

Greater Portland City League Tennis - FAQ

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CAPTAIN'S PAGE

Where is the Captain's page?

Go to the City League Website. Click on [Divisions](#) then select your Division. Select [Captain's Page](#) link, you will be prompted to enter your login information (email address and password).

Where do I enter scores?

You enter scores on the captain's page.

Where are the team statistics?

Click on the [Team Statistics](#) link located in the Player Information box.

Where is the substitution report?

Click on the [Substitutions](#) link located in the Match Information box.

Where can I find contact information for other captains in my division?

Click on the [Division Captains Contact Information](#) link located above the Match Information and Player Information boxes.

REPORTING MATCH RESULTS

How do I enter scores?

Go to the Captain's Page (see Captain's Page information). A list of matches is displayed in the Match Information box (future matches are not listed). Find the match, click on [Report Scores](#). If the score has been reported, the link at right will say [Confirm Results](#). Enter the match results as indicated or confirm if correct.

What is the time frame for reporting/confirming scores?

Scores should be recorded and confirmed within 48 hours of the day of the match.

What if a player does not show up on the player drop down list?

When a player does not appear on the drop down player list, determine if:

The team is the lowest level team at the club/tennis center AND the player is a sub NOT listed on another City League roster (contact the opposing captain if necessary). If both apply, enter the player's name in the substitution box.

If either of the above does NOT apply, contact your Division Representative. Be sure to include the division, match date and teams involved in the e-mail message.

What is a default match and how do you enter it on the score sheet?

A default means the match never happened because a tennis ball was never struck. When you enter

the score, DO NOT enter any names for the defaulting team, and you do not need to enter 6-0, 6-0. The application does this for you. Follow these steps to enter a default match:

- 1) Enter the names of the players from the team which did NOT default.
- 2) Click the default button under the defaulting team.

What is a retired match and how do you enter it on the score sheet?

A retired match is one that ends before completion, without a final winner.

When a player is injured during play (after warmup) or is called away by an emergency, the match is ended and considered “retired”. At least one point must have been completed but usually games or sets have been played.

When a player is injured during warmup, is unable to continue and another legal player **cannot** be found to replace the injured player, the match is considered “retired”. Enter the scores for ALL completed games, click on the Retire button for the injured “retiring” team. The score application will properly score the match.

Example 1: Team A won the first set 6-2, was ahead in the second set 4-1 and then one of the players for Team A was injured. Enter the score as follows:

- Enter 6-2 for Team A’s first set
- Enter 4-1 for Team A’s second set
- Click the Retire button under Team A

The final score will be Team A, 1 point and Team B, 2 points. The retiring team loses the match regardless of the actual score when the match is retired.

Example 2: Team A and B are warming up and a team B player is injured and unable to continue. A replacement legal player for team B is sought, but none is available to play. Enter the score as follows:

- Enter all player names with 0 scores for both teams
- Click the “retire” button under team B
- The score application will properly score the match

The final score will be Team A, 2 points and Team B, 0 points. The retiring team loses the match, regardless of the fact that no points were actually played.

CONFIRMING MATCH RESULTS

How do I confirm match results?

Go to the Captain's Page (see Captain's Page information).

A list of matches is displayed in the Match Information box (future matches are not listed).

Find the match, click on Confirm Results and review the scores.

The confirming captain will have a chance to correct errors. When you press the Confirm Results

button, on the Captain's Page, the completed score sheet will be displayed. At the bottom of the screen you will see the following options:

[Click here to confirm](#) match results

[Click here to edit](#) match results

If the information is NOT correct use the [click here to edit](#) option. If you click on [Click here to confirm](#), it means you agree with the scores as displayed. Once you click this option, the scores for the match will be finalized and may no longer be changed.

If you click on [click here to edit](#), you will be allowed to change any errors you have found and send a comment to the captain who entered the scores. The comment will be inserted into the confirmation email. You should describe any changes you have made. Below is an example of the email both captains will receive.

Subject: Match scores have been changed

Scores for 8/24/2016 TH-1 vs. TH-2 match have been changed.

Changed first set in D5 to 4-6 instead of 3-6

Please review.

Once the email has been sent, the match scores are considered finalized and may no longer be changed.

You may want to contact the captain before you make any changes. If this is the case, click on [Return to Captains Page](#). Note, the changes you have made will not be saved if you leave the screen before you press the [Submit](#) button.

