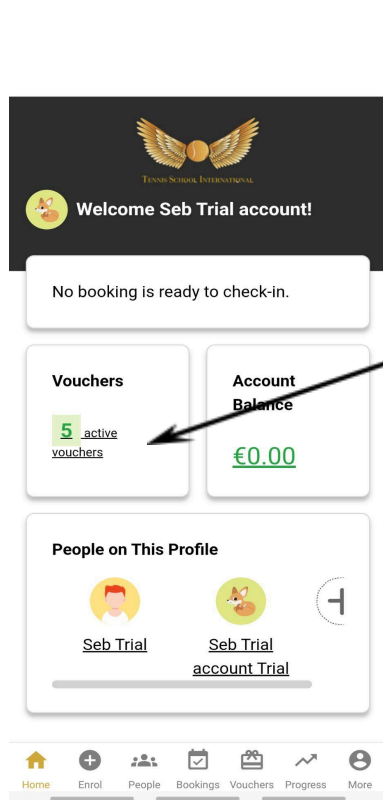




# Guide

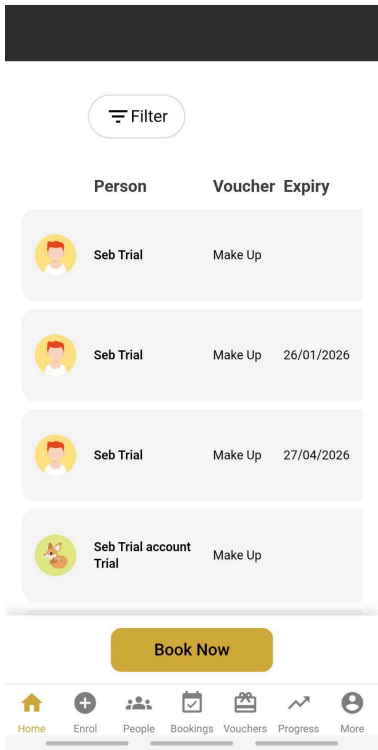
## How to sign up for a make-up



**Step 1.** Log into your TSI Player Portal via the website or the TSI Player App

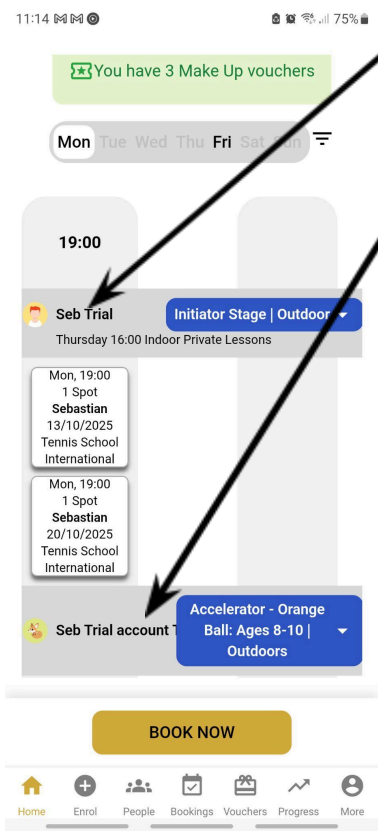
**Step 2.** Click on “Active Vouchers”

Step 3. Now you will see an overview of all your vouchers. Click on “Book Now”

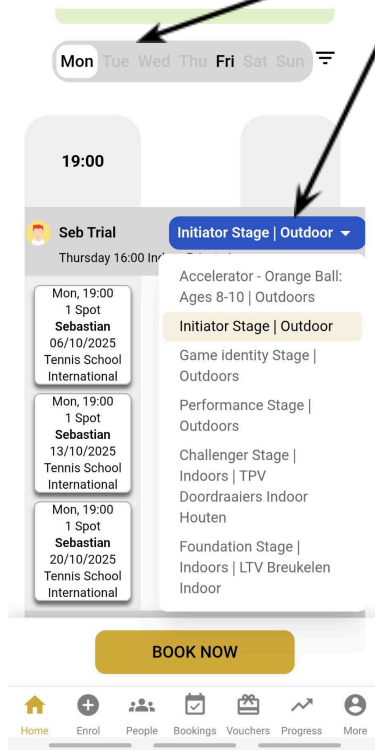


Step 4. Scroll down to the person you'd like to book for.

