

IPIN – FREQUENTLY ASKED QUESTIONS FOR ITF CIRCUITS

(PROFESSIONAL, JUNIOR, SENIORS, WHEELCHAIR)

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 circuits
4. General questions

1. How to access your existing account in the new IPIN

You need to be able to access your ITF-registered email address in order to access your existing account in the new IPIN.

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

ITF World Tennis Tour (Professional) mens@itftennis.com / womens@itftennis.com

ITF World Tennis Tour Juniors juniors@itftennis.com

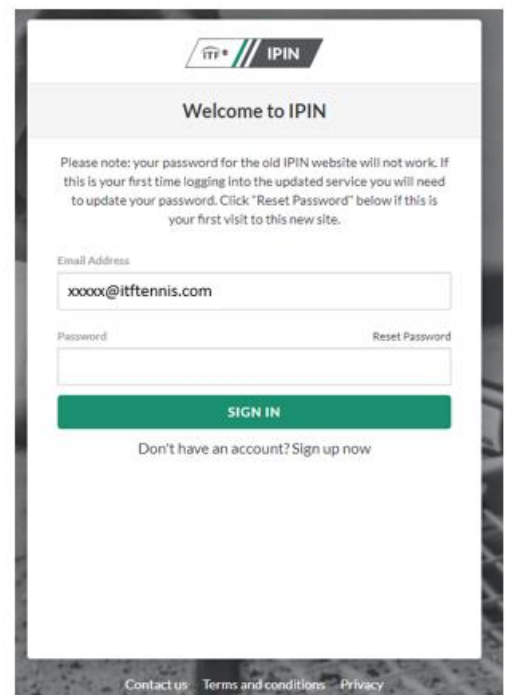
ITF Seniors seniors@itftennis.com

ITF Wheelchair wheelchair@itftennis.com

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

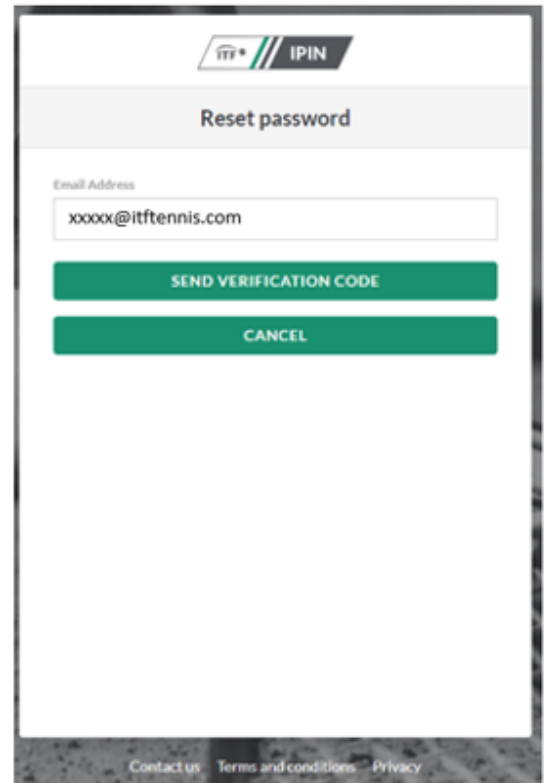
All players logging in for the first time will need to reset their password.

To do so click on 'Reset Password'.

The screenshot shows the IPIN login interface. At the top is the 'Welcome to IPIN' header. Below it is a note: '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.' There are two input fields: 'Email Address' with the placeholder 'xxxxx@itftennis.com' and 'Password'. To the right of the password field is a link for 'Reset Password'. Below the fields is a green 'SIGN IN' button. At the bottom of the form area is a link: 'Don't have an account? Sign up now'. The footer contains 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.

A screenshot of a mobile application interface for the ITF IPIN account. At the top, there is a header with the ITF logo and the text 'IPIN'. Below this is a section titled 'Reset password'. Under the title, there is a label 'Email Address' followed by a text input field containing the email address 'xxxxx@itftennis.com'. Below the input field are two green buttons: 'SEND VERIFICATION CODE' and 'CANCEL'. At the bottom of the screen, there is a footer with three links: 'Contact us', 'Terms and conditions', and 'Privacy'.

