

## IPIN – FREQUENTLY ASKED QUESTIONS FOR ITF TOURS

(PROFESSIONAL, JUNIOR, MASTERS, WHEELCHAIR, BEACH)

1. How to access your existing account in the new IPIN
2. How to create a new IPIN account
3. How to upgrade your account if eligible to access more Tours
4. General questions

### 1. How to reset your password

You need to have access to your ITF-registered email address to reset your password and access your IPIN account.

If you do not know or cannot access your ITF-registered email address, please contact the ITF.

World Tennis Tour (Professional) [mens@itftennis.com](mailto:mens@itftennis.com) / [womens@itftennis.com](mailto:womens@itftennis.com)

World Tennis Tour Juniors [juniors@itftennis.com](mailto:juniors@itftennis.com)

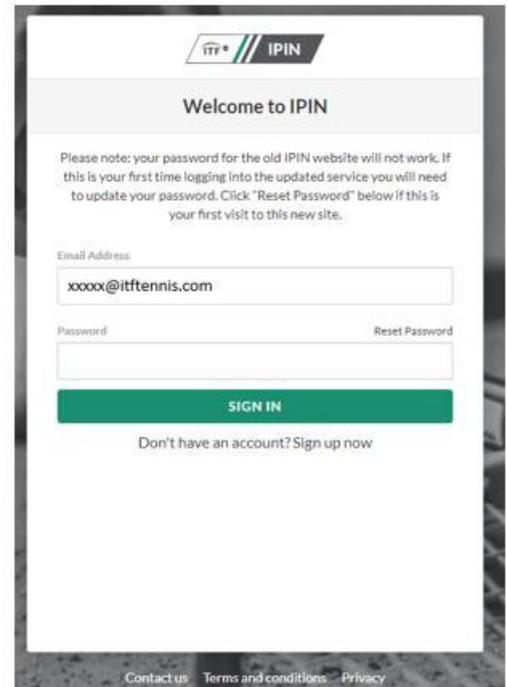
World Tennis Masters Tour [masters@itftennis.com](mailto:masters@itftennis.com)

UNIQLO Wheelchair Tennis Tour [wheelchair@itftennis.com](mailto:wheelchair@itftennis.com)

Beach Tennis World Tour [beach@itftennis.com](mailto:beach@itftennis.com)

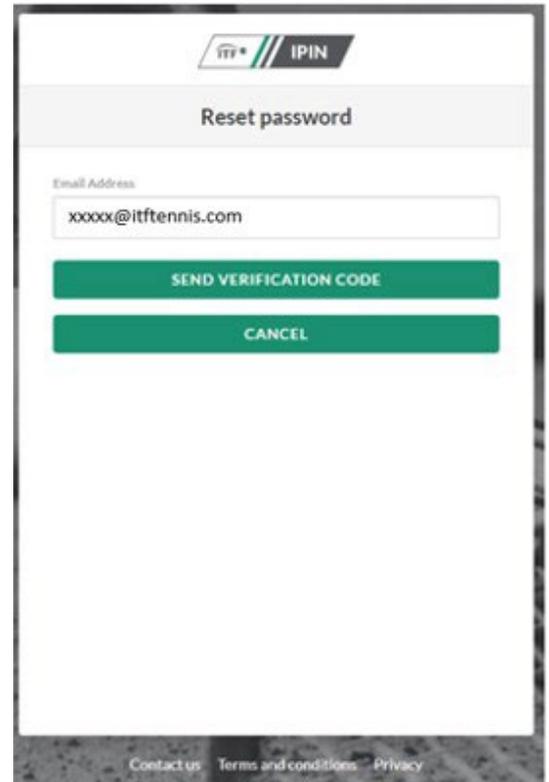
**Step 1:** Go to the usual page <https://ipin.itftennis.com>

Click on 'Reset Password'.

