Tennis Ireland Junior Open Tournament Referee Manual 2017

Chapter 1: Preparing for your tournament

Step 1: Registration on the AIG National Player Database

All tournament organisers must have an account with ti.tournamentsoftware to operate tournament planner. Tournament Organisers can register for an account on http://ti.tournamentsoftware.com/
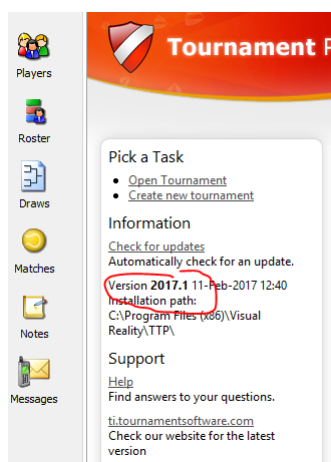
Step 2: Obtain your Tournament Planner club license from Tennis Ireland

All tournaments must load their results on Tournament Software and this can be done using Tournament Planner. Each club affiliated to Tennis Ireland in 2017 will be provided with a licence free of charge. The licence can be requested by a club officer by emailing info@tennisireland.ie with the following details.

• Club Name

• Contact Referee Name

• Contact Referee Email

• Contact Referee Phone

*Please allow 72 hours for delivery of Tournament Planner via email to your club.

* In order to use Tournament Planner you must ensure that you have a license for the current year saved in the 'tournaments' folder on the computer you are using for the tournament. If you are unclear about this, when you open tournament planner half way down the opening page it specifies version. The version should be the current year plus which update. I.E. version 2017.1 would represent the 1st version for the year 2017.

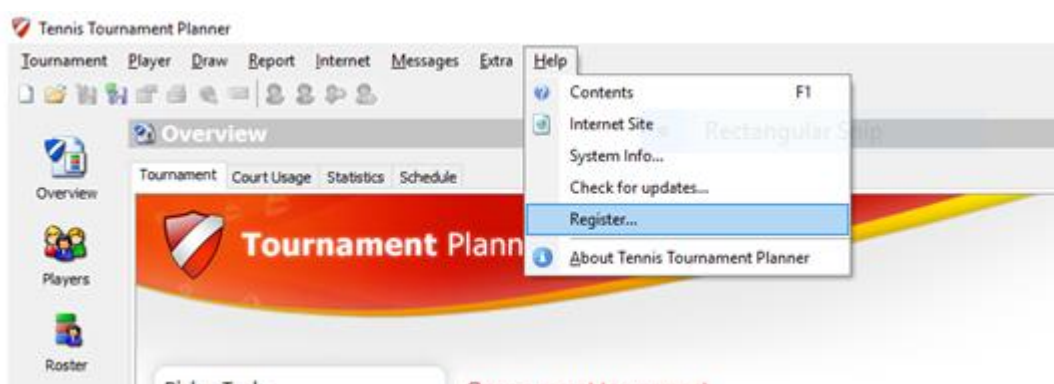## Step 3: Install 2017 Tournament Planner and create your tournament

 If you have never installed Tournament Planner on your computer, please download the software from the below link and install on your computer.
https://www.tournamentsoftware.com/product/download.aspx?id=16&s=2

NOTE: Tournament Planner will run best on a Windows Operating System. It is possible to install the Tournament Planner on a Windows environment on your Apple computer.
For example you can use Parallels or VM Ware.

Once installed, please save the Tournament Planner license file (which you received when you emailed info@tennisireland.ie) to your computer in a folder named 'tournaments'. If this doesn't exist already, you can create it. Next, you need to open the Tournament Planner Application on your computer and click on 'help' and 'register' to register your copy of Tournament Planner.

Then click 'browse' to locate the Tournament Planner registration file from the 'Tournaments' folder on your computer. Once you locate the file, select it and click 'open'.

Follow the onscreen instructions (you will need to click 'next' a few times) and finally 'finish' to complete the registration process.

