



UNITED STATES TWIRLING ASSOCIATION

Frequently Asked Questions and Answers

January 2017

Trouble logging in to my account

Q - I can't remember my User ID or password? What do I do now?

A – If you can't remember your User ID you will have to contact memberservices@ustwirling.com for assistance. You cannot retrieve your User ID automatically.

If you can't remember your Password, you can use the "Forgot Password" feature on the Log in page. Just enter your User ID OR your last name and answer your secret question. DO NOT enter your User ID AND last name /secret question – it's one or the other!!! If you can't remember the secret question/answer you chose you will have to contact memberservices@ustwirling.com.

PLEASE SAVE THE USER ID AND PASSWORD YOU CREATE SO YOU CAN FIND THEM THE NEXT TIME YOU NEED TO LOGIN TO MEMBERS ONLY!

Not having your User ID and Password could cause you to miss an entry deadline or membership deadline (and have to pay membership late fees) if you are trying to login at the last minute and it is after hours and USTA is not available to assist you.

Q - What if I remember my Password but not my User ID?

A - You will need to contact memberservices@ustwirling.com to retrieve your User ID. .

Q - But isn't my User ID my membership number or my email?

A - No, not unless you set it up that way. All members create their own User ID and Password. If you entered your membership number or your email as your User ID, then that's what it is, but that is not required. Your User ID and Password are whatever you set them up to be.

Q - I have multiple children who twirl. Why must I have a different User ID and Password for each one?

A - Some families with multiple athletes need different member types. For example an Elite member has access to certain areas of the website that a Full or Family member can't access. In order to ensure that each member has access to the areas that pertain to their level/membership type it is necessary to have a separate account for each member.

Questions about renewing memberships

Q - I'm a Professional member. Can I renew my Team or Organization membership under my Professional account?

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A - No. You have two different accounts, with different log in credentials for each. You must renew your Professional membership by logging into your Professional account with the user ID and password you set up. You have to log into your Team or Organization account and renew them with the login credentials you set up for that account. The reason is that as a professional member you have access to different areas of the website than a team/organization has. For example your Professional membership allows you to login and under Members Only view the “Verify Memberships” or “Professional Listing” areas. Team/Organization member types don’t have this access. Also, your Team/Organization athlete members are all listed under your Team/Organization membership record. It is not possible to renew your Team/Organization under your Professional membership since this info is “linked” to that record.

Q - I’m going to need a team/organization membership but I don’t yet have all the members’ information. Can I renew/join now and add members throughout the season?

A – Absolutely! Our system is set up so that you are only charged the base fee for a team or organization the first time you apply/renew for the season. You are also charged a per member fee for each athlete. When you join/renew you will be charged the base fee and the per member fee for anyone you sign up at that time. At any time during the season you can log into that Team/Organization membership record, scroll down to the bottom and click on “add more members”. You are only charged the per member fee for these athletes added after the initial registration process. You can do this for as few as one new member or for an unlimited number of athletes.

Q - I always seem to pay a higher price for my membership than what I hear others paid. How can I avoid this?

A - You can avoid paying “late fees” by renewing by your individual membership by Nov. 1. Late fees for individual memberships take effect on Nov. 2 and Dec. 2. You can avoid late fees for Team or Organization memberships by renewing by Dec. 1. Late fees for Team and Organization memberships take effect Dec. 2. There is only ONE late fee date for Team and Organization memberships and that is Dec. 2.

Q – My child has been part of a team/organization in the past. Now they want to do individual events. Do I join as a new member?

A – No, your child has already been assigned a membership number as part of their team/organization athlete member type. This means they are already in our database. Even though you might still be eligible to use the first year individual membership type you must still do a “renewal” rather than “join as a new member”. If you join as new, your child will be in our database twice, and we will not be able to process the new membership. To renew, follow the instructions for setting up an online account. You may need to contact memberservices@ustwirling.com to have an email added to your athlete’s record before you can set up the online account. After setting up and activating the online account, follow the instructions for renewing a membership.

Q – The team director renewed my child as part of the team/organization. Now she wants to do individual events. How do I get an individual membership?

A – Since she technically already has a current membership you can’t do a “renewal”. Please contact memberservices@ustwirling.com to upgrade your child’s membership. The renewal must be done manually. If at

the beginning of the season you can do your child's individual membership renewal PRIOR to the team director doing the team/organization membership this problem will be avoided.

Q – I already renewed my membership but now I need to change my membership type. Can I do that online?

A – No, you cannot change your membership type online; you will have to contact USTA Member Services at 321-206-3242 or memberservices@ustwirling.com This is true for both athletes (an athlete that needs to upgrade from a Full to an Elite membership, for example) and for Professional members.

Q – I'm logged in but don't see the "renew" icon under members only in the left hand menu.

A – This means that you have already renewed for the season. After you log in, you can see your member type and expiration date. The "renew" icon is only available when a membership has expired. If you were renewed as part of a team/organization and you need to upgrade to an individual membership type, please contact memberservices@ustwirling.com.

Other Questions and Answers

Q - I'm a Professional member. How can I get a list of other Professional members?

A – Go to www.ustwirling.com, click on Members Only in the left hand menu, and log in with the User ID and Password you created. After your welcome page, showing your name, membership type and membership number comes up, click on Professional Listing in the left hand menu. Select the state you're interested in, click on Submit, and the list you requested will come up. If you'd like to save the information, copy and paste it into a Word document.

Q - I'm a professional member. Is there any way I can view a list of current athletes? It would help me if I could check to see which of my athletes have already joined/renewed and which ones still need to.

A - Go to www.ustwirling.com, click on Members Only in the left hand menu, and log in with the User ID and Password you created. After your welcome page, showing your name, membership type and membership number comes up, click on Verify Memberships in the left hand menu. Select the state you're interested in, click on Submit, and the list you requested will come up. If you'd like to save the information, copy and paste it into a Word document. Please note: On September 1 of each year, the previous year's list will disappear and only members who have renewed their membership will appear on the list. The list is updated as members renew their memberships.

Q -What if I'm trying to apply as a NEW member or I'm trying to fill out an entry for a USTA event and I can't get the birthdate drop down box to work properly?

A - This is due to a compatibility problem between the operating system on your computer and the browser you are using. USTA does not have any control over this. The best solution is to download a different browser (see next paragraph for instructions). Once you have a membership and need to renew annually rather than applying as new you won't be required to fill in the birthdate field so won't encounter this problem. USTA ALWAYS requires birthdate verification on entry forms therefore you may encounter this problem on all entry form applications.

To download a different browser:

1. Open your current browser (such as Internet Explorer)
2. Type in the name of the browser you would like to download (such as Mozilla Firefox or Google Chrome)
3. Select one of the links that comes up in your search and follow the instructions to download the new browser. Make sure you use that browser the next time you want to go to the USTA website and log in to Members Only.

Q – I can't find my CAS record book. Are my CAS records kept on file with USTA?

A – Yes, log in to your membership account and under Members Only, click on CAS Record. You will see all records that USTA has on file for you. If a record is not listed here and you've lost your book so that it can't be sent in for verification, then you will have to redo the missing level and all subsequent levels. If you need to order a new CAS record book go to www.ustwirling.com and click on Shop, CAS Record Book to order a new one. If you would like it updated with your records send an email to memberservices@ustwirling.com immediately upon placing your order and the book will be mailed out updated with your records.