

Getting Started

1. **What is Tencap Tennis?**

Tencap Tennis is a technology company offering a dynamic and accurate tennis Rating System together with advanced web-based technologies. These technologies include a social networking platform, event management system, score entry and results tracking system, as well as search tools that help players find their most compatible matchups.

2. **How do I get my username and password?**

If you have not received your username and password, contact your club administrator. If you have forgotten your username and/or password, click the "Forget your Password?" link, enter your email address and we'll email you a link to reset your password.

3. **What is the Tencap Rating Wizard?**

The Tencap Rating Wizard is the questionnaire you will be asked to complete when first signing into your Tencap Profile. You only need to complete this wizard once. Answer the questions as accurately as possible, as this will help determine your Introductory Tencap Tennis Rating. Answering the wizard is a requirement before logging into the site.

4. **Why do I have to answer the Wizard before I log in?**

Everyone using Tencap Tennis needs to have an Introductory Tencap Rating, whether a beginner or a pro. The Rating Wizard helps us ensure that those people using Tencap always have an Introductory Tencap Rating.

5. **What should I do when I first enter the site?**

Tencap Tennis is a robust and powerful website with a whole lot of great functionality. As you explore the site, here are some tips on what you can do first:

- a. Review your profile – make sure all data is accurate
- b. Search for and connect with friends who may be using the site
- c. Invite other friends to join the Tencap Tennis system
- d. Check out your network page (if you are on Tencap through your club/league)
- e. Register for events at your club's network page
- f. Enter the results of casual play matches against other Tencap Players
- g. Check out your match history, statistics, and your dynamic Tencap Tennis Rating

The Rating System

6. **How do the Ratings Work?**

The Tencap Tennis Rating System acts as a predictor of what the result of a match will be before two players compete. Somewhat similar to a Golf Handicap System, Tencap looks at the skill levels of both players and predicts the score of each set played. If the score within the set is anything different, one of the players played better than the system predicted, so both players might have the opportunity for a Rating adjustment. For more details, view the "Tencap Ratings Explained" video.

7. **Do I have to win to improve my Tencap?**

Not necessarily. It is all about the score. If you are playing a stronger player that is expected to beat you and you have a close game, this will also help you improve your Tencap Rating. So a 6-4 loss against a player who is 8 points better than you will help you improve your Tencap Rating.

8. **How often does my Rating change?**

Your Tencap Rating will change approximately every eight sets, keeping in mind that your Tencap Rating will never adjust in the middle of a match, so some Rating calculations may include more than eight sets.

9. **Why is my Rating Introductory? (What are the Rating Accuracy Levels?)**

Tencap recognizes that self-ratings are subjective, and often not very accurate. But with Tencap, the more tennis you play and the more different people you play against, the more accurate your Rating will become. So we developed three Rating Accuracy Levels that adjust based on the number of opponents you have and the number of matches you play. Your Rating is Introductory because you have not yet played enough matches for the system to have enough data to increase its confidence that your Rating is accurate. So, get out there and play more tennis!

10. **How does my Rating Accuracy Level change?**

Rating Accuracy Levels change based on how many matches and how many different people you have played against. 8 sets against at least 2 different people moves you to Provisional, and then 16 sets against at least 6 different people moves you to an Official Rating Accuracy Level. Your Tencap matches must be against players that are within a 10 point range of your Tencap Rating for the Accuracy Levels to be adjusted.

11. **Why do I want an Official Rating?**

Official Tencap Ratings are recognized as the most accurate ratings in Tencap Tennis. With Official Ratings, you can be confident that your skill level is accurate, and that you will have a compatible game against other official players on the site.

12. **Why are accurate Ratings important?**

Accurate and Dynamic Ratings will drive the growth of Tennis.

13. **What is my Tencap Rating Trend?**

The Rating Trend shows the direction your Tencap Rating is headed, based on your results up until you reach the threshold for your next Rating calculation. Your Rating Trend will be calculated after every set played.