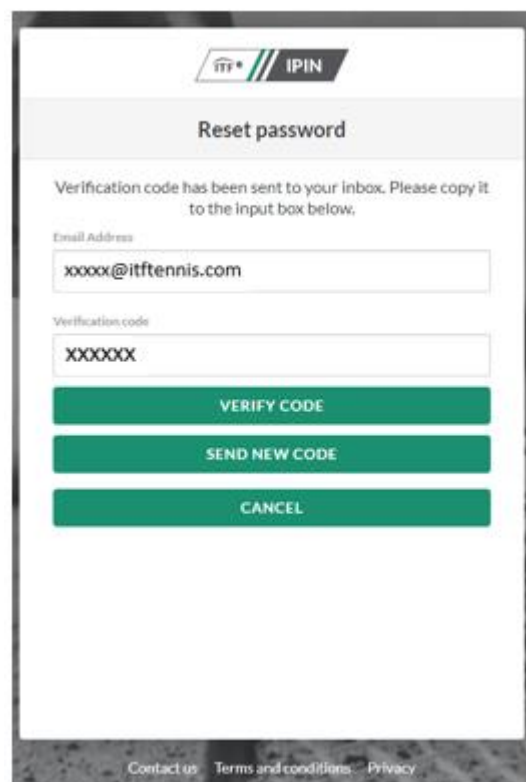
Step 3: You will receive your 6-digit verification code to your email address.

The email will be:

From: Microsoft on behalf of International Tennis Federation

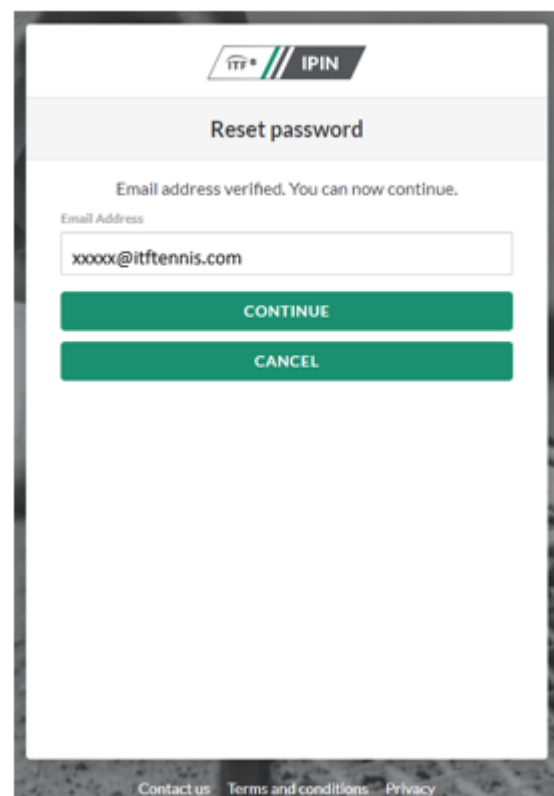
Subject: International Tennis Federation account email verification code

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



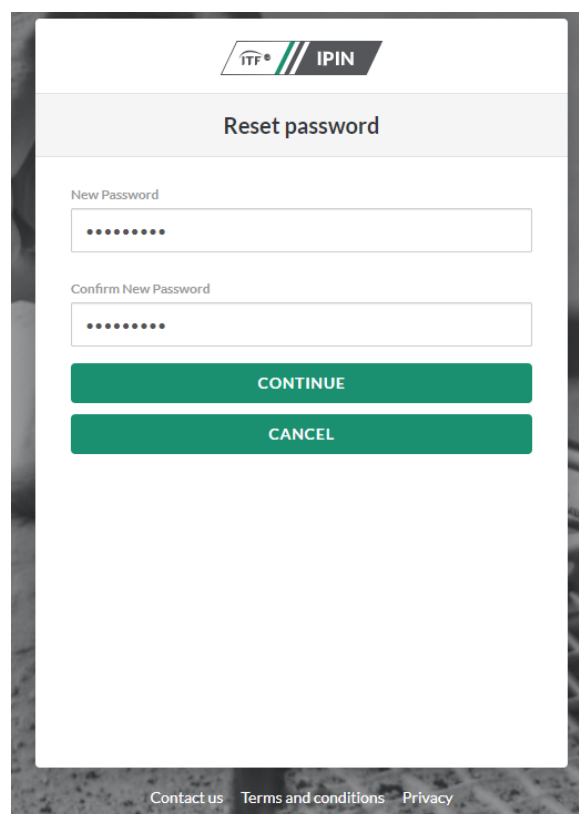
The screenshot shows the IPIN 'Reset password' interface. At the top, the IPIN logo is displayed. Below the title, a message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' There are two input fields: 'Email Address' containing 'xxxxx@itftennis.com' and 'Verification code' containing 'XXXXXX'. Below these fields are three green buttons: 'VERIFY CODE', 'SEND NEW CODE', and 'CANCEL'. At the bottom, 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 IPIN 'Reset password' interface after the email address has been verified. The message now reads: 'Email address verified. You can now continue.' The 'Email Address' field still contains 'xxxxx@itftennis.com'. Below this field are two green buttons: 'CONTINUE' and 'CANCEL'. At the bottom, the same links for 'Contact us', 'Terms and conditions', and 'Privacy' are present.

