

IPIN – FREQUENTLY ASKED QUESTIONS FOR THE ITF WORLD TENNIS MASTERS TOUR (“WTMT”)

How to access your existing account in the new IPIN

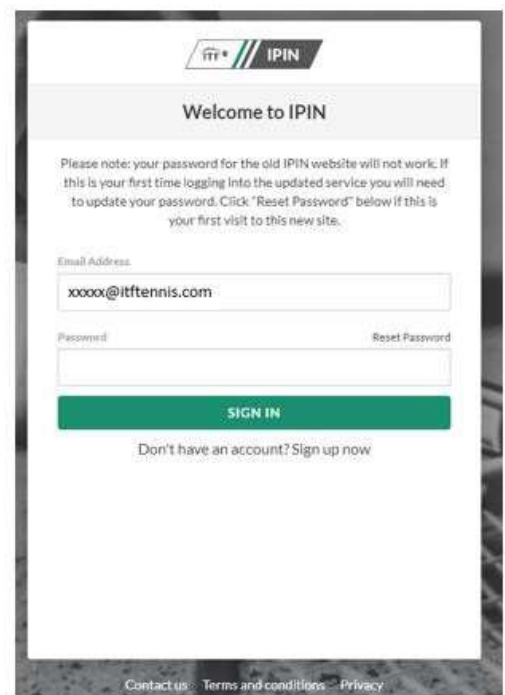
You need to be able to access your ITF-registered email address to access your existing account in the new IPIN.

If you do not know or cannot access your ITF-registered email address please contact masters@itftennis.com

Step 1: Go to the usual page <https://ipin.itftennis.com>

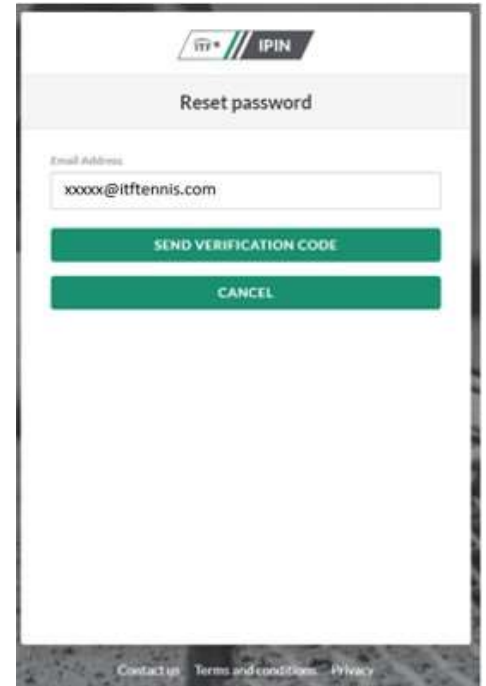
All players logging in for the first time will need to reset their password.

To do so click on ‘Reset Password’

A screenshot of the IPIN login page. At the top, it says 'Welcome to IPIN'. Below that is a note: 'Please note: your password for the old IPIN website will not work. If this is your first time logging into the updated service you will need to update your password. Click "Reset Password" below if this is your first visit to this new site.' There are two input fields: 'Email Address' with the placeholder 'xxxxx@itftennis.com' and 'Password'. To the right of the password field is a 'Reset Password' link. Below the fields is a green 'SIGN IN' button. At the bottom of the form area, it says 'Don't have an account? Sign up now'. At the very bottom of the page, there are links for 'Contact us', 'Terms and conditions', and 'Privacy'.

Step 2: You will be prompted to re-enter your email address to receive a verification code.

Note: This must be the email address registered to your IPIN account and you must have access to this email address.



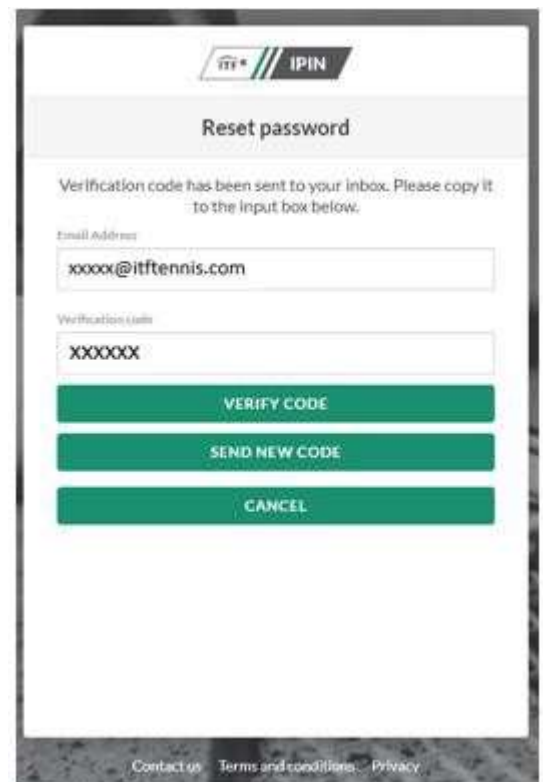
Step 3: You will receive your 6-digit verification code to your email address.

