



TT Memberships help guide

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Posted On: July 29, 2019

It's the time of year when, as a member of Table Tennis England, you will need to renew your membership ahead of the 2019/20 season. This year it will be renewed on the new TT Memberships platform.

Launched in partnership with Sport:80, the new system aims to better support the sport in this digital era.

The platform provides 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 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, view up-to-date results and rankings, amongst a host of other features.

To help you get to grips with the new system, we have created a help guide, which you can read below, and also download at the end of this article.

If you have any questions or concerns around TT Memberships, please contact the dedicated helpline by phoning 01908 208863 or by emailing helpdesk@tabletennisengland.co.uk.

Phone renewals do not open until August 1st.

How to access TT Memberships for the first time

In order to access TT Memberships for the first time, you need to recover your account. For security reasons, we are asking members to setup a new password and also update their personal details. Please note that you will no longer log in with you TT ID. Instead you will log in using your email address. However, you will retain your TT ID, and this will continue to be your membership number and linked to your account. To recover your account, [click here.](#)

If you tried to recover your account and it did not work, try resetting your password, using the reset password link on the main log in screen or [use this link](#).

What to do if you haven't received your 'reset password' email

Are you using the email you registered with on TT365? If you have changed your email without updating your details on TT365, the emails will be going to your old address. In this case, you will need to call our customer service team on 01908 208860 and they will help you recover your account.

If you are still using the same email address:

1. Make sure you check your junk and/or spam folders in your email.
2. Make sure our emails aren't blocked – you can do this by adding noreply@sport80.com to your "white list".
3. If you are still having problems after following these steps then please email helpdesk@tabletennisengland.co.uk and we will be happy to help.

How do I renew if I do not have an email address?

Please contact the Table Tennis England office on 01908 208860. Phone renewals open on 1st August 2019.

How do I renew my membership?

Once you have logged in to your account, please follow the steps below to renew your membership:

1. Click the renew button that can be found near your 'Date of Birth' on your profile.
2. Go through the screens to make sure that all your details are correct by clicking the next button on the bottom right of the screen.
3. Once you have gone through the screens, press the renew button on the bottom right (it has a shopping trolley icon on it).
4. Next, click the basket button which will be flashing grey at the top right on the screen.
5. Check that you are purchasing the correct membership.
6. Click checkout.
7. Choose which payment method you would like to use (if you select invoice then your membership will show as pending until payment has been received).

You can also watch a video on how to renew:

If paying by card:

1. Click Card
2. Then press pay by card
3. Enter your email (this is so we can send a receipt to you)
4. Enter the address the card is registered to
5. Click the blue button that says "payment info"
6. Enter your card details and press pay

Why can I see more than one person on my account?

This is because you all/both have the same email address on our system. If you wish to remove someone from your account, then please contact helpdesk@tabletennisengland.co.uk and we will be able to do this for you.

Please note that the oldest person attached to the account automatically becomes the primary contact of the account, if you wish to change the primary contact of the account, please contact the helpdesk.

How can I change my communication preferences?

You can change your communication preferences at any time by clicking the communications tab underneath your profile and select your preferences.

How do I add different postal addresses to my account?

You can add an address by going to the address tab and then clicking either 'add work address' or 'add home address'. You will need to make sure that there is one primary address specified though.

How can I add a club or league to my account?

Please follow these steps to add a club to your account:

1. Go to the memberships tab on your profile
2. Click the button underneath edit/view
3. Go to the club and league info tab
4. Press "Add Another"
5. Select your club/league
6. Make sure you have ticked one but only one primary club/league.

I put my personal details in wrong, how do I change it?

If you need to change details like your date of birth or your name, please contact helpdesk@tabletennisengland.co.uk and we will do this for you.

Where can I find my ranking?

You can find your ranking underneath the ranking tab. Please note that we are currently making updates to the ranking, so it is not in its final format yet. (23/7/19)

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