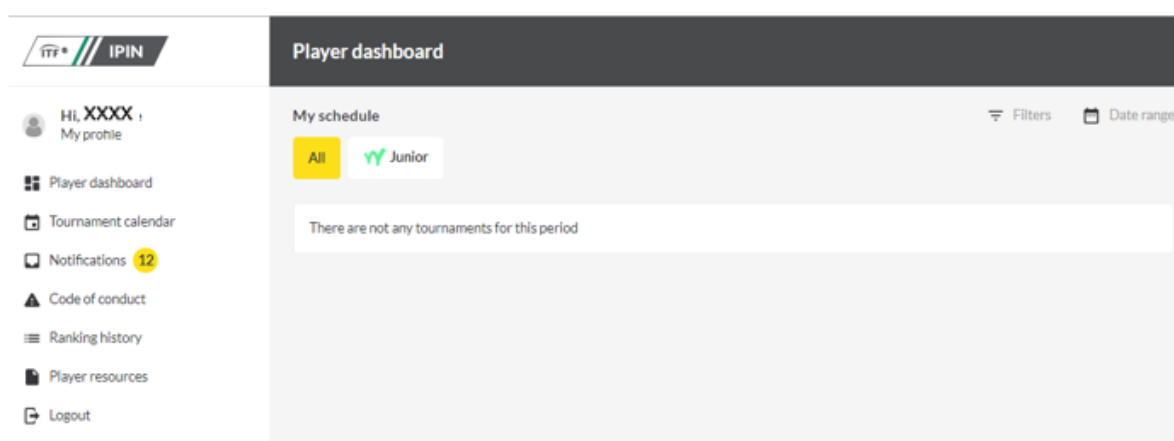
Step 6: Input a password of your choice to be used going forward when logging in to your IPIN account.



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

Step 7: Congratulations! You are now fully onboarded to the new IPIN system and can navigate the tabs on the left-hand side of the page. Among these:

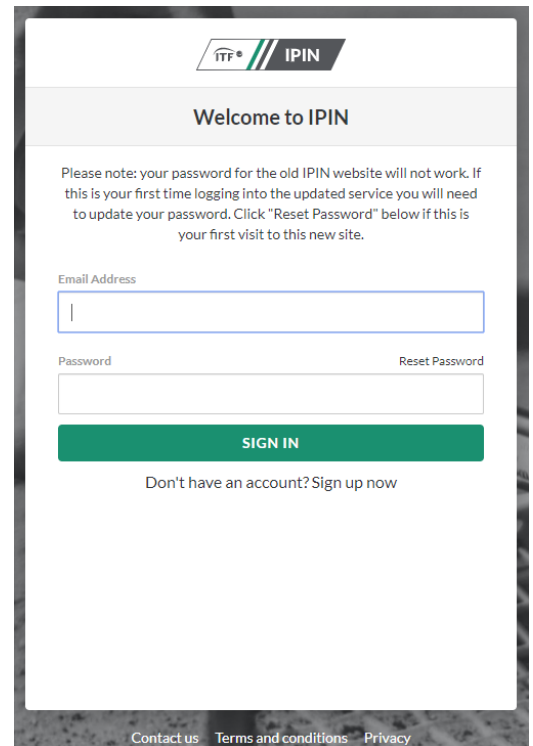
- Player dashboard shows a player the ITF tournaments they are entered into;
- Tournament calendar shows players upcoming ITF tournaments.