To create the tournament, please use the Tournament Software Manual for instructions which can be downloaded from the below link:

How to create a new tournament

Step 4: Set up online payments for your tournament

It is possible to accept online payments for your online entries. Players can pay their entry fee using their PayPal account or using a PayPal supported Credit Card. Players do not need a PayPal account to pay online using a Credit Card. Your club will need a PayPal account to accept payments, you can only use this option when your PayPal account is known as Business or Premium customer.
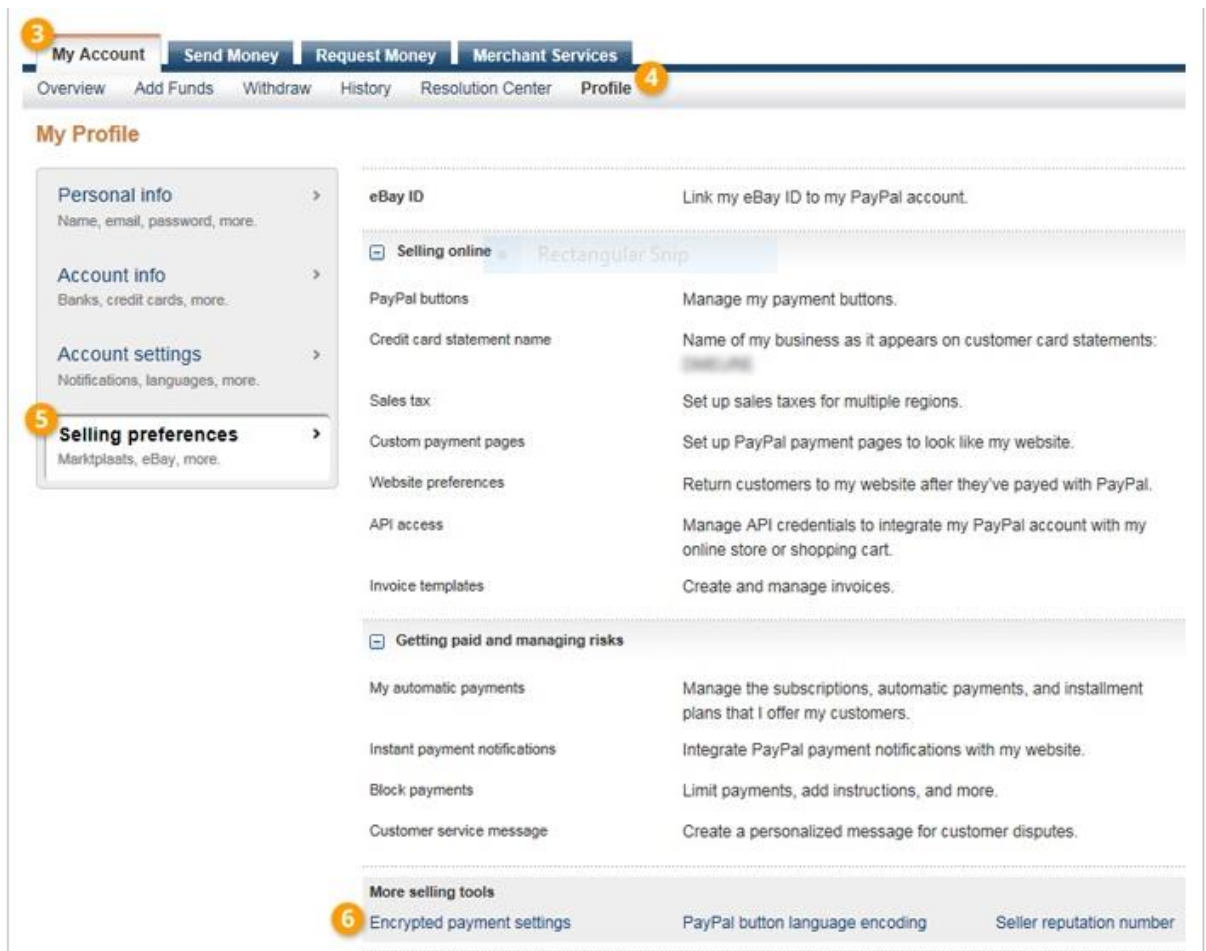
1. Visit PayPal.com to setup your account. You will need to have a Verified account to allow encrypted payments. If you are accepting lots of payments it is advised to raise your account limit. Please be aware this may take several days.