If either captain disagrees with the finalized scores, contact the opposing captain to confirm the scores in question. Send any corrections, via email, to the Website Coordinator. The email should include all information including correct scores, division, match date and teams involved. When captains do not agree on a score and a resolution cannot be agreed upon, both captains shall contact their Division Rep with details of the scoring dispute. A copy of their signed score sheet is required.

Both captains are responsible to review, with the involved players, the specifics of the match and the details of the disputed score, prior to contacting the Division Rep. The Division Rep reviews the information and whenever possible resolves the dispute. When resolution is not achieved, the Division Rep shall require the captains to confer via email, until agreement on the final score can be reached. Both captains shall officially notify the Division Rep of the final agreed upon score. The Division Rep will notify the Website Coordinator of the final score to be posted. Disputes must be resolved within **five (5) days** of reporting the dispute.

In the event resolution is still not achieved the Resolution Coordinator shall be contacted.

What if I am not able to confirm the match?

When you see [View Results](#) instead of [Confirm Results](#), the other captain accidentally confirmed the scores.

Review the results. If you need to dispute the scores, contact the opposing captain to confirm your corrections. Send the corrections, via email, to the Website Coordinator. In the email, be sure to include the correct scores, division, match date, teams involved and a copy of the signed scoresheet.

VIEWING MATCH RESULTS

How do I view results from prior matches?

Click on your division, login, once open, click on [View Match Results](#). This screen will list each match with total points scored by each team. Click on [More Details](#) for scores of each of the six individual matches. Also click on [View Grid](#) to display a summary of all matches played so far.

RESCHEDULING MATCHES

How do I reschedule a match?

Before attempting to reschedule a match, read the “Rescheduling of Matches” in the Rules and Regulations. Please note, a lack of players is NOT sufficient reason to request a Match reschedule. If you still find it necessary to reschedule a match, follow the steps below:

1. Start the process as soon as possible.
2. Please contact the host facility for assistance to aid in rescheduling.
3. Notify the opposing captain. Provide them with **3 reasonable dates**. Make sure they do not have a match on any of the days you are proposing. (If finding 3 dates is impossible, consider playing on a different day OR at another facility.)
4. When the request to reschedule is due to a facility request, the opposing captain **MUST** select one of the dates. When the request to reschedule is due to other concerns, the opposing captain is not required to reschedule the Match.
5. Once a new date has been selected, notify the following people listed below. **Be sure to include the division, the teams, the original Match date and the new Match date in the notification.**
 - a) Website Coordinator, who will update the web page
 - b) Facility Scheduling Coordinator
 - c) Division Representative

SUBSTITUTES

How do I report a match when a sub was used?

When reporting scores, select players from the drop down list. Players must be legal substitutes.

When using a sub, use the separate SUB box and select the sub's name. The list is pulled from all the teams in a lower division from your club. If you are the lowest level team at your club, type in the name of the sub used.

Why does my team have a list of subs and the other team doesn't (only a box to enter a name)?

Your team has a lower division team at the same club, so your pool of available players is listed in the drop down box.

The opposing team is the lowest division team at that club, so they must use players not listed on any City League roster.

Why do I get the message "Invalid number of home/away subs – 3 max." when entering scores.

You can only use three (3) subs per match, when a team uses more than three subs, contact your Division Rep with the details.

Make sure you are selecting from the "SUB" list, not the "player" list.

How many times may a player sub?

A player may substitute **seven (7)** times during a City League year. On the **8th** substitution, a player becomes an "illegal player".

PASSWORDS

Why didn't my co-captain get a password?

Each team has one password, stored with the captain's information. If the co-captain (or anyone else on the team) needs to enter scores, they must use the captain's email address (login) and password.

What if the captain is out of town and no one has the password?

Either captain may enter the scores, request the other captain do so.

How do I change my password?

At the season break, when online registration is open for changes/additions/deletions, you may change your password.

Click on [Update Team Level](#) or [Login Info](#) button to access the page to make the change.

What if I have forgotten my password?

At the bottom of the Captains Login window, the link [Get an email reminder](#) will send a message to the captain's email address with the password. If the team email is not valid, contact the Website Coordinator.

How do I change the captain's email address?

Go to the Captain's Page.

Click on the Edit link after the Player's Name in the Player Information Section. Update the email address. The new address will appear on the report "Division Captains Contact Information" as soon as the change is made. Note: This will not change the captain's login (email address) which can only be changed during registration periods.