2. How to create a new IPIN account

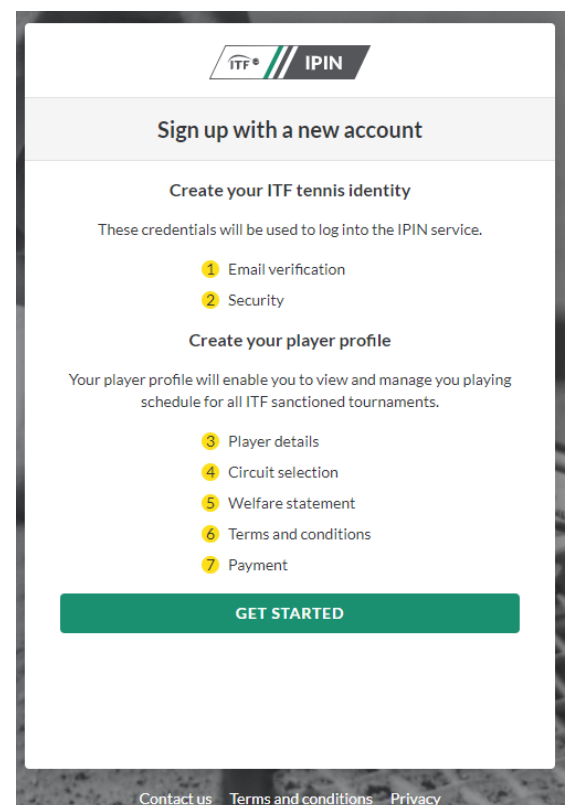
Step 1: To create your IPIN account, go to <https://ipin.itftennis.com>

Click on 'Sign up now' on the IPIN login homepage:



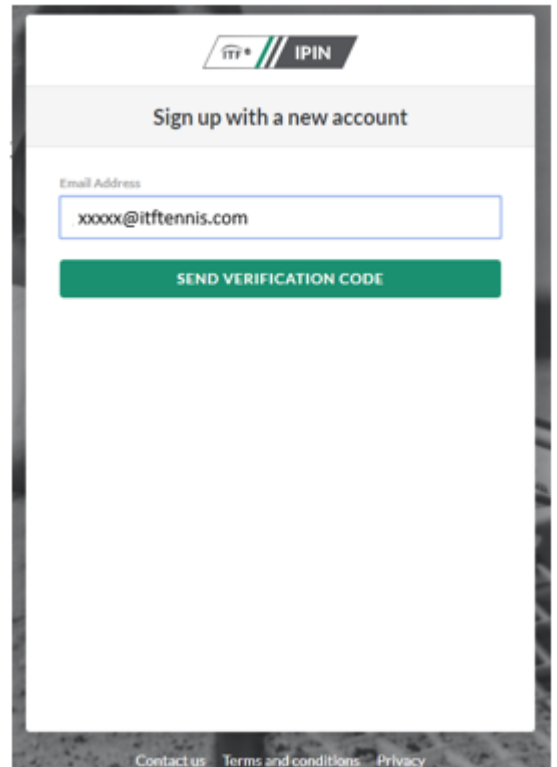
The screenshot shows the IPIN login homepage. At the top, there is a header with the ITF and IPIN logos. Below the header, the title "Welcome to IPIN" is displayed. A note states: "Please note: your password for the old IPIN website will not work. If this is your first time logging into the updated service you will need to update your password. Click 'Reset Password' below if this is your first visit to this new site." Below the note, there are input fields for "Email Address" and "Password". To the right of the password field is a link for "Reset Password". A green "SIGN IN" button is located below the input fields. At the bottom of the form, there is a link that says "Don't have an account? Sign up now". The footer contains links for "Contact us", "Terms and conditions", and "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'



The screenshot shows the "Sign up with a new account" page. At the top, there is a header with the ITF and IPIN logos. Below the header, the title "Sign up with a new account" is displayed. Underneath, the section "Create your ITF tennis identity" is shown, with a note: "These credentials will be used to log into the IPIN service." Below this, there are two numbered steps: "1 Email verification" and "2 Security". The next section is "Create your player profile", with a note: "Your player profile will enable you to view and manage you playing schedule for all ITF sanctioned tournaments." Below this, there are seven numbered steps: "3 Player details", "4 Circuit selection", "5 Welfare statement", "6 Terms and conditions", and "7 Payment". A green "GET STARTED" button is located at the bottom of the form. The footer contains links for "Contact us", "Terms and conditions", and "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.

A screenshot of a mobile application interface for creating a new IPIN account. At the top, there is a header with the ITF logo and the text 'IPIN'. Below this is a grey bar with the text 'Sign up with a new account'. The main form area has a label 'Email Address' above a text input field containing 'xxxxx@itftennis.com'. Below the input field is a green button with the text 'SEND VERIFICATION CODE'. At the bottom of the screen, there is a footer with links for 'Contact us', 'Terms and conditions', and 'Privacy'.

