

Greater Portland City League Tennis Association

Frequently Asked Questions (FAQs)

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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 report match results?

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

1. A list of matches is displayed in the Match Information box (future matches are not listed).
2. Find the match, click on Report Scores, enter the match results as indicated.
3. When the score has been reported, click on “Confirm Results”.

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’s name does not appear on the dropdown list:

1. Verify the team is the lowest level team at the Tennis Club. Contact the opposing captain when necessary.
2. Confirm the sub is not a rostered player on any city League team. Contact the Website Coordinator for assistance.
3. When both of the above are accurate, enter the substitute player’s name in the substitution box.
4. When neither of the above parameters are met, contact your Division Representative and provide the sub’s name, Division, match date and teams involved.

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

A default match is a match never played, the match never started, and a tennis ball was never struck.

Follow these steps to enter a default match:

1. Enter the names of the players from the team which did NOT default.
2. DO NOT enter any player names for the defaulting team.
3. Click the default button under the defaulting team.
4. DO NOT enter scores, the application enters the 6-0, 6-0 score for you.

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) and cannot continue or is called away by an emergency, the match is ended and considered “retired”. At least one point must have been completed, usually games or sets have been played.

When a player is injured during warmup and is unable to continue the match and another legal player cannot be found to replace the injured player, the match is considered “retired”.

When 2nd round matches have not been completed and court time expires, the home team must retire the remaining matches in progress, beginning with the last match started.

Follow these steps to enter a retired match:

1. Enter the scores for ALL completed games.
2. Click on the Retire button for the injured “retiring” team.
3. The score application will properly score the match.

Example 1: Team A wins the first set 6-2, is ahead in the second set 4-1, when one of the Team A players is injured. Enter the score as follows:

1. Enter 6-2 for Team A’s first set, enter 4-1 for Team A’s second set.
2. Click the Retire button under Team A.
3. The final score will be Team A, 1 point and Team B, 2 points.
4. 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 when 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:

1. Enter all player names with 0 scores for both teams.
2. Click the “retire” button under team B.
The score application will properly score the match.
3. The final score will be Team A, 2 points and Team B, 0 points.
4. 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 shall 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 are the following options:

1. Click “Confirm Match Results” to agree with the score as displayed.
2. Match scores are now final and may no longer be changed by a captain.
3. Click “Edit Match Results” to change any errors you have found. Contact the other captain prior to making any changes.
4. Describe the changes you have made. Your comments are added to the confirmation email sent to both captains.
5. Press the “Submit” button.
6. Match scores are now final and may no longer be changed by a captain.
7. Click on “Return to Captains Page”.
8. Note that changes are not saved when you leave the screen without pressing the Submit button.

When there is still a disagreement on the final score:

1. Contact the opposing captain to discuss the scores in question.
2. If an agreement is reached, send corrections, via email, to the Website Coordinator, including correct scores, Division, match date and teams involved.
3. If an agreement is not reached, both captains shall contact their Division Representative with details of the scoring dispute.
 - a. Provide a signed copy of the score sheet to the Division Representative.
 - b. 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 Representative.
 - c. The Division Representative reviews the information and whenever possible resolves the dispute.
 - d. When resolution is not achieved, the Division Representative shall require the captains to confer via email, until agreement on the final score can be reached.
 - e. Both captains shall officially notify the Division Representative of the final agreed-to score.
 - f. The Division Representative shall notify the Website Coordinator of the final score to be posted on the website.
 - g. Disputes must be resolved within five (5) days of reporting the dispute.
 - h. When match scores remain unresolved, the Division Representatives contact the Resolution Coordinator.

What if I am not able to confirm the match?

When you see “View Results” instead of “Confirm Results”, the entering captain accidentally also confirmed the scores.

Review the results and if you need to correct the scores:

1. Contact the opposing captain to confirm your corrections.
2. Send the corrections to the Website Coordinator.
3. 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, then login, once open, click on “View Match Results”. The screen will list each match with each teams total points. Click on “More Details” for scores of each of the six individual matches. 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. **A lack of players is NOT sufficient reason to request a Match reschedule.**

When still necessary to reschedule a match, follow the steps below:

1. Start the process as soon as possible.
2. Notify the opposing Captain and make sure they do not have a match on any of the days you are considering.
3. Contact the host Tennis Club for assistance in rescheduling.
4. Provide the opposing Captain with 3 reasonable dates.
5. When finding 3 dates is NOT possible, consider playing on a different day **or** at another Tennis Club.

Once a new date has been agreed to, notify the following:

1. Website Coordinator, who will update the web page.
2. Tennis Club scheduling coordinator.
3. Your Division Representative.
4. Include Division, teams, original Match date and new Match date in the notification.

