

# Match Centre

## Player Guide



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## Getting Started

To access Match Centre you will need to visit [leagues.tennis.com.au](http://leagues.tennis.com.au). You will be required to login with your tennis account or alternatively create an account to begin.

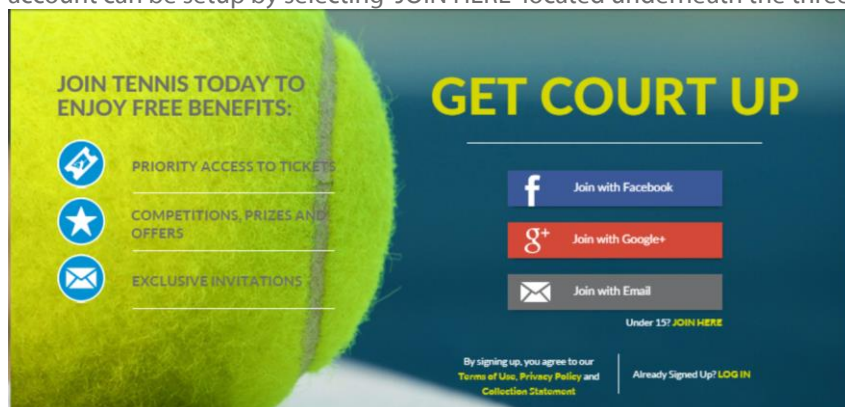
### Creating a Tennis Account:

To create a Tennis account follow the below steps:

1. From the navigation bar on the top of the page select **Join**



2. You can join by either connecting your Facebook, Google+ account, or selecting **Join with Email** and then entering your First Name, Last Name, Unique Email Address and setting up a Password. (Note: an Under 15 account can be setup by selecting 'JOIN HERE' located underneath the three main options)



3. Enter appropriate details including a valid unique email address (when joining with Email)

4. An email will be sent asking the player to verify their account
5. Once complete you will be able to login to Match Centre by selecting Login and entering your details

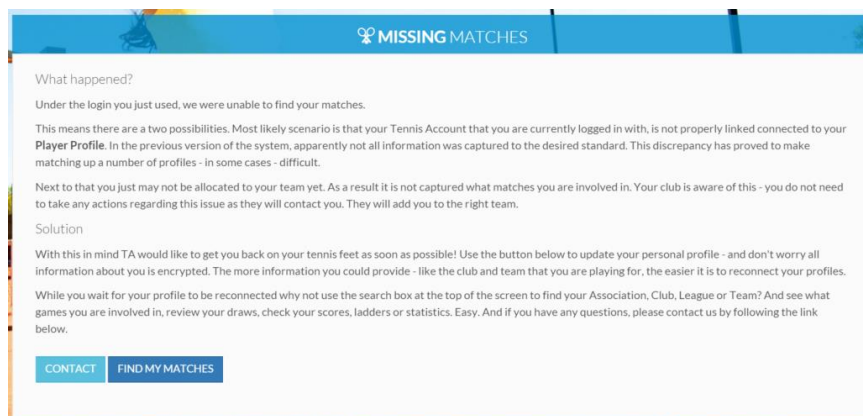
If you require any assistance creating or verifying your account please contact the **Customer Service Team**.

## Linking a Tennis Account to a Player Profile

Once you have logged into your tennis account, you may need to link your tennis account to your player profile in order for your matches to appear. This process will allow you to view your matches including the ability to enter, confirm and dispute results for your matches.

To link your account:

1. From your dashboard, select 'Find My Matches', located on the Missing Matches menu



**MISSING MATCHES**

What happened?

Under the login you just used, we were unable to find your matches.

This means there are two possibilities. Most likely scenario is that your Tennis Account that you are currently logged in with, is not properly linked connected to your **Player Profile**. In the previous version of the system, apparently not all information was captured to the desired standard. This discrepancy has proved to make matching up a number of profiles - in some cases - difficult.

