

Customer Migration FAQ Content

Category	Question	Answer
Customer Support	Who can help me with this process?	We apologize for any inconvenience with this process, but are confident this change will make it easier moving forward. We are committed to helping you. For TennisLink access inquiries, please contact the Linkteam@usta.com or 1-800-603-3138 for assistance. For membership related questions, please contact memberservices@usta.com or 1-800-990-USTA(8782) for assistance.
System Upgrade	Why is the USTA upgrading their systems?	<p>The USTA is investing in improving the experience of their customers across all digital properties. This transformation will be a staged approach, beginning with an update to the membership system which will impact customer login on several of our web sites. This will require every individual over 14 years old to have an account with a unique email.</p> <p>This work will first and foremost provide greater security for our customers. In addition, this work will create a better, easier to manage experience across USTA properties. This is a fundamental step for all the work moving forward and will make it easier to create and manage more personalized, improved websites, apps and digital tools.</p>
	Why is USTA changing the login to use email instead of my USTA number?	The utilization of email address to login to an online system is an industry standard for online system access and is more secure. This is not only a more secure approach to managing customer accounts, but will allow for a better overall experience across key current website and future website, app, and digital tool enhancements.
	What was upgraded?	The login process across three key properties; USTA.com , TennisLink and Net Generation , was upgraded as well as the USTA membership system. The USTA Membership system has been updated to a new, easier to use and improved platform.
	Who is affected by the system upgrade?	All USTA Account holders (members and non-members) accessing USTA.com , TennisLink and Net Generation accounts will be impacted by these system changes.

	What will we have to do?	<p>Reset your password. Unless:</p> <ul style="list-style-type: none"> You are under 14 - if so, ask your parent or guardian to link your account to theirs. Your parents can link accounts by contacting USTA Member Services at memberservices@usta.com or 1-800-990-USTA(8782). You have been logging in with a Member Org or Club account, in which case your individual account can be used to purchase/renew membership for the organization and to log in to TennisLink. You share an email across multiple USTA accounts. You will have to update your accounts, providing a unique email for each. You created a Net Generation account, in which case your email and password can be used to login to USTA.com/Membership and TennisLink. No action is required.
	When will this happen?	The week of July 11th, 2017.
New USTA Account	What is the new USTA Account?	You will be able to use the same login across USTA.com , TennisLink and Net Generation . Moving forward, as new websites, apps, and better digital experiences are created, these properties will be incorporated.
	Will my new USTA Account work on USOpen.org and for purchasing tickets?	No, at this moment in time, separate logins are required.
Login / Account Questions	I don't know the email address associated with my USTA Account. What should I do?	<p>Before the changes take place the week of July 11th, 2017:</p> <ul style="list-style-type: none"> Follow the instructions located HERE to change the email address associated with your profile. Going forward, log in with that updated email address. <p>After the changes take place:</p> <ul style="list-style-type: none"> Contact USTA Member Services at MemberServices@usta.com or 1-800-990-USTA(8782).
	Where can I find my USTA Account Number?	Login to your account on usta.com or tennislink.usta.com and visit My Profile.

	We are a husband and wife who share one email address and have a USTA Family Membership, can we still share our email address?	While we understand this may be an inconvenience, there are no exceptions to the requirements for unique email address for each account. This will make it easier to manage information and accounts specific to an individual. You may keep the email address associated with one of the accounts but will need to create additional email accounts assigned to the other account(s) in advance of the changes (exceptions include 14 and under accounts, refer to questions on 14 and under accounts).
	When I have to change my password after the changes go into effect, can I just use my existing password again?	We recommend updating to a new password. The parameters for passwords in the new system will be: must be at least 8 characters long, include at least one uppercase letter, and one number.
Login / Account questions for Children 14 years or younger	Why can't my child under 14 login anymore?	Federal regulations prohibit online activity for consumers of certain ages and the USTA respects the safety of customer data. For more information on the regulations, please visit the FTC's Complying with COPPA FAQs .
	How do I register my child that's under 14?	Create an account for yourself, then create your child's account from within your profile. If you already have an account and/or your child already has an account, contact Member Services at MemberServices@usta.com or 1-800-990-USTA(8782) for assistance in linking the profiles together.
	What if my child is 14 or older but I still want to manage their registration?	Create an account for yourself, then create your child's account from within your profile. If you already have an account and/or your child already has an account, contact USTA Member Services at MemberServices@usta.com or 1-800-990-USTA(8782) for assistance in linking the profiles together.
	What if my child is 14 or over and wants to manage their own registrations?	They may create their own account (if they don't have one) and they are good to go!
	My children and I have separate accounts - I want to link them. How can I do that?	Linking parent and child accounts can be completed by USTA Member Services after the new system is in effect (after the week of July 11th). Please contact them at MemberServices@usta.com or 1-800-990-USTA(8782).

