BTM Player Database

This document is designed to support organisers who have opted to use the player database to run their leagues. The database helps captains enter results more efficiently and increases the accuracy of the league data because players can be identified and picked up automatically. The process requires players to have valid British Tennis Membership (BTM) and also be linked to the place to play for which they are competing in the league.

Please note the following:

- To understand how the database works we encourage all organisers to watch two videos:
  i) [players linking to their place to play](); ii) [captain's entering results online]().
- It is the responsibility of captains and players to ensure they are linked to their place to play
- The database is updated on a nightly basis. A player linking him/herself to a place to play on a Saturday will show in the database on the Sunday.
- If a league is using the database for the first time it is likely that players will require linking to their club/venue through their BTM profiles. Once a player is linked he/she will remain on that place to play list for future seasons. Players will only need to complete the process again if they move to a different venue.
- Where a player cannot be found on the database there is an 'unknown player' option for captains to use when entering rubber results. This allows captains to input results online and then use the 'Add Comment' button so that the name and BTM of the 'unknown player' can be added at a future date.
- Where a captain enters an 'unknown player' option and uses the 'Add Comment' button, it will be the organiser's task to chase captains to get the player to link to his/her place to play and then for the organiser to complete the process by entering the right name in the match form as in the above video. Captains are unable to access the match form once they have 'saved' the match.

Communicating with team captains is crucial to the success of the player database. We request you add the following text to your emails when communicating to your team captains.

Pre-Season/first email to captains

To be eligible to compete in <your league> players must be British Tennis Members (BTM) – this is free to all registered place to play members. Players can sign up at https://www.lta.org.uk/Members/Join/. Players must also be linked to the club/venue they are

representing in the league through their British Tennis Membership. As team captain it is your responsibility to communicate this to your players and to make sure every player in your team is eligible. Players can link to their club/venue by logging in to their BTM members' area at https://www2.lta.org.uk/Login/ and updating their 'My Tennis Venue' within the 'Manage Account' area. Watch a video of the process at www.LTA.org.uk/LeaguePlanner. Alternatively players can call the British Tennis Services Team on 0208 487 7000.

Fixtures/online results email to captains

Please ensure your players have a British Tennis Membership. Players can sign up at https://www.lta.org.uk/Members/Join/. Players must also be linked to the club/venue they are representing through their British Tennis Membership. As team captain it is your responsibility to communicate this to your players and make sure every player in your team is eligible. This is very important for the Online Results Process. To establish the link, players will need to login to their BTM members' area at https://www2.lta.org.uk/Login/ and update their 'My Tennis Venue' within the 'Manage Account' area. Watch a video of the process at www.LTA.org.uk/LeaguePlanner. Alternatively players can call the British Tennis Services Team on 0208 487 7000.

If a player does not appear on the database search and you select an 'unknown player', please ensure you use the 'Add Comment' button to state the name and BTM number of the unknown player(s). This applies to losing team captains. I can then investigate this.

Late/Missing Result email to captains

The following email is a useful communication to captains that haven't entered a result or have entered an unknown player in their selection.

Subject: <Your league name> (Missing Match Results)

We would like to remind you it is the responsibility of the <winning/home> team captain to enter the full rubber results within 48 hours of the match. 48 hours has now passed since your match and the result is either not recorded online or contains unknown players.

Missing Results

If you were the <winning/home> team, please refer to the online results email and enter the full rubber results online as soon as possible. Watch a video on how to enter a match result online. If you are still experiencing problems submitting results please contact me on <your number/email>.

Unknown Players

Please refer to the completed match scorecard to enter full rubber results. The 'Add player' function allows you to access your club/venue's database to add players who do not appear on the drop down list.

Important - If a player did not appear on the search and is currently showing as an unknown player, please ensure you use the 'Add Comment' button to state the name and BTM number of the unknown player(s). This applies to both team captains. I can then investigate this.

Please ensure all your players are linked to your venue through their British Tennis Membership. This is important for the Online Results Process to work smoothly. If players are unsure, they need to login to the Members Area on the LTA website and check their 'My Tennis Venue' within the 'Manage Account' area. Watch a video of the process at www.LTA.org.uk/LeaguePlanner.

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