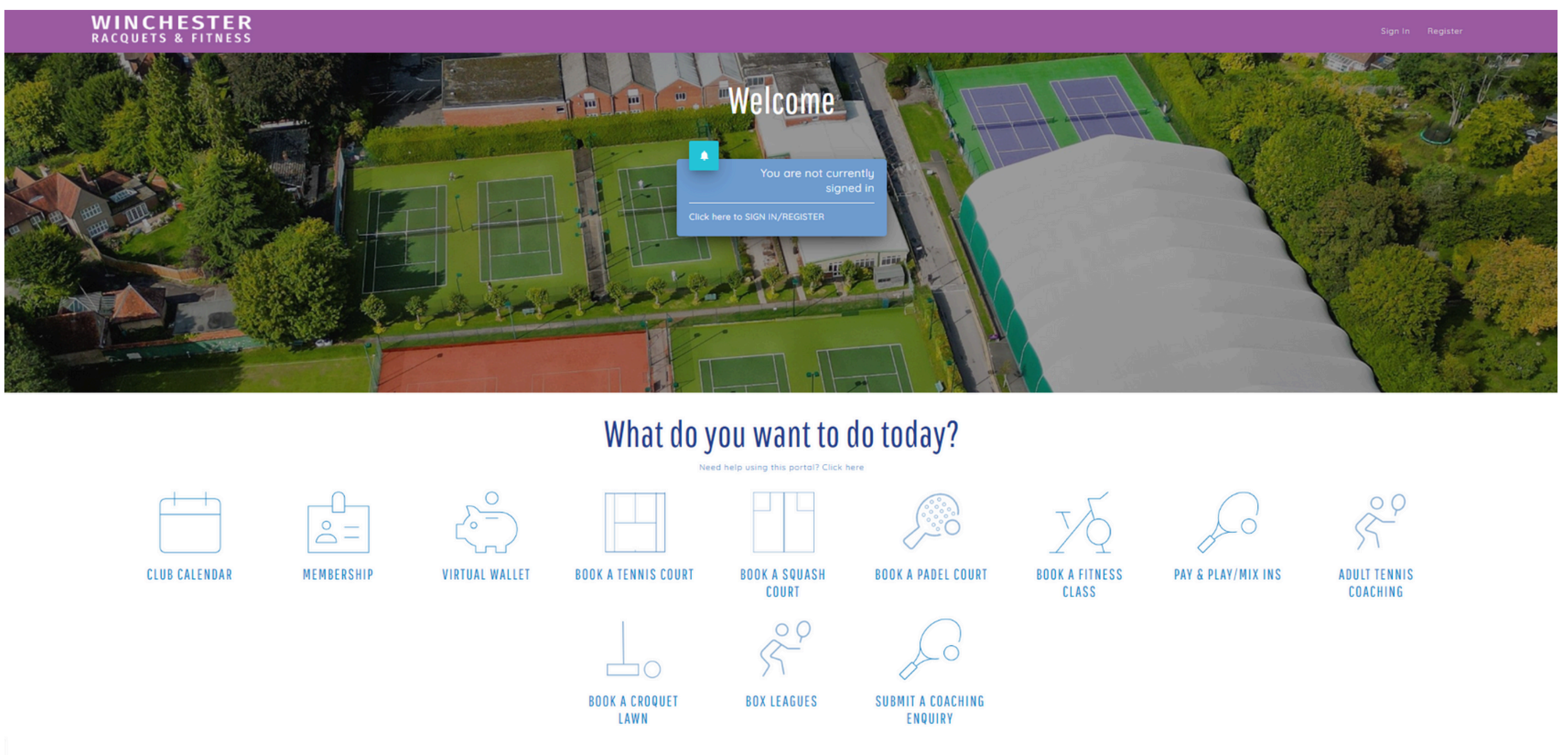


MEMBER PORTAL USERGUIDE

www.wrfclub.com



CONTENTS PAGE

HOW TO REGISTER FOR THE PORTAL (NON-MEMBERS)	PAGE 3
HOW TO LOGIN TO THE PORTAL	PAGE 5
HOW TO CHANGE YOUR PASSWORD	PAGE 7
HOW TO BOOK A COURT	PAGE 8
HOW TO BOOK A FITNESS CLASS	PAGE 11
HOW TO BOOK A PAY & PLAY SESSION	PAGE 13
HOW TO ADD A SUPPLEMENTARY MEMBERSHIP	PAGE 15
HOW TO BOOK A TENNIS / SQUASH CAMP	PAGE 16
HOW TO ADD FUNDS TO YOUR VIRTUAL WALLET	PAGE 17
HOW TO ENABLE AUTOMATIC VIRTUAL WALLET TOP UPS	PAGE 18
HOW TO PAY AN INVOICE	PAGE 19
HOW TO SHARE COURT FEES	PAGE 21
HOW TO CANCEL FEE REQUESTS	PAGE 22
HOW TO TRANSFER FUNDS TO ANOTHER MEMBER	PAGE 23
HOW TO ADD FAVOURTIES	PAGE 24
HOW TO UPDATE PERSONAL DETAILS	PAGE 25
HOW TO UPDATE YOUR MEMBER DIRECTORY PREFERENCES	PAGE 26
HOW TO UPDATE OTHER PREFERENCES	PAGE 27
HOW TO SAVE WRFCLUB.COM TO YOUR HOME SCREEN	PAGE 28
HOW TO ADD SCORES TO BOX LEAGUES	PAGE 29
ADDITIONAL FEES	PAGE 30
Q&As	PAGE 31

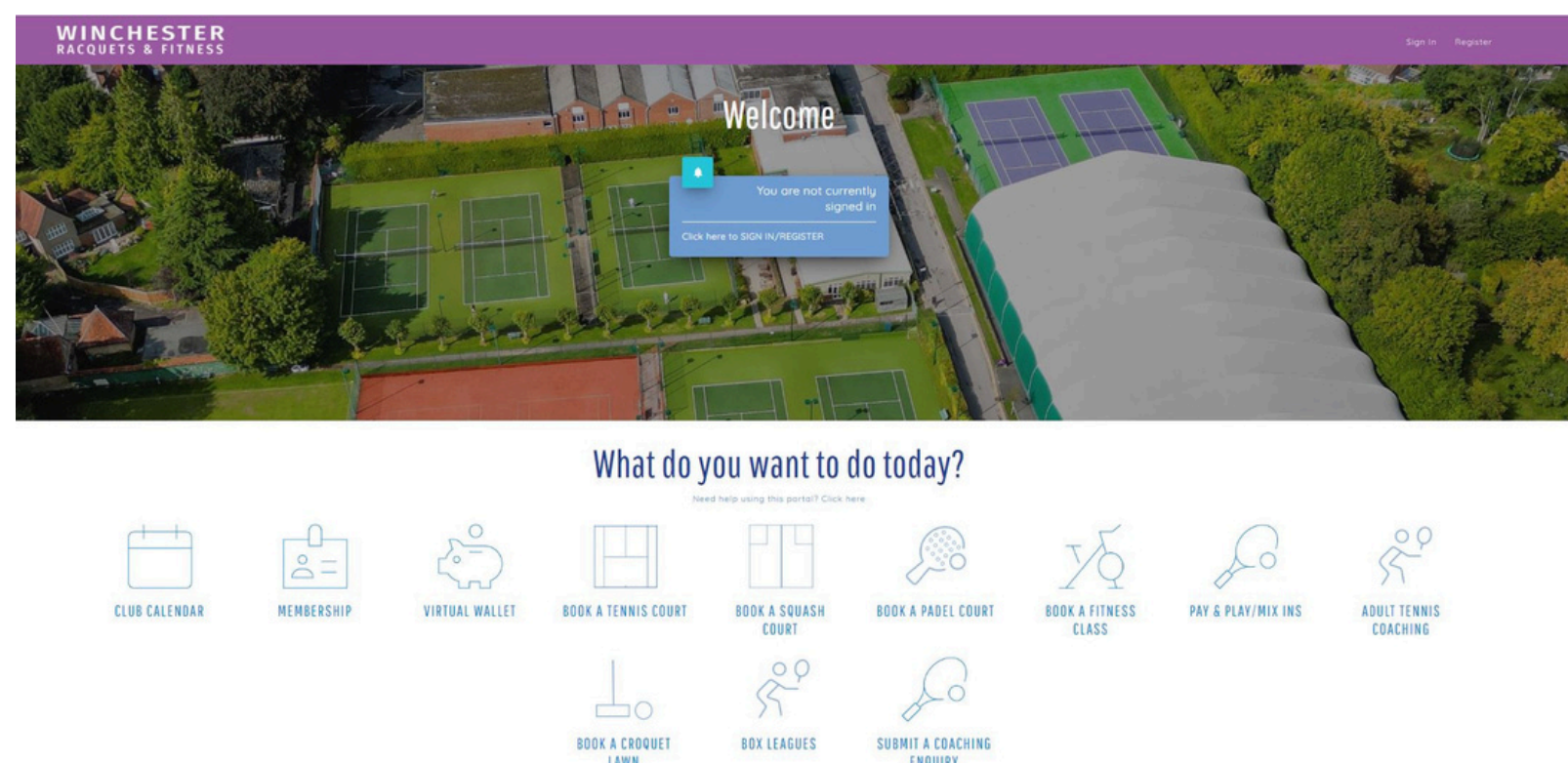
HOW TO REGISTER FOR THE PORTAL - NON MEMBERS

PLEASE NOTE:

IF YOU ARE A MEMBER OF THE CLUB YOUR USERNAME AND PASSWORD WILL BE EMAILED TO YOU.