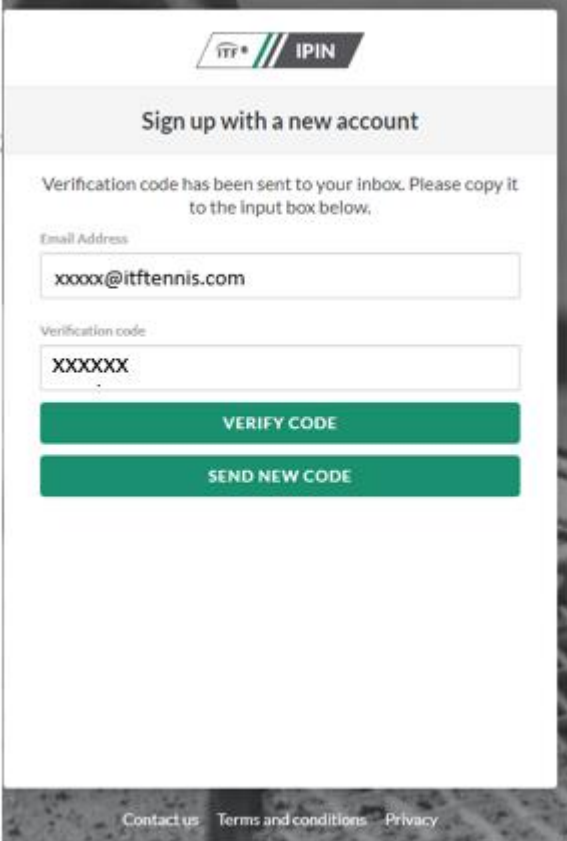
Step 4: You will receive a 6-digit verification code to your email address.

The email will be:

From: Microsoft on behalf of International Tennis Federation

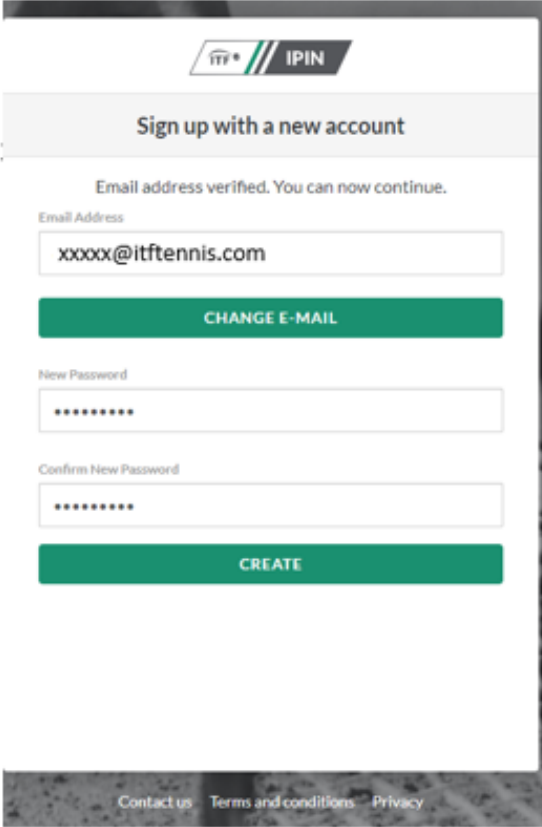
Subject: International Tennis Federation account email verification code

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' screen for the ITF IPIN system. At the top, the ITF and IPIN logos are displayed. Below the title, 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 screen, there are links for 'Contact us', 'Terms and conditions', and 'Privacy'.

