



174 Tamarack Circle, Skillman, NJ 08558; 609-497-6920; www.ITATennis.com

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

Frequently Asked Questions (“FAQ”)

(As of September, 2011)

(This does not include ITA Tournament or Championships Registration)

1. How can I become a member of the ITA?

Go to the ITA Homepage (www.ITATennis.com), select the second tab on the horizontal bar near the top of the page “**About the ITA**” and scroll down to “**Membership & Benefits**”. For Coach Members - scroll down to the ITA Coach Membership registration. Click on the orange Coaches Membership button. For ITA Affiliated Membership – scroll to the appropriate category. You will either create a new Account Log-in (First-Time User) or log into your existing account (Returning User). Follow the registration directions and you will be on your way to becoming an ITA Member! **IMPORTANT:** You need to save the log-in user name and passcode that **you** create for the next time you want to log onto the Registration system.

2. I am already an ITA member. How do I renew my ITA membership? Go to the ITA Homepage (www.ITATennis.com), select the second tab on the horizontal bar near the top of the page “**About the ITA**” and scroll down to “**Membership & Benefits**”. Scroll down to the applicable membership category and click on the appropriate orange Membership button. Log into your existing account (Returning User). Follow the registration directions and you will be on your way to renewing your membership. You will need to enter the log-in user name and passcode that you created previously in order to update and renew your membership. You can also access/update your existing account by clicking on the area, **Manage Existing Account**.

3. Do I have to complete my membership online? Yes, all Registration must be completed online.

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 set up 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 in #5.

5. What type of information will I need to know before beginning the online registration? You will need to include all of your personal contact information and payment information (Credit Card number, Check Routing Number, PO Number), etc. If you are a college tennis coach, you will also need to have Division, ITA Region, Conference and your assistant coach’s contact information (where applicable).

- 6. Which payment types will the system accept?** Your payment options include: all major credits cards, 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. If your institution will only process a hard check from a PO request, mail your check within 30 days to ITA, 174 Tamarack Circle, Skillman, NJ 08558-2021, along with a copy of the completed invoice which can be accessed from the membership home page.
- 7. Are my electronic transactions safe?** Yes, all your transactions are safe and secure with 128-bit encryption through the Thriva Secure Link.
- 8. How can I get an invoice for my membership dues to provide to my business office?** The ITA has posted Membership (under Membership & Benefits), Sanctioned Tournament (under Events & Tournaments), and Convention Registration (under About ITA) invoices on the ITA website.
- 9. Do I need to be an ITA member to host a sanctioned tournament?** Yes, a coach must be an ITA member in good standing for the current academic year and an individual or organization who wishes to host a sanctioned tournament for either Division I or Small College participation must enroll as an ITA Affiliate Member.
- 10. What if I overpay or have to cancel my Registration?** The ITA can provide you a refund in most cases (unless policy states otherwise). You must make your refund request in writing and send to the ITA office directly (Rachel Kushma, rkushma@itatennis.com). The amount of the transaction fee is dependent on the original amount charged and ranges from \$20.00 to \$50.00. In lieu of paying the transaction fee for cancellation, you may elect to keep the overpayment in your account as a credit balance to be applied to a future transaction. Please be sure to read the specific information related to each type of registration.
- 11. Other than ITA Membership, what else will I be able to do under my account?** You will be able to sanction a tournament through this system (using your account). If you are a varsity tennis coach member, you will also be able to register for the ITA Convention, check your account for any outstanding balances and to update any of your personal or team information.
- 12. 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 Rachel Kushma (609-497-6920, rkushma@itatennis.com); for tournaments, contact Jen Evans (609-851-8454, jevans@itatennis.com); for convention, contact Nancy Breo (609-638-4952, itanbreo@aol.com).