



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

How to create a new IPIN account

Step 1: To create your IPIN account, go to

<https://ipin.itftennis.com>

Click on ‘Sign up now’ on the IPIN login homepage:

The screenshot shows the IPIN login homepage. At the top, there is the ITF IPIN logo. Below the logo, the heading reads "Welcome to IPIN". A note states: "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" and "Password". To the right of the Password field is a link for "Reset Password". Below the input fields is a green "SIGN IN" button. Underneath the button is the text "Don't have an account? Sign up now". At the bottom of the page, there are links for "Contact us", "Terms and conditions", and "Privacy".

Step 2: You will be taken directly to the ‘Sign up with a new account’ page which shows the steps needed to create your ITF tennis identity. Click ‘Get Started’

The screenshot shows the "Sign up with a new account" page. At the top, there is the ITF IPIN logo. Below the logo, the heading reads "Sign up with a new account". Underneath, it says "Create your ITF tennis identity" and "These credentials will be used to log into the IPIN service." There is a numbered list of two steps: 1. Email verification, 2. Security. Below this is the heading "Create your player profile" and the text "Your player profile will enable you to view and manage you playing schedule for all ITF sanctioned tournaments." There is another numbered list of seven steps: 3. Player details, 4. Circuit selection, 5. Welfare statement, 6. Terms and conditions, 7. Payment. At the bottom of the page is a green "GET STARTED" button. At the very bottom, there are links for "Contact us", "Terms and conditions", and "Privacy".

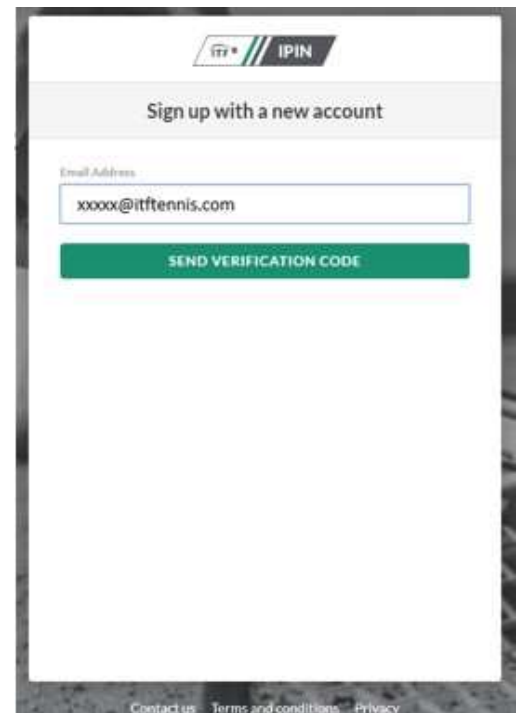
Step 3: Enter your email address. Please note you **must** have access to the email address. Click on 'Send verificationcode' to continue the process.

Step 4: You will receive a 6-digit verification code to your email address.

The email will be:

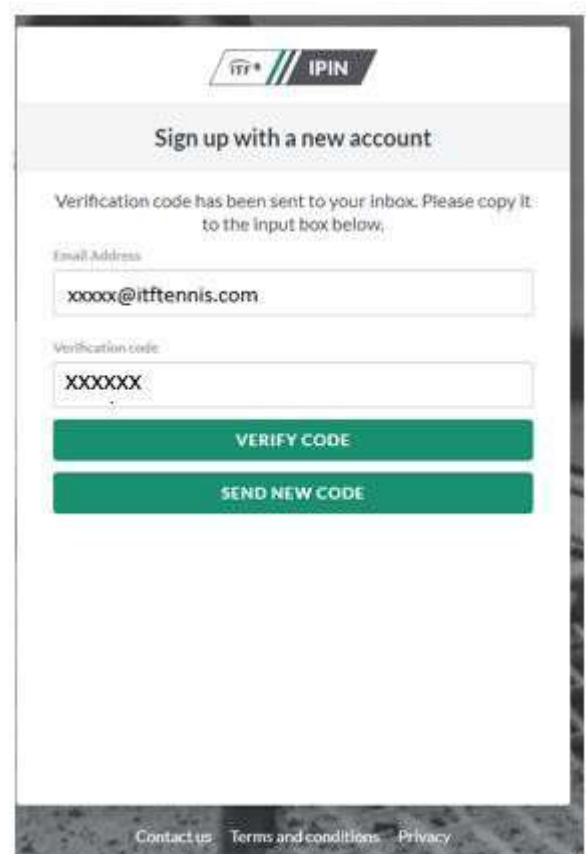
From: Microsoft on behalf of International Tennis Federation

Subject: International Tennis Federation account email verification code



The screenshot shows the IPIN sign-up interface. At the top, the IPIN logo is displayed. Below it, the heading reads "Sign up with a new account". There is an input field for "Email Address" containing "xxxxx@itftennis.com". A green button labeled "SEND VERIFICATION CODE" is positioned below the input field. At the bottom of the page, there are links for "Contact us", "Terms and conditions", and "Privacy".