14. **What is a Tencap Advisory?**

This notifies you of updates to your Tencap Ratings, such as your new Rating Trend after scores are entered, how many sets you must play until your next Rating calculation, and how your Rating may have adjusted after you reached your eight set threshold.

15. **How does Tencap improve the NTRP?**

Did you know that less than 3% of the tennis players in the US have computer generated NTRP ratings? That means that 97% of the market has NTRP ratings that are not based on any results, but instead, purely subjective ratings based on opinion. Tencap improves the NTRP by showing players their

approximate NTRP rating, and then allowing players to enter scores, track results, and watch their NTRP rating adjust as their Tencap Rating finds their accurate skill level. Players get dynamic and accurate feedback on their all their results not just their USTA league matches. For at least 97% of the market, that is making their NTRP Ratings more dynamic and more accurate.

16. Why is my NTRP on Tencap different to my USTA NTRP?

Tencap is not linked to the USTA's NTRP rating calculations, which is why we highlight the fact that they are approximate NTRP equivalents. The two Rating Systems calculate ratings very differently, so they will not always show the same rating. But, just because your approximate NTRP is different in Tencap, doesn't mean your Tencap Rating is not accurate. The NTRP ratings comprise of very large groups of players that, in many cases, include players that may not be accurately rated. Rest assured, your Tencap Rating will become more and more accurate as you play more tennis, regardless of your approximate NTRP.

17. How do I manually change my rating?

Manual rating changes should be discussed with your network administrator. Once players reach an Official Tencap Rating, Official Rating Appeals must be submitted to Tencap in order to change a player's Tencap Tennis Rating. Official Rating Appeals must be made through your club/network administrator.

My Profile

18. How do I make myself private?

To edit your privacy settings, click the "Edit Your Profile" link, which is located under your name on the dashboard. You'll see options for all your privacy controls under the Privacy Section.

19. How do I update my information?

Click the "Edit Your Profile" link and edit any of the information under each of the profile sections.

20. How do I control the automated notifications coming from Tencap Tennis?

To control the notifications coming from Tencap Tennis, select the "Edit Your Profile" link, which is located under your name on the dashboard. You'll see options for all your notification controls under the Notifications and Communications Section. Don't forget to Save!

21. Why is it important to update my tennis information?

When players want to find a player using the Find-a-Match, it is important that they are matched with the right people. Your tennis information will let players know when you are available to play and whether you like to play singles, doubles or both. This is taken into consideration in the Find-a-Match algorithm, so that you are able to find the most compatible player.

22. I accidentally inactivated my account. How do I reactivate it?

Send an email with your account information and the details of what you need to info@tencaptennis.com. We will have your account working again in no time!

Entering casual Play Results

23. What is Casual Play?

Casual Play is considered the casual games you play that are not played in formal events such as round robins, club championships or leagues. It might be considered your practice matches, and in Tencap, all casual play matches are not weighted as heavily as matches played within events.

24. Who can I enter scores against?

You may enter scores against any of the individuals with whom you have made a friendship connection on Tencap Tennis, or any of the individuals that are also members of your network. Remember, all players will be notified of any scores entered against them and will have 7 days in which to accept or reject those scores.

25. What if we don't finish a set?

Scores entered into Tencap should be entered exactly as they occurred on the court. So, if you run out of time in a match and your score is 6-4, 3-3, enter this score exactly as it is. If you are playing in an event, and you or your opponent default in the middle of a match, enter the score exactly as it happened on the court, select the default option and identify which player won the court by default. In the event settings, the winner will get credit for the games not played due to the default, but the rating system will only look at the scores that were actually played on the court to determine how the players' ratings should be affected.

26. Will my opponent know that scores have been entered?

Yes, your opponent will be notified that scores have been entered against them, and they will have the opportunity to accept or reject those scores.

27. When will my casual play score count towards my Tencap Rating?

It will immediately count towards your rating and will only account towards your opponent's rating once they accept the match.

