however we can.