2. To allow payments for your PayPal account to process in a secure way you need to setup the encrypted payment settings. There are some additional steps you will need to take to set up

Encrypted Website Payments with PayPal.
You need to add a certificate to your PayPal account. Paypal uses this certificate to identify the website (tournamentsoftware.com) if a payment is received for your account.

Setup Encrypted Payments in PayPal:

1. Please download the Visual Reality certificate by clicking your right mouse button and selecting 'Save Target As': click here with your right mouse button
2. Login at the PayPal website.
3. Go to the 'My Account' tab.
4. Click the 'Profile' submenu.
5. Click on the 'Selling Preferences' section.
6. Click on 'Encrypted Payment Settings'.

7. Press the 'Add' button to add our Certificate.

8. Click browse and select the 'VisualRealityPayPal_PublicCertificate.pem'. Click 'Add' to add the selected certificate.

9. Our certificate is now displayed in a list, together with a Cert ID. It would be something like 'RPGZVQWTKVMN4'.

10. You need to specify this Cert ID (displayed in front of the certificate) in the Tournament Planner on the Online Payments Tab of the Publish Tournament window.

Go to the Online Payments Tab of the Publish Tournament window.

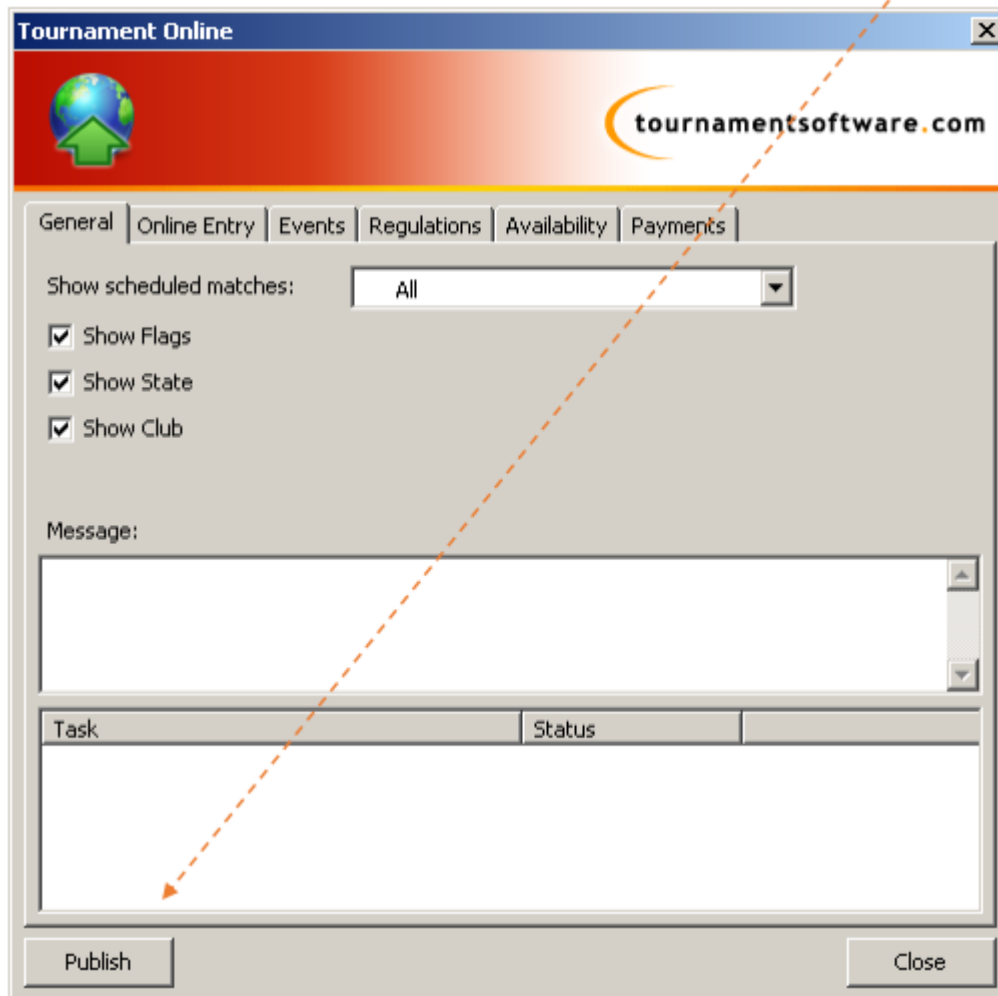Fill-in your PayPal account and the Cert ID created in the step 2

What you need to know

- The entry fee comes directly into your PayPal account.