A screenshot of the IPIN website's login page. At the top, there is the ITF logo and the text 'IPIN'. Below this is a header that says 'Welcome to IPIN'. A note informs users that their old password will not work and they need to update it. There are input fields for 'Email Address' (containing 'xxxx@itftennis.com') and 'Password'. A 'Reset Password' link is next to the password field. A green 'SIGN IN' button is prominent. Below the button is a link for 'Don't have an account? Sign up now'. At the bottom, there are links for 'Contact us', 'Terms and conditions', and 'Privacy'.

**Step 2:** You will be prompted to re-enter your email address in order 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.



The screenshot shows a mobile application interface for resetting a password. At the top, there is a logo for ITF IPIN. Below the logo, the title 'Reset password' is displayed. The main content area contains an 'Email Address' label followed by a text input field containing 'xxxxx@itftennis.com'. Below the input field are two green buttons: 'SEND VERIFICATION CODE' and 'CANCEL'. At the bottom of the screen, there are three small links: 'Contact us', 'Terms and conditions', and 'Privacy'.

**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

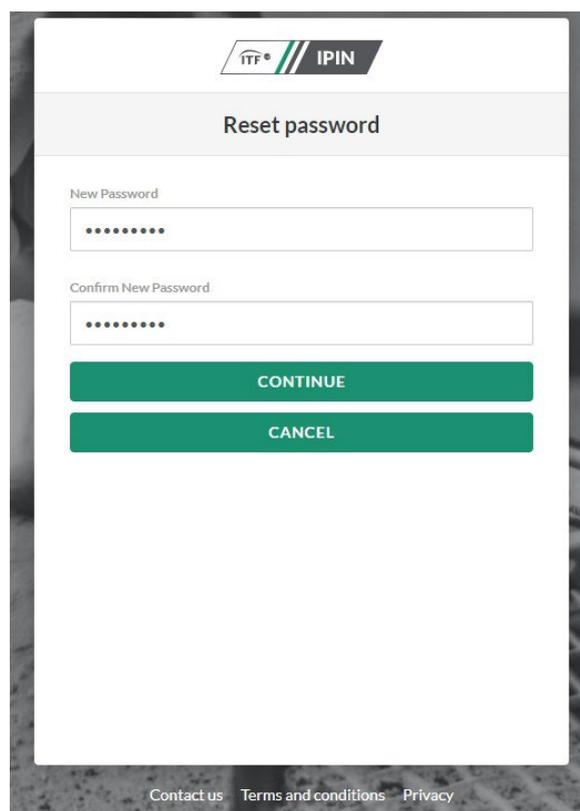
**Step 4:** Copy the verification code from your email into IPIN. Click 'Verify Code'.

The screenshot shows the 'Reset password' screen in the IPIN app. At the top, there is a header with the ITF logo and 'IPIN'. Below the header, the title 'Reset password' is displayed. A message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' There are two input fields: 'Email Address' containing 'xxxxx@itftennis.com' and 'Verification code' containing 'XXXXXX'. Below the input fields are three green buttons: 'VERIFY CODE', 'SEND NEW CODE', and 'CANCEL'. At the bottom of the screen, there are links for 'Contact us', 'Terms and conditions', and 'Privacy'.

**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 'Reset password' screen in the IPIN app. At the top, there is a header with the ITF logo and 'IPIN'. Below the header, the title 'Reset password' is displayed. A message states: 'Email address verified. You can now continue.' There is one input field: 'Email Address' containing 'xxxxx@itftennis.com'. Below the input field are two green buttons: 'CONTINUE' and 'CANCEL'. At the bottom of the screen, there are links for 'Contact us', 'Terms and conditions', and 'Privacy'.

