

**Greater Portland
City League Tennis Association**

**Captain's Handbook
2026 – 2027**

Important Information

One week prior to a match, the home team captain contacts the visiting captain to provide match details.

Include:

- start time
- the order of the first round and second round matches
- requested changes to the standard order of play
- parking information
- whether there are court time restrictions
- unique information related to the match

The visiting captain shall confirm the match details.

Captains are encouraged to arrive 15 minutes prior to the match start time to facilitate the exchange of lineups and to verify first round players are present.

When designating an acting captain, review match day responsibilities. This includes knowledge of the lineup, arriving early and having a scoresheet ready for lineup exchange with the other captain.

City League does not rely on USTA NTRP ratings for placement of players in a lineup.

It is strongly recommended the lineup be arranged in order of player strength and playing ability.

Captain's Handbook

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Table of Contents

Team Login & Password	1
Captain's Login and Password	
Captain's Page	1
Locating the Captain's Page	
Division Captains Contact Information	
Changing a Captain's Contact Information	
Accessing a Forgotten Login Password	
Summer Registration	2
Team Fee	
Team Registration	
Returning Team Registration	
New Team Registration	
Player Addition Periods	2
Fall & Spring Player Additions	
Mid-Season Roster Updates	3
Roster Update Period	
Substitutions	3
Eligible Substitutes	
Substitution Report	
Reporting Match Scores	4
Filling in the Scoresheet	
Entering Scores Online	
Entering Substitutes	
Match Default	
Match Retirement	
Confirming Match Scores	6
Opposing Captain Confirms Match Score	
Disputed Scores	
Viewing Match Results and Team Statistics	7
View Match Details	
Team Statistics	
Rescheduling Matches	7
Rules	
Rescheduling a Match	
Formal Complaints	8
Reporting a Violation of City League Rules	

Team Login and Password

Captain's Login and Password

- The captain's email address shall be used as the Team login.
- Each team has only one login and password. A non-personal password should be used.
- The co-captain or anyone else entering match scores must use the captain's login and password.
- A captain's login and password may be changed **only** during Summer Registration and the Mid-Season Roster Update period.
 - Click on the "Update Team Level or Login Info" link to access the page.
 - Update the login (email address) and/or password.
 - Once the new information is saved, you access the Captain's Page using your "new" login.

Captain's Page

Locating the Captain's Page

- Go to the City League website, click on "Divisions" and select your division.
- Select the "Captain's Page" link on the right; you will be prompted to enter your login information (email address and password).

Division Captains Contact Information

- Click on the "Division Captains Contact Information" link, located above the "Match Information" box, to get contact information for other captains in your division.

Changing a Captain's Contact Information

- A captain's email address may be changed during the City League Season.
 - Go to the "Captain's Page."
 - Click on the "Edit" link in the Player Information Section after the "Player's Name" and update the email address.
- The new email address will appear on the "Division Captains Contact Information" report as soon as the change is made. Notify your Division Representative of the change.
- **Your old login information must still be used to login to the Captain's Page.** Your login information may only be changed during Summer Registration and the Mid-Season Roster Update period.

Accessing a Forgotten Login Password

- Go to the bottom of the Captain's Login window. Clicking the link "Get an email reminder" will send a message to the captain's email address with the password.

Summer Registration

Team Fee

- The team registration fee must be paid by the Registration Fee Deadline. See City League Calendar for specific deadline date. Forms for single team registration and multi-team registration are found on the website on the Documents/Forms page.

Returning Team Roster Registration

- When the registration portal is open, click on the **Team Registration** button located on the top left of the Home Page.
- In the **Existing Team Registration** section,
- Enter the previous year login and password, obtained from the previous captain.
- Change the login email to your own and keep or change the password.
- Change your division letter (A-K) if your team is moving up or down this season.
- The team roster from the previous season will appear.
 - Players may be Added, Deleted and player information edited.
 - Each team must have a Captain and Co-captain identified. Click the checkbox to the left of a player's name for this designation.
 - Verify which players are returning to the team.
 - Delete any players from the current team roster who are moving to another team. The team captain of the other team must add the player to her roster.
- Captains may make changes to their roster throughout the registration period.

New Team Roster Registration

- When the registration portal is open, click on the **Team Registration** button located on the top left of the Home Page.
- Click on the **Click Here to Register** link.
- On the Team Information page, enter a login email, password. From dropdown lists, select your division and your club. Click Continue.
- For each player on your team,
 - Enter last name, first name, email address and primary phone number.
 - Verify names and email addresses are correct.
 - Each team must have a Captain and Co-captain identified. Click the checkbox below a player's name to assign the player as a Captain or Co-Captain.

Player Addition Periods

Fall and Spring Player Additions

- After registration closes, captains may add up to five players to their roster during the Fall Player Addition period, and three during the Spring Player Addition period.
- Check the Calendar for Fall and Spring player addition timelines. Players can only be added by the Website Coordinator during these periods.