- PayPal charges you transaction costs for receiving payments.

-A fee is charged per tournament when accepting Online Payments for these tournaments.

-If any online entry fees need to be refunded you will need to do this yourself via accessing your own paypal account.

Step 5: Publish your tournament on the internet Click on 'internet' on Tournament Planner.
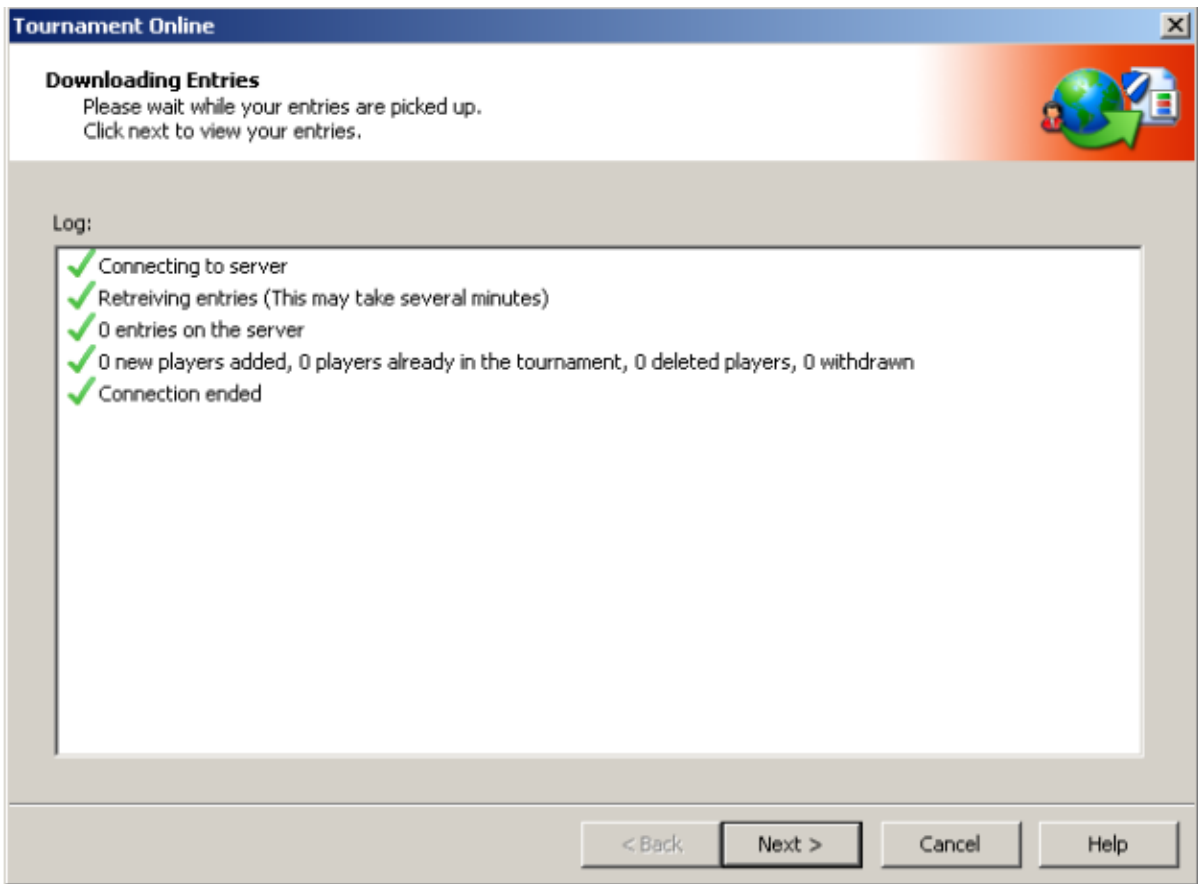

Check the details on all tabs as below are correct for your tournament i.e. make sure the online entry closing date and regulations are correct. The final step is to click 'Publish'

Your tournament will now be listed on http://ti.tournamentsoftware.com and players will be able to enter and pay online.

