

How to add a Tour Party Member

On receipt of an email to invite you to the customer portal, click the link, and the system will then ask you to **create a log-in**. You can use this for all future trips as well as the current one so please keep your log-in details safe. The portal address is <https://portal.sportagroup.com/> (bookmark it if you can so you can easily get back to it)

Once logged in you will see a screen with 3 tabs – **Members** (showing all tour party members), **Hotels** (showing all hotels and room allocations), and **Users**. We would like you to collect all tour party members and their passport details and there are two ways for you to do this:

Method 1 - In order to alleviate teacher admin we have made it possible for you to invite parents and guardians to register their own children for the tour, meaning that they add all of the passport details themselves. We have also provided some text that you could cut and paste and send to parents. (see page 4)

Method 2 – Alternatively you can add all Tour Members yourselves, if you prefer

If using Method 1

- Click the **Users** tab
- Select **Invite User** from the right hand side
- Enter the **Users Details i.e. the parent or guardian** (image 1 below) make sure you given them User Access Only. Manager access is only for other staff members who you want to be able to access the portal and also invite users with the same privileges as you have.
- They will then see a screen that only allows them to Register a Tour Member (image 2 below) they must then follow all of the prompts to add their child's details. (image 3 below) **Please note: If the passport is due for renewal please input the current passport details and then share the new one with the group leader once received.**

If using Method 2

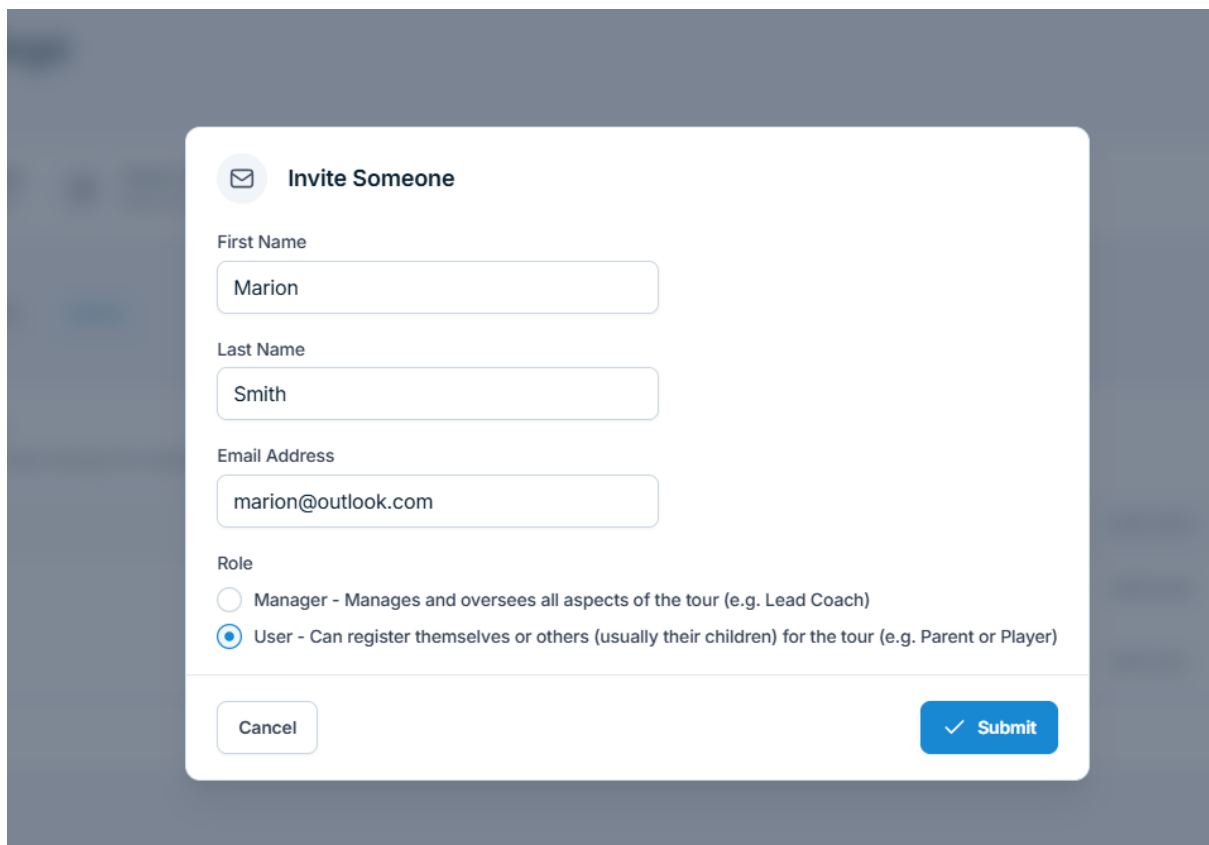
- Select Members tab and follow the prompts to Register a Tour Member as above. It will ask you for the passport number of the student before you can begin adding them so that we can make sure no duplicate tour members get added.

