



## **ITF Wheelchair Tennis**

### **FAQs - IPIN Online Entries for Wheelchair Players**

Please find below a resource of frequently asked questions to understand how to enter tournaments through the IPIN account.

#### **1. What is the IPIN Online Service**

The IPIN Online Entry System is a new online platform that eases the process of submitting entries for ITF tennis tournaments. The system allows players to submit and manage all their tournament entries online through their IPIN account, including withdrawals, and ranking confirmations, which offers a faster, friendlier and more efficient service and user experience for players.

#### **2. How do I enter a Tournament using the new system?**

To enter an ITF tournament please follow the following steps:

1. Login into your IPIN Account
2. On your left you will see the Tournament calendar
3. Select the tournament you wish to enter
4. Select tournament priority (if entering a 2<sup>nd</sup>/3<sup>rd</sup> event in same week)
5. Click “Enter”
6. Check the event and the draw you wish to enter and click “Confirm”
7. If a junior player wishes to enter an adult and junior draw they should click “Add another event” before clicking “Confirm”.

You will receive a confirmation email once the event processes your tournament entry.

#### **3. Do I need a new IPIN Account to use the new entry system?**

No, if you already have an IPIN account, you can use the same credentials to login. If you have forgotten your login password/credentials, click on the “Reset password” link.

#### **4. What if I encounter technical issues while using the system?**

If you experience any issues that you cannot resolve yourself, please contact the ITF Wheelchair Department by email [wheelchair@itftennis.com](mailto:wheelchair@itftennis.com). Provide details of the issue, including any error messages, and we will look to resolve it as quickly as possible.

#### **5. I have outstanding Code of Conduct violations – can I still enter tournaments?**

Any outstanding and historic Code Violations can be viewed by visiting your IPIN page, on your left there is the Code of Conduct tab – when clicking players will be able to see any historic and outstanding Code of Conduct offences; outstanding Code Violations can be paid here online using a credit card.

In accordance with the regulations, if you have outstanding penalties of USD500 or more you are required to complete payment of these before you are able to enter any further tournaments. The same restriction applies if you have outstanding penalties from a previous year – these penalties must be paid before you can enter any further tournaments.

#### **6. Can I enter multiple Tournaments in the same week?**

Yes, a player can enter up to three tournaments that start in the same week. If a tournament begins in the previous or the following week, a player can enter both events so long as the tournament dates do not overlap. Where tournament dates overlap, a player may only register (submit an entry) for one of the tournaments. The new automated system requires players to choose between overlapping tournaments that start in different weeks.

A player who enters multiple tournaments taking place in the same week (i.e. tournaments with the same Entry Deadline date) is **fully responsible** for those entries. Particularly after the Entry Deadline, players should monitor their position on the entry lists on a regular basis.

Prior to the Withdrawal Deadline a player must choose which event to compete in and should withdraw themselves from others so that they remain in **only one entry list**.

An exception to this is where a player has entered **Linked Events**, when they can remain on more than one entry list for tournaments held in the same week. Linked Events are held in the same nation/venue and take place back-to-back with each other. A list of linked events will be available on the ITF Website.

If the player does not withdraw from all but one tournament by the Withdrawal Deadline, the system will automatically assign the player to one event and automatically withdraw them from the others according to fixed criteria (unless entered in Linked Events).

Where a player is accepted into a tournament at or after the Withdrawal Deadline, **the player is committed to play in that tournament** and cannot play in any other tournament (except a Linked Event) in that tournament week.

#### **7. Can I prioritise an entry for a specific Tournament?**

Yes, when you enter multiple tournaments in the same week you will have the option to prioritise your tournament entries. If a player is accepted (at the Entry Deadline) into more than one tournament that start in a given week, and does not withdraw themselves from all but one entry list (exception being Linked Events) prior to the Withdrawal Deadline, a player's tournament priority is a factor used to determine which Acceptance List they will remain in (please see fixed criteria below and in the ITF Wheelchair Regulations). Tournament priority will be set when entering the 2<sup>nd</sup> or 3<sup>rd</sup> event in the same week.