YOU SHOULD THEN USE THESE TO LOGIN VIA WWW.WRFCLUB.COM
(PLEASE SEE NEXT PAGE FOR HOW TO LOGIN TO PORTAL)

1 GO TO WWW.WRFCLUB.COM WHERE YOU WILL SEE THIS SCREEN



2 IF YOU ARE NOT YET REGISTERED ON THE PORTAL, CLICK 'REGISTER' IN THE TOP RIGHT CORNER OF THE PAGE



3 FILL OUT YOUR PERSONAL DETAILS

WINCHESTER
RACQUETS & FITNESS

[Back to HOME](#)

Register Your Account on the Portal

Please enter your details below to register

First Name * REQUIRED	Surname * REQUIRED
Contact Number * REQUIRED	Postcode * REQUIRED
Address Line 1 * REQUIRED	
Address Line 2	
Town/City * REQUIRED	County
Date of Birth * REQUIRED	Gender * REQUIRED
	Please select...
Your Email Address * REQUIRED	
Confirm Email * REQUIRED	
Use Email As Username?	
Yes	
Enter a Password * REQUIRED	
6-10 characters with at least 1 number	
Confirm Password * REQUIRED	
Please Complete Sum: 1 + 3 = * REQUIRED	

Register

4 VERIFY YOUR EMAIL ADDRESS

Almost there...

Your account has been created but before you can login you must first verify your email address - an email message has been sent to the email address you specified which contains your verification code.

Please open the email to retrieve your verification code, type it into the field below, and click on the VERIFY MY ACCOUNT button OR you can click on the link in the email to confirm your account.

Please check your junk/spam folder if you can't find the verification email.

Please get in touch with us if you have not received your verification email within 15 minutes.

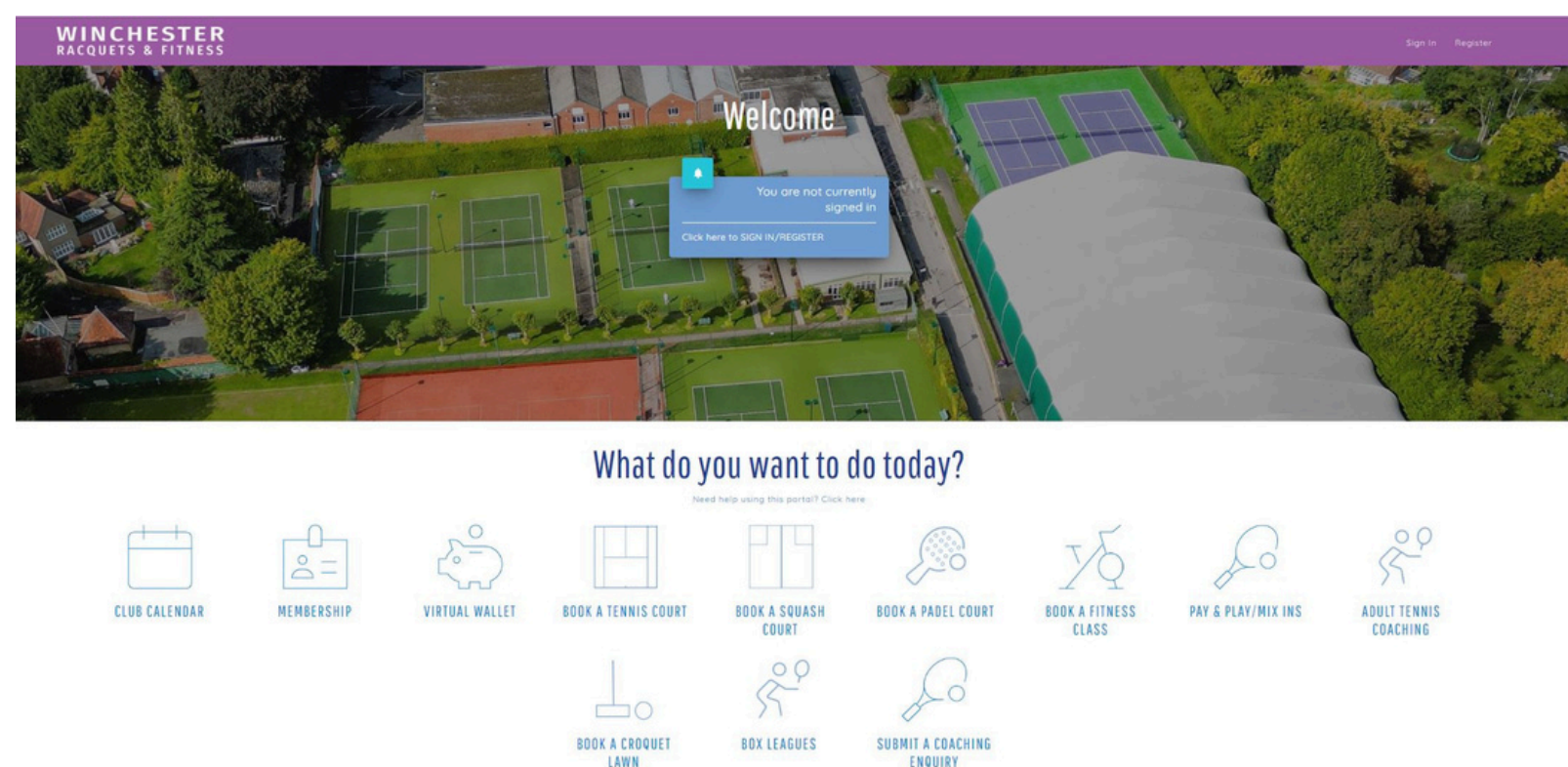
Your Username

Your Verification Code

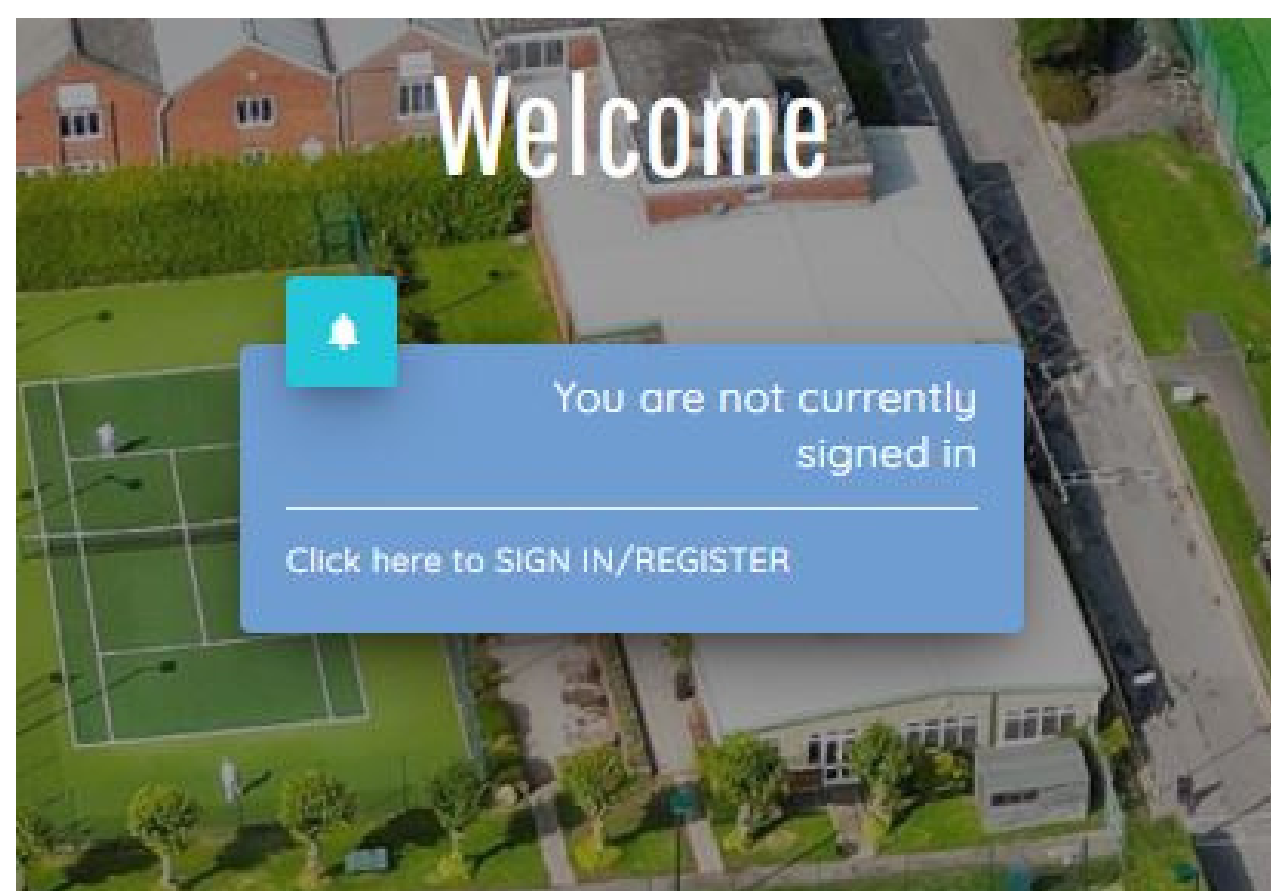
HOW TO LOGIN TO THE PORTAL

AS A MEMBER OF THE CLUB, YOUR USERNAME AND PASSWORD WILL BE EMAILED TO YOU

- 1 GO TO WWW.WRFCLUB.COM WHERE YOU WILL SEE THIS SCREEN



- 2 CLICK ON 'CLICK HERE TO SIGN IN/REGISTER' ON THE BLUE BOX IN THE MIDDLE OF THE PAGE



3

ENTER THE USERNAME AND PASSWORD THAT WAS EMAILED TO YOU

WINCHESTER
RACQUETS
& FITNESS

Sign In

Please enter your username and password and click on the SIGN IN button.
Not yet registered to use the portal? [Click here](#)

Your UserName

.....

