



July 1, 2020

Hello Fellow Players!

I hope this letter continues to find you all well. Things are progressing here and reopening is on the horizon! So we are gearing up to best serve you and welcome you home. To that end, I wanted to tell you about the next project I've been working on, the online **member portal**.

There are many things you will be able to do on your portal, but we are going to take this in stages. The first stage is to help you log on, view your account activity, your total balance, available credits and current balance (what is scheduled to run on the 15th of the month, where applicable). Below are detailed instructions and a link to a video tutorial on how to log on to your portal.

1. To access the Member Portal, click this link:
<https://yonkerstennis.aptussoft.com/Member>
2. Click the "First Time Here?" link
3. Fill out the requested information. The email you enter should be the email you've received this letter through, that is the email that we have on your YTC account and will be your user name in the Member Portal. Click Verify
4. The system will send you an email with a temporary password, once you retrieve that, come back to the login screen
5. Enter your email as your user name and enter your temporary password
6. You will now be in your Member Profile where you can view your demographic information
7. To View your account activity and balance go to the top of the screen, select Account Activity > Account Activity
8. If you have pending documents there will be an alert at the top of the screen which you can click. Please fill out the pending forms and submit.

Here is the tutorial video: https://www.youtube.com/watch?v=ADgl46r9_S8

I hope you are excited as I am to dive into your new member portal and come back to see us. In July!

Until then, be safe and be well.

Warmly,

Julie Meyer
Yonkers Tennis Center Controller