28. What happens if my opponent rejects my score?

The match will not count towards their rating. Your rating will not be affected.

29. How long will my opponent have to accept or reject my score in Casual Play?

Your opponent will have 7 days to accept or reject the score, after which time the score will automatically be accepted.

30. What is the etiquette of Casual Play?

For more information on casual play, watch the "Entering Casual Play Results" video.

Networks

31. What are networks on Tencap Tennis?

Network are tennis organizations including Tennis clubs, leagues, high schools, colleges, public parks and tennis associations that generally have a group of members. Networks have the ability to communicate with their members as well as create events using the Tencap Tennis Event Management System.

Events

32. What are Events on Tencap Tennis?

Managed Networks on Tencap Tennis have the ability to create and manage events using the Tencap Tennis Event Management System. These events may include leagues, flex leagues, challenge ladders, tournaments or round robins. You'll find the list of events at your club by going to their network page on Tencap.

33. What happens when I register for an event?

When you register for an event, your club pro or tennis director must approve that registration before you are added to the event. You'll get an email once the registration has been approved.

34. Why am I not eligible for the event in which I am trying to register?

There are a few possible reasons your event registration has been rejected. You may not fit the criteria for the event based on your age, gender or skill level and how the event has been created.

35. Who can enter scores for an event?

This is another setting controlled by the administrator. All captains in an event can enter scores, and in some events, players and captains can enter scores, if the admin enabled this feature.

36. What is a default? How should scores be entered for a default?

A default is entered for multiple different reasons. In Tencap, there are two types of defaults: a Full Default and a Partial Default.

- a. *Full Default* means the match was not played. Either one or both players did not show up or were unable to start the match. Full Defaults may be penalized in some events if the Admin has setup negative points for Full Defaults. No scores should be entered for Full Defaults. Simply enter the players' names, and select "Yes" for "Was this match defaulted" and then select your winner.
- b. *Partial Default* means the match began but was not completed due to injury, or one of the players having to stop. The score as it was on the court should be entered into the match, and then default checked with the correct winner selected. The winner will get credit for the games not played due to the default, but the Rating System will only look at the scores that were actually played on the court to determine how the players' Tencap Rating should be affected.

37. How are the standings determined for my event?

That really depends on how the event administrator created the event. Tencap provides clubs and leagues with the most advanced event management system in the tennis industry that allows administrators to create many different types of events. Look at the event homepage for details about your event, or look for the orange highlighted column in the Standings page to see how the event standings are being determined.

38. A score has been entered incorrectly. How do I correct it?

If you do not have the correct permissions to change a score yourself, contact your events or network administrator. They have the administrative permissions to adjust incorrectly entered scores. Most scores entered into Tencap will go through a verification process before they are accepted, so be sure to only accept correctly entered scores.

Friends on Tencap

39. **Why should I connect with Friends on Tencap Tennis?**

The more players you connect with, the more robust the Tencap system becomes. Many features available on Tencap Tennis are enhanced as you add more friendship connections to the site. Plus, you will have the opportunity to invite your friends to join in events hosted on the site. It is a great way to keep track of how your friends' tennis games are coming along.

40. **How do I find compatible players to play with?**

Using Find-a-Match, you will be able to search for a list of the most compatible people for you to play with. Tencap's proprietary Find-A-Match algorithm has built-in intelligence that searches key player attributes to generate a list of the most compatible players for an individual. And those players are list in order of compatibility, meaning the player at the top of the list is your most compatible matchup.

41. **What can Tencap do for Tennis?**

Tencap is growing the game every day. By giving players the ability to track their dynamic and accurate ratings, Tencap Tennis is allowing players to find the most compatible people with whom to play. That means matches are closer and more enjoyable, which makes everyone want to play more tennis.

Tencap is giving thousands of tennis players around the world the opportunity to connect with players of a similar skill level, enter their scores, track their results and ratings, and ignite a passion for this incredible sport. We're growing the game, one player at a time! Now get out there, and play more tennis!!