



TT Memberships launch – what you need to know

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The new Table Tennis England membership platform – TT Memberships – which aims to better support the sport in this digital era, will launch next month.

The new system, which is scheduled to go live for online membership renewals on July 16, 2019, aims to provide members with all the tools they require to manage their online engagement with the sport, beginning with membership registrations and renewals from the 2019/20 season.

The long-term vision of the partnership is to work towards a single platform whereby members will be able to manage their table tennis profile with ease, enter all Table Tennis England sanctioned tournaments online and view up-to-date results and rankings amongst a host of other features.

The new platform will be used by members, clubs, leagues, coaches and officials. To find out how it affects you and how you can get prepared for July 16, see below. Please be aware that online renewals only open on July 16, phone renewals will be open on August 1.

Click on the heading below to read all the important information and FAQs, whichever category you fall into.

Individual Members

The new system will be where individuals purchase and manage their membership with Table Tennis England.

The main difference for members is that they will no longer log in using their TT ID number, and will instead log in using an email address.

You will still retain your TT ID and this will continue to be your membership number, which you can quote during

correspondence with us.

When using the new platform for the first time, you will also be required to reset your password. This is because passwords are encrypted in TT365, and an encryption key would be needed for them to work. However, for security reasons, we are asking members to setup a new password and also update their personal details.

If you had a direct debit in place for your 18/19 membership, this will be cancelled. This is because we are unable to transfer direct debits to the new system. This does mean that you will need to manually purchase your 19/20 membership, however as part of the purchase process you will have the opportunity to auto renew your future memberships in the new system.

I'm a member. What do I need to do before the 2019/20 renewal season opens?

If you are a member and your email address is linked to your TT365 account, you will not need to do anything until the day online membership renewal opens on July 16. On, or before, July 16th, you will receive your renewal email from us. This email will provide you with instructions on what you need to do, as well as providing a link for you to access the new platform. Nearer the time we will publish user guides and explainer videos which will demonstrate how to access the platform for the first time and how to renew your membership.

We strongly recommend logging in to the current system (TT365) and checking that your details, including your email address, are up-to-date prior to July 1st.

If you do not have an email address, please see below.

What if I don't have an email address?

If you do not have an email address, you will be able to access your account using a 'recovery widget' which will be available on our website. To gain access to your account, you will need to input your D.O.B, postcode and surname, and then add your email address to your account.

If you do not have an email address, you can set one up using a number of free tools such as Gmail and Outlook.

What if I don't have access to the internet?

If you don't have access to the internet, you can continue to purchase a membership over the phone by calling our customer services team. Phone renewals open on August 1.

What if I don't receive my renewal email?

If you don't believe you've received your renewal email from us by July 17, please check your spam and junk folders first. If you are still unable to find the renewal email, then you can visit the [membership section of our website](#), where you will be able to find instructions on accessing the new system. If you are still experiencing issues, our customer service team will be on hand to help out. You can contact the dedicated helpline by phoning 01908 208863 or by emailing helpdesk@tabletennisengland.co.uk.

What if my email is linked to multiple accounts?

A key benefit of the new system is that it allows for multiple memberships to be stored against a single email address – making the management of family memberships much simpler.

If there are multiple members against one email address, the oldest person on the account will automatically become the primary contact and all other members will be listed under that contact. If you have any questions or concerns around this, please contact the dedicated helpline by phoning 01908 208863 or by emailing helpdesk@tabletennisengland.co.uk.

What is happening to my TT ID?

You will retain your TT ID, and this will continue to be your membership number and linked to your account. The only change is that you will no longer log in with your TT ID. Instead you will log in using your email address.

Coaches

Once the system goes live, coaches will be able to manage both their membership and their coach licence and credentials in a single platform – making it easier for everyone!

Will the new system be different?

The new system will look different to the current Coaching Portal, but it will retain all the same functionality. The only difference is you will login with your email address and not a username or TT ID. We will release user guides and explainer videos nearer the time to help you get to grips with the new system. You can also get in contact with the Coaching Department with any queries or concerns by emailing coaching@tabletennisengland.co.uk or by calling 01908 208876.

Will I need to input all my information and qualifications in again?

No, there's no need for you to re-upload all your credentials and qualifications. This will be transferred from the current system over to the new one.

What if I need to access the old Coaching Portal?

There should be no need for you to access the old Coaching Portal once the new system goes live. However, if you have not kept your own copy of your qualifications and certificates, then you have up until June 28th to log in to the current Coaching Portal and download the information. You will no longer be able to access the current Coaching Portal as of July 1st.

Can I buy my coach licence in the new platform?