Contact your division rep with your new information and distribute your new email address to your division captains so they may update their email address information.

At the season break, when online registration is open for changes/additions/deletions, remember to update your email address, until then your old email address will still be used in the system, and you will need to use your old address to post scores.

At the season break, use your "old" email address (login) to get into the roster to update your information.

Once the new information is saved, you will access the captain's page using your "new" email address (login).

REGISTRATION INSTRUCTIONS

How do I register my team at the beginning of the season?

If you are registering a team online for the first time, click the Register Now link to get started.

Team Information: Required for all teams to participate in City League Tennis during the season. The login (email address), password, division level and club are entered on this page. This information can only be changed during open registration periods.

Player Information: **All** fields are required for **all** players on the team.

Captain/Co-Captain Information: Each team **MUST** have a Captain and a Co-captain listed. Captains use this information to communicate with other Captains in your division. In an emergency, the people listed, will be notified.

Payment Information: Team registration is not complete until the fee has been paid.

Can I make changes to my registration information after I have left the program?

You can make as many changes as you wish during the "open registration" period.

Can I add players after on-line registration closes?

Yes, after online registration closes you may add up to 3 new players. Check the Calendar for Spring and Fall player addition deadlines.

Send the added player information to the Website Coordinator. The player addition process is not automated and may take 1-2 weeks to complete.

How do I add a player after online registration closes?

Email the Website Coordinator by clicking on [Contact Us] at the top of the web page and then clicking on the link for the Website Coordinator. Include, in the email, the following information:

1. Club
2. Division
3. Player First and Last Name
4. Email address
5. Mailing Address
6. Primary Phone number

The captain will be notified via email when the process is complete. Added players may **NOT** play in a match until the confirming email is received. Be sure to check your roster to **verify the new player is listed**.

Can I transfer players between teams after registration closes?

No. Players may NOT transfer between teams after registration closes. Player transfers may only take place during mid-season registration.

Can I make roster changes (phone numbers, email addresses) after the designated deadline for the fall session?

The captain may change all player contact information during the season **except** a player's first and last name.

Player deletions, transfers and team login (email address) and password changes must wait until mid-season when roster changes are allowed.

MID-SEASON TEAM REGISTRATION INSTRUCTIONS

Can I add players at mid-season?

During mid-season registration you may make roster changes online, by going to [Team Registration](#) and entering your email address (login) and password.

When a player is transferring between teams or clubs please use the transfer function. The Fall Session Captain is responsible for transferring the player to the new team. Note: Please **DO NOT** delete the player and make the Spring Session captain add her as a new player.

When will the mid-season registration be available?

Team Registration opens in January after all Fall Session matches are completed and posted. All roster changes must be entered **before** Spring Session matches begin. Specific dates are announced each year depending on the Fall Session Match schedules.

How does mid-season registration work?

Click on the [Team Registration](#) button from website home page and enter your login email address and password.

Your current roster will be displayed where you may edit, delete, transfer a player, add a new player and/or change the team information.

How does mid-season registration work?

Click on the [Team Registration](#) button from website home page and enter your login email address and password.

Your current roster will be displayed where you may edit, delete, transfer a player, add a new player and/or change the team information.

Changing Captain email/password: Click on [Update Team Level](#) or [Login Info](#). **DO NOT** make a division or club change. Once you change the Captain's email address or password, you **MUST** use this "new" information to login to the system to report scores.

Changing Player Information:

[Edit] -Allows you to change player information (address, phone, email), assign/remove captain or co-captain status, (click on the Captain or Co-Captain check box beneath the player's name)

[Delete] – Allows you to remove a player from your roster.

[Transfer] – When a player on your roster moves to another team, select [Transfer], then select the team adding the player. The player will be removed from your roster and added to the roster of the selected team. A player may transfer between clubs. If you have trouble getting a player transferred onto your roster from another team, contact your division representative to assist with the process.

[Add] -Add a new City League player by clicking on the [Add Another Player](#) button located below the player list.

Payment Information: The flat fee your team already paid at registration covers any new players added.

NOTE: Your division representative is available to help with any questions. Please contact her when you need assistance.

FORMAL COMPLAINTS

How do I file a formal complaint?

Only Captains or Co-captains may file formal complaints. Go to the City League Website. On the left hand side of the home page is a tab labeled [Documents/Forms](#). This tab will direct you to the Formal Complaint link that contains the detailed instructions on how to file a formal complaint.

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