Step 5: Copy the code from the body of your email into the Verification code box and click 'Verify Code':



The screenshot shows the IPIN sign-up interface at the verification stage. The heading "Sign up with a new account" is present. A message states: "Verification code has been sent to your inbox. Please copy it to the input box below:". Below this, there are two input fields: "Email Address" (containing "xxxxx@itftennis.com") and "Verification code" (containing "XXXXXX"). Two green buttons are visible: "VERIFY CODE" and "SEND NEW CODE". At the bottom, 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 account creation interface. At the top, the IPIN logo is displayed. Below it, the heading reads "Sign up with a new account". A message states "Email address verified. You can now continue." The "Email Address" field contains "xxxxx@itftennis.com" with a "CHANGE E-MAIL" button below it. The "New Password" and "Confirm New Password" fields are both filled with "*****". A "CREATE" button is positioned at the bottom of the form. At the very bottom of the page, there are links for "Contact us", "Terms and conditions", and "Privacy".

Step 7: Select your language: English, French or Spanish.

You have now created your ITF tennis identity, to proceed you will need to click on 'create player profile' in to complete steps 3 to 8 as displayed in order to finalise the creation of your IPIN account:

The screenshot displays the "ITF tennis identity" completion screen. The IPIN logo is at the top. The heading is "ITF tennis identity". Below it, the sub-heading is "Create your ITF tennis identity". A message says "These credentials will be used to log into the IPIN service". Two items are listed with green checkmarks: "Email verification" and "Password". The next section is "Create your player profile" with the text "Your player profile will enable you to view and manage you playing schedule for all ITF sanctioned tournaments." Below this is a numbered list of steps: 3 Player details, 4 Pass phrase, 5 Circuit selection, 6 Welfare statement, 7 Terms and conditions, and 8 Payment. A large green "CREATE PLAYER PROFILE" button is at the bottom. At the very bottom of the page, there are links for "Contact us", "Terms and conditions", "Privacy", and "Logout".

Step 8: Start your player profile by entering the required player details.

The screenshot shows a mobile application interface for 'Player profile creation'. At the top, there is a logo with 'ITF' and 'IPIN'. Below the logo, the title 'Player profile creation' is displayed. A yellow circle with the number '3' indicates the current step, 'Player details'. A message states: 'All information on this page is required as part of the player registration process.' The form consists of the following fields, each with 'XXXX' as a placeholder:

- Username: XXXX
- Family name: XXXX
- Surname: XXXX
- Passport given name: XXXX
- Passport family name: XXXX
- Gender: XXXX (dropdown menu)
- Date of birth: XXXX
- Nationality: XXXX (dropdown menu)
- Mobile number: XXXX XXXX

Step 9: Create a pass phrase, a series of words which will be used to confirm your identity in future by the ITF.

Create a hint for the pass phrase so ITF staff can help you remember.

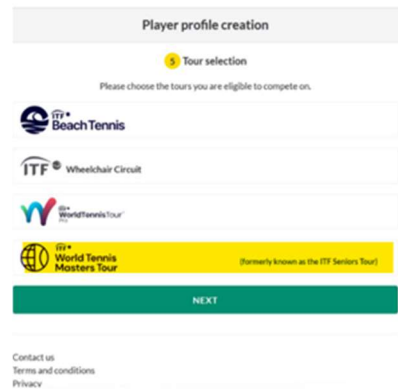
The screenshot shows the next step in the 'Player profile creation' process. The title 'Player profile creation' is at the top. A yellow circle with the number '4' indicates the current step, 'Pass phrase'. A message states: 'Please enter a passphrase and passphrase hint. This will be used to confirm your identity should you need to contact the ITF directly.' The form has two input fields:

- Pass phrase: XXXX
- Pass phrase hint: XXXX

Below the input fields is a prominent green button labeled 'NEXT'. At the bottom of the screen, there are links for 'Contact us', 'Terms and conditions', 'Privacy', and 'Logout'.

Step 10: Select your Circuit.

Each Circuit must be selected individually.



Step 11: Please make sure you read and understand the **Player Welfare Statement**, prior to accepting. Please note that players under the age of 18 years old must have a parent or guardian complete this section.

Step 12: Please make sure you read and understand the **Terms and Conditions**, prior to accepting.

Step 13: Payment. Please review the Circuits you have selection and proceed to payment through the 'Pay now' button.

You will be redirected to the WorldPay website.

Once your payment is successful you will be directed back to the IPIN site and confirmation of the creation of your IPIN will be displayed.

You will then be sent an email with a link that will allow you to access your new IPIN account.