Yes, you will be able to purchase your coach licence in the new platform, and a club will also be able to buy one on your behalf. You will receive a PDF of your licence or you can receive it through to your Apple Wallet.

Officials

Once the system goes live, officials will be able to manage both their membership and their official's information in a single platform – making it easier for everyone!

Will the new system be different?

The new system will look different to the current Officials Portal, but it will retain all the same functionality. The only difference is you will login with your email address and not a username or TT ID. We will release user guides and explainer videos nearer the time to help you get to grips with the new system. You can get in contact with us with any queries or concerns by emailing coaching@tabletennisengland.co.uk or by calling 01908 208876.

Will I need to input all my information and qualifications in again?

No, there's no need for you to re-upload all your credentials, qualifications and events you've officiated at. This will be transferred from the current system over to the new one.

What if I need to access the old Officials Portal?

There should be no need for you to access the old Officials Portal once the new system goes live. However, if you have not kept your own copy of your qualifications, then you have up until June 28 to log in to the current portal and download the information. You will no longer be able to access the current Officials Portal as of July 1.

Clubs

The new platform aims to help clubs administer memberships – both for individual memberships and their membership/affiliation with Table Tennis England.

It will allow clubs to:

- Register and renew for club membership: TT Memberships will provide a simple solution for new clubs to register for PremierClub or Associate Club membership, as well as the ability to auto-renew to save clubs time. Clubs will have the option to pay by card, and by invoice. Memberships will show as pending until payment has been received.
- See an overview of members in your club: Members will be invited to select which club(s) they play for, giving club administrators a list of members who play for their club and their membership type.
- Bulk upload new members' information when registering non-existing members. This feature is particularly useful for new clubs, or if a club has run a new session which had led to an influx of new members.
- Manage your profile: Assign multiple administrators to manage your club profile.
- Promote your Club: Opt in to appear on the Table Tennis Finder
- Keep up to date with the latest opportunities: Opt into Club communications including the Club's newsletter and updates from British Para Table Tennis.
- Let us know where we should send any postal communications – some prefer club venue, and others the Club Secretary address – TT Memberships has a specific place for 'postal address'.
- Keep your club information in one place: Upload your Clubmark information, assign club roles and list playing venues on your club profile
- Pay via multiple methods: credit card or invoice.
- Benefit from improved support from Table Tennis England: When registering as an Associate Club or PremierClub, clubs are able to provide information on the sessions that they offer. This helps Table Tennis England signpost potential new players more effectively – we regularly receive enquiries from the public looking for places to play.
- Benefit from a reduction in administration when completing Clubmark accreditation.

FAQs:

How do I register my Club for Premier Club/Associate Club membership using the TT Memberships system?

Table Tennis England is working with Sport80 to create a series of 'how to' videos to provide step-by-step guidance on how to use the platform. How to register for or renew Club membership will be one of these videos. We will publish these later this month.

All of my Club information is currently held on TT365 – do I need to do anything to make sure this data is transferred to TT Memberships?

Table Tennis England have worked with TT365 and Sport80 to complete a data migration. This means that all membership information that is held in TT365, has been transferred for you into the new TT Memberships platform. This includes your club members and affiliation details. We recommend you check this data and contact us with any queries by emailing: helpdesk@tabletennisengland.co.uk.

I am the Club Administrator on TT365, can I still access my Club information on TT Memberships?

Yes – if you have administration rights on TT365, you will automatically be given access to your club profile on TT Memberships. When you log onto the system you will be able to select your personal account or the account for your club. If you have multiple clubs, it will show all options. It is also easy to switch between the different options once you are logged in.

What support is available to Club Administrators?

Table Tennis England and Sport80 are creating a series of 'how to' guides to help Club Administrators navigate the platform and complete key actions such as PremierClub renewal and purchasing individual membership. These guides will be available on our website in the club section.

The Table Tennis England staff are trained on how to use the platform and will be available to offer assistance when needed.

How can I make payment using TT Memberships?

Clubs can make payment by credit card or by invoice. Please be aware that the memberships will be show as 'pending' until payment has been received.

Is the TT Memberships platform GDPR compliant?

Yes, the platform is GDPR compliant and a privacy policy will be available on the system providing more information.

How will TT Memberships link with TT Leagues?

An Application Programming Interface (API) will link the two systems so that relevant information can be shared between the two platforms. In basic terms, an API allows applications to communicate with one another and share information, meaning members will only have to input their information into one system.

Do I have to pay for TT Memberships?

No, the use of Sport80 is provided for free as part of your membership package.

Leagues

League administrators will use the new system to submit their annual returns, which happens in October. Leagues will receive an automated email to notify them when the annual return needs to be completed.

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