Download Entries

Click on 'internet' on Tournament Planner and 'entries'. Click 'next' twice and 'finish' to receive all entries.

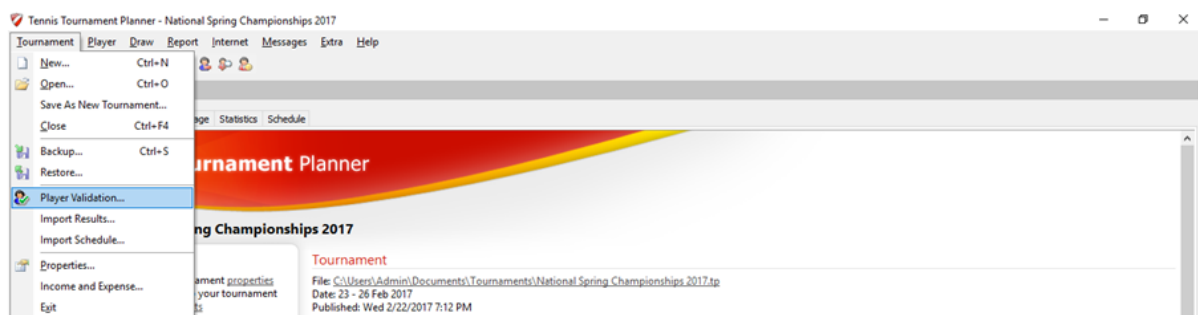## What can I do if I can any issues with Tournament Planner?

If you have any problems, using Tournament Planner, please visit their FAQs section of their website: http://www.tournamentsoftware.com/product/faqgroups.aspx?s=2

If this doesn't resolve your issue, please phone the Tennis Ireland office on 01 884 4010 for assistance or email maria.kilkelly@tennisireland.ie

Chapter 2: During the Tournament

Step 1.   Player Validation

Once the entries are closed to ensure that all players have included the correct Tennis Ireland PIN with their entry you will run a validation check. Select the tournament tab and from the drop down menu select player validation
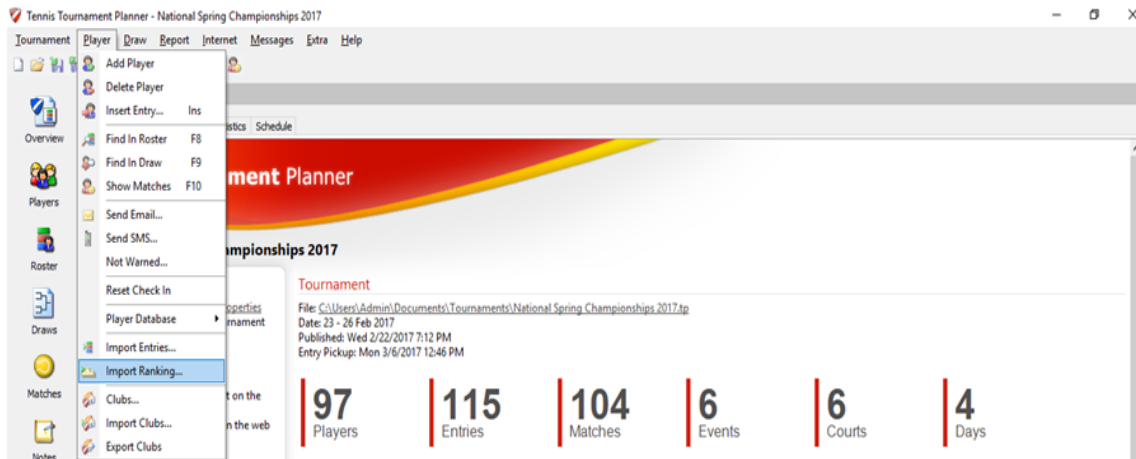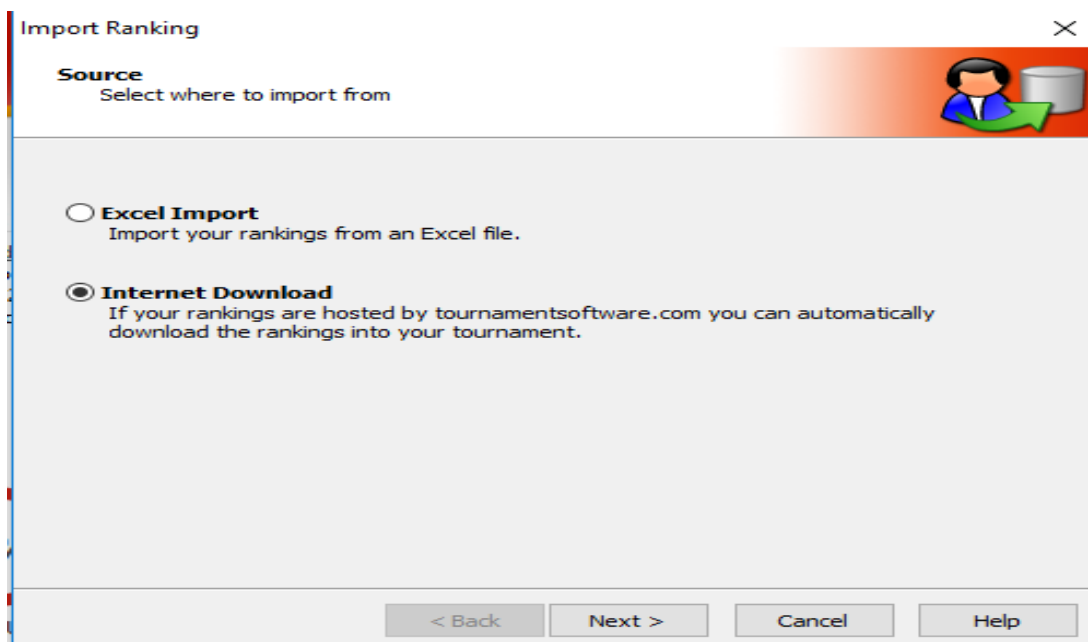
A screen identifying potential accounts with member ID anomalies will pop up for confirmation. If for some reason or another some entries are accepted manually account information may be incorrect. Tournament organisers are required to complete this process for each Tennis Ireland sanctioned junior tournament.