IF YOU OR A USER ARE LOGGED OUT WITHOUT HAVING ADDED YOUR PASSPORT DETAILS AND YOU NEED TO GO BACK TO THE PORTAL YOU WILL NOT BE ABLE TO USE THE LINK IN THE EMAIL AS IT WILL HAVE TIMED OUT.

If this is the case please go to the portal at: <https://portal.sportagroup.com/> (bookmark it if you can so you can easily get back to it) and log in with your user name and password.

For any queries or forgotten user names/passwords please email info@sportagroup.com and we will respond within 2 working days.

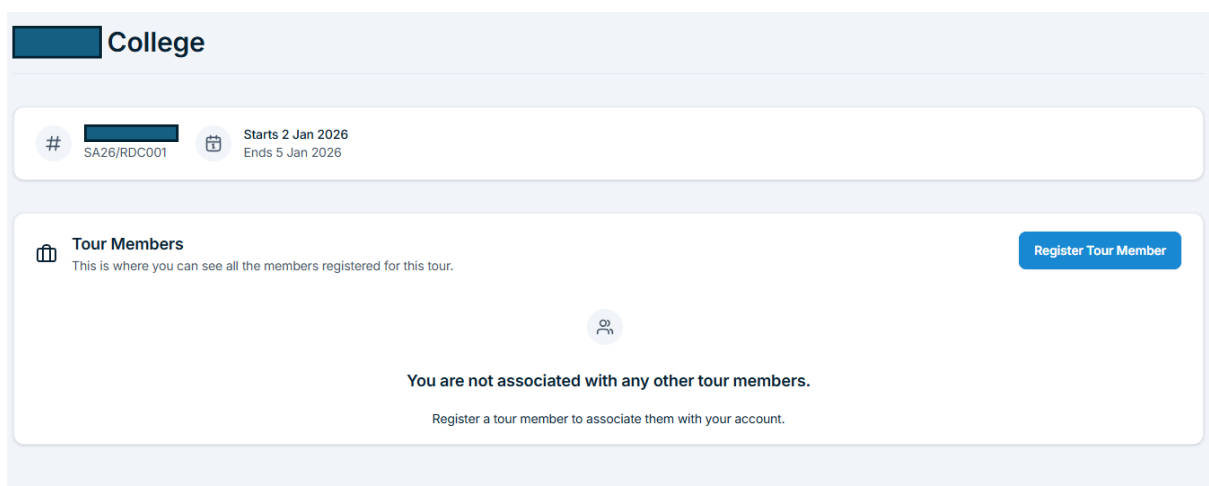
Image 1



The screenshot shows a modal window titled "Invite Someone" with an envelope icon. It contains the following fields and options:

- First Name:** A text input field containing "Marion".
- Last Name:** A text input field containing "Smith".
- Email Address:** A text input field containing "marion@outlook.com".
- Role:** Two radio button options:
 - ☐ Manager - Manages and oversees all aspects of the tour (e.g. Lead Coach)
 - ☒ User - Can register themselves or others (usually their children) for the tour (e.g. Parent or Player)
- Buttons:** A "Cancel" button on the bottom left and a blue "Submit" button with a checkmark icon on the bottom right.

Image 2



The screenshot shows the "College" page with a dark blue header. Below the header, there is a section for tour details and a "Tour Members" section.

Tour Details:

- #** SA26/RDC001
- Starts** 2 Jan 2026
- Ends** 5 Jan 2026

Tour Members:

- Icon of a group of people.
- Tour Members**
- Text: "This is where you can see all the members registered for this tour."
- Blue button: "Register Tour Member"
- Text: "You are not associated with any other tour members."
- Text: "Register a tour member to associate them with your account."

Image 3

Add Tour Member

Add a member to the

College tour.

Check Your Details Carefully

Please note that details submitted must match that of the passport for the tour party member. First and Last Names must be full and written exactly as they appear on the passport. Any incorrect information submitted may result in the tour party member having to purchase another ticket or being denied travel at check-in. Sporta cannot be held responsible for any incorrect information submitted.

Role

- Please Choose -

Title

First Name

Last Name

Date of Birth

dd/mm/yyyy

Passport Number

1234567

Sample Text to send to parents

Dear Parents & Guardians,

Your child has been invited to take part in our trip to In order to accurately process your child's passport details we require you to add them into the tour operators portal. You will shortly be receiving a link to set yourself up with a log-in for this portal and you will be able to see only the trips that your child is registered against.

*If you have more than one child on a trip then you can use the same log-in, this is personal to you so please remember the password. The link that we send out is a one time use link so please bookmark : <https://portal.sportagroup.com/> so that you can easily go back in and add your child's details. **Please note: If the passport is due for renewal please input the current passport details and then share the new one with the group leader once received.***

Please make sure that you add any dietary requests and useful information when prompted to do so, if you don't have anything please leave these boxes blank. If you have any issues submitting information to the portal please email the school who can assist or pass on your details to the tour operator.

Once the deadline has passed to submit your child's details the portal will be locked and any changes will have to be sent via the school. This is because the details submitted get sent to the airline and any updates need to be communicated.