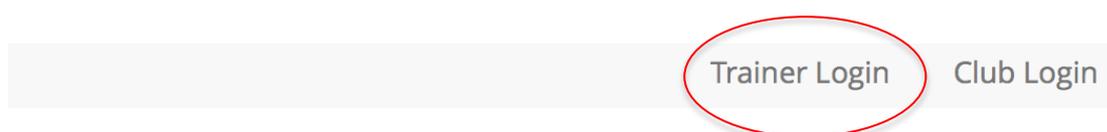# On The Clock FAQ

HOW DO I CREATE AN ACCOUNT?

Step 1 – Search www.ontheclock.com.au and then locate and press (Trainer Login) in the top right hand corner

Step 2- Click **(sign up for free)** button and follow the prompts

WHEN DO TRIALS BECOME AVAILABLE TO BOOK?

Usually trials become available 2 days prior to trial day. You can see the exact time when trials come online at your preferred track on the BOOK A TRIAL page. Once available select the drop down on the desired track and proceed as normal.

HOW DO I BOOK A TRIAL?

Step 1 – Once you have created an account and logged in press **(book a trial)**

| | Account | Club Login | Logout |

HOME   ABOUT US   BOOK A TRIAL   BLOG   CONTACT US
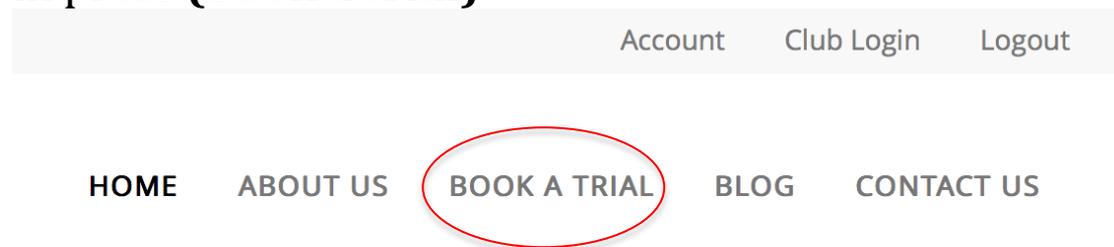
Step 2 – Find the desired track, then select the **available trial session**

Step 3 – Select a GREEN slot in the available time period you would like

✚ OPEN

Step 4 – Add the desired details and then press **(book)**

Step 5 – ALL DONE you will receive a text reminding you of the upcoming trial

HOW DO I CANCEL A TRIAL?

Step 1 – Go to the track where you booked a trial

Step 2 - Then find the blue slot and select **(cancel)** next to your booking

HOW DO I EDIT/CHANGE A TRIAL BOOKING?

Step 1 – Go to the track that you have booked a trial

Step 2 - Then find the blue slot and select **(edit)** next to the trial you have booked

HOW DO I DEPOSIT MONEY?

Step 1 – Once logged into your OTC account select **(deposit)**

Step 2 – Add your credit or debit card details (cannot be a key card) and enter an amount and select deposit. (OTC is a secure site)

WHY CAN'T I BOOK MORE THEN 6 TRIALS?

This is to prevent abuse of the system. If you contact the club they can unlock your account and you can book as many trials as required.

DO I NEED TO DEPOSIT MONEY TO BOOK A TRIAL?

No you don't. Not all clubs offer online payment.

HOW DO I CHANGE MY DETAILS?
Step 1 – Once logged in, select **(account)**

Step 2 – Select **(settings)**

Step 3 – Enter changes