Results Manager Software FAQs

1. How do I get Results Manager?
You need to apply for Results Manager via the application form on the Results Manager page on the LTA website (Organisers' area). Once your application has been received you will be contacted by your local regional office with further details.

2. Where do I access Results Manager?
Results Manager is currently accessed via the login area of the LTA website under 'Members' and 'My Roles'. (In the future Results Manager will be available as an app for ipads and iphones).

3. Do I need internet access to use Results Manager?
Yes, at present you need to be connected to the internet.

4. Can I use Results Manager on my tablet?
Yes, Results Manager has been built to work on both desktops and tablets.

5. What happens if my internet access crashes whilst inputting results?
We advise you to save your results regularly using the save button on the top right of the screen however your results will automatically be saved every 30 secs. The last saved time is also displayed in the top right.

6. **How do I create an event to load results into?**
On the home screen of Results Manager, click Create New Event.

First name the event – it's recommended you identify by Ball Colour, start time and day, for example Red 5pm Wednesday. The ball colour you select should obviously correspond to the age group of players.

Choose either singles or doubles – this determines the results page layout so needs to be accurate. Please note you cannot enter singles results into a doubles template.

Choose if you want the player list from your club to automatically appear.

You can then start adding sessions and match results.

7. How does the Players list work?
After selecting an event and creating a session you can add players by clicking onto the Add Player button. Then choose either the 'At my Club' or 'All clubs' search and find a player using his/her BTM number or name.

Once the player has been found and selected, click Add and the Player list will be updated to show the new player. Continue this process until all players are entered in the list (please note players can be added at a later stage if missed initially).

8. How do I add Results?
Once a minimum of 2 players have been added to the Players list, results can be loaded against the event.

You then need to add the following for each result:
Match Date
Winner(s)
Loser(s)
Score

When adding the winner or loser, once you start typing, the list of relevant players will start to appear making it quicker to enter results. Scores can be entered by either typing in the set result(s), adding a comma in between each set, or by using the keypad and clicking the result.

9. **How do I enter a 2 digit score?**
Use the _ _ symbol (bottom left of score pad)

Winner	Opponent	Score ?
Winners' name	Losers' name	E.g 7-6, 6-3

+ ADD MATCH

1	2	3
4	5	6
7	8	9
--	0	Del

DONE

10. I have some players who compete in our red sessions but they are actually aged 10 and have just started playing, can I include their results?
There are no restrictions on adding players to events based on age or gender however matches will only count for mini tennis ratings if played are eligible. The rating system rules will pick up the matches that can count towards increasing a player's rating.

11. I am under pressure from a parent to submit a false result for rating purposes, what should I do?
Refuse! Submitting false results is a serious offence. There have been recent cases of users submitting false results which have been referred to the Disciplinary Panel. LTA Licensed and Registered coaches and LTA Licensed Officials are expected to uphold the highest standards of integrity and this is a matter which is taken seriously by the LTA.

12. What happens if I submit the results and realise I have made a mistake?
It's important to check results carefully before you submit as they can affect a player's rating almost immediately if results are loaded in the overnight rolling calculation (for mini tennis players and those rated 10.2 – 8.2).

If you do make a mistake you can edit the score by clicking on the edit pencil.

If you have got the winner and loser the wrong way around then you need to delete the result and add it again correctly in a new session. If this erroneous result involved mini tennis players, or those rated 10.2 – 8.2, you will need to contact your local regional office as the result will have to be deleted by the LTA's IT team.

13. Why are some players not showing up on my club list?
This probably means they are not linked to your club so ask them to login to the LTA website and update their profiles.

Also players who do not have a rating do not show on the system.

If a player does not appear on the list you can type non-member into the player box. Try not to submit the results with a non-member in the player field as this result won't be committed to the ratings system for either player. Save the result and go back in when you can identify and add the non-member.

14. What is meant by a pending session?
This is when results haven't been submitted to the LTA yet but have been saved in Results Manager.

When all results have been added and checked you should click into the session and submit.

15. Why does it take a while when performing certain tasks and I see the ⟳ icon?
Some operations involve picking up or sending data to LTA's database and there may be a slight delay. Please be patient.

16. I'm stuck, what support is available to me?
On the left hand side of the screen there is a button which will open a form where you can email the support team at Sportlabs Technology who will send you a response.