Your Password

.....

☐ Keep me signed in

! DO NOT TICK THIS IF YOU ARE USING A PUBLIC COMPUTER

Sign In

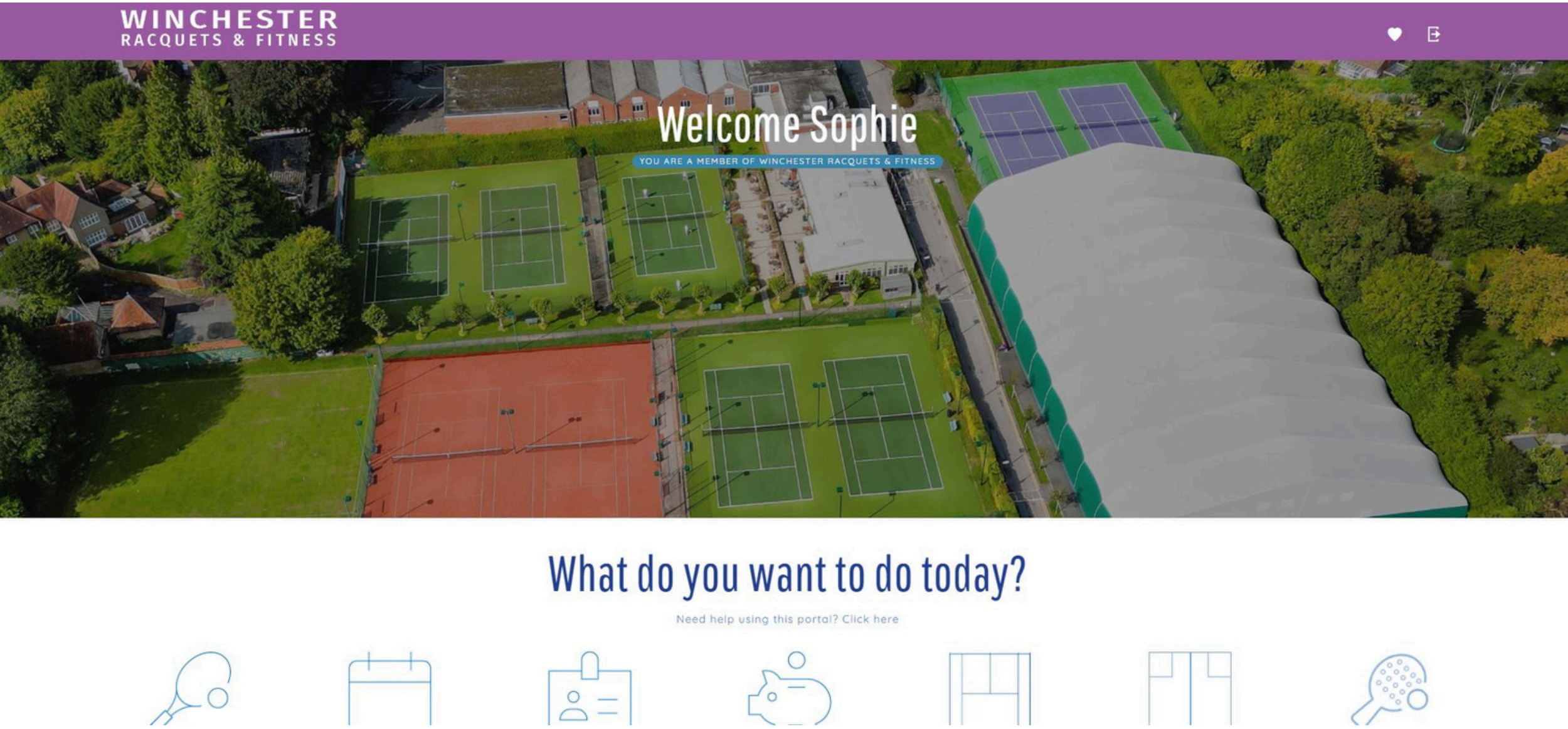
[Forgot Password?](#)

POWERED BY

MANAGEOURCLUB

4

CLICK SIGN IN
YOU WILL NOW BE ON THE HOMEPAGE OF YOUR PORTAL



HOW TO CHANGE YOUR PASSWORD

1 LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE

2 CLICK ON THE 'MANAGE MY ACCOUNT' ICON



3 WITHIN 'MANAGE MY ACCOUNT' CLICK ON THE 'CHANGE PASSWORD' ICON



4 CHANGE YOUR PASSWORD AND CLICK 'CHANGE PASSWORD' TO SAVE

HOW TO BOOK A COURT

1

LOGIN TO YOUR PORTAL HOMEPAGE

2

SELECT THE 'BOOK A COURT' ICON FOR THE SPORT YOU WOULD LIKE TO BOOK A COURT FOR



3

SELECT THE COURT TYPE



4

SELECT THE DATE YOU WISH TO BOOK THE COURT FROM THE 'DISPLAY FOR' DROPDOWN



5

SELECT THE COURTS AND TIME YOU WISH TO BOOK
EACH SLOT IS 30 MINUTES SO IF YOU WANT 60 MINUTES
YOU MUST SELECT TWO CONSECUTIVE BOXES

Back to HOME BACK to Select Court Type

Artificial Grass Courts - Today
Displaying for Sat 10 Dec 2022 All Day ALL Art Grass Courts ALL times ♥

Art. Grass 1	Art. Grass 2	Art. Grass 3	Art. Grass 4	Art. Grass 5
10am Art. Grass 1 Available	10am Art. Grass 2 Available	10am Art. Grass 3 Available	10am Art. Grass 4 Available	10am Art. Grass 5 Available
10:30am Art. Grass 1 Available	10:30am Art. Grass 2 Available	10:30am Art. Grass 3 Available	10:30am Art. Grass 4 Available	10:30am Art. Grass 5 Available
11am Art. Grass 1 Available	11am Art. Grass 2 Available	11am Art. Grass 3 Available	11am Art. Grass 4 Available	11am Art. Grass 5 Available
11:30am Art. Grass 1 Available	11:30am Art. Grass 2 Available	11:30am Art. Grass 3 Available	11:30am Art. Grass 4 Available	11:30am Art. Grass 5 Available
12noon Art. Grass 1 Available	12noon Art. Grass 2 RESERVED for you until 10:29	12noon Art. Grass 3 Available	12noon Art. Grass 4 Available	12noon Art. Grass 5 Available
12:30pm Art. Grass 1 Available	12:30pm Art. Grass 2 RESERVED for you until 10:29	12:30pm Art. Grass 3 Available	12:30pm Art. Grass 4 Available	12:30pm Art. Grass 5 Available
1pm Art. Grass 1 Available	1pm Art. Grass 2 Available	1pm Art. Grass 3 Available	1pm Art. Grass 4 Available	1pm Art. Grass 5 Available
1:30pm Art. Grass 1 Available	1:30pm Art. Grass 2 Available	1:30pm Art. Grass 3 Available	1:30pm Art. Grass 4 Available	1:30pm Art. Grass 5 Available

[Review Booking](#) [Cancel Booking](#)

6

CLICK REVIEW BOOKING ON THE BOTTOM LEFT OF THE SCREEN

1pm AVAILABLE	Hard Court 1	1pm AVAILABLE	Hard Court 2
1:30pm AVAILABLE	Hard Court 1	1:30pm AVAILABLE	Hard Court 2
Review Booking		Cancel Booking	

7

YOU CAN NOW REVIEW YOUR BOOKING
TO ADD PARTNERS YOU MUST CLICK THE
'CLICK HERE TO ADD SOMEONE TO THIS BOOKING' BUTTON

Back to HOME BACK to Select Court Type

Artificial Grass Courts - Today
Displaying for Sat 10 Dec 2022 All Day ALL Art Grass Courts ALL times ♥

Your Reservation Details
Review the details of your booking and use the link below to add any playing partner details

RESERVATION	PARTNERS
Art. Grass Court 2 for 12noon to 12:30pm	NOT SELECTED
Art. Grass Court 2 for 12:30pm to 1pm	NOT SELECTED

[Click here to add someone to this booking](#)

POWERED BY
MANAGEQU

[Add to Basket](#) [Cancel Booking](#)

Your Reservation Details

Review the details of your booking and use the link below to add any playing partner details

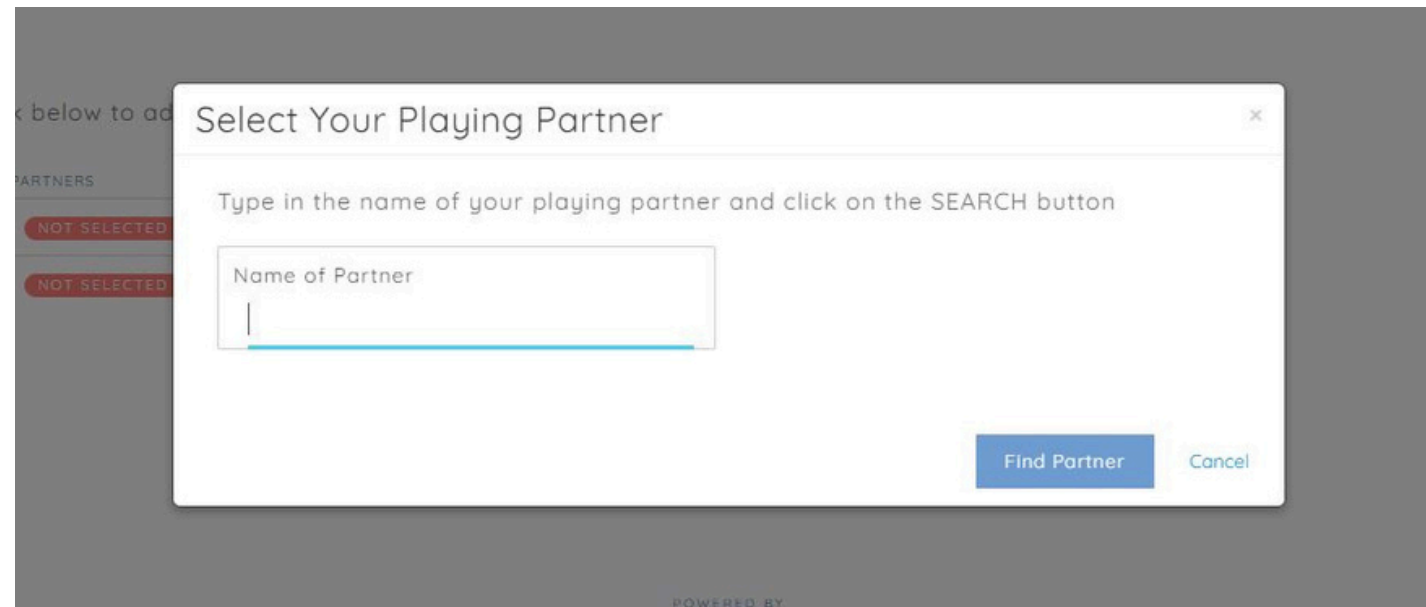
RESERVATION	PARTNERS
Hard Court 1 for 11:30am to...	NOT SELECTED