SUBSTITUTES

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

When reporting scores:

1. Click on the "SUB" box and select the substitute's name from the dropdown list.
Note: Make sure you are selecting from the Sub list, not the Player list.
2. The Sub list is pulled from all the teams in a lower Division at your club.
3. Players must be legal substitutes.
4. When your team is the lowest level team at your club, type in the name of the substitute used.
5. Lowest level substitutes may NOT be rostered on any City League team.
6. Players rostered on only an S Division team may NOT substitute on a A - K Division team.

Why does my team have a list of substitutes and the other team only has 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 dropdown box. The opposing team is the lowest Division team at their club, 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?

Only three (3) subs are permitted per match. When a team uses more than three subs, contact the opposing Captain and your Division Rep with the details.

How many times may a player substitute?

A player may substitute seven (7) times during a City League year, seven times for one team or one time for seven teams or any combination, up to seven times. 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. When 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 mid-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 and 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. When 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:

1. Click on the “Edit” link after the “Player's Name” in the Player Information Section.
2. 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 Open Registration periods. Contact your Division Representative with your new information. Distribute your new email address to your Division Captains so they may update their email address information. Remember to update your email address at mid-season break, when online registration is open for changes/additions/deletions. Your old email address must still be used in the system, to post scores, etc., until you update the information during Mid-Season Registration.

At the mid-season break, you must use your "old" email address (login) to get into the roster to update your information. Once the new information is saved, you may 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?

When registering a team online during the Open Registration periods, click the “Register Now” link to get started.

1. Team Information is required for all teams to participate in City League Tennis during the season.
2. The login (email address), password, Division level and Tennis Club are entered on this page, and can only be changed during open registration periods.
3. All requested Player Information is required for each player on the team.
4. Each team must have a Captain and a Co-captain listed. Captains use this information to communicate with the other Captains in your Division.
5. In an emergency, those listed, will be notified.
6. Players may be added or deleted during Open Registration.

7. Players not returning to a team for the next season must notify their current Captain of their plan not to return.
8. Players transferring to another team or Tennis Club, during Summer Open Registration, should be deleted from their current team roster to avoid duplication on an A thru K roster. The new captain may then add the new player to their roster.
9. Team registration is not complete until the fee has been paid.

May I make changes to my registration information?

You may make as many changes as you wish during the Open Registration period.

May I add players after online 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” on the left side of the Home page, then clicking on the link for the Website Coordinator. Include, in the email, the following information:

1. Tennis Club
2. Division
3. Player First and Last Name
4. Email address
5. Mailing address
6. 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.

May I transfer players between teams after registration closes?

Players may NOT transfer between teams after registration closes. Player transfers may take place during Mid-Season Registration only.

May I make roster changes after the designated deadline for the fall session?

Captains may change player contact information during the season except a player's first and last name. Roster changes, such as player deletions, transfers, team login and password changes are NOT PERMITTED outside Registration periods.

MID-SEASON TEAM REGISTRATION INSTRUCTIONS

May I add players at mid-season?

Go to Team Registration, enter your email address (login) and password to add players. Use the transfer function to transfer players between teams or Tennis Clubs. The Fall Session Captain is responsible for transferring a player to the new team. DO NOT delete a transferring player, forcing the Spring Session captain to add her as a new player.

When does the mid-season registration begin?

Mid-season 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 posted each year on the City League Calendar.

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 is displayed:

1. You may edit, delete, transfer a player, add a new player and/or change current team information.
2. Add: allows you to add a new City League player.
3. Update Team Level or Login Info: allows you to change Captain email/password. DO NOT make a Division or club change.
4. Once you change the Captain's email address or password, you must use this "new" information to login into the system to report scores.
5. Edit: allows you to change player information (address, phone, email), assign/remove a captain or co-captain status, (click on the Captain or Co-Captain check box beneath the player's name)
6. Delete: allows you to remove a player from your roster.
7. Transfer: allows you to transfer players between teams or Tennis Clubs. When a player on your roster moves to another team, select [Transfer], then select the team adding the player. The player is removed from your roster and added to the roster of the selected team.
8. Players transferring to your team must ask their fall session Captain to transfer them. Should you have trouble getting a player transferred from another team, contact the player's previous Captain and inquire about the transfer.
9. Verify with the Website Coordinator any added or transferred players are not also on any other A - K division City League team (except an S Division team).

The fee your team paid during summer registration covers any new players added.

FORMAL COMPLAINTS

How do I file a formal complaint?

Only Captains or Co-captains may file Formal Complaints.

1. Go to the City League Website, on the left hand side of the home page, click on the tab labeled "Documents/Forms".
2. The "Formal Complaint" link is at the top and contains detailed instructions on how to file a Formal Complaint.

Your Division Representative is available to assist you and help with additional questions you may have.

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