MANAGING ATTENDANCES

Registering and Booking

ACCOUNT ACTIVATION

Once you've registered yourself as a TFF coach (via https://tennisforfree.com/reg-coach-volunteer/), TFF's admin team will approve your account and set it from a pending state to active. It's also important that all of the team delivering the TFF sessions have registered with TFF from the above link.

We'll contact you to inform you that your account is activated and at that time, you'll be able to login into TFF's courtline system to monitor and manage the attendances of your TFF site.

BOOKING ONTO THE TFF SESSIONS

Attendees can book onto the TFF sessions via one of three methods.

1, Book onto the TFF sessions via the https://tennisforfree.com website where a prominent button will direct them to find their local site where the user is directed to register and book.

2, Book via accessing the courtline website directly (bypassing the tennisforfree.com website). In this case the user will access the dedicated courtline website which will be https://thevenuename.courtline.net.

3, If the venue has its own Club Spark website, the booking can be made from the homepage of the Club Spark website. Booking from Club Spark website will send data to the Courtline site to synchronise attendances.

NOTE: As a registered coach of TFF, you will need to book onto the session via method 2 (booking directly via the courtline website). This is because there are administrator privileges that won't be available to you from booking either directly from tennisforfree.com or the Club Spark local website.

In-Session Management

CHECKING & BOOKING ATTENDANCES

Assuming you've booked yourself onto the session ahead of the session start time, when you load the courtline website into your phone during the session (venuename.courtline.net) then the booking screen and an attendance grid will show.

The Booking screen will show the following:

1, The number of attendees booked onto the session (pressing this button will show the attendee list).

2, The number of administrators (eg yourself) who are booked onto the session.

3, A 'Book in Attendees' button to allow you to book in attendees who are registered but who haven't booked onto the specific session.

4, A Create User Account button and a Cancel Session button.

It's important that at the start of the session that you ask attendees if everyone has booked onto the session and for those that haven't booked on, to see a designated coach, assistant or volunteer that is assigned to administering attendances to get booked.

The resulting actions for that designated attendance administrator should be as follows:

1, IF player has registered successfully and/or has attended a session previously but did not book onto the current session, then the administrator can press the 'Book in Attendees' button and type their name. After typing two or three characters into the box, their name should appear and pressing 'Add' will add the player to the session. This should be done for all family members.

2, IF the player hasn't registered an account or attended a session previously (and therefore has no details in the system), then ask the player to load up venuename.courtline.net on their phone and point them to the registration page. Ask them to return to you once they have registered and added their family members. Once they return to you, you'll be able to add them into the session via the above mentioned process (Book in Attendees).

3, IF the player hasn't registered an account or booked in previously, and in the unlikely event the player (or family member of the player) doesn't have a phone to register themselves an account, then you can press the 'Create User Account' button and create an account for them.

Post Session Management

SUBMITTING THE ATTENDANCE

Once the session has finished an additional button will appear on the booking screen called 'Review Attendance'.

Pressing the 'Review Attendance' button will show a list of the players that were booked into the session. You have the opportunity here to add in additional players (via the 'Book in Attendees' button) if it was the case that you didn't capture all of the attendees during the session.

Below the attendance list will be an additional button 'Submit Attendance'. Pressing this button will submit the attendance to TFF (note: this process is irreversible so be sure you are happy with the attendance figures before pressing).

The attendance can be submitted via any device (phone, tablet, laptop, desktop) with the venuename. courtline.net website loaded into it. You must ensure you are logged in (with your administrator status) and are on the correct session on the events calendar to see the appropriate buttons.

DEADLINE FOR ATTENDANCE SUBMITTING

It's important that the attendance is submitted before the Monday afternoon of the following week. A TFF representative will contact you with a gentle reminder to submit the attendance if it has not been submitted by this point.

It's important to note this admin duty can be delegated to a different coach, assistant or volunteer, but in the case of such delegation, the name of that person should be given to TFF so that the TFF representative can contact them regards attendances in the same way as mentioned above.

CANCELLING THE SESSION

If the TFF session was cancelled prior to the session starting, then the 'Cancel Session' button on the management screen should be pressed. This also applies to future sessions needing to be cancelled. Pressing the 'Cancel Session' button will ask for the cancellation reason with a dropdown menu of choices and two buttons 'Cancel Session' and 'Abort'. If you pressed the 'Cancel Session' button by accident, then pressing 'Abort' will return you to the previous screen. Pressing the 'Cancel Session' button will cancel the event on Courtline and null any attendances.

Please refer to the induction manual for the policy for invoicing when relating to cancelled sessions.