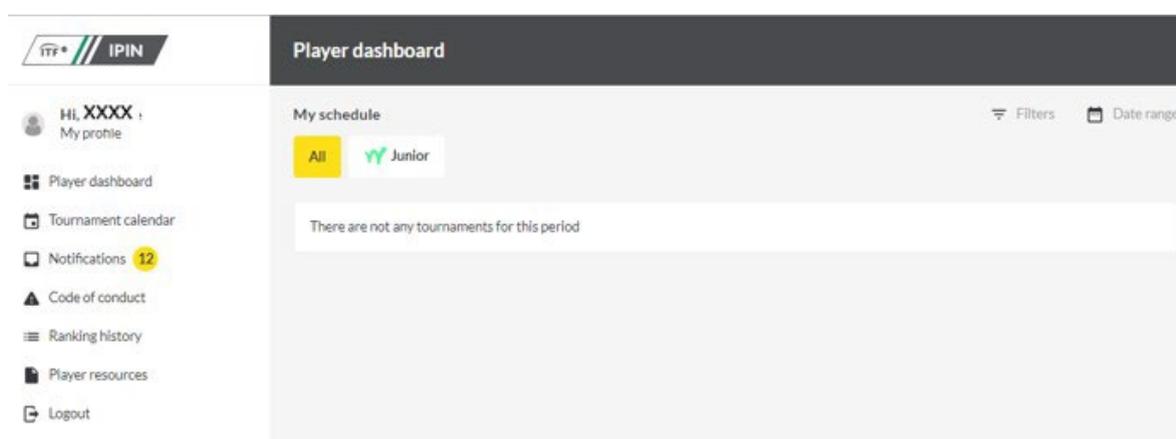
**Step 6:** Input a password of your choice to be used going forward when logging in to your IPIN account.



The screenshot shows a mobile application interface for resetting a password. At the top, the ITF and IPIN logos are displayed. Below the header, the title 'Reset password' is centered. The form contains two input fields: 'New Password' and 'Confirm New Password', both with masked characters (dots). Below the input fields are two green buttons: 'CONTINUE' and 'CANCEL'. At the bottom of the screen, there are links for 'Contact us', 'Terms and conditions', and 'Privacy'.

**Step 7:** You have now successfully reset your password 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 tournaments.



## 2. 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:

ITF IPIN

### Welcome to IPIN

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.

Email Address

Password Reset Password

**SIGN IN**

[Don't have an account? Sign up now](#)

[Contact us](#) [Terms and conditions](#) [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'

ITF IPIN

### Sign up with a new account

#### Create your ITF tennis identity

These credentials will be used to log into the IPIN service.

- 1 Email verification
- 2 Security

#### Create your player profile

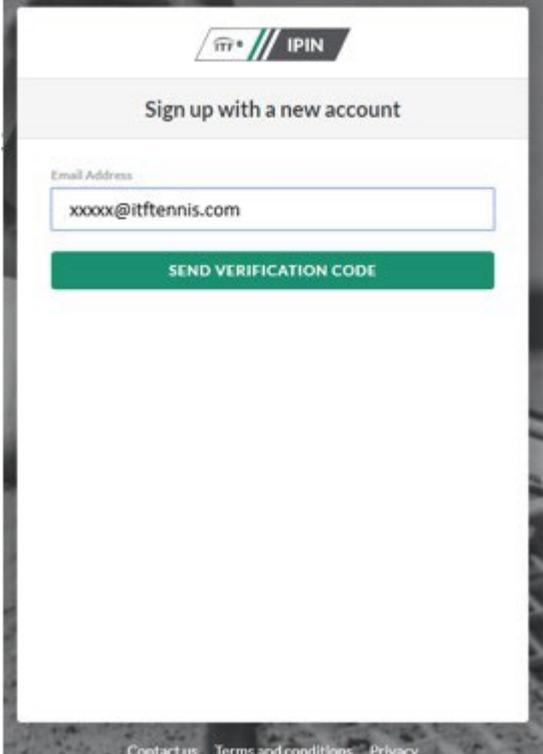
Your player profile will enable you to view and manage you playing schedule for all ITF sanctioned tournaments.