Next to that you just may not be allocated to your team yet. As a result it is not captured what matches you are involved in. Your club is aware of this - you do not need to take any actions regarding this issue as they will contact you. They will add you to the right team.

**Solution**

With this in mind TA would like to get you back on your tennis feet as soon as possible! Use the button below to update your personal profile - and don't worry all information about you is encrypted. The more information you could provide - like the club and team that you are playing for, the easier it is to reconnect your profiles.

While you wait for your profile to be reconnected why not use the search box at the top of the screen to find your Association, Club, League or Team? And see what games you are involved in, review your draws, check your scores, ladders or statistics. Easy. And if you have any questions, please contact us by following the link below.

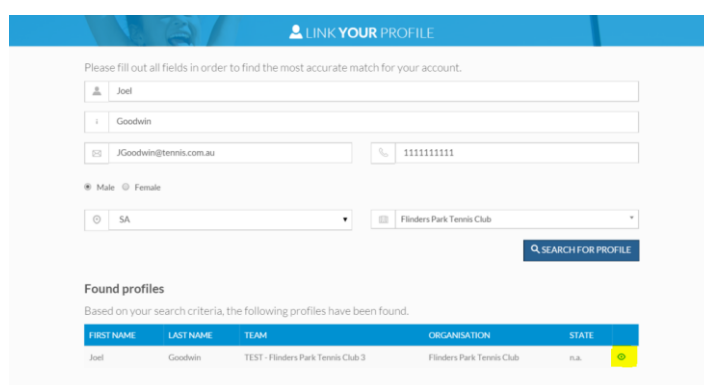
[CONTACT](#) [FIND MY MATCHES](#)

**Note:** If only some of your matches are appearing you can select 'CLICK HERE' button next to the sentence 'Is your account incorrectly linked?'



Is your account currently incorrectly linked? [CLICK HERE](#)

2. Complete the online form with your details, including email and contact number and select 'Search for Profile'. (Note: you must be entered into a team for the search to return results)
3. A list of profiles which match your search will appear, if you believe a profile listed reflects your playing profile, view the profile using the right hand side icon (highlighted in yellow)



**LINK YOUR PROFILE**

Please fill out all fields in order to find the most accurate match for your account.

First Name: Joel  
Last Name: Goodwin  
Email: JGoodwin@tennis.com.au  
Phone: 1111111111  
Gender: ☒ Male ☐ Female  
State: SA  
Club: Flinders Park Tennis Club

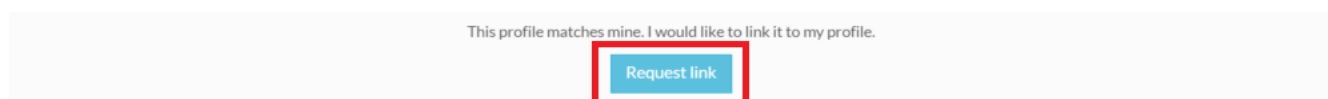
[SEARCH FOR PROFILE](#)

**Found profiles**

Based on your search criteria, the following profiles have been found.

FIRST NAME	LAST NAME	TEAM	ORGANISATION	STATE
Joel	Goodwin	TEST - Flinders Park Tennis Club 3	Flinders Park Tennis Club	SA

4. Once viewing the profile, confirm the profile is yours by viewing the matches listed, then select the 'Request link' button.



This profile matches mine. I would like to link it to my profile.

[Request link](#)

**Note:** Player linking requests may take up to 48hrs to be approved.

## Dashboard

Your dashboard is a great way to view your results, see upcoming fixtures and allows you to set favourite players, teams, leagues and organisations for direct access.