Note: If it's only you under the account then you will only see your own profile.



**Step 5.** Select the course stage you are registered in.  
Then select the day from the available options.



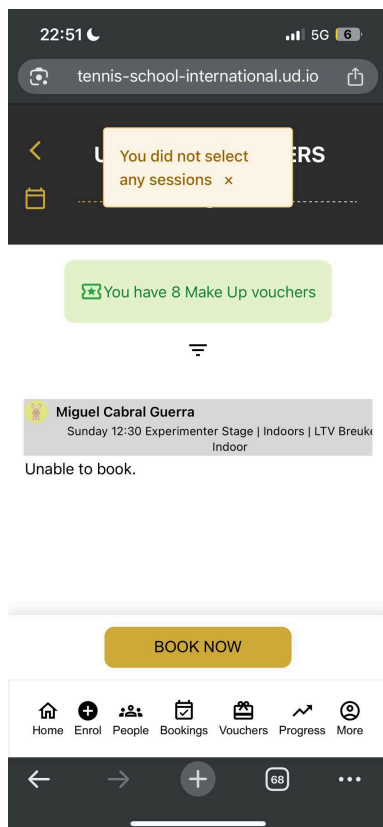
Notes:

**\*No spots are available on your own stage?**

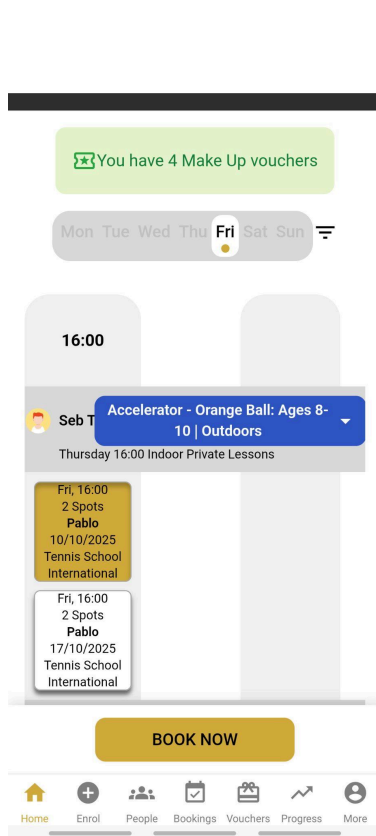
You can join in another stage from the drop-down menu.

**Only one option showing?** → Means other courses have no open spots at the moment.

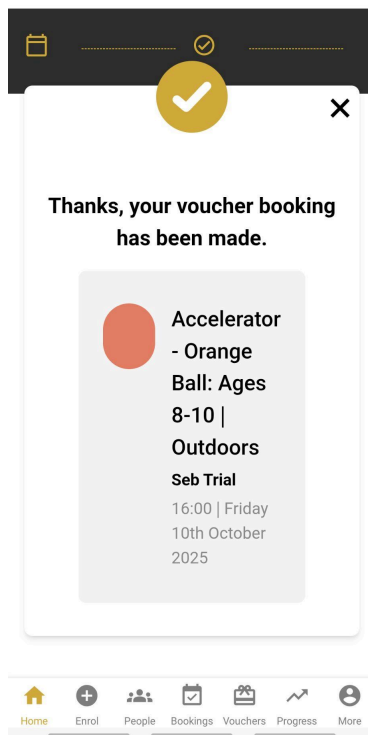
**Days in bold** → Days with available spots (e.g. in the example: only Mondays and Fridays).



**Unable to book screen?** → No spots available at the moment. Try again later — you can only see up to 3 weeks ahead.



**Step 7.** Click on the option you'd like to book– it will highlight with a golden background. Then simply click “Book Now” to confirm.”



**Step 8.** You are all set! A confirmation screen should appear now.

# Frequently asked questions.

**1. How long in advance can I book a make-up?**

Up to 3 weeks in advance.

**2. “Unable to book” even though I have vouchers available?**

It means that there are no spots available at the moment. Please try again later.

**3. Can I cancel my make-up and book at a later date?** We don't offer make-ups for make-up, to keep the system fair and ensure everyone has the chance to join one.

**4. Why do the courses in the drop-down menu change?**

You'll only see courses that currently have available spots, so the list may change from day to day.