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ITA ONLINE REGISTRATION FOR ITA MEMBERSHIP, EVENT SANCTIONING AND CONVENTION REGISTRATION FEES

Frequently Asked Questions (“FAQ”)

(As of May 28, 2008)

(This does not include ITA Tournament or Championships Registration)

- 1. I am a College Varsity Tennis Coach and want to know how I can become a member of the ITA?** After you go to the ITA Homepage (www.ITATennis.com), go to the second tab on the horizontal bar near the top of the page “About the ITA” and scroll down to “Membership & Benefits”. Click on College Tennis Coach Membership and create a new Membership Log-in. Follow the registration directions and you will be on your way to becoming a New ITA Member! You will need to save your log-in user name and passcode that *you* create for the next time you want to log onto the Registration system.
- 2. How do I renew my ITA membership?** After you go to the ITA Homepage (www.ITATennis.com), go to the second tab on the horizontal bar near the top of the page “About the ITA” and scroll down to “Membership & Benefits”. Click on College Tennis Coach Membership and create a new Membership Log-in. Follow the registration directions and you will be on your way to renewing your membership. You will need to save your log-in user name and passcode that you create for the next time you want to log onto the Registration system.
- 3. Do I have to complete my membership online?** Yes, all Registration must be completed online. The ITA is no longer accepting hard mail or faxed registration forms.
- 4. Do I have to create an account through this Registration System?** Yes, all ITA members are required to create a registration log-in account to gain access to the online registration benefits, so the first time you link to the Registration page you will be required to “Create an Account”. In creating your account, you will need to determine your personal log-in and passcode. These are NOT pre-determined by the ITA. If an institutional staffer, other than yourself, is creating this account for you, you will need to provide them with some key information that is highlighted below.
- 5. What type of information will I need to know before beginning the online registration?** You will need to include: all your contact information, an assistant coach’s contact information (where appropriate), Division, ITA Region, Payment Information (Credit Card number, Check Routing Number, PO Number), etc.

- 6. Which payment types will the system accept?** Your payment options include: all major credits cards (except American Express), electronic check, or Purchase Order Number. If using a PO Number, you will be required to enter this information at the time of Registration and after your business department has processed the request, you will need to go back into your account and finalize payment either with a credit card or electronic check. Please contact the ITA office if your institution will only process a hard check from a PO request.
- 7. Are my electronic transactions safe?** Yes, all your transactions are safe and secure with 128-bit encryption through the Thriver Secure Link.
- 8. How can I get an invoice for my membership dues to provide to my business office?** The ITA has posted Membership, Sanctioning Tournament and Convention Registration (when appropriate) invoices on the ITA website under the “Membership & Benefits” and “Convention” Tabs respectively.
- 9. What if I overpay or have to cancel my Convention Registration?** The ITA can provide you a refund in most cases (unless policy states otherwise) for an overpayment on your ITA Membership, or for other reasons associated with a need to refund an Event Sanction Fee that you have paid or for your Convention Registration. You must make this request with the ITA office directly. For certain types of transactions there will be a cancellation fee. The amount of this fee is dependent on the original amount charged and will not be more than \$20.00, unless otherwise noted. Please be sure to read all the information for specific information related to each type of registration.
- 10. Other than ITA Membership, what else will I be able to do under my account?** You will be able to also sanction your tournament through this system (using your account) and also you will be able to sign up for the ITA Convention. And best of all, you will be able to check your account for any outstanding balances and to update any of your personal or team information.
- 11. Who should I contact with questions and problems?** For questions directly related to ITA Membership (cost, benefits, etc), as well as when requesting a refund, you should contact the ITA office at 609-497-6920. For questions related to using the system, please contact Thriver (Online Registration & Event Management Software) directly at 1-877-996-2267 x4. There is 24 hour support available.