[Click here to add someone to this booking](#)

8

SEARCH FOR YOUR PARTNER BY TYPING THEIR NAME IN THE 'SELECT YOUR PLAYING PARTNER' BOX

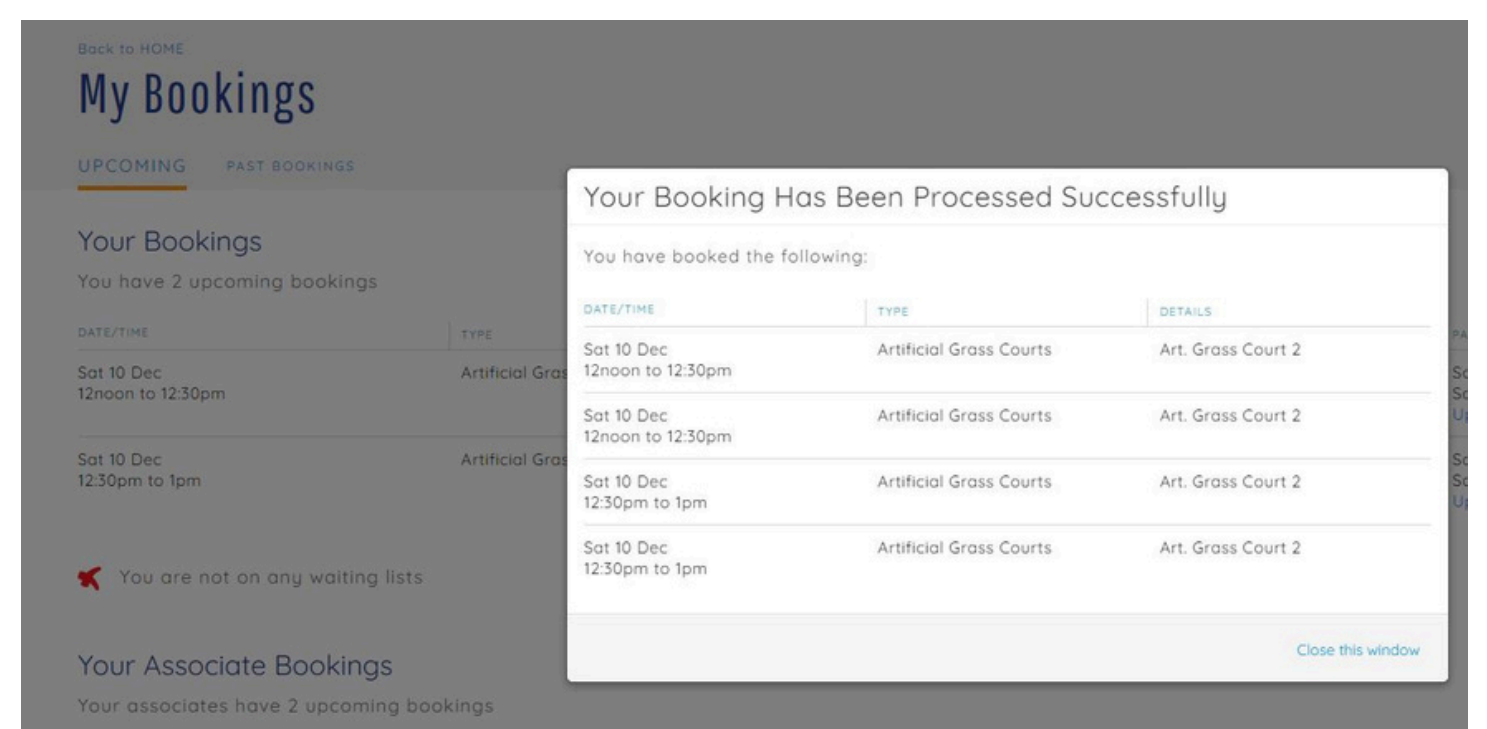
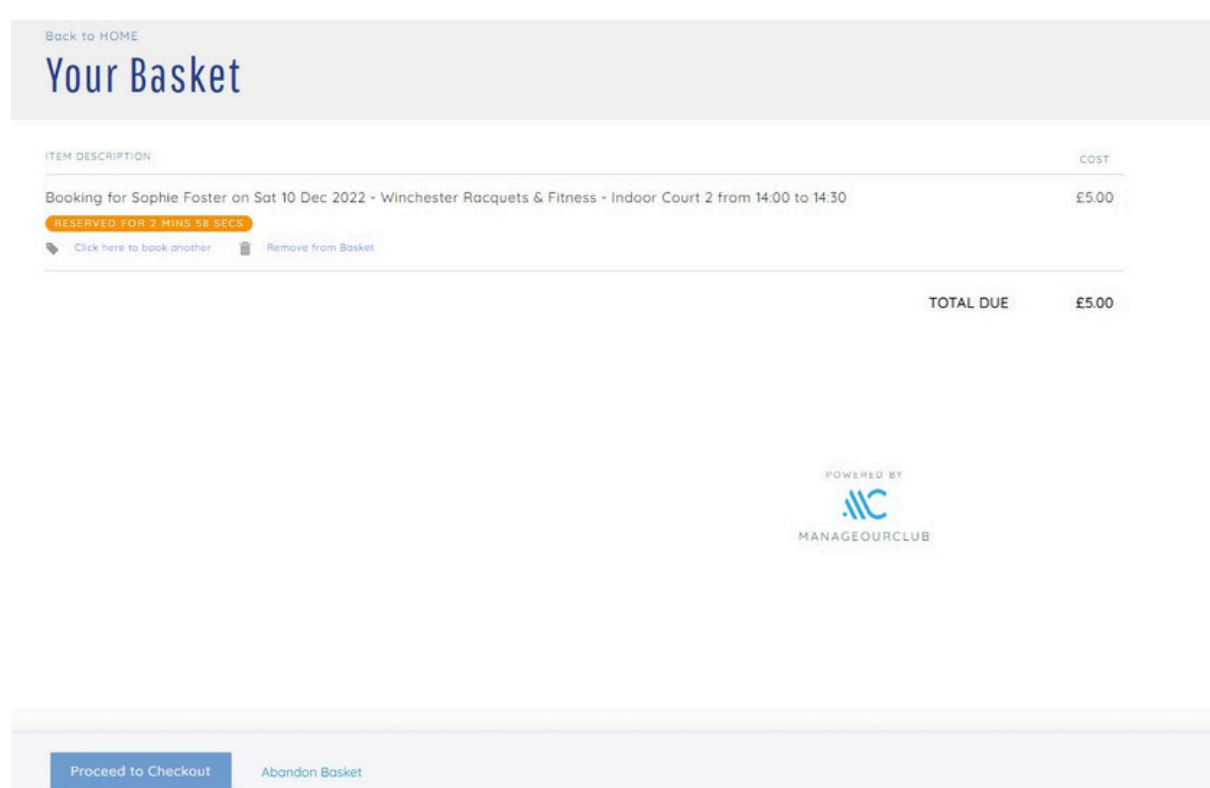
ONCE YOU'VE FOUND YOUR PARTNER, CLICK ON THEIR NAME TO ADD THEM TO THE BOOKING



9

IF YOUR BOOKING IS CHARGABLE YOU WILL NOW BE ASKED TO MAKE PAYMENT VIA EITHER YOUR VIRTUAL WALLET OR CREDIT/DEBIT CARD.

