

## COURTUP | HOW TO GUIDE

*CourtUp is the official app for the team working at the AO or Summer of Tennis events.*

CourtUp provides access to information that will support you in your role, including uniform and accreditation, precinct and event information, news and events, and special offers.

### Getting started

Download the app from the Google Play or Apple stores using these links:

TAP TO DOWNLOAD ON YOUR MOBILE DEVICE



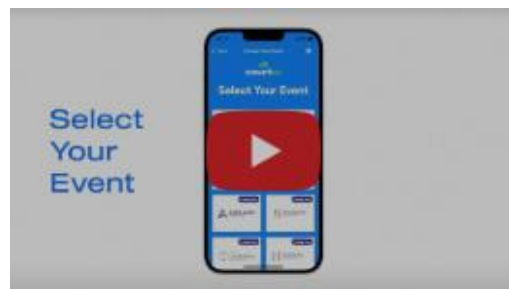
A **browser** version of CourtUp is also available so you can view it via a desktop computer.

Bookmark this page: <http://courtup.tennis.com.au>

### Get setup on CourtUp

- When asked to do so, please enable location and notification settings.
- When you open or access CourtUp on a device for the first time, you'll be asked to enter a PIN. **Enter the PIN: 2620** and click Submit
- Register your details, select your main event and employer, and review and accept the terms and conditions. Click Submit to continue.
- Select your event, and your role (AO only), to receive the information that is right for you.

You can **view a demo** of these steps here:



**Please note:** You will need to enter the PIN and submit the registration form for each device you access CourtUp on, or if you need to reinstall the app or clear your browser cache.

## Frequently Asked Questions – Getting Setup

### **I can't find the app in the Apple Store.**

CourtUp is unlisted in the Apple Store, please use the link above to download.

### **I have a phone that is not compatible with the app, or don't want to download the app. How do I get the information I need?**

You can access the information on CourtUp via the website version - <http://courtup.tennis.com.au>. Bookmark or pin the browser to your phone's home screen for easy access leading up to and throughout the tournament.

### **I selected the wrong employment type or event, how can I change it?**

You can just click on the profile button (the head and shoulders icon) to change your event and/or role. Make sure to select the role that best represents you to ensure you see the right information.

### **I'm not sure what role I should select (AO only).**

If you received an email inviting you to download CourtUp, it will include details about your role. Alternatively you can [refer to this document for guidance](#), or speak with your manager.

### **I've downloaded the app and would also like to view it on my desktop computer, why does it ask me to register again?**

You will need to register for each device you access CourtUp on. Simply enter the PIN and register again using the same personal details.

### **I'm using a different phone. Do I need to register again?**

Yes, you will need to register for each device you access CourtUp on. Simply enter the PIN and register again using the same personal details.

### **I'm having trouble downloading CourtUp, how can I get help?**

Speak to your line manager, and if they cannot help, please reach out to [play@tennis.com.au](mailto:play@tennis.com.au) or 1800 PLAY TENNIS (1800 752 983).

### **I have a suggestion or feedback about CourtUp. How do I share it?**

Within CourtUp, select the Help & Support section for a range of contacts on different topics. Select the 'Suggestion or Feedback' link to share your thoughts.

## Frequently Asked Questions – Using CourtUp

### How do I customise the navigation menu?

Open 'menu' and select the 'customise' link. You can add content by selecting the + icon. These pages will display in the 'My menu' section.

### Can I save my favourite events in the calendar?

Yes, you can. Open an event and select the 'star' icon. You will then be able to view these events from the 'My Favourite Events' folder.

### Can I add calendar entries to my personal calendar?

Yes, you can. In the app, open an event and select the 'add to calendar' icon. Please note: if any dates change these won't be reflected in your personal calendar.

### How do I turn on location and notification settings?

Once you've downloaded CourtUp, go to the Profile button (head and shoulders) and select 'Device Settings'.

### How do I navigate to the home page from the browser version?

Clicking the AO Team logo in the top left corner of the screen will return you to the home page.

### I've clicked on 'Settings'. How do I return to the app?

Just hit your phone's back button. Or if on browser select a location from the navigation menu.

### When looking at the Event Casual profile in the browser I can't see all of the top menu items, or icons for messages and profile.

We're working towards fixing this issue. In the meantime, please just zoom out in the browser view.

CourtUp Help & Support	
<b>Report a problem or issue</b>	Contact <a href="mailto:play@tennis.com.au">play@tennis.com.au</a> or 1800 PLAY TENNIS (1800 752 983).
<b>Share a suggestion or provide feedback</b>	Contact <a href="mailto:tenniscomms@tennis.com.au">tenniscomms@tennis.com.au</a>