

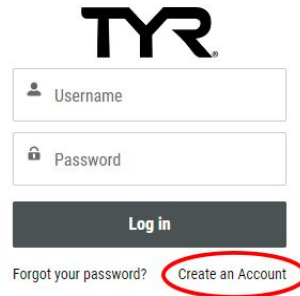


TYR TEAM PORTAL HOW TO

How to Log In:

Step 1: visit TEAMS.TYR.COM

Step 2: Click “CREATE ACCOUNT”



A screenshot of the TYR login page. At the top is the TYR logo. Below it are two input fields: 'Username' with a person icon and 'Password' with a lock icon. A dark grey 'Log in' button is positioned below these fields. At the bottom left, there is a link 'Forgot your password?' and at the bottom right, a link 'Create an Account' which is circled in red.

Step 3: Make sure you have your team “access code” if you do not know this code email your team administrator or teamsupport@tyr.com

Step 4: Enter your details and you are in!




A screenshot of the TYR account creation form. The form consists of several input fields stacked vertically. The first field is 'Access Code' with a person icon and a yellow highlight. The subsequent fields are 'First Name', 'Last Name', 'Email' (with an envelope icon), 'Username', 'Create Password' (with a lock icon), and 'Confirm Password' (with a lock icon).

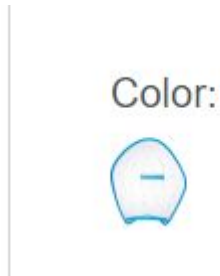
Common Issues #1:

Issue:

Item not adding to cart (fins, paddles, kickboards most common with this error)

Fix:

Select color tile even though there's only one choice example below:



Common Issues #2:

Issue:

Checkout is stuck on order summary with no additional information

Fix:

Click the TYR logo to get back to your home screen, go to your cart, click the "cancel checkout" button at the top of the screen. Then on the payment page make sure both your CC AND billing address are completed (even if the billing address is saved in your profile)



Common Issues #3:

Issue:

Cannot get past the Payment Page

Fix:

Make sure both your CC and billing address are completed. Make sure to click the button at the bottom

Billing Address

CUSTOMER SUPPORT AND QUESTIONS:

We are open 24/7, 365 via email at TEAMSUPPORT@TYR.COM