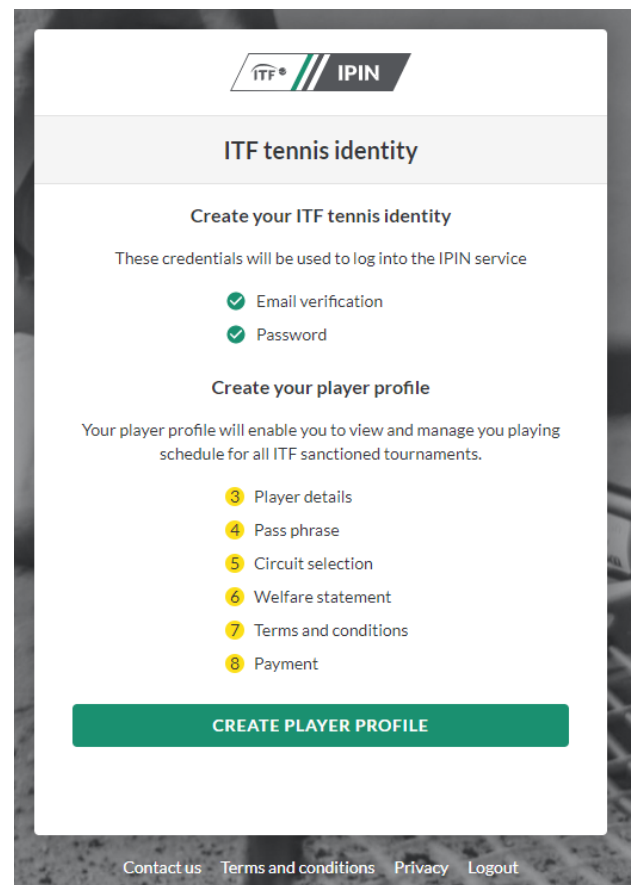
Step 6: Input a password of your choice to be used going forward when logging in to your IPIN account.



The screenshot shows the 'Sign up with a new account' screen for the ITF IPIN system, indicating that the email address has been verified. A message states: 'Email address verified. You can now continue.' The 'Email Address' field still contains 'xxxxx@itftennis.com'. Below it is a green button labeled 'CHANGE E-MAIL'. There are two more input fields: 'New Password' and 'Confirm New Password', both containing masked characters (dots). Below these fields is a green button labeled 'CREATE'. At the bottom of the screen, there are links for 'Contact us', 'Terms and conditions', and 'Privacy'.

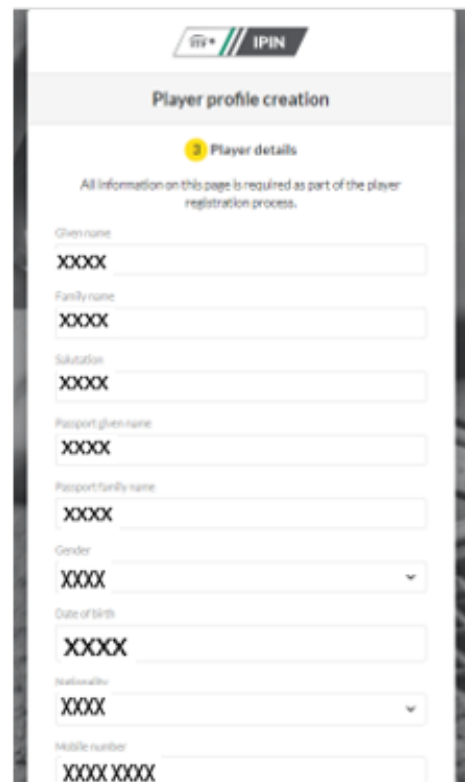
Step 7: Select your language: English, French or Spanish.

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:



The screenshot shows the 'ITF tennis identity' creation page. At the top, there is a header with the ITF and IPIN logos. Below the header, the title 'ITF tennis identity' is displayed. The main content area is titled 'Create your ITF tennis identity' and includes a sub-header 'These credentials will be used to log into the IPIN service'. Below this, there are two green checkmarks indicating 'Email verification' and 'Password' are complete. The next section is 'Create your player profile', with a sub-header 'Your player profile will enable you to view and manage you playing schedule for all ITF sanctioned tournaments.' Below this, there is a list of steps: 3 Player details, 4 Pass phrase, 5 Circuit selection, 6 Welfare statement, 7 Terms and conditions, and 8 Payment. A large green button labeled 'CREATE PLAYER PROFILE' is at the bottom. At the very bottom, there are links for 'Contact us', 'Terms and conditions', 'Privacy', and 'Logout'.

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



The screenshot shows the 'Player profile creation' page, specifically step 3: 'Player details'. The title 'Player profile creation' is at the top, followed by a yellow circle with the number 3 and the text 'Player details'. Below this, a sub-header states 'All information on this page is required as part of the player registration process.' The form contains several input fields: 'Given name' (XXXX), 'Family name' (XXXX), 'Situation' (XXXX), 'Passport given name' (XXXX), 'Passport family name' (XXXX), 'Gender' (XXXX with a dropdown arrow), 'Date of birth' (XXXX), 'Nationality' (XXXX with a dropdown arrow), and 'Mobile number' (XXXX XXXX).