IF YOUR BOOKING IS NOT CHARGABLE, YOU WILL NOW BE ABLE TO REVIEW YOUR BOOKING AS IT IS NOW COMPLETED



IF YOU WANT TO CHECK WHAT COURTS YOU HAVE BOOKED, YOU CAN DO SO ANYTIME VIA THE 'MY BOOKINGS' ICON ON THE HOMEPAGE OF THE PORTAL

HOW TO BOOK A FITNESS CLASS

1 LOGIN TO YOUR PORTAL HOMEPAGE

2 SELECT THE 'BOOK A FITNESS CLASS' ICON



3 SELECT THE CLASS YOU WISH TO BOOK

[Back to HOME](#)

Book a Studio Class

[Displaying ALL Categories](#) ▾ [All Instructors](#) ▾ [♥](#)

Circuits ☐ Sun 11 Dec 🕒 8:45am - 55 mins 📍 Winchester Racquets & Fitness	15 places available BOOK
Bicycle Bootcamp ☐ Sun 11 Dec 🕒 10am - 45 mins 📍 Winchester Racquets & Fitness	12 places available BOOK
Bootcamp ☐ Mon 12 Dec 🕒 7:45am - 45 mins 📍 Winchester Racquets & Fitness	15 places available BOOK
Abs Blast ☐ Mon 12 Dec 🕒 8:45am - 30 mins 📍 Winchester Racquets & Fitness	15 places available BOOK

4 SELECT WHO IS GOING TO PARTICIPATE IN THE CLASS (EITHER YOURSELF OT A FAMILY MEMBER)

[Back to HOME](#) ▾ [BACK to Event List](#)

Your Booking Details for Circuits

Please select who is attending

☒ Sophie Foster

☐ Scott Green

Your Booking Details

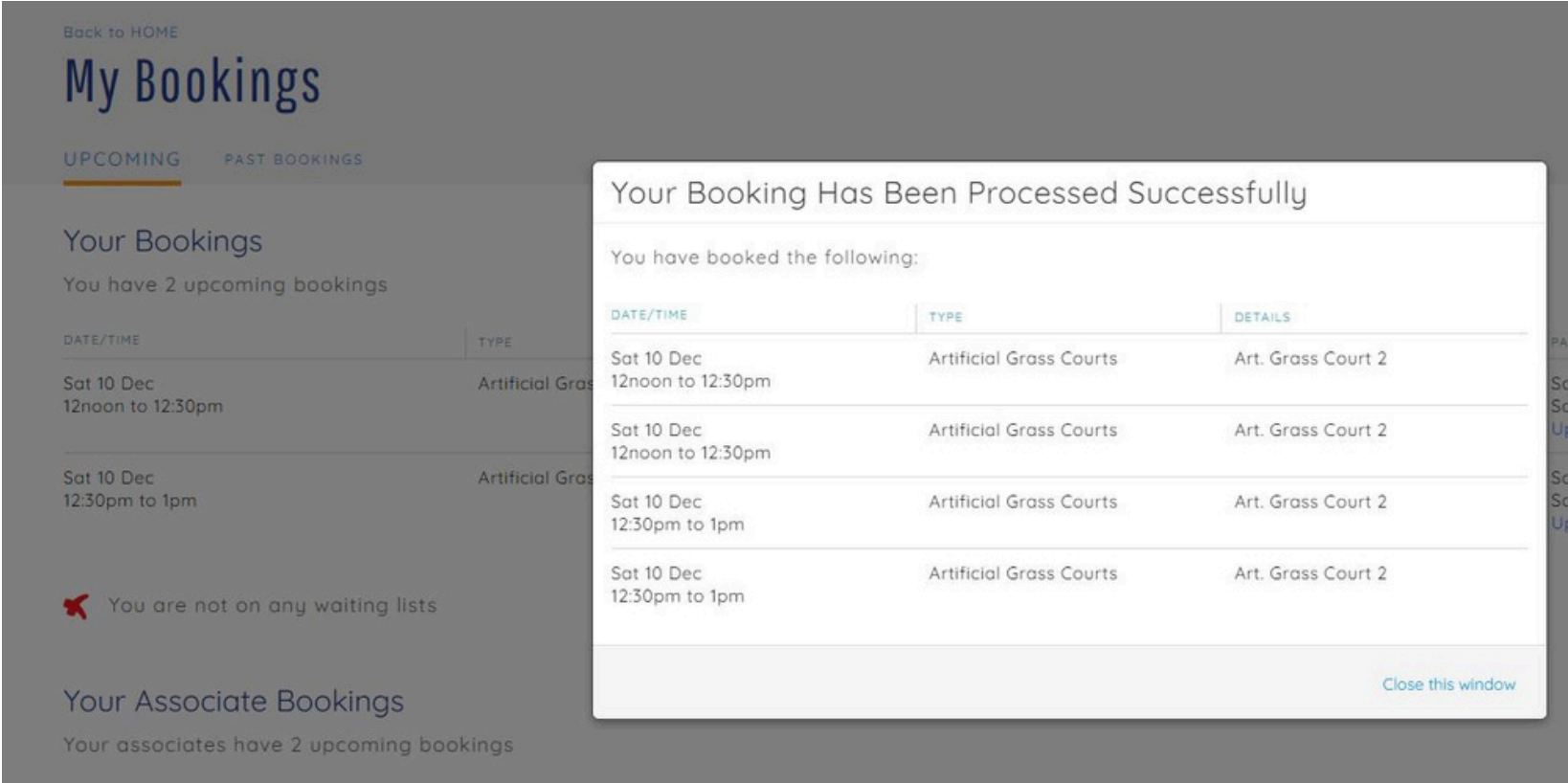
Sun 11 Dec 2022 £0.00

Total Cost
0.00

5

IF YOUR BOOKING IS CHARGABLE YOU WILL NOW BE ASKED TO MAKE PAYMENT VIA EITHER YOUR VIRTUAL WALLET OR CREDIT/DEBIT CARD.

IF YOUR BOOKING IS NOT CHARGABLE, YOU WILL NOW BE ABLE TO REVIEW YOUR BOOKING AS IT IS NOW COMPLETED



HOW TO BOOK PAY & PAY SESSIONS

1

LOGIN TO YOUR PORTAL HOMEPAGE

2

SELECT THE 'PAY & PLAY/MIX INS' ICON



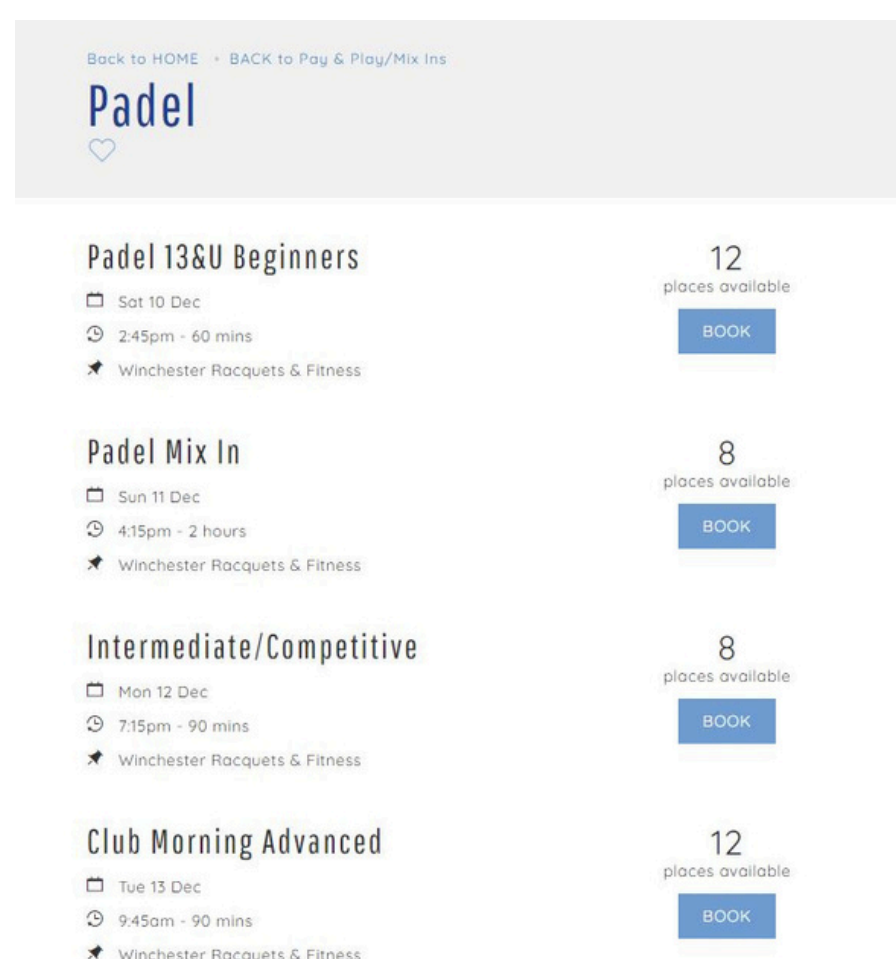
3

SELECT THE SPORT YOU WISH TO BOOK FOR



4

SELECT THE SESSION YOU WISH TO BOOK



5

SELECT WHO IS GOING TO PARTICIPATE IN THE CLASS
(EITHER YOURSELF OT A FAMILY MEMBER)

[Back to HOME](#) · [BACK to Event List](#)

Your Booking Details for Intermediate/Competitive

Please select who is attending

☒ Sophie Foster

☐ Scott Green

Your Booking Details

Mon 12 Dec 2022£5.00

Total Cost5.00

6

IF YOUR BOOKING IS CHARGABLE YOU WILL NOW BE ASKED TO
MAKE PAYMENT VIA EITHER YOUR VIRTUAL WALLET OR
CREDIT/DEBIT CARD.