### Setting favourites to your dashboard

Setting favourites to your dashboard is a great way to save direct links for all of your teams, leagues and organisation and other players for viewing

How to set favourites:

1. Use the search bar provided to search for a player, team, league or organisation
2. Select the view icon next to the appropriate returned search result

SEARCH RESULTS		
NAME	TYPE	VIEW
Tennis Australia	organisation	

3. Click on the Star located alongside the player, team, league or organisations name (The star will turn orange)

**TENNIS AUSTRALIA** ★

**DETAILS**

Organisation Type	Federation
City	Melbourne, Victoria
State	VIC
Telephone	0399144000

**INFORMATION**

Number of facilities	2
Number of teams	104

4. All favourite items will then appear on your dashboard as direct links as per the below

**★ YOUR PERSONAL FAVOURITES**

**PLAYERS (1)**

Joel Goodwin

GO TO ALL

**TEAM (0)**

You don't have any teams marked as favourite yet

**LEAGUES (0)**

You don't have any leagues marked as favourite yet

**ORGANISATIONS (4)**

Southern Districts Tennis A...

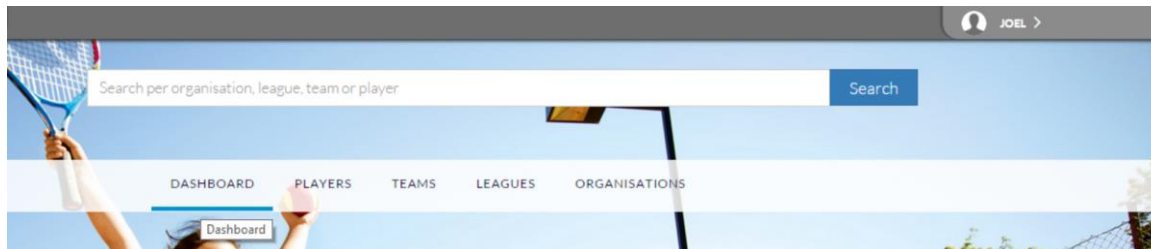
Coffs Harbour & District Te...

Tennis Brisbane

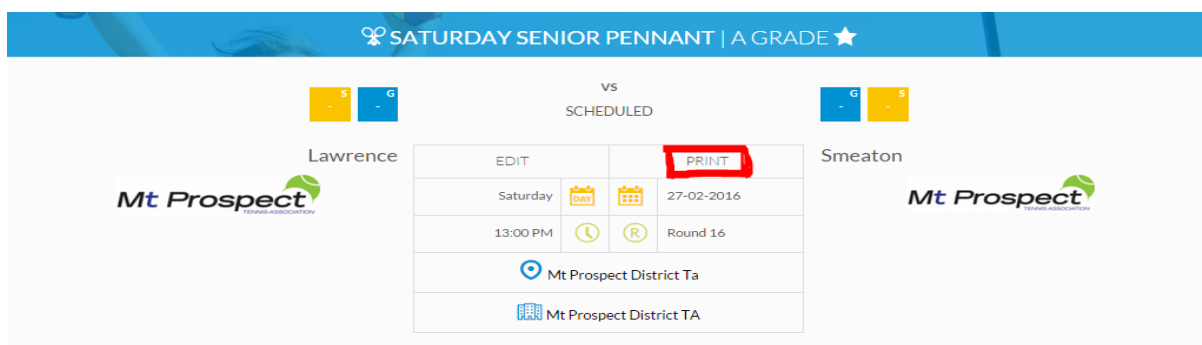
GO TO ALL

## Printing/Viewing Scorecards

To print/view scorecards, go to your Dashboard (Note: you will have to of linked your account first)



1. Scroll to your upcoming matches and select **View** for the relevant match
2. Once the match is displayed, to print select the Print Scorecard icon



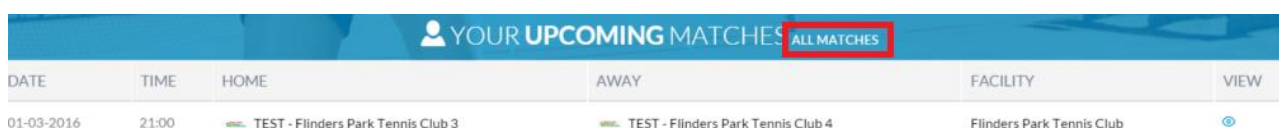
NOTE: You can print score cards prior to a match to fill out on match day, or you can print completed scorecards showing the match results