#### **8. How can I change my tournament priorities for a given week?**

- i. Log into your ITF Player Profile: Access the **Tournaments** entry page where you can see all the tournaments you have registered for.
- ii. Click on Tournament Priority below the event name. The player will be able to assign a number to each tournament. Number 1 will be your top choice, and 2 your next choice etc.
- iii. Tournament priorities for a given week can only be adjusted up to the time of the Withdrawal Deadline.

#### **9. Can I access the Acceptance List on IPIN?**

Yes, you will need to go to "Tournament Calendar" and select the tournament. Click the "Entries" option and you will see the "Acceptance List" tab. Prior to the Entry Deadline players will be able to see the entry list which will display the list of entered players in alphabetical order.

After the Entry Deadline the acceptance list (in ranking order, sectioned into Main Draw, Qualifying, Alternates lists etc) will be displayed – players will move up from the qualifying/alternate list into the Main Draw when a vacancy is created following a withdrawal.

#### **10. Can I withdraw from a tournament through the automated system?**

Yes, you can withdraw from a tournament following the process below:

1. Log in to your IPIN Account
2. Go to "Tournament Calendar" and select the tournament from which you wish to withdraw
3. Click "Edit entries" and select "Withdraw"

The top player from the alternate/qualifying draw will move up to the Acceptance List to fill the vacancy left by the withdrawal.

When a withdrawal is submitted following the Withdrawal Deadline it will be considered Late and is subject to the Code of Conduct and associated penalty. A player's **first three Late withdrawals** in a calendar year will be excused (called a **Withdrawal Amnesty**) and

no reason or medical certificate is required to excuse a penalty. Subsequent (fourth or more) Late withdrawals in the calendar year will be penalised in accordance with the Code of Conduct and cannot be excused.

**11. If I am under 12 years old, how can I enter a Tournament?**

The minimum age to enter a tournament online is 12 years old, however you can contact [wheelchair@itftennis.com](mailto:wheelchair@itftennis.com) to help you register if the child is under 12 years old.

**12. Can U14 players enter adult tournaments?**

No, U14 players will not be able to compete in adult tournaments from January 2025. If a player they turn 14 on or before the Monday of the week when the tournament begins, they are eligible to compete in adult draws.

**13. Can U18 players play in both adult and junior tournaments?**

Yes, U18 players are eligible to participate in both junior and adult tournaments, if they meet the requirements for each tournament.

**14. Can I enter tournaments online if I have not completed Classification?**

To enter tournaments through the automation system, all players must have the correct sports class status at the time of entry. If a player's sports class status is not eligible for the draw, the system will reject their entry. Players must ensure that their classification status is correct before entering tournaments.

**15. Can a Quad player enter Open division events?**

A quad player must enter a quad event if one is offered for a given tournament and cannot enter men's/women's draw online. If only a men's/women's draws are offered for a tournament a Quad player is able to enter Open division draws (men/women as relevant).

**16. What if minimum numbers for a viable event are not met at the Withdrawal Deadline?**

If a Quad draw is not viable (e.g. not enough quad players are entered at the Withdrawal Deadline), quad players may sign in on-site for the men/women's draw (as relevant) as an on-site alternate and be allowed to join the Open event should there be places available in the draw. Tournament Directors in this situation are also able to offer a Wild Card should one still be available.

Similarly, if a boy/girls draw (junior) is not viable then players in the other draw may sign in on-site as on-site alternates or be awarded a wildcard and the draw will become mixed. Men/women must compete in their respective draws and cannot compete in another draw. If a withdrawal after the Withdrawal Deadline affects the viability of an event, then points and prize money will still be awarded.

### **17. How are rankings processed for Entry Deadlines?**

The system will use the ITF rankings from Monday prior to the Entry Deadline to determine player eligibility. This will ensure that the most updated rankings are applied when finalising the Acceptance List for the tournaments.

### **18. What happens if players are accepted into more than one tournament at the Entry Deadline?**

If a player is accepted into more than one tournament at the Entry Deadline, they can remain on all lists until the Withdrawal Deadline. However, players should choose the event they wish to participate in and **withdraw from all but the one Acceptance List** (or more than one if linked events) prior to the Withdrawal Deadline. It is a player's responsibility to monitor their entries and make an active choice about which tournament they wish to remain entered for.

