



A few helpful hints when using Love admin....

*Your Loveadmin account **user name** is set up with the email address that you provided us with initially and the one you received the subs invitation to. (If you aren't sure whether it is you or your partner's email address then please email me on hsc@horshamsportsclub.com to check.)*

If you are logging on for the first time you will need to set up a password.

For some people everything works like clockwork, for others it seems to be a bit of a nightmare! When the Loveadmin servers are busy (or if your broadband connection is a bit slow) the pages seem to take a while to load, so please bear with it, and all the details should appear after a short delay... it is easier to navigate on a tablet or lap top rather than a phone and if you use Firefox or Chrome as your browser (it does work on Explorer or Safari but less well apparently)

If you have more than one child then you will be able to choose the relevant one by clicking on their name at the top of the menu bar – and if they belong to more than one sports section at HSC eg tennis and cricket, then you can choose which form you want to look at.

*If you need to fill in any mandatory fields (marked with a red *) then you will need to do this first and press save before being able to proceed to the payment screen - most existing members have already done this, but some of you still need to fill in a few details for our records. You may also need to fill in mandatory fields for any other people linked to your email address (eg for other children in the family who are members, or if you are also members of the tennis or the social sections)*

If we have emailed you with a request for payment, eg for junior cricket subs, then the amount payable will automatically show up. If you also want to select anything else such as a camp or indoor training, then click on the 'Payments' tab in the top menu bar and you will see a list of various optional extras you can add to your basket – you must actively select whatever you want, ie actually click on it, before it will show as a payment owing.

When you reach the payment screen you will be able to pay by any of the following methods

- **Paypal** (If you don't already have a Paypal account please do not feel obliged to create one as you can pay by the card or bank transfer methods below. They are a bit sneaky and make it look like you can only do paypal but)
- **Credit or Debit Card** (one or two people have told us that if you already have a Paypal account but have decided to pay by card instead on this occasion then you may not be able to do a card payment using the credit or debit card that is already linked to your Paypal account. We haven't been able to try this, but let us know if you encounter this issue.
- **'Go Cardless'** – this is in effect a one off Direct Debit from your bank (we see it as 'payment pending' in our admin so know that it is on its way, but it may not come out of your account and into ours for up to 5 days) You do this as a one-off and repeat the same process next time you want to pay for anything. (Note for some membership categories we also offer 'pre authorisation' for the Go Cardless payments to make it quicker and more straight forward in future. This sets the payment in motion as soon as we send you a renewal invitation or if you select an optional extras such as indoor nets or summer camps – but there is a 5 day window that the payment collection can be cancelled and no money taken if you've decided that you do not wish to renew. You can also cancel this pre authorisation at any time. Just log in to your account and uncheck the box in the payment screen)

If you've tried the system but had a problem, or would prefer to pay by other means, then please contact Clare in the club office on hsc@horshamsportsclub.com or ring the club office on 01403 254628 (preferably at the following times - Mon 9-5pm, Tues 9-5pm and Fri 9am-1pm.)