## Viewing upcoming matches & results (Note: you will have to of linked your account first)

1. To view upcoming matches and results, select 'Dashboard' from the menu across the top of the page



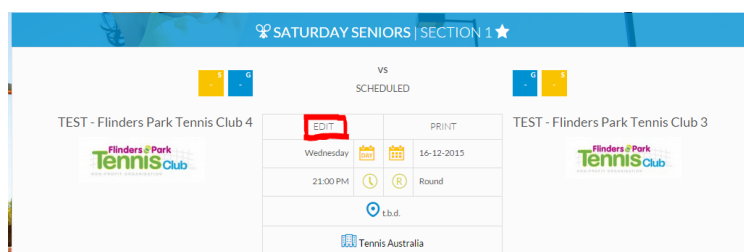
2. Scroll to either 'Upcoming matches' to view your personal upcoming fixtures or 'Previous matches' to see your results
3. If you would like to view all of your upcoming matches or results, select the 'All Matches' option



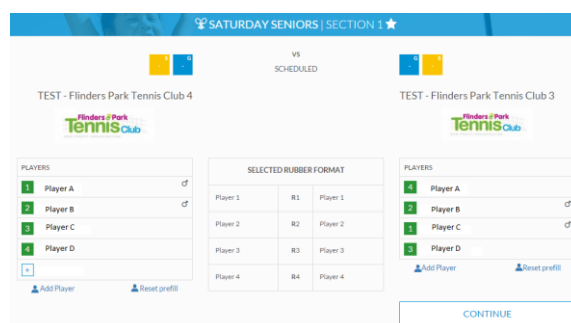
**Entering Match Results** (Note: You can only enter results for matches in which you are a player in the team and your Tennis Account has been linked)

To enter results go to your Dashboard:

1. Scroll to your 'Previous Matches', select View Scorecard on the appropriate match.
2. Once the scorecard displays, select Edit on the scorecard



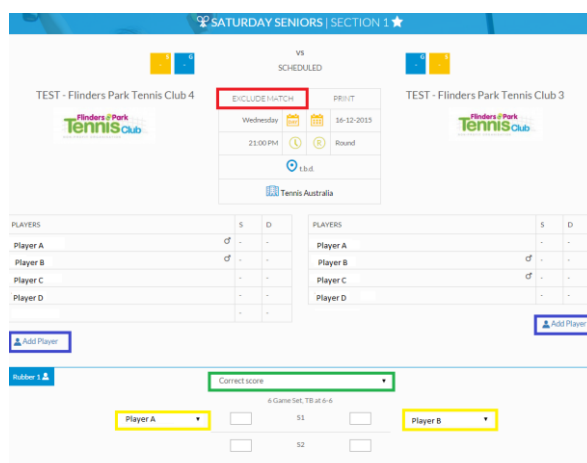
3. Select the playing order for the day, by using the  icon located next to each players' name. The first player selected will show number 1, followed by 2, 3, 4 etc.



4. Select Continue
5. Enter the relevant score and comments into the scoresheet and select 'SAVE'

#### Score entry Variations:

- If one of the rubbers is a forfeit, retirement or incomplete use the drop downs located in each rubber to indicate this (Highlighted in Green in the below)
- If the match is Heat out, Washout or a full forfeit by either team, use the 'Exclude Match' function (Highlighted in Red in the below)
- You can use the player drops downs to alter the participating players for each rubber if required (Highlighted in Yellow in the below)
- Extra players can also be added to the scoresheet if needed by using the 'Add player' button (Highlighted in Blue in the below)



