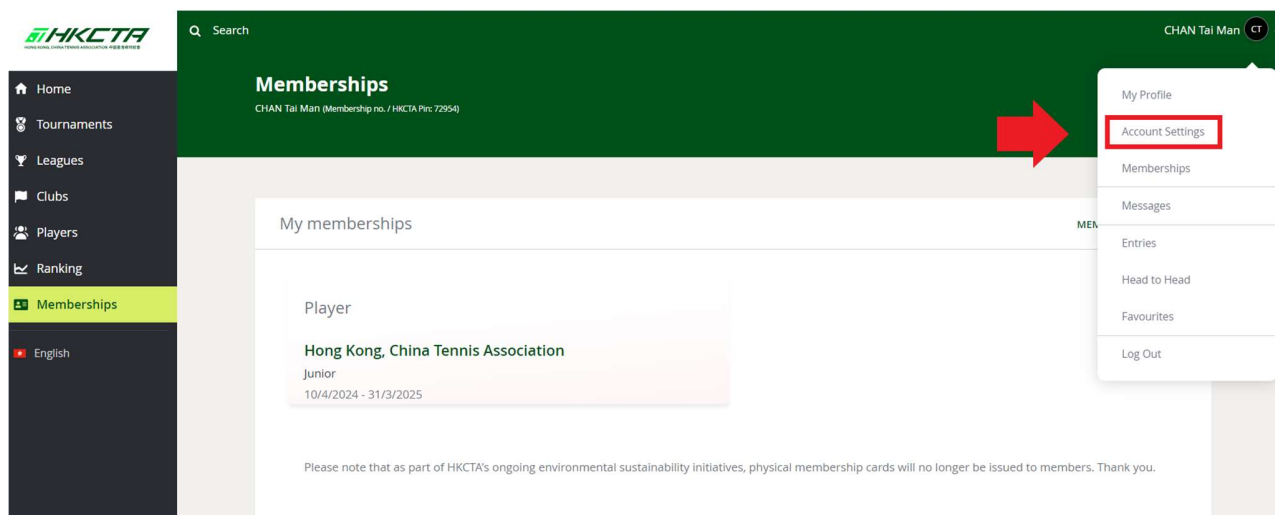


Q & A

About your account

Q1. How to change your personal information?

A1. Please ensure you've entered your information correctly during the registration process. After registration, you are **not allowed** to change your **full name, date of birth, gender or nationality**. However, you may update your contact information including your address, contact number and email address at any-time, on the account setting page. If you need further assistance, please contact us via this email address: membership@tennishk.org. Please note that our staff might request for relevant documents for verification.



Q2. How to change your login name?

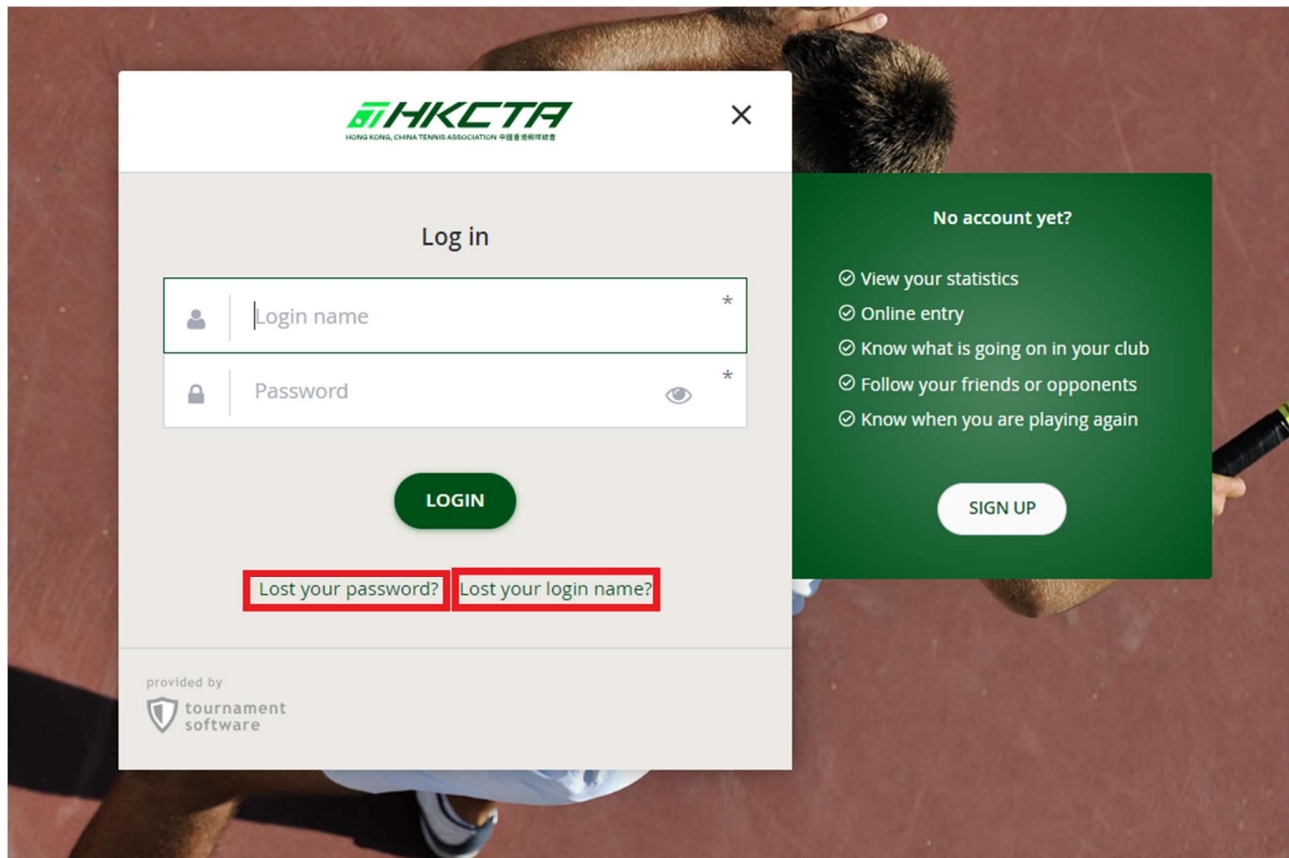
A2. You are not allowed to change the login name once you've completed your application.

Q3. How to change your password?

A3. You can change it on the account setting page.

Q4. What are the solutions if you forgot your login name or password?

A4. Please click either 'Lost your password' or 'Lost your login name'



Lost your password: You will then receive an email reset a new password.

Lost your login name: You will receive an email for the login name.

Q5. How to apply for a physical membership card?

A5. From now on, HKCTA will not issue the physical membership card.

Q6. How to upload your recent photo?

A6. Step 1: Firstly, please login to your HKCTA Pin Account

Step 2: Click '📷' in the 'My Profile' section on the home page

Step 3: Eventually, click 'Upload Image' to upload your recent photo

Maximum image upload size: 8MB

Step 4: Finally, click 'Save' to update your profile.

your photo will be displayed on the membership card

Q7. Can you pay for multiple members by a cheque at once?

A7. Yes, please list out the members' names and their HKCTA Pin at the back of the cheque.

Q8. Where can you check your profile & virtual membership card?

A8. You may find all these information on the membership page.