- 3 Player details
- 4 Circuit selection
- 5 Welfare statement
- 6 Terms and conditions
- 7 Payment

**GET STARTED**

[Contact us](#) [Terms and conditions](#) [Privacy](#)

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



The screenshot shows a mobile application interface for creating a new IPIN account. At the top, there is a logo with the letters 'ITF' and 'IPIN'. Below the logo, the text 'Sign up with a new account' is displayed. Underneath, there is a label 'Email Address' followed by a text input field containing the email address 'xxxxx@itftennis.com'. Below the input field is a green button with the text 'SEND VERIFICATION CODE'. At the bottom of the screen, there are three links: 'Contact us', 'Terms and conditions', and 'Privacy'.

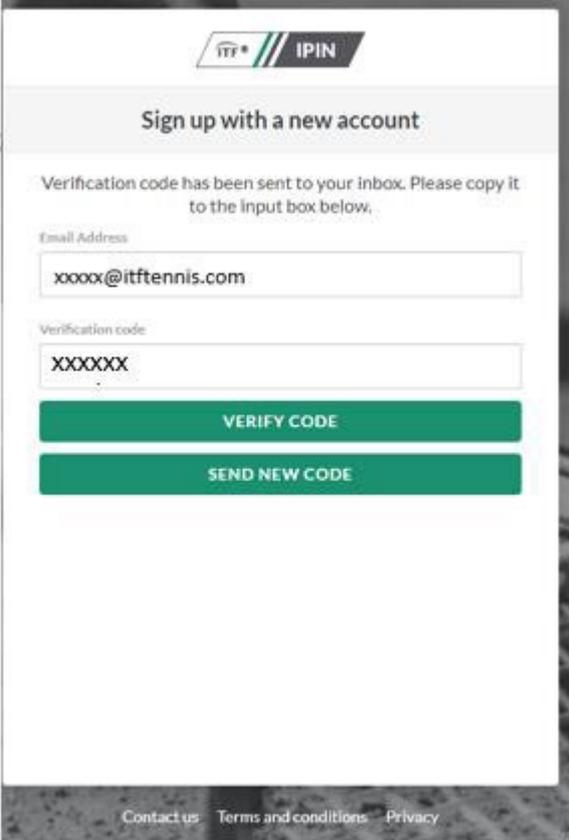
**Step 4:** You will receive a 6-digit verification code to your email address.

The email will be:

From: Microsoft on behalf of International Tennis Federation

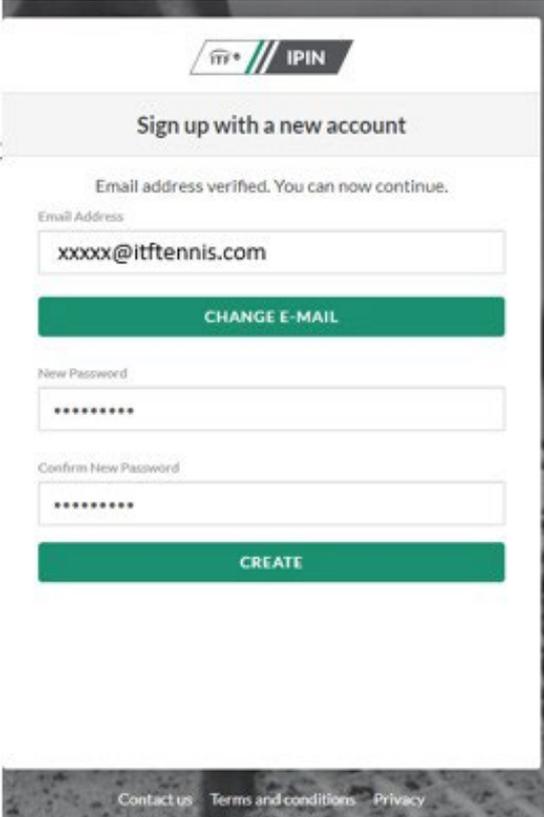
Subject: International Tennis Federation account email verification code

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



The screenshot shows the 'Sign up with a new account' page for IPIN. At the top, there is a header with the IPIN logo. Below the header, the title 'Sign up with a new account' is displayed. A message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' There are two input fields: 'Email Address' containing 'xxxxx@itftennis.com' and 'Verification code' containing 'XXXXXX'. Below these fields are two green buttons: 'VERIFY CODE' and 'SEND NEW CODE'. At the bottom of the page, there are links for 'Contact us', 'Terms and conditions', and 'Privacy'.