IF YOUR BOOKING IS NOT CHARGABLE, YOU WILL NOW BE ABLE
TO REVIEW YOUR BOOKING AS IT IS NOW COMPLETED

[Back to HOME](#)

Your Basket

ITEM DESCRIPTION	COST
Place booked for Sophie Foster on Intermediate/Competitive on Mon 12 Dec at Winchester Racquets & Fitness	£5.00
RESERVED FOR 15 MIN IN BUCK Click here to book another Remove from Basket	
TOTAL DUE	£5.00

POWERED BY: MANAGEDURCLUB

[Proceed to Checkout](#) [Abandon Basket](#)

[Back to HOME](#)

My Bookings

UPCOMING

PAST BOOKINGS

Your Bookings

You have 5 upcoming bookings

DATE/TIME	TYPE
Sat 10 Dec 12noon to 12.30pm	Artificial Gra
Sat 10 Dec 12.30pm to 1pm	Artificial Gra
Sat 10 Dec 5.30pm to 6pm	Indoor Tennis
Sun 11 Dec 8.45am to 9.40am	Fitness Class Circuits
Mon 12 Dec 7.15pm to 8.45pm	Pay and Play Padel Intermediate/Competitive

Your Booking Has Been Processed Successfully

You have booked the following:

DATE/TIME	TYPE	DETAILS
Mon 12 Dec 7.15pm to 8.45pm	Pay and Play Padel Intermediate/Competitive	Intermediate/Competitive

[Close this window](#)

You are not on any waiting lists

HOW TO ADD A SUPPLEMENTARY MEMBERSHIP

SUPPLEMENTARY MEMBERSHIPS ARE ONLY AVAILABLE FOR MEMBERS WHO ALREADY HAVE A PRIMARY MEMBERSHIP*

1

LOGIN TO YOUR PORTAL HOMEPAGE

2

SELECT THE 'MEMBERSHIP' ICON



3

SELECT 'ADD ANOTHER MEMBERSHIP'

4

SELECT THE MEMBERSHIP CATEGORY YOU WISH TO ADD AND SELECT 'VIEW OPTIONS'

5

SELECT THE SUPPLEMENT WITHIN THAT CATEGORY AND SELECT 'JOIN'

6

CONFIRM YOUR DETAILS AND SELECT WHETHER YOU WISH TO PAY ANNUALLY OR BY DIRECT DEBIT

7

ADD TO BASKET

8

FINALLY PROCEED TO CHECKOUT AND MAKE ANY PAYMENT THAT IS REQUIRED

***NOT AVAILABLE FOR PADEL, BRIDGE AND CROQUET PRIMARY MEMBERSHIPS**

HOW TO BOOK A TENNIS/SQUASH CAMP

1

A. IF YOU ARE A MEMBER LOGIN TO YOUR PORTAL
HOMEPAGE

B. IF YOU ARE NOT A MEMBER YOU NEED TO REGISTER TO
THE PORTAL

2

SELECT THE 'BOOK A HOLIDAY CAMP' ICON



BOOK A HOLIDAY CAMP

3

SELECT THE SPORT YOU WISH TO BOOK FOR



SQUASH



TENNIS

4

SELECT THE CAMP YOU WISH TO BOOK AND SELECT 'BOOK'

Mini Tennis Camp

📅 Tue 30 May

🕒 9am - 2 hours

📍 Winchester Racquets & Fitness

BOOK

Tennis Camp

📅 Tue 30 May

🕒 11am - 4 hours

📍 Winchester Racquets & Fitness

BOOK

5

FINALLY SELECT THE DAYS YOU WISH TO BOOK AND
CONFIRM THE BOOKING BY MAKING PAYMENT

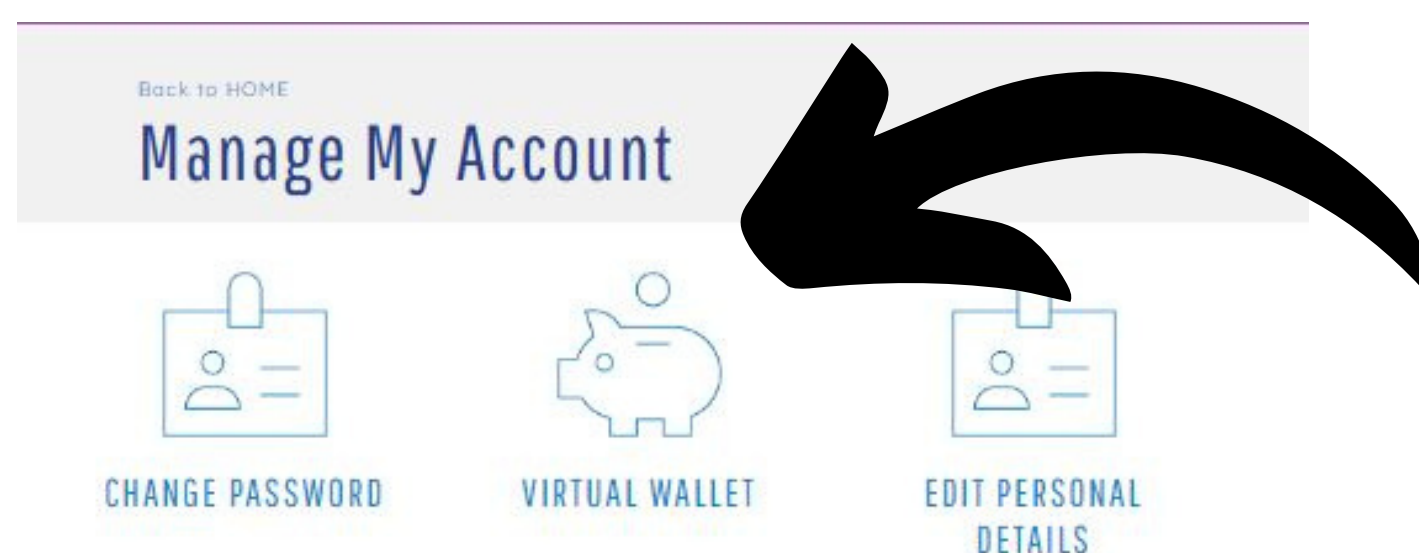
HOW TO ADD FUNDS TO YOUR VIRTUAL WALLET

1 LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE

2 CLICK ON THE 'MANAGE MY ACCOUNT' ICON



3 WITHIN 'MANAGE MY ACCOUNT' CLICK ON THE 'VIRTUAL WALLET' ICON



4 SELECT 'CLICK HERE TO ADD FUNDS TO YOUR VIRTUAL WALLET'

5 SELECT THE AMOUNT YOU WISH TO ADD TO YOUR VIRTUAL WALLET

6 REVIEW YOUR BASKET AND WHEN YOU'RE HAPPY, CLICK 'PROCEED TO CHECKOUT'
HERE YOU WILL BE PROMPTED TO MAKE PAYMENT VIA CREDIT/DEBIT CARD AND THE FUNDS WILL BE ADDED TO YOUR VIRTUAL WALLET

HOW TO ENABLE AUTOMATIC TOP UP OF VIRTUAL WALLET VIA DIRECT DEBIT

1 LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE

2 CLICK ON THE 'MANAGE MY ACCOUNT' ICON



3 CLICK ON THE WORDING IN BLUE AS SHOWN BELOW

[Click here to enable automatic top up of virtual wallet via direct debit](#)

4 A. IF YOU ALREADY HAVE A DIRECT DEBIT SET UP ON YOUR ACCOUNT YOU WILL BE ABLE TO USE THIS

B. IF YOU DO NOT HAVE A DIRECT DEBIT SET UP YOU WILL NEED TO SELECT 'CLICK HERE TO CREATE A MANDATE'

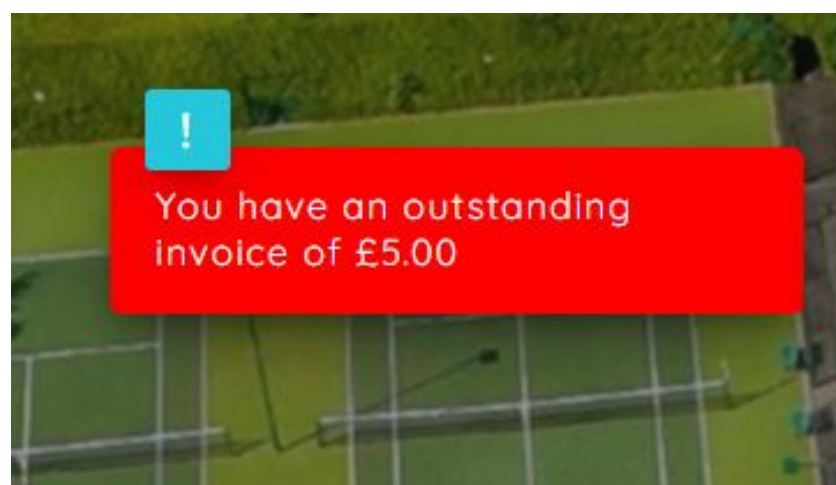
5 SELECT THE THRESHOLD AND AMOUNT YOU WISH TO BE AUTOMATICALLY TOPPED UP ONTO YOUR ACCOUNT

6 YOU ARE NOW SET UP AND YOUR ACCOUNT WILL BE TOPPED UP AUTOMATICALLY

HOW TO PAY AN INVIOCE

1 LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE

2 CLICK ON THE BOX THAT SAYS 'YOU HAVE AN OUTSTANDING INVOICE'



3 CLICK ON INVOICE (RED WRITING) TO OPEN IT

Unpaid Invoices				
You have 1 unpaid invoice				
Click on an invoice below to proceed to payment				
NUMBER	DATE	DETAILS	TOTAL	BALANCE
18957	25 Mar 2023	Booking for Sophie Foster on Sat 25 Mar 2023 - Indoor Court 4 for 5:30pm to 6pm	£5.00	£5.00

4 SELECT HOW YOU WISH TO PAY. IF YOU HAVE FUNDS ON YOUR VIRTUAL WALLET IT WILL AUTOMATICALLY BE DEDUCTED FROM THERE. IF NOT, YOU WILL BE PROMPTED TO MAKE PAYMENT VIA CREDIT OR DEBIT CARD

Your Basket	
ITEM DESCRIPTION	COST
Booking for Sophie Foster on Sat 25 Mar 2023 - Indoor Court 4 for 5:30pm to 6pm	£5.00
Less £5.00 From Your Virtual Wallet	£5.00
TOTAL DUE	£0.00

HOW TO SHARE COURT FEES

BOOKER

- 1 LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE AND GO THROUGH THE PROCESS OF MAKING A BOOKING
- 2 ONCE YOU HAVE ADDED ALL PLAYERS ON THE BOOKING YOU WILL SEE A 'TICK BOX' TO ASK IF YOU WISH TO SHARE FEES. THIS **MUST** BE TICKED FOR FEE SHARING TO WORK