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' screen for the IPIN (International Tennis Federation) account. At the top, the ITF and IPIN logos are displayed. The title 'Player profile creation' is centered. Below the title, 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: 'Pass phrase' and 'Pass phrase hint', both containing 'XXXX'. A green 'NEXT' button is at the bottom. At the very bottom, there are links for 'Contact us', 'Terms and conditions', 'Privacy', and 'Logout'.

Step 10: Select your Circuit.

Each Circuit must be selected individually.

The screenshot shows the 'Player profile creation' screen for the IPIN account, Step 5: Circuit selection. The title 'Player profile creation' is centered. Below the title, a yellow circle with the number '5' indicates the current step, 'Circuit selection'. The instructions state: 'Please choose the circuits you are eligible to compete on.' There are three selection options: 'Junior', 'Pro', and 'Wheelchair Circuit'. 'Junior' and 'Pro' are highlighted in yellow and have a checkmark icon, indicating they are selected. 'Wheelchair Circuit' is in a white box. A green 'NEXT' button is at the bottom. At the very bottom, 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.

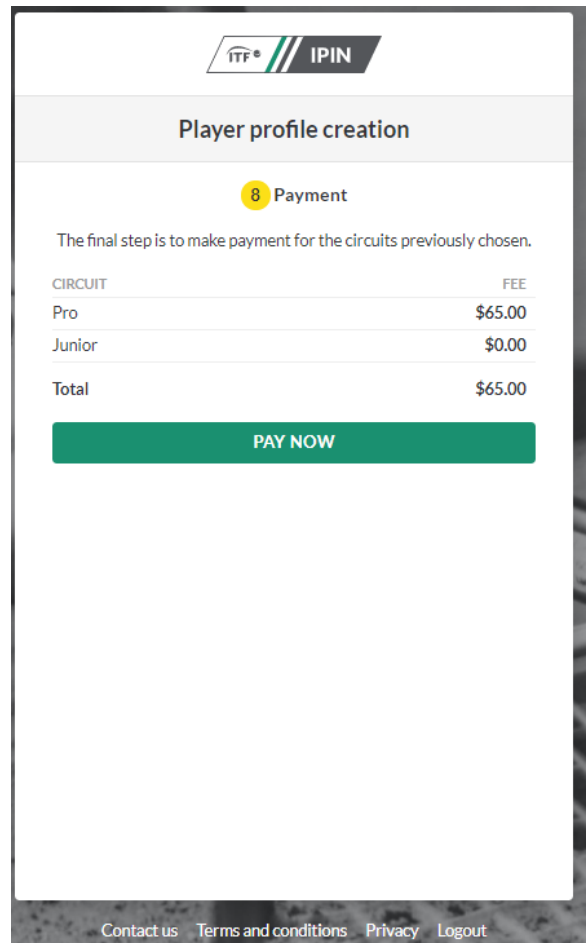
Step 12: Please make sure you read and understand the **Terms and Conditions**, prior to accepting.

Step 13: Payment. Please review the Circuits 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.



The screenshot shows the 'Player profile creation' page for IPIN. At the top, there is a header with the ITF and IPIN logos. Below the header, the title 'Player profile creation' is displayed. A yellow circle with the number '8' indicates the current step, 'Payment'. The text below states: 'The final step is to make payment for the circuits previously chosen.' A table lists the selected circuits and their fees:

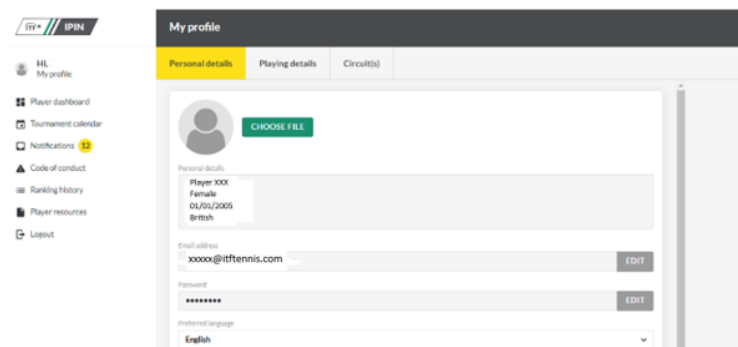
CIRCUIT	FEE
Pro	\$65.00
Junior	\$0.00
Total	\$65.00

Below the table is a large green button labeled 'PAY NOW'. At the bottom of the page, there is a footer with links: 'Contact us', 'Terms and conditions', 'Privacy', and 'Logout'.