- Email the Website Coordinator by clicking the “Contact Us” link, on the left side of the “Home” page, then click on the link for Website Coordinator.
 - Send the Website Coordinator the following information:
 - Tennis Club, Division
 - Player first and last name
 - Player phone number and email address
- The captain is notified via email when the addition process is complete.
- Check to verify the new player is listed on your roster before putting her in a lineup.
- Captains may change any player contact information during the season except a player’s first or last name.

Mid-Season Roster Updates

Roster Update Period

- The Roster Update period occurs in January, between the end of the Fall Session and the first Spring Session match.
- Players may be **Added, Deleted or Transferred** to another team roster during this three-day period.
- Check the City League Calendar for the Mid-Season Roster Update period.
- Captains may make changes as needed throughout the Roster Update open period.
- Go to “Team Registration” button on the Home Page and enter your login and password. The current team roster will be displayed.
- Captain’s Team Login and/or Password may be changed at this time.
 - Click on “Update Team Level or Login Information.” Enter the new login information.
 - Once changed, you must use this new information to login to the Captain’s Page to report scores and to make other changes.
- The captain and/or co-captain may be changed. Notify your Division Representative when a captain or co-captain change occurs anytime during the season.
- Players may be added or deleted and player information may be edited.
- Players may be transferred to another team. To transfer a player:
 - The transferring captain is responsible for verifying with the receiving captain the intent to transfer a player to the receiving team.
 - The current captain initiates the transfer.
 - Select “Transfer” next to the player’s name and then select the team the player is moving to. The player name will no longer be on your roster.

Substitutions

Eligible Substitutes

- Available rostered players shall be used in the team lineup before using a substitute; however, available doubles players are not required to play singles.
- Substitutes must be rostered on a lower division team at the same tennis club, except for the lowest division team. All eligible players are listed in the “SUB” dropdown box on the online score sheet.

- The lowest A - K Division team at a tennis club does not have a dropdown list of substitutes.
 - The lowest division team shall use a player not rostered on any A-K Division team.
 - Players rostered only on an S Division team may substitute on her club's lowest division team.
 - Substitutes shall be of equivalent playing ability.
 - Substitute names are manually entered.
- Four (4) substitutes are permitted per match.
- A player may substitute a total of ten (10) times during a City League season.
 - Ten times for one team or one time for ten teams, or any combination thereof.
 - After the 10th substitution a player becomes an ineligible substitute.

Substitution Report

- On the Captain's Page, click on the "Substitutions" link, located in the "Match Information" box.

Reporting Match Scores

Filling in the Scoresheet

- Scores are recorded with the Home Team in the first column, and the Visiting Team in the second column. Although not mandatory, identifying substitutes on the scoresheet makes it easier to enter the scores online.

Entering Scores Online

- The first captain to login to the website enters the scores.
- Enter scores on the Captain's Page in the "Match Information" box.
- As match dates occur the current match appears at the bottom of the page.
- Click on "Report Scores", enter the match results and click "Submit." Do not enter the match points - the program assigns the match points.
- Record and confirm match scores within 48 hours of match day.

Entering Substitutes

- Click on the "SUB" box and select the substitute's name from the dropdown list. The list includes all eligible players rostered on a lower division team from your club.
- When a player's name does not appear on the dropdown list, contact the opposing captain to verify the player's status. When the player is not rostered on a lower division team, the player may be an ineligible substitute. Contact your Division Representative for assistance resolving the issue.
- When there is no dropdown list, the team is the lowest level team at that club and the substitute name is typed in.
 - Type the name of the substitute from the score sheet lineup. Verify spelling.
 - A lowest division team may not use a substitute rostered on any A-K Division team.

Match Default

- A match is considered a Default when:
 - An insufficient number of players are available to play an individual match.
 - A player arrives 15 minutes or more after the agreed-upon start time, first or second round.
- Enter a Defaulted match as follows:
 - Enter the names of the players from the team not defaulting.
 - Do not enter player names for the defaulting team.
 - Click the “Default” button under the defaulting team.
 - Do not enter scores, the program enters the score for the match.

Match Retirement

- A match is Retired when it ends before completion of all games and sets.
 - When a player is injured during the match (after warmup) and cannot continue or is called away by an emergency, the match is ended and considered “Retired.”
 - When a player is injured during warmup and another eligible player cannot be found to replace the injured player, the match is “Retired.”
 - When any 2nd round match has not been completed and court time expires, the home team must retire the remaining matches in progress, beginning with the last match started.
- Enter a Retired match as follows:
 - Enter the names of all players.
 - Enter the scores for all completed games.
 - Click the “Retire” button under the retiring team.
 - The program assigns the match points.