WINCHESTER
RACQUETS & FITNESS

[Back to HOME](#) • [BACK to Select Court Type](#)

Indoor Tennis Courts - Today

Your Reservation Details

Review the details of your booking and use the link below to add any playing partner details

RESERVATION

Indoor Court 4 for 8pm to 8:30pm

PARTNERS

Kate Ross

[Click here to add someone else to this booking](#)

☒ I want to share costs with my playing partner

- 3 YOU WILL NOW BE ASKED HOW MUCH YOU WANT TO REQUEST FROM EACH PLAYER, IF YOU DONT CHANGE THE AMOUNT IT WILL AUTOMATICALLY DIVIDE THE FULL COST BY THE AMOUNT OF PLAYERS LISTED ON THE BOOKING

[Back to HOME](#) • [BACK to Select Court Type](#)

Indoor Tennis Courts - Today

Make a Request to Share Costs

Enter the amounts you want to request from your playing partners below - they will then be sent a request to transfer the required amount to your virtual wallet

☒ Kate Ross

Amount to Request
£ 4.00

Add a note

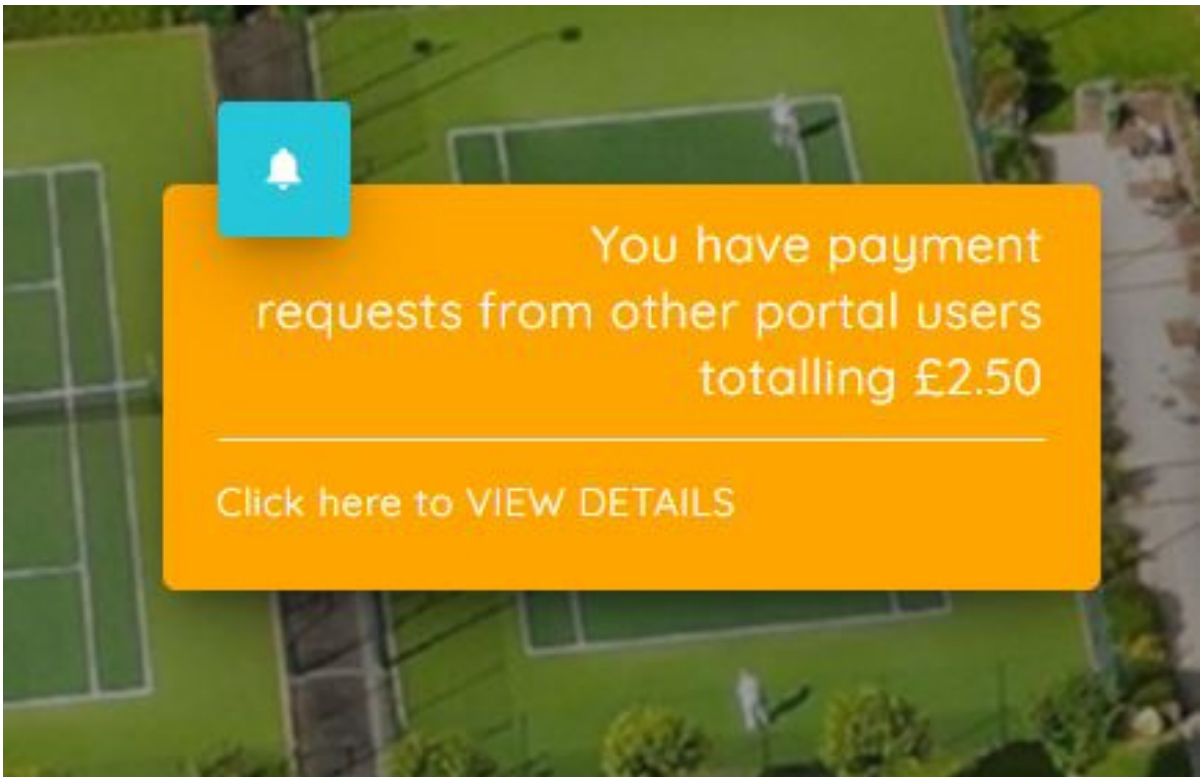
RESERVATION DETAILS

Indoor Court 4 for 8pm to 8:30pm

4 YOU SHOULD NOW COMPLETE YOUR BOOKING. AN INVOICE HAS AUTOMATICALLY BEEN RAISED TO ALL PLAYERS LISTED ON THE BOOKING AND YOU WILL NOW NEED TO WAIT FOR THEM TO TRANSFER THE FUNDS TO YOU

PLAYERS

1 IF YOU ARE LISTED AS A PLAYER ON A CHARGABLE COURT YOU WILL SEE THE FOLLOWING WHEN YOU LOGIN TO YOUR PORTAL



2 ONCE YOU CLICK INTO THE NOTIFICATION YOU WILL SEE THE FOLLOWING MESSAGE WITH ALL PAYMENTS OTHER PLAYERS HAVE REQUESTED FROM YOU. PLEASE CLICK ON THE 'PAYMENT REQUEST' IN BLUE TO MAKE PAYMENT

Payments Requested FROM YOU

Click on a request to make payment

DATE	DETAILS	SENT FROM	AMT
31 Jan	Payment request	Ian Fowler	2.50

3 FINALLY YOU WILL BE ASKED TO 'CONFIRM THE TRANSFER' OF FUND TO ANOTHER MEMBER

PLEASE NOTE WHEN ADDING OPPONENTS TO AN EXSISTING BOOKING, THOSE OPPONENTS WILL NOT RECIEVE PAYMENT REQUESTS

HOW TO CANCEL FEE REQUESTS

1 LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE

2 CLICK ON THE 'VIRTUAL WALLET' ICON



3 YOU WILL SEE ANY PAYMENTS YOU HAVE REQUESTED UNDER 'PAYMENTS REQUESTED BY YOU'

Payments Requested BY YOU

Click on a request to mark as PAID

DATE	DETAILS	SENT TO	AMT
10 May	Payment request	Joe Rawkins	2.50

4 CLICK ON THE WORDS 'PAYMENT REQUESTS' SHOWN IN BLUE

5 TO CLEAR THE REQUEST CLICK 'CONFIRM AS PAID'
THIS MEANS THE MEMBER WILL NO LONGER HAVE THE REQUEST SHOWING ON THEIR VIRTUAL WALLET

Mark Request as Paid

You have selected the payment request you made to Joe Rawkins for £2.50

Click on the CONFIRM PAID button to mark this request as PAID

Confirm as PAID

Cancel

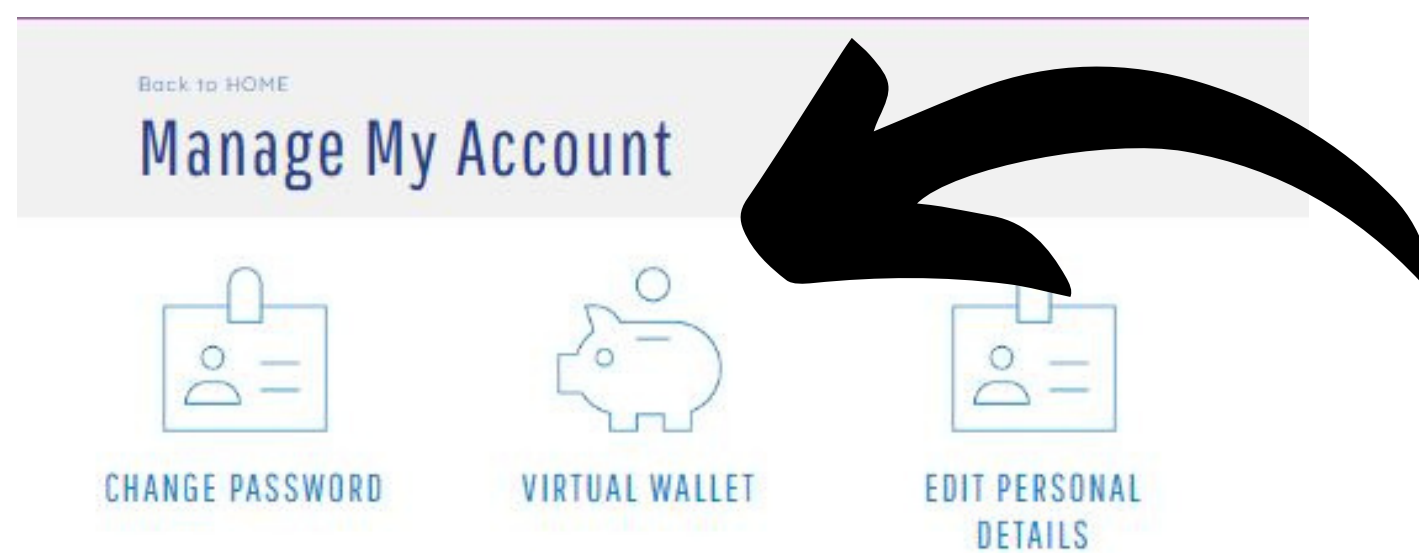
HOW TO TRANSFER FUNDS TO ANOTHER MEMBER

1 LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE

2 CLICK ON THE 'MANAGE MY ACCOUNT' ICON



3 WITHIN 'MANAGE MY ACCOUNT' CLICK ON THE 'VIRTUAL WALLET' ICON



4 SELECT 'CLICK HERE TO TRANSFER FUNDS TO ANOTHER MEMBER'

5 SELECT THE AMOUNT OF MONEY YOU WISH TO TRANSFER AND THEN SELECT THE MEMBER YOU WISH TO TRANSFER FUNDS TO

6 REVIEW TRANSFER (PLEASE ENSURE THE MEMBERS DETAILS ARE CORRECT)
WHEN YOU'RE HAPPY, PLEASE CONFIRM YOUR TRANSFER BY CLICKING 'TRANSFER FUNDS'

