



**MELBOURNE
SPORTS
CENTRES**

CLIENT PORTAL FAQ'S

FAQ's for MSC Client portal

Why can't I see my child in my client portal?

We may need some further details about your child from you. Please contact us at info@melbournesportscentres.com.au and we will link your child to your membership.

When I log in, I am my child?

In updating our new system, we have encountered a few glitches with the parent/child relationship. Please contact us at info@melbournesportscentres.com.au and we will ensure your account and your child's account is set up correctly.

Why won't my personal details save?

Fields for Date of Birth and Email cannot be edited by the client.

These are unique identifiers for each client and must be updated by our Customer Experience team. If either of these fields are missing or need updating you will not be able to Save Edits to your profile. Please contact us at info@melbournesportscentres.com.au to update these fields so you can edit your personal details when required.

Why can't I change my email or DOB?

Fields for Date of Birth and Email cannot be edited by the client.

These are unique identifiers for each client and must be updated by our Customer Experience team.

Please contact us at info@melbournesportscentres.com.au to update these fields.

Why can't I see my child's products or prepaid credit?

Unfortunately, this feature is not currently functioning. Please contact us at info@melbournesportscentres.com.au and we can let you know how many visit passes or credit your child's account holds

Why can't I use my multi-visit passes for my child?

Products are not transferable from one person to another. If you are booking for a family member each person must hold their own products.

