



Using the new TT Membership system

Having trouble logging in? Here are some things to try:

- Have you recovered your account yet? The first thing you should do when using our new membership system is recover your account. You can do this here:

https://tabletennisengland.sport80.com/account_access

- To login to TT memberships you will need to use your email address and not your TTID Number.
- Your password is not the same as it was on 365, you will need to make a new one by recovering your account.
- 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:

https://tabletennisengland.sport80.com/login/reset_password

- Didn't receive your reset password email?
- Are you using the email you registered with on TT365? If you have changed your email since then without updating your profile, the emails will be going to your old address.
- Make sure you check your junk and/or spam folders in your email.
- Make sure you haven't blocked our emails- you can do this by adding noreply@sport80.com to your "white list".

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, renewals over the phone are from 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:

- Click the black renew button that can be found near your Date of Birth on your profile.
- 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.
- Once you have gone through the screens, press the renew button on the bottom right (it has a shopping trolley icon on it).
- Next, click the basket button which will be flashing grey at the top right on the black ribbon.



- Check that you are purchasing the correct membership.
- Click checkout
- 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)

If paying by card:

- Click Card
- Then press pay by card
- Enter your email (this is so we can send a receipt to you)
- Enter the address the card is registered to
- Click the blue button that says “payment info”
- 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 helpdesk and we can do this for you.

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:

- Go to the memberships tab on your profile
- Click the button underneath edit/view
- Go to the club and league info tab
- Press “Add Another”
- Select your club/league
- 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, unfortunately you can't do this yourself.

Where can I find my ranking?

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