Step 2: Import rankings:

The Tennis Ireland rules state that the national junior rankings are to be used to determine acceptance lists in restricted draw sizes and for seeding purposes. To upload the national rankings to your tournament file select the 'player' tab and select 'Import rankings' from the drop down menu.

This will lead to the next window below where you select the 'Internet download' option. The rankings will automatically fill into the event rosters and can be sorted in order of ranking by clicking on the top of the Rankings(R) tab in the roster. In doubles the combined doubles rankings of each team will be displayed allowing you to use this feature to select your seeds.

Step 3: Input results and record code violations

All results must be input and not just 'win/lose'.

When entering a walkover or a no show organisers must record the type of walkover under the code violation tab 'walkover' or 'no show'

Where matches were supervised or umpired any player offences should also be recorded at this point. Select from the list of code violations(below) in the dropdown menu when you open the code violation tab. First select the player who is being reported/code being breached/steps taken/tick the follow up box to ensure follow up action is taken by Tennis Ireland where appropriate.

Final Checks

Tournaments should have published the Tournament Software file on the day following the final day of the tournament. This would allow rankings to be updated immediately so players can receive their ranking points by 6pm on the Tuesday following the tournament. The club could be fined €100 for each week (or part thereof) that Tennis Ireland is awaiting the completed uploaded ranking results and players.

Chapter 3: Privacy Policy

www.tennisireland.ie

This privacy policy sets out how Tennis Ireland uses and protects any information that is provided to Tennis Ireland.

Tennis Ireland is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Tennis Ireland may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st November 2009.

What we collect

We may collect the following information:

name and club membership details

contact information including email address

International Tennis Number (AIG TENNIS NUMBER) information including tournament, league and club results

other information relevant to playing the game of tennis

What we do with the information we gather

We require this information to support the centralised record keeping in relation to the AIG TENNIS NUMBER and the playing of social and/or competitive tennis and in particular for the following reasons:

Internal record keeping

We may use the information to improve our offerings and services.

We may periodically send information which we think you may find interesting using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests and feedback. Page 11 Entering Results

Security

 We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

 Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways: whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@tennisireland.ie

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1988 and 2003. A small fee will be payable. If you would like a copy of the information held on you please write to info@tennisireland.ie

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.