	I have a Family Membership, where can I view my family's account details?	Going forward, family members will show up in your Family section in your profile. If you do not see your family members there, contact USTA Member Services at MemberServices@usta.com or 1-800-990-USTA(8782) for assistance. You will only be able to access accounts details if you are the parent and/or guardian of the account holder.
TennisLink and Member Org Accounts and Administration	Why can't I login to TennisLink using my Org (Club) account?	Maintaining the security standards of an individual login for providers associated with Member Orgs is still be analyzed within TennisLink. We understand this access has been important for many administrators. We will keep you updated as improvements are made.
	I tried to login to TennisLink with my email, but I am getting an error that there are multiple accounts linked to my email address. Why am I getting that message?	TennisLink is presenting this error message because there are other USTA Accounts in the USTA system associated with your email address. It is important that each account have a unique email address before the changes go into effect. If you are not sure which other accounts may be associated to your email address, or not do have access to those accounts, please contact Linkteam at linkteam@usta.com or 1-800-603-3138 for assistance.
	My individual account and my Member Org/Club have the same email address. I should be the point of contact for the club. What should I do?	When we move accounts to the new system we will be removing the email addresses for Member Orgs/Clubs. In the new Membership system, Club and Member Org administrators will be able to be assigned as administrator on these accounts, which will automatically associate your individual email to the club. Upon go live, you will need to contact USTA Member Services at MemberServices@usta.com or 1-800-990-USTA(8782) to link you to the Organization.
	How will I login to the USTA Leagues and Tournaments mobile App?	Access to the mobile app will continue to be done by using player USTA #.
	I checked my account and everything is correct, my email does not need to be updated. Do I have to do anything?	Thank you for taking action to be sure that your TennisLink access goes uninterrupted. It is important to test the email login to be sure it's working properly. As long as there are no issues with using your email address to login, there is nothing else to do. If an error is received, please contact Linkteam at linkteam@usta.com or 1-800-990-8782 and provide the details of the error message.
	I am trying to use Facebook to login, why isn't it working?	The email address associated with your Facebook account has to be the same as the email address associated with your USTA Account. As long as those two accounts share an email, Facebook login should work and will allow access to the appropriate features in TennisLink. If Facebook login still is not working, please contact Linkteam at linkteam@usta.com or at or 1-800-990-8782.

	How do I manage Tournaments that I used to manage using my Member org account?	You can login using your individual account that has the Tournament Director role permissions and has been assigned to Tournaments to which you need access. Contact Linkteam at Linkteam@usta.com or 1-800-603-3138 for assistance.
	Our club only uses our club's log in (Member Org ID). We don't know who is listed as the Tournament Director. What should we do?	<ul style="list-style-type: none"> • Email your Section office and copy Linkteam at linkteam@usta.com with the Tournament IDs and the USTA Account number of the person that should be listed as the Tournament Director. • Going forward login as the Tournament Director.
	I have several accounts with different roles within TennisLink and they all have the same email address associated. How will the system know which role I want if I am logging in with a shared email address?	<p>Before the changes take place the week of July 11th, 2017:</p> <ul style="list-style-type: none"> • Follow the instructions located HERE to change the email address associated with each profile. • Each profile <i>must have</i> a unique email address. • Going forward, login with that updated email address. <p>After the changes take place:</p> <ul style="list-style-type: none"> • Contact USTA Member Services at MemberServices@usta.com or 1-800-990-USTA(8782).
	I am a District/Section staff member. Our club owners have missed the communications about the change and need access to a Tournament on the weekend. Our offices are closed. What will they do?	People can contact Linkteam at linkteam@usta.com or 1-800-603-3138.
	What if a Member Org (Club) wants to change or update the Tournament Director listed in an Online Sanction Form?	If the change is needed prior to the week of July 11th, 2017, the Club can continue to make the change. After the new system is in place, providers will need to contact the District, Section, or Linkteam at linkteam@usta.com or 1-800-603-3138 for any changes.