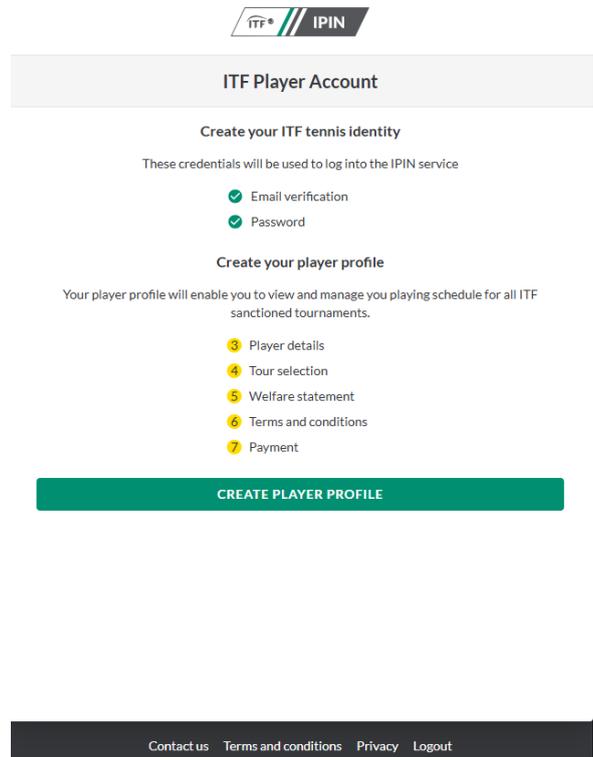
**Step 6:** Input a password of your choice to be used going forward when logging in to your IPIN account.



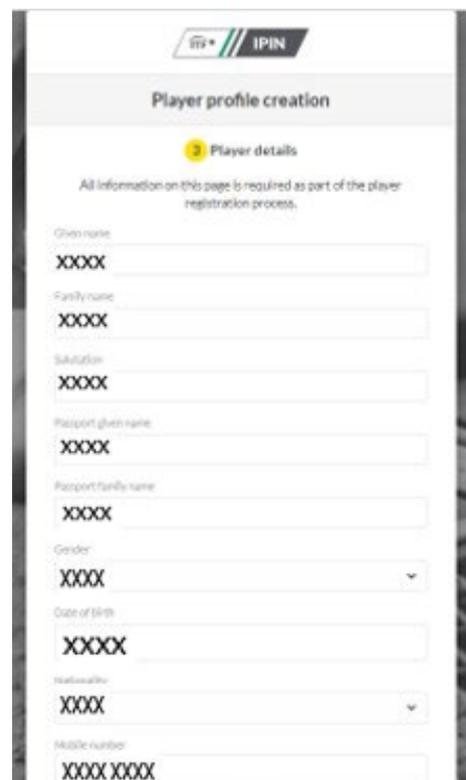
The screenshot shows the 'Sign up with a new account' page for IPIN. At the top, there is a header with the IPIN logo. Below the header, the title 'Sign up with a new account' is displayed. A message states: 'Email address verified. You can now continue.' There are three input fields: 'Email Address' containing 'xxxxx@itftennis.com', 'New Password' containing '\*\*\*\*\*', and 'Confirm New Password' containing '\*\*\*\*\*'. Below these fields are two green buttons: 'CHANGE E-MAIL' and 'CREATE'. At the 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:



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



**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 'Player profile creation' page for the ITF IPIN system. 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 '4' indicates the current step, 'Pass phrase'. The instructions state: 'Please enter a passphrase and passphrase hint. This will be used to confirm your identity should you need to contact the ITF directly.' There are two input fields: 'Passphrase' and 'Passphrase hint', both containing 'XXXX'. A green 'NEXT' button is located at the bottom of the form. At the very bottom of the page, there are links for 'Contact us', 'Terms and conditions', 'Privacy', and 'Logout'.

