



TENNIS GEELONG – LEAGUE MANGER FAQ's

Why am I having trouble logging in?

- League Manager and Match Centre are not compatible with Explorer, use another search engine i.e. Google Chrome, Firefox, Edge.
- You must have permission from Tennis Geelong to enter results in League Manager

When and Who Enters/Confirms score sheets?

- Only enter the score sheet for the home matches of your club.
- Only confirm the away matches after the opposition enter the score sheets – SENIORS & MIDWEEK ONLY
- Your club enters the score sheet if your team receive a forfeit.

What to do when confirming?

- When confirming check your players are correct not just the scores.

Why can't I confirm a match?

- The home team have not entered the score sheet yet.
- When you have two teams in the one section playing each other, you cannot confirm the match. TG will be able to do it for you. When we are more educated in the system we can have captains entering the score sheets via Match Centre and the captain will be able to enter the results and the other captain will be able to confirm it.

Who adds players if they are not listed?

- The club entering the score sheet adds players for teams if they are not listed. If you are unsure how to do this then ask for some help. Contact customer support (see below) or write the name in the match notes and insert 'unspecified player' using the drop down box against the set.

How do I change a name if an extra player is used or the order of play has changed?

- Change the players for individual sets with the drop down arrows if using more than 3 players or if you have changed the order of play.
- HINT – in a 3x3 use the order of play in accordance with the ladies and mens sets, then the only ones you have to change, if needed, is the mixed sets.

How do I know who has actioned a Match?

- You can scroll to the bottom of the Result Entry screen and click on the 'Match Log' tab, this will show you who has performed any actions on the score sheet.

What to do with a total forfeited match?

- At the top of the page where the competing clubs names are, to the right there are 3 dots ..., click on those, choose 'Mark this Match as not Played/Completed'.
- Directly under the club names there will be a drop down box with 'Cancel Reason', click on this and choose the option for the correct team forfeiting, 'Forfeit by home team' or 'Forfeit by away team'.
- **LEAVING THE SET SCORES BLANK**, enter the names for the team receiving the points as per usual. Once you hit save the names for the team giving the forfeit will automatically populate as 'unspecified player' and the score will be calculated.



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What to do with a forfeited set?

If the missing player is not number 4 (2x2, men or juniors) or 6 (3x3) then follow Option 2.

Option 1.

- a) Enter the names as per usual, obviously leaving the number 4 or 6 vacant.
- b) For each set that the number 4/6 would have played you will need to go the body of the score sheet and edit those sets. It will show 'Please select a player', using the drop down arrow select 'unspecified player', it will be down the bottom of the list of names.
- c) Leaving the score blank for the forfeit sets, on the right hand side of the screen where the name of the rubber is, there are 3 dots ... hit those and select 'Mark as not played/incomplete', the rubber will be marked as cancelled.
- d) Then click on the word 'incomplete' that appears in the middle of the rubber and change it to 'Home Forfeit' or 'Away Forfeit' for the relevant side. This needs to be done for each set that is forfeited.
- e) **REMEMBER TO LEAVE THE SCORE BLANK** for these sets, once you hit 'save' the score should add up to the correct end result.

Option 2

- a) If the missing player is not the last player to be numbered in player selection, you will have to manually put in each of the player names for every set. You can do this by using the drop down arrows and choosing the player for each position.
- b) Once you have the names filled in and also selecting 'unspecified player' for the forfeited sets you can continue from step (c) in Option 1.

What to do with an unfinished set? (i.e. started but interrupted by rain and unable to finish or remaining sets not being able to be played)

- Enter the names as per usual for both options.
- Leave score entry blank

Unfinished sets. Example, the set is 3-2 when interrupted

- For the relevant set on the right hand side of the screen where the name of the rubber is, there are 3 dots ... hit those and select 'Mark as not played/incomplete', the rubber will be marked as cancelled.
- Leaving the Cancel Reason as 'Incomplete' you can now enter the score as 3-2.
- Continue on until finished.

Sets not started

- If sets have not started due to interruption then do the following
 - For the relevant set on the right hand side of the screen where the name of the rubber is, there are 3 dots ... hit those and select 'Mark as not played/incomplete', the rubber will be marked as cancelled.
 - Leave the Cancel Reason as 'Incomplete'.
 - Continue until finished.

Leave a note in the comments that the match was unfinished due to weather

The score at the top of the screen will not reflect incomplete matches until SAVED. Check to make sure the points are correct.

What to do with an unfinished result due to injury or player inability to continue?

- Leaving the score blank for the effected sets, on the right hand side of the screen where the name of the rubber is, there are 3 dots ... hit those and select 'Mark as not played/incomplete', the rubber will be marked as cancelled.
- Then click on the word 'incomplete' that appears in the middle of the rubber



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Change to Home Retired or Away Retired, for the relevant side, and enter the score reached.

- Record in the Comments section what took place
- The score at the top of the page will not reflect the incomplete sets until you hit SAVE. Check to make sure the points are correct