	What if there is an emergency and the Tournament Director listed in the Online Sanction Form is not available to run the Tournament and it's during the event? How can we access the event?	People will need to contact Linkteam at linkteam@usta.com or 1-800-603-3138.
	Can a Tournament have more than one Tournament Director assigned?	Not at this time. This is a change we are analyzing as a future TennisLink enhancement.
	Do Tournament Directors need to be "USTA Approved?"	They need to be approved by the Section in which they are acting as a Tournament Director. They can be added to the TennisLink system with the Tournament Director role upon receipt of a request from the Section office.
	Do Tournament Directors need to hold current USTA Memberships?	They do not. A USTA Account or expired membership is acceptable for Tournament Director role assignment.
	Do Tournament Directors need have background checks?	Some Sections are requiring Safe Play certification for Tournament Directors administering Tournaments.
	Will Referee login still be supported?	Yes, the Referee role and access within TennisLink will not change. Anyone with a Referee account will need to login with their email and reset their password once the changes take effect.
	Can I add my Referee as the Tournament Director?	TennisLink requires that accounts have only one administrative role. For providers that have multiple administrative roles, multiple accounts must be created and used for access to the respective features within TennisLink.
	How will USTA Section and District Office Staff login after the change?	USTA Section and District Access roles and account access will not change. As with all other accounts, these administrators will need to login with unique email addresses and update their passwords.
	Is the USTA planning to use our email address in new ways, such as selling to third parties for their use?	The USTA's privacy policy and terms of use have not changed. The USTA will not sell or share any personal information including email address with any outside entities. Player and provider data will only be used to communicate specific USTA information only and used for your individual account and online USTA experiences.

TennisLink Player	How does my child access their Youth Progression profile?	Youth Progression profiles will be accessible for players whose accounts have successfully been linked to their parent or guardian accounts. Once the link is complete, the parent or guardian can login to TennisLink and will have the option to select a child's account to register or view details for the child's account.
	How can my child under 14 self-rate?	They have to have a parent or guardian login and do the self rating. We highly recommend juniors complete the self rating process with their parent or coach.
Membership Questions	I am not receiving my subscription to <i>TENNIS</i> . What should I do?	Login to your account and confirm your address is correct or contact Members Services at memberservices@usta.com or 1-800-990-USTA(8782).
	I did not receive an email confirmation of my USTA Membership purchase. How can I receive one?	Login to your account and confirm your email address is correct or contact Member Services at memberservices@usta.com or 1-800-990-USTA(8782).
	I called the toll free number - 1-800-990-USTA (8782) and the automated system read back the wrong information. How do I correct my information?	Login to your account and make any necessary changes or contact Member Services at memberservices@usta.com or 1-800-990-USTA(8782).
	Is my USTA Membership tax deductible?	Check with your tax adviser as to whether your membership fee is tax deductible.
	How do I purchase a Membership for someone else?	Memberships may only be purchased by the individual him/herself. You cannot purchase another Adult membership unless you are the parent/guardian of a child or a family member as part of a family membership.
	Do you still have a gift Membership option?	No. We currently do not offer a gifting option for membership. Memberships may only be purchased by the individual him/herself or the parent/guardian of a child or a family member as part of a family membership.
	Do I have to login to renew my Membership online?	Yes. Login is required for online renewal.
	How do I order a replacement Membership card?	The USTA is no longer supporting physical cards. Login to your account on usta.com and visit My Profile to view and print your membership card.

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	What if my child is 14 or older but I still want to manage their registration?	<p><u>Parent Has No Membership (or Account) & Child Has No Membership (or Account):</u> Parent should create an account for themselves, and then create the child's membership/account from within the parents profile.</p> <p><u>Either A Parent or the Child Has Membership (or Account)</u> If you already have an account and/or your child already has an account, contact Member Services at MemberServices@usta.com or 1-800-990-USTA(8782) for assistance in linking the profiles together.</p>
	What if my child is 14 or over and wants to manage their own registrations?	They may create their own account (if they don't have one). If you have any account, you must reset your password the first time you log in and they are good to go!
	My children and I have separate accounts - I want to link them. How can I do that?	Linking parent and child accounts can be completed by USTA Member Services after the new system is in effect (after a week of July 25th). Please contact them at MemberServices@usta.com or 1-800-990-USTA(8782).
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