**Step 10:** Select your Tour.

Each Tour must be selected individually.

The screenshot shows the 'Player profile creation' page for the ITF IPIN system. 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 '5' indicates the current step, 'Tour selection'. The instructions state: 'Please choose the tours you are eligible to compete on.' There are four input fields, each with a dropdown menu. The first three dropdowns are labeled 'ITF World Tennis Tour', 'ITF Beach Tennis', and 'ITF Wheelchair Circuit'. The fourth dropdown is labeled 'ITF World Tennis Tour'. A green 'NEXT' button is located at the bottom of the form. At the very bottom of the page, there are links for 'Contact us', 'Terms and conditions', 'Privacy', and 'Logout'.

**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 Tours you have selection and proceed to payment through the 'Pay now' button.

You will be redirected to the WorldPay website.

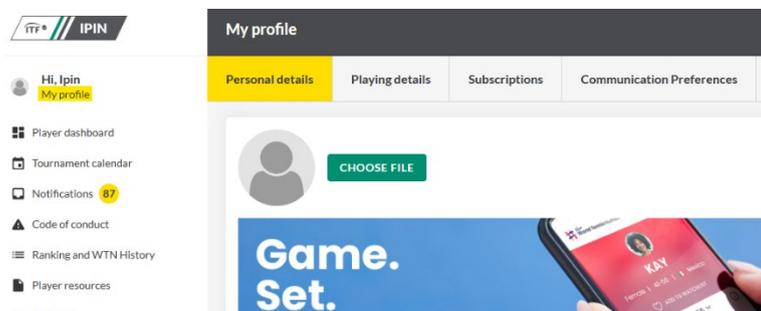
Once your payment is successful you will be directed back to the IPIN site and confirmation of the creation of your IPIN will be displayed.

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

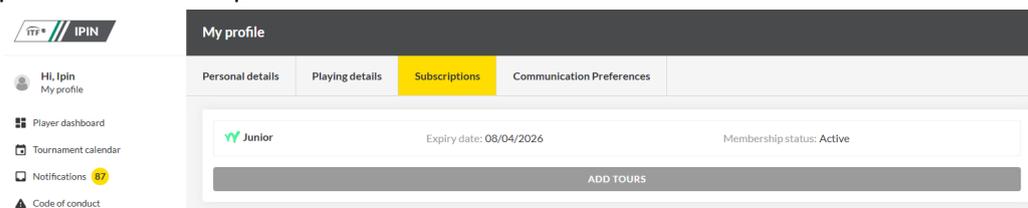
### 3. How to upgrade your account if eligible to access more Tours

**Step 1:** Log in to IPIN

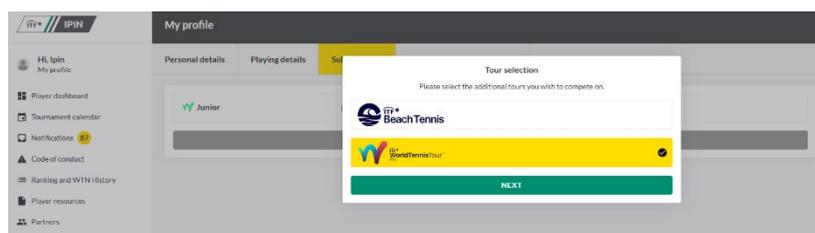
**Step 2:** Navigate to the 'My Profile' section:



**Step 3:** Select the 'Subscriptions' tab at the top of your profile:



**Step 4:** Select 'Add Tours' which will give you the available Tour options you can add to your IPIN.



**Step 5:** You will be required to accept the **Player Welfare Statement**. Please note that players under the age of 18 years old must have a parent or guardian complete this section.