If a player remains on more than one entry list at the Withdrawal Deadline, the system will **automatically withdraw** the player from all but one tournament according to fixed criteria, see below.

### **19. How are players' withdrawals and concurrent tournament entries managed?**

Players remain responsible at all times for their tournament entries. Where a player enters multiple tournaments for a given week, they must withdraw from all but one tournament before the Withdrawal Deadline, otherwise the system will automatically withdraw the player from all but one tournament according to fixed criteria (see below).

**A player becomes committed to an event at or after the Withdrawal Deadline** (including if they move up into an Acceptance List due to a late withdrawal). Any withdrawal submitted after the Withdrawal Deadline will be administered as a late withdrawal and is subject to a penalty under the Code of Conduct.

A player should withdraw themselves from all but one Acceptance List by the Withdrawal Deadline (except for linked events when they can remain on the Acceptance List for events starting in the same week). If a player does not do this, the system will withdraw them automatically from all but one event according to the follow criteria, in order of priority:

- a. the Main Draw of a Grand Slam;
- b. the Main Draw of a Junior Grand Slam;
- c. an Adult Draw (i.e. Men's, Women's or Quads') over a Junior Draw;
- d. a Main Draw (over Qualifying/Second Draw);
- e. a Qualifying Draw (over Second Draw);
- f. the Player's Tournament Entry Priority. However, if no Tournament Entry Priority was provided:
  - (i) the Tournament with the highest Grade will take priority; or if equal then

- (ii) the Acceptance List on which the Player is highest placed will take priority; or if equal then
- (iii) drawn by lot.

## **20. Can I move from the Alternate List into an Acceptance List after the Withdrawal Deadline?**

The system will remove late withdrawals from the Acceptance List (i.e. from main draw or qualifying) until the Freeze Deadline. Should a place become vacant prior to the Freeze Deadline the next top eligible player from the qualifying/alternates will move up into the Acceptance List and will be committed to the event. If a player on an alternative list after the Withdrawal Deadline does not want to play the event (e.g. due to costs for attending at short notice) then they should withdraw themselves from the alternate list before moving up and being accepted into the event. If a player remains on an alternate list, they must be prepared to play that event if they move up and are accepted into the tournament.

Players are reminded that they remain **responsible** for all their entries and should continue to **monitor entry lists regularly** via their ITF account or they will risk moving up into an Acceptance List and becoming committed to participate in a tournament without realising.

## **21. Will I receive a notification when I am accepted onto an Accepted List or if I move up into a different?**

No, it is a player's responsibility to review entry lists and any changes. These are always available online.

## **22. How does the system handle late entries or withdrawals?**

Late entries will not be accepted after the official Entry Deadline (26 days prior to the week that the tournament starts). Withdrawals after the Withdrawal Deadline may result in fines according to the ITF Code of Conduct, which the system enforces. Players have three late withdrawal amnesties per calendar year, which automatically excuse late withdrawals (no penalty) and do not require the player to submit any evidence to support or justify the late withdrawal. Players from the alternate/qualifying draw will move up into the Acceptance List until the Freeze Deadline.

## **23. What if I need to withdraw after the Freeze Deadline?**

Players can still withdraw themselves after the Freeze Deadline online. However, to avoid players becoming committed to a tournament only shortly before it starts, players will no longer move up from the alternate/qualifying draw into the Acceptance List. Vacancies in the Acceptance List will appear online so players who are 'next in' can make an informed decision whether or not to travel and sign-in as an on-site Alternate.

**24. Can I sign in on-site for singles if there is an empty spot in the draw?**

Players can sign in on-site as on-site alternates. Priority will be given to entered players on the alternate list (in ranking order) and then to other players (who did not enter online) in ranking order.

**25. How can I sign-in for Doubles draw?**

The sign-in for doubles will take place on-site and will close at 12 noon (local time) on the day that singles start. There is no advance online entry for doubles events. A player who is not entered in the singles event can enter the doubles event on-site if they meet the relevant eligibility regulations.

**26. How do I request a Wild Card?**

Wild Card requests must be sent to the tournament director or applied for by the stated process outlined by the tournament. Wild Cards are not requested via the IPIN online entry system. A player can enter an event and request a wild card in case they do not make it onto the Acceptance List.