Examples:

- Team A wins the 1st set 6-2, is ahead in the 2nd set 4-1 when one of the A team players is injured. Enter the score as follows:
 - Enter 6-2 for team A’s 1st set, enter 4-1 for team A’s 2nd set.
 - Click the “Retire” button under team A.
 - The program assigns the match points.
 - The retiring team loses the match regardless of the actual score.
- Team A and B are warming up when a team B player is injured and unable to continue. An eligible replacement player is sought, none is available to play. Enter the score as follows:
 - Enter player names.
 - Enter set scores of 0-0, 0-0.
 - Click the “Retire” button under team B.
 - The program assigns the match points.
- When a match has not been completed and the court time expires with no other court available, the match is considered a Retirement for the home team. When recording the score online, record all completed games played and click

the “Retire” box under the home team players names. The program assigns the match points.

Confirming Match Scores

Opposing Captain Confirms Match Score

- When the match score has previously been entered, the opposing captain is responsible for confirming the scores.
- Go to the Captain’s Page.
- Click on “Confirm Results” (If the only option is “View Results”, the scores have been confirmed. See “View Results” below for how to proceed.)
 - Review the score sheet for accuracy. Click one of the options below.
 - Confirm Results
 - When all the information is correct, click “Confirm Match Results” at the bottom of the page.
 - Edit Results
 - When any information appears incorrect, confirm proposed corrections with the opposing captain before making any changes to the online score sheet.
 - Once the information change is agreed upon, click “Edit Match Results.”
 - Make agreed-upon changes to any incorrect information.
 - Space is provided to identify the specific corrections made.
 - Your comments are added to the confirmation email message.

Example: Match scores have been changed, D5, 1st set changed to 4-6, from 3-6.
- Click “Submit.” (When “Submit” is not clicked, changes are not saved.)
- A confirming email stating “Match scores have been changed.” is sent to both captains.
- Once submitted, revised match scores are considered final and may no longer be changed by a captain.
- Click on “View Results”
 - Review the score sheet for accuracy. When all information is accurate, no action is necessary.
 - When corrections are necessary:
 - Confirm proposed corrections with the opposing captain.
 - Send agreed-upon corrections to the Website Coordinator, including:
 - Match date, division and teams.
 - Individual match and correct scores.
 - The opposing captain’s email agreement of the corrections.
 - A copy of the signed score sheet.

Disputed Scores

- When either captain disagrees with the finalized score:
 - Contact the opposing captain to discuss the scores in question.
 - When both captains agree a correction is needed, send any corrections, via email, to the Website Coordinator.

- When captains do not agree on a score and resolution cannot be reached, both captains are responsible for reviewing the specifics of the match and details of the disputed score with the involved players.
- When the dispute remains unresolved, contact the Division Representative with details of the scoring dispute.
 - Provide a copy of the signed score sheet.
 - The Division Representative reviews the information and whenever possible resolves the dispute.
 - The Division Representative notifies the Website Coordinator of the final score to be posted.
- When still unresolved, contact the Resolution Coordinator.

Viewing Match Results and Team Statistics

View Match Details

- Go to the “Divisions” page:
 - Click on “View Match Results.”
 - Each match with team points is displayed.
 - To view individual scores of a specific match, click on “More Details” to the right of the match scores.
 - Click on “View Results Grid” for a summary of all completed matches.

Team Statistics

- Login to the Captain’s Page.
- Click on the “Team Statistics” link, located in the “Player Information” box.

Rescheduling Matches

Rules

- Read the “Rescheduling Matches” section in the City League Rules & Regulations. A lack of players is not a sufficient reason to request a match reschedule.

Rescheduling a Match

- When a match reschedule is necessary due to inclement weather or other major disruption causing courts to be unavailable/unusable, complete the steps below.
 - Start the process as soon as possible.
 - Notify the opposing captain of the issue and the need to reschedule.
 - Provide the opposing Captain with at least three potential dates for the reschedule; verify the opposing team does not have a match on any of the dates you are proposing.
 - Confirm courts are available for proposed dates.
- When finding a mutually-agreed upon date is not possible, consider playing on a different day of the week, playing at an alternate tennis club or playing on multiple days.

- Once a new date, location and time has been selected, send the Website Coordinator the following information:
 - Division and teams involved.
 - Original match date.
 - New match date and time.
 - Opposing captain's email agreement.
- Captains may field a complete lineup of singles and all doubles for any rescheduled match when lineups have not been exchanged.

Formal Complaints

Reporting a Violation of City League Rules

- Only Captains or Co-captains may file a Formal Complaint.
- Contact your Division Representative when you believe a situation or a violation of City League Rules and Regulations may warrant submission of a Formal Complaint.
- Requests for rule exceptions are not considered Formal Complaints.
- The process for submitting a Formal Complaint is described in the Formal Complaint Process.
 - Click on "Documents/Forms" on the left side of the "Home" page.
 - Click on "Formal Complaint Process."

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