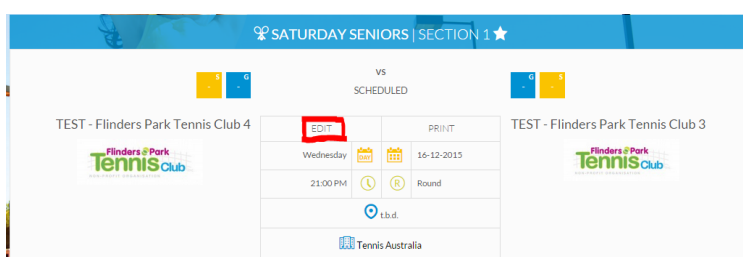
### **Confirming/Disputing a scorecard** (Note: You can only confirm/dispute results for matches in which you are a player in the team and your Tennis Account has been linked)

Once the first team has entered the match results, the second team will then need to either confirm or dispute the result.

You can only confirm/dispute results for matches in which you are a player in the team and your Tennis Account has been linked.

To confirm/dispute a result go to your Dashboard:

1. Scroll to your 'Previous Matches', select **View** icon on the appropriate match.
2. Once the scorecard displays, select Edit on the scorecard



3. Scroll to the bottom of the scorecard and select 'Confirm' or 'Dispute'



4. You will have the option to provide a comment when confirming a match or provide reasoning for disputing the match

Confirm Choice

Are you sure you want to Dispute this scorecard? In order to submit your choice, click "Dispute". Otherwise click "Close".

Enter a message if you need to provide extra details about your choice:

This is a confirmation comment

CLOSEDISPUTE



## Fixtures

Fixtures can be viewed and printed from multiple perspectives including division, team or personal (Note: for a personal view you must have linked your account).

### How to view a fixture for a division

1. Navigate to your required division by using your favourite items on your dashboard, or you can use the navigation bar to search for your league or organisation
2. Use the **League Navigator** dropdowns and select 'Go' to view your required division (Note: This step is not required when using your favourite division links)



3. Scroll down to 'League Fixtures'.
4. To view all of the remaining fixture, select the 'View all' button.



### How to print a fixture for a division

1. Follow the steps on **How to view a fixture for a division**
2. Select the print icon located at the top of the page, this will allow you to print or save the ladder to a PDF (Note: if you would like a printout of the entire fixture, this will need to be completed before the season commences)



### How to view a fixture for a team

1. Navigate to a team by using your favourite items on your dashboard or by using the search bar
2. Scroll down to 'League Fixtures'.
3. To view all of the remaining fixture, select the 'View all' button.




### How to print a fixture for a team

1. Follow the steps on **How to view a fixture for a team**
2. Select the print icon located at the top of the page, this will allow you to print or save the ladder to a PDF (Note: if you would like a printout of the entire fixture, this will need to be completed before the season commences)



### How to view your personal team fixture (Note: you must have linked your profile)

1. Navigate to a your dashboard by using the menu bar
2. Scroll down to 'Your Upcoming Matches'
3. To view all of Your Upcoming matches select 'All Matches'



DATE	TIME	HOME	AWAY	FACILITY	VIEW
01-03-2016	21:00	TEST - Flinders Park Tennis Club 3	TEST - Flinders Park Tennis Club 4	Flinders Park Tennis Club	

### How to print your personal team fixture (Note: you must have linked your profile)

1. Follow the steps on **How to view a personal fixture**
2. Select the print icon located at the top of the page, this will allow you to print or save the ladder to a PDF (Note: if you would like a printout of the entire fixture, this will need to be completed before your season commences)

## Ladders

### How to view ladders - Divisional based view

1. Navigate to your required league/division by using your favourite items on your dashboard, or you can use the navigation bar to search for your league or organisation
2. Use the **League Navigator** dropdowns and select 'Go' to view your required division