**Step 6:** Please make sure you read and understand the **Terms and Conditions**, prior to accepting.

**Step 7:** If additional payment is required, you will be redirected to the WorldPay website. Once your payment is successful, the 'Subscriptions' section of your IPIN will update with your current Tour subscriptions.

## 4. General Questions

### 1. Is there a minimum age for obtaining an IPIN Membership?

Junior Tournaments:	Player must reach the age of 12 yrs 11 months
Professional Tournaments:	Player must reach the age of 13 yrs 11 months
Masters Tournaments:	Player must be turning 30 during the calendar year
Beach Tournaments	Players must reach the age of 13 yrs 11 months. IPIN membership is not needed to compete on the Beach Tennis Junior Tour.
Wheelchair Tournaments:	Player must reach the age of 12 yrs 11 months to sign-up. Players wishing to compete who are younger than this should contact the ITF Wheelchair Tennis Department.

### 2. When will my IPIN membership expire?

Your membership will be valid for 52 weeks from the date of registration or from the date your subscription expires, whichever is longer.

Players can renew 3 months from the end of their subscription, this is so players can enter tournaments far in advance.

### 3. Do I have to pay for IPIN?

Yes, to compete in ITF tournaments players must have a valid IPIN. Please ensure that you select the correct Tour when applying for an IPIN.

The registration fees for IPIN are as follows:

World Tennis Tour (Mens and Womens)	– \$75 USD
World Tennis Tour Juniors	– \$60 USD
Beach Tennis World Tour	– \$30 USD
UNIQLO Wheelchair Tennis Tour	– \$10 USD

ITF Masters players will pay a small ITF Registration fee per tournament which will be paid in conjunction with the tournament entry fee.

Please note that if a player registers for an ITF World Tennis Tour (Pro) IPIN, a player will not automatically receive a junior/masters membership. Players who are age eligible for the other memberships will need to select all memberships they wish to include during registration.

#### **4. When will I receive my IPIN?**

Your IPIN membership number will be sent by automated email to the email address you supplied during the registration process, once you have paid and completed your registration.

#### **5. How can I upgrade my membership to include Junior, Masters, Beach or Pro IPIN membership to my existing membership?**

Players must log into IPIN and select the 'My Profile' section and then 'Subscriptions' and then click 'Add Tours' button. If you have an existing Juniors or Masters membership but wish to add a pro membership you will need to pay the difference in price to add the pro membership. If you have the pro membership and you are age eligible for a Masters or Junior membership, then you can add the membership at no additional cost.

#### **6. Can I change my IPIN registered email address?**

Yes, Players must log into IPIN and select the 'My Profile' section and then 'Personal Details' and then click 'Edit' on the email address button. Then click 'Save Changes.'

#### **7. Who should I contact if I have forgotten my IPIN and/or password or have other questions about one of the Tours.**

**Please contact the relevant ITF Tour below:**

ITF World Tennis Tour IPIN queries: [ipin@itftennis.com](mailto:ipin@itftennis.com)

All other ITF World Tennis Tour queries: [mens@itftennis.com](mailto:mens@itftennis.com)  
[womens@itftennis.com](mailto:womens@itftennis.com)

ITF World Tennis Tour Juniors queries: [juniors@itftennis.com](mailto:juniors@itftennis.com)

ITF Masters queries: [masters@itftennis.com](mailto:masters@itftennis.com)

UNIQLO Wheelchair Tennis Tour queries: [wheelchair@itftennis.com](mailto:wheelchair@itftennis.com)

ITF Beach Tennis World Tour queries: [beach@itftennis.com](mailto:beach@itftennis.com)

#### **8. How do I enter or withdraw from tournaments?**

To enter, players should click 'Tournament Calendar', then scroll to the week of the event the player wishes to enter and click 'Enter'. To withdrawal players should go to their dashboard where they will see all tournaments they have entered, here players can manage their withdrawal.