HOW TO ADD FAVOURTIES

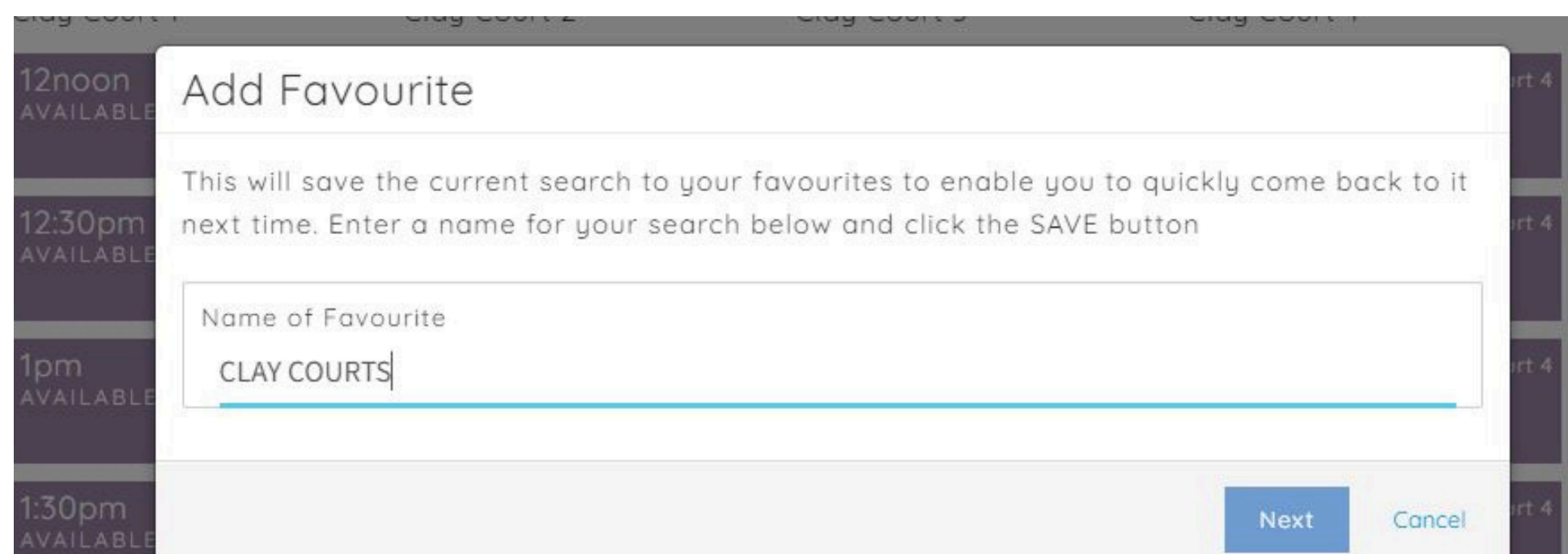
What is a Favourite?

A FAVOURITE is a shortcut to a page on the portal that you regularly visit and want to create a shortcut for.

- 1 IF YOU WANT TO SAVE SOMETHING TO YOUR FAVOURITES LOOK OUT FOR THE HEART ICON



- 2 TO SAVE A PAGE TO YOUR FAVOURTIES, FIRSTLY CLICK ON THE HEART ICON
NEXT, NAME YOUR FAVOURITE - FOR EXAMPLE - CLAY COURTS



- 3 THIS PAGE IS NOW SAVED TO YOUR FAVOURITES
YOU CAN ACCESS YOUR FAVOURITES VIA THE 'MY FAVOURITES' TILE ON THE PORTAL HOMEPAGE



HOW TO UPDATE PERSONAL DETAILS

1 LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE

2 SELECT THE 'MANAGE MY ACCOUNT' TILE



3 SELECT THE 'UPDATE PERSONAL DETAILS' TILE



4 CLICK ON THE BLUE WRITING TO UPDATE ANY DETAILS

IF YOU HAVE ASSOCIATES LINKED TO YOUR ACCOUNT YOU CAN ALSO UPDATE THEIR PERSONAL DETAILS HERE

HOW TO UPDATE YOUR MEMBER DIRECTORY PREFERENCES

1 LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE

2 SELECT THE 'MANAGE MY ACCOUNT' TILE



3 SELECT THE 'MY PREFERENCES' TILE



4 CLICK ON THE BOXES TO SELECT/UNSELECT YOUR PREFERENCES

PLEASE NOTE - IF YOU WISH TO TAKE PART IN BOX LEAGUES OR CLUB ORGANISED EVENTS YOU MUST DISPLAY AT LEAST ONE PEICE OF CONTACT INFORMATION ON THE MEMBERS DIRECTORY

HOW TO UPDATE OTHER PREFERENCES

1 LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE

2 SELECT THE 'MANAGE MY ACCOUNT' TILE



3 SELECT THE 'MY PREFERENCES' TILE



4 CLICK ON THE BOXES TO SELECT/UNSELECT YOUR PREFERENCES

USE THE CUSTOMISE TAB AT THE TOP OF THE PAGE TO CUSTOMISE THE HOMEPAGE OF YOUR PORTAL

HOW TO SAVE WWW.WRFCLUB.COM TO YOUR HOME SCREEN

APPLE DEVICES

- 1 LAUNCH WRFCLUB.COM ON SAFARI
- 2 CLICK ON THE SQUARE WITH UPWARDS ARROW AT THE BOTTOM OF THE PAGE
- 3 SCROLL UNTIL YOU SEE OPTIONS LIST AND SELECT 'ADD TO HOME SCREEN'
- 4 CLICK 'ADD' IN THE TOP RIGHT CORNER
- 5 SAFARI WILL AUTOMATICALLY CLOSE AND YOU WILL BE TAKEN TO WHERE THE ICON IS LOCATED ON YOUR IPAD OR IPHONE'S HOME SCREEN

ANDROID DEVICES

- 1 LAUNCH WRFCLUB.COM ON THE CHROME APP
- 2 OPEN THE WEBSITE OR WEBPAGE YOU WANT TO PIN TO YOUR HOMESCREEN
- 3 TAP THE MENU ICON (3 DOTS IN UPPER RIGHT-HAND CORNER) AND TAP ADD TO HOMESCREEN
- 4 YOU'LL BE ABLE TO ENTER A NAME FOR THE SHORTCUT AND THEN CHRISME WILL ADD IT TO YOUR HOME SCREEN

HOW TO ADD SCORES TO THE BOX LEAGUES

1 LOGIN TO YOUR PORTAL HOMEPAGE USING THE INSTRUCTIONS ABOVE

2 CLICK ON THE 'MY BOX LEAGUES' ICON



3 SELECT YOUR BOX LEAGUE UNDER THE HEADING 'ACTIVE COMPETITIONS'

YOU SHOULD NOW SEE YOUR BOX

4 UNDER THE 'MATCHES' SECTION YOU SHOULD SEE ALL MATCHES THAT NEED TO BE PLAYED

FIND THE MATCH YOU HAVE PLAYED AND CLICK ON YOUR NAME (SHOULD BE IN BLUE)

5 ENTER THE SCORE AND THE DATE PLAYED AND CLICK 'SAVE'

**PLEASE NOTE IN TENNIS SINGLES THE RULES ARE BEST OF 3 SETS,
IF IT GOES TO A 3RD SET IT IS A TIE BREAKER TO 10 POINTS**

ADDITIONAL FEES

THERE ARE CERTAIN AREAS OF THE CLUB THAT REQUIRE ADDITIONAL FEES, THESE ARE:

GUEST FEES £10 PER PERSON PER DAY

INDOOR COURTS £6 PER 30 MINUTES (OFF-PEAK)
£8 PER 30 MINUTES (PEAK 7-8.30PM MON-THURS)

PADEL COURTS £6 PER 30 MINUTES

PADEL BAT HIRE £6 PER BAT (SUBJECT TO AVAILABILITY)

FITNESS CLASSES £6 PER CLASS (FREE TO GOLD & STUDIO MEMEBRS)

PRIMARY AND SUPPLEMENTRY MEMBERS HAVE 7 DAY ADVANCE BOOKING RIGHTS (FROM 8AM) / ALL OTHER MEMBERS HAVE 5 DAY ADVANCE BOOKING RIGHTS (FROM 8AM)

NON-MEMBERS CAN ONLY USE THE FOLLOWING FACILITIES:

INDOOR COURTS £16 PER 30 MINUTES

PADEL COURTS £16 PER 30 MINUTES

FITNESS CLASSES £15 PER CLASS

NON MEMBERS HAVE 2 DAY ADVANCE BOOKING RIGHTS (FROM 8AM)

Q&As

Q. AS A MEMBER HOW FAR IN ADVANCE CAN I MAKE A BOOKING?

A. Members with primary and supplementary categories can book 7 days in advance from 8am, all other members can book 5 days in advance from 8am and non-members can only make bookings 2 days in advance from 8 am.

Q. HOW CAN I SHARE FEES WITH THE PEOPLE I AM PLAYING WITH?

A. The lead booker must make full payment for the court. Other players can then transfer funds to the book via their online portal. Please follow 'How to transfer funds to another member' above to do this.

Q. WHAT CAN I USE THE MONEY IN MY VIRTUAL WALLET TO PAY FOR?

A. Your virtual wallet can be used to pay for any online bookings, courses or classes as well as be used in the café bar to buy food and drink.

Q. HOW DO I CONTACT RECEPTION?

A. You can call reception on 01962 854028 or email reception@winchesterracquetsandfitness.net if you need any assistance. You can also use the 'Get in touch' button on the portal. Once your enquiry has been submitted the relevant person will be in contact as soon as possible.