The screenshot shows the 'League Navigator' section of a website. It features a navigation bar at the top with tabs: DASHBOARD, PLAYERS, TEAMS, LEAGUES, and ORGANISATIONS. Below the navigation bar, there is a 'DETAILS' section on the left with a table of information for 'Mt Prospect'. The table includes fields for Organisation Type, State organisation, Federation, City, State, and Telephone. In the center, there is a large image of the 'Mt Prospect' logo. To the right of the logo, there is an 'INFORMATION' section with a table showing 'Number of facilities' and 'Number of teams'. Below the logo, there is a 'View Ladders' button. At the bottom, there is a 'LEAGUE NAVIGATOR' section with three dropdown menus: 'Select season...', 'Select league...', and 'Select division...', followed by a 'Go' button. The entire 'LEAGUE NAVIGATOR' section is highlighted with a red border.

DETAILS	
Organisation Type	Association
State organisation	Tennis Victoria
Federation	Tennis Australia
City	Creswick
State	VIC
Telephone	0422607224

INFORMATION	
Number of facilities	1
Number of teams	183

**LEAGUE NAVIGATOR**

Select season... Select league... Select division... Go

Divisional ladders will display underneath the results section, ladders are viewable in a 'Results' or 'Points by round' view.



### How to view ladders – Organisational based view (All ladders)

1. Navigate to your required organisation's page using your favourite items or the navigation bar.
2. Select the 'View Ladders' button

The screenshot shows the 'View Ladders' button on the 'Mt Prospect' organisation page. The button is located below the 'Mt Prospect' logo and is highlighted with a red border. The page layout is similar to the previous screenshot, with a 'DETAILS' section on the left and an 'INFORMATION' section on the right.

DETAILS	
Organisation Type	Association
State organisation	Tennis Victoria
Federation	Tennis Australia
City	Creswick
State	VIC
Telephone	0422607224

INFORMATION	
Number of facilities	1
Number of teams	183

**View Ladders**

3. Select 'View Organised' or 'View Participating' to view appropriate ladders

### How to print ladders

1. Follow the steps **To view all ladders for your organisation**
2. Select the print icon located at the top of the page, this will allow you to print or save the ladder to a PDF



## Results

Results can be viewed and printed from multiple perspectives including division, team or personal (Note: for a personal view you must have linked your account).

### How to view results for a division

1. Navigate to your required division by using your favourite items on your dashboard, or you can use the navigation bar to search for your league or organisation
2. Use the **League Navigator** dropdowns and select 'Go' to view your required division (Note: This step is not required when using your favourite links)



3. Scroll down to 'League Results'.
4. To view all results, select the 'View all' button.



### How to print results for a division

1. Follow the steps on **How to view results for a division**
2. Select the print icon at the top of the page, this will allow you to print or save the ladder to a PDF



### How to view results for a team

1. Navigate to a team by using your favourite items on you dashboard or by using the Navigation bar
2. Scroll down to 'League Results'.
3. To view all results, select the 'View all' button.



### How to print results for a team

1. Follow the steps on **How to view results for a team**
2. Select the print icon at the top of the page, this will allow you to print or save the ladder to a PDF



### How to view your personal team results (Note: you must have linked your profile)

1. Navigate to your dashboard
2. Scroll down to 'Your previous Matches'.
3. To view all results, select the 'View all' button.



### How to print your personal team results (Note: you must have linked your profile)

1. Follow the steps on **How to view a personal fixture**
2. Select the print icon located at the top of the page, this will allow you to print or save the ladder to a PDF (Note: if you would like a printout of the entire fixture, this will need to be completed before your season commences)

## **Customer Service Team**

### ***Operating hours (Melbourne Time)***

Mon – Thu: 8am till 8pm

Fri: 8am till 6pm

Sat – Sun: 9am till 5pm

### ***Contact details***

1800 PLAY TENNIS **(1800 752 983)**

Or

[play@tennis.com.au](mailto:play@tennis.com.au)

### ***Support Site***

[Support.tennis.com.au](http://Support.tennis.com.au)