The email will be:

From: Microsoft on behalf of International Tennis Federation

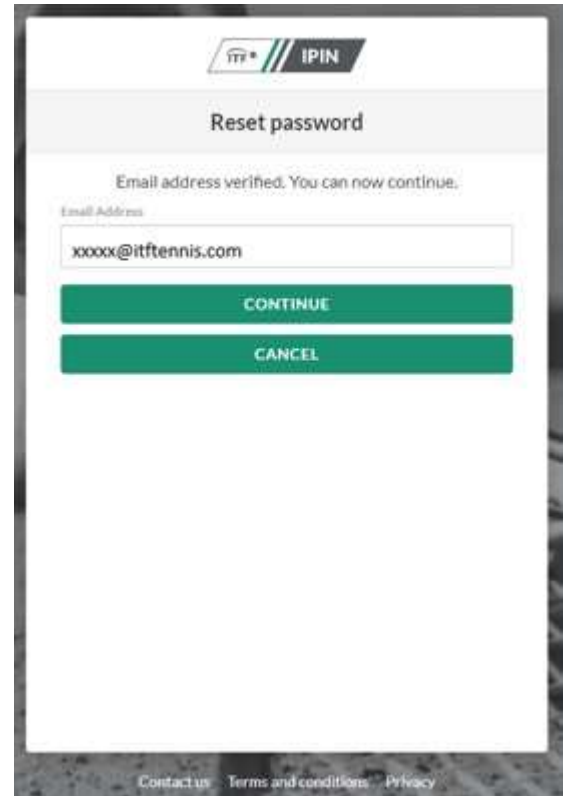
Subject: International Tennis Federation account email verification code

Step 4: Copy the verification code from your email into IPIN. Click 'Verify Code'.



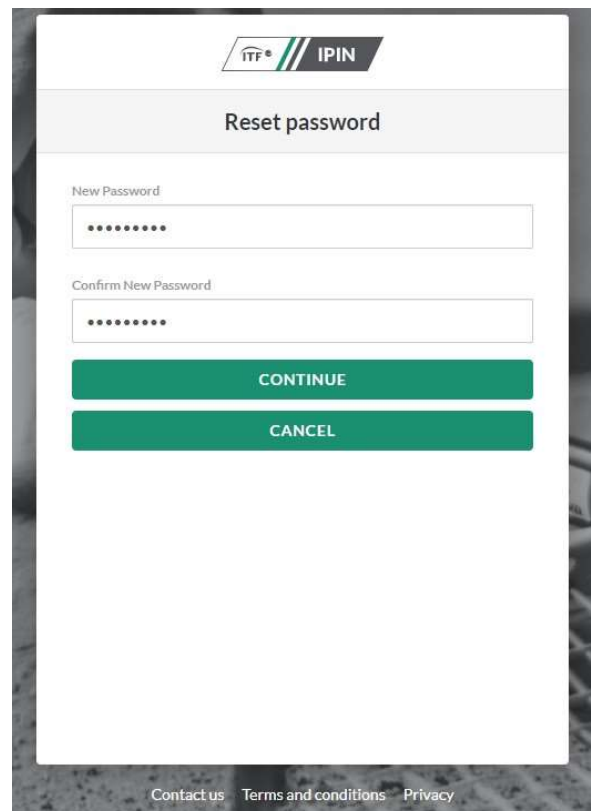
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Step 5: Your email address will be verified, click 'continue' to proceed you will then be prompted to select a password of your choice, see step 6



The screenshot shows the IPIN 'Reset password' interface. At the top, the IPIN logo is displayed. Below the title, a message states 'Email address verified. You can now continue.' An 'Email Address' field contains the text 'xxxxx@itftennis.com'. Two green buttons, 'CONTINUE' and 'CANCEL', are positioned below the input field. At the bottom of the screen, there are links for 'Contact us', 'Terms and conditions', and 'Privacy'.

Step 6: Input a password of your choice to be used going forward when logging in to your IPIN account.



The screenshot shows the IPIN 'Reset password' interface. At the top, the IPIN logo is displayed. Below the title, there are two password input fields. The first is labeled 'New Password' and the second is labeled 'Confirm New Password'. Both fields contain masked characters (dots). Two green buttons, 'CONTINUE' and 'CANCEL', are positioned below the input fields. At the bottom of the screen, there are links for 'Contact us', 'Terms and conditions', and 'Privacy'.

Step 7: Congratulations! You are now fully onboarded to the new IPIN system and can navigate the tabs on the left-hand side of the page. Among these:

- Player dashboard shows a player the ITF tournaments they are entered into.
- Tournament calendar shows players upcoming ITF tournament

