

FAQS: INTERCLUB & MATCH HUB

How do I find out my interclub draw?

1. Go to www.clubspark.kiwi/NelsonBaysTennisAssociation.
2. Click on Interclub (Right side of home page)
3. Click on Senior or Junior Draws and Results.
4. Click on Draws and Results Table 2021/22 season.
5. Find your grade and click on Draw.
6. You must check the website regularly for changes to your draw i.e. the night before you play. Tell ALL your team members to do the same so they are aware of any changes.

How do I enter my team's interclub results?

If you are the winning team you must enter your results into **Match Hub Rankings** within 48 hours of the game being played. However any player (from either the winning or losing team) who has been listed as an interclub recorder can enter the result. To be listed as an interclub recorder your email address must be listed under your Match Hub Rankings code on the Match Hub Rankings system.

1. Go to www.tennis.org.nz/resultslogin.asp or, look for the Captain's login link under Senior or Junior Interclub on the Nelson Bays Tennis Association homepage www.clubspark.kiwi/NelsonBaysTennisAssociation.
2. In the Results Login, enter your Match Hub player code and password and click Login. If you do not have a password, or have forgotten it, then click the Request New Password button. If an error message appears please email muriel@tennisnelson.co.nz with your player code, name of team and club as your email address is either missing or incorrect on the Match Hub Rankings system.
3. After logging in you must select the Competition, the Grade, then Interclub Round Number and opposition team from the drop down list. Click the capture result button.
4. Next you will see the Interclub Results window. Enter your match results. There is a Help button that provides instructions. Once entered, click the update button to submit the results.
5. The contest result and points are calculated automatically, unless it is a draw. If it is a draw, please manually enter the total sets won by each team. If this is even, then enter total games won for each team. Any errors will be highlighted in red. If you cannot find a player, or have any problems that you cannot fix, then write a note for the administrator in the box at the bottom of the screen then click the Update button. The results will be saved even if they are incomplete or have errors. After completing the results click the Exit button. The administrator will adjust point calculations if required.

NOTE: If lights used, please enter "lights used" and start and end time of match using lights in the box at the bottom of the screen then click the Update button. Administrator will use this to check fair lighting fees paid to clubs with lights.

6. Use the Display Points Table button to see the current standings and review any match result. You may see o–o on the table if you entered a draw result. The points will be allocated by the administrator.

I requested a password but it says my email is not registered?

This means that for some reason your email is not in the system.

How to register your email: Send an email to muriel@tennisnelson.co.nz and ask for your email to be registered for Match Hub Rankings. You will need to say which club and team you play for.

I requested a password but it has not arrived in my in box?

If the email address you registered is a hotmail, gmail, yahoo or similar account the response from Match Hub Rankings may be sitting in your **Junk Mail Inbox**. If you still can't find the password, your address in the system may be wrong. Please contact muriel@tennisnelson.co.nz to have it corrected or updated.

Our opposition defaulted but we have not been awarded any points?

Senior and Junior Interclub default points are based on your team's average for the season and they can only be calculated once all matches have been played, at the end of the season.

Do I have to enter the results every week? Can someone else from my team enter it?

It is the responsibility of the winning team to enter the results, but if you notice the result is missing, you (as the losing captain/manager) can still enter that result. If you would like someone else to enter the results you will need to give them your code and password or email muriel@tennisnelson.co.nz to have their email address linked to your Match Hub Rankings code. They will then have to request another password. All players with their email attached to their Match Hub Rankings code will be able to record results for the team in which they play.

Junior Interclub team managers need to use their child's or other team player's code to enter the team's results. You cannot use your player code to enter results for teams which you do not play for.

I can't find a player in our team or the other team?

If the player you are looking for does not appear in the drop down list of team players, click on the **FIND** button to do a search of their surname. If their name appears click on it and it will appear in grey under the appropriate box. If their name does not appear write a note for the Administrator in the box at the bottom of the screen giving player's full name and position played. Don't forget to search all clubs as some players may have a player code from another club if they play for more than one club.

When I go to enter the results it won't let me in?

Match Hub Rankings will not let you in once a result has been recorded. Even though you are the winning team sometimes your opposition may have already entered the result.