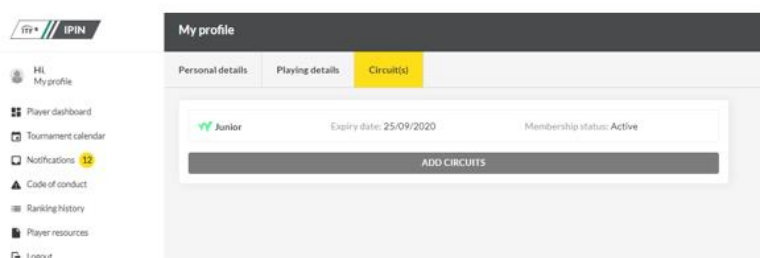
3. How to upgrade your account if eligible to access more Circuits

Step 1: Log in to IPIN

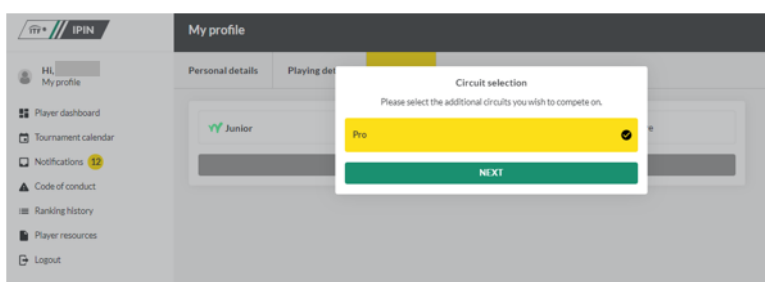
Step 2: Navigate to the 'My Profile' section:



Step 3: Select the 'Circuit(s)' tab at the top of your profile:



Step 4: Select 'Add Circuits' which will give you the available Circuit 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 'Circuit(s)' section of your IPIN will update with your current Circuit subscriptions.

4. General Questions

1. Is there a minimum age in order to obtain 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
Senior Tournaments:	Player must be turning 35 during the calendar year
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?

If you obtained an IPIN membership from November 2018 through September 29, 2019, your membership will expire on the 31st December 2019.

If you register for an IPIN membership from 30 September 2019 and beyond 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 2 months from the end of their subscription, this is so they can enter tournaments far enough 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 Circuit when applying for an IPIN.

The registration fees for IPIN are as follows:

ITF World Tennis Tour (Pro)	– \$65 USD
ITF World Tennis Tour Juniors	– \$40 USD
UNIQLO Wheelchair Tennis Tour	– \$10 USD
ITF Seniors	– \$25.00 USD (Jan-Oct 31)**

****Starting 1 November senior players no longer need an annual IPIN membership. Instead players will pay a small ITF Registration fee per tournament which will be paid in conjunction with the tournament entry fee. However, any player who competes in 2019, must have paid the \$25.00 fee for an ITF Seniors 2019 IPIN.**

Please note that if a player registers for an ITF World Tennis Tour (Pro) IPIN, a player will not automatically receive a junior/senior 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, Senior or Pro IPIN membership to my existing membership?

Players must log into IPIN and select the 'My Profile' section and then 'Circuit(s)' and then click 'Add Circuits' button. If you have an existing junior or senior 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 senior 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 circuits.

Please contact the relevant ITF Circuit below:

ITF World Tennis Tour IPIN queries:	ipin@itftennis.com
All other ITF World Tennis Tour queries:	mens@itftennis.com womens@itftennis.com
ITF World Tennis Tour Juniors IPIN queries:	ipinjuniors@itftennis.com
All other ITF World Tennis Tour Juniors queries	juniors@itftennis.com
All Seniors Circuit and Senior Circuit IPIN queries:	seniors@itftennis.com
UNIQLO Wheelchair Tennis Tour & UNIQLO Wheelchair Tennis Tour IPIN queries:	wheelchair@itftennis.com

8. How do I enter or withdraw from tournaments?

Pro, Junior and Senior players

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're entered into, here players can manage their withdrawal and priorities.

Wheelchair players

Wheelchair players should go to 'Tournament Calendar', then scroll to the week of the event the player wishes to enter, click 'Factsheet' and then enter directly with the tournament director using the entry form available under player resources.