

## IPIN – FREQUENTLY ASKED QUESTIONS FOR ITF CIRCUITS

(PROFESSIONAL, JUNIOR, MASTERS, 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

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](mailto:mens@itftennis.com) / [womens@itftennis.com](mailto:womens@itftennis.com)

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

ITF Masters Tour (previously seniors Tour) [masters@itftennis.com](mailto:masters@itftennis.com)

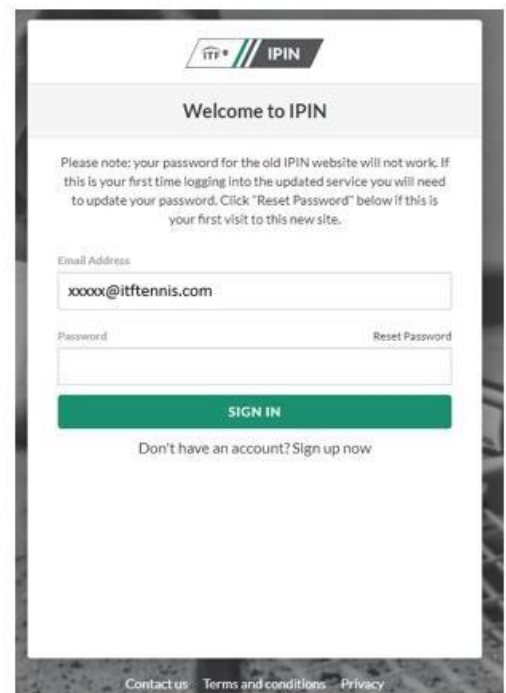
ITF Wheelchair [wheelchair@itftennis.com](mailto:wheelchair@itftennis.com)

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

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

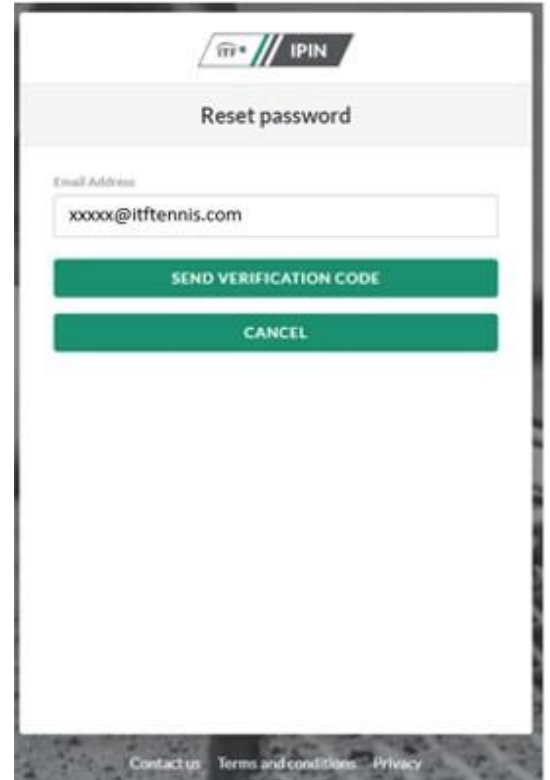
All players logging in for the first time will need to reset their password.

To do so click on 'Reset Password'.

A screenshot of the IPIN login page. At the top, there is the ITF IPIN logo. Below it, the heading '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.' 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, there is a link: 'Don't have an account? Sign up now'. At the very bottom of the page, 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 header with the ITF logo and the text 'IPIN'. Below this is a grey bar with the title 'Reset password'. The main content area contains a form with a label 'Email Address' above a text input field. The input field contains the text 'xxxx@itftennis.com'. Below the input field are two green buttons: 'SEND VERIFICATION CODE' and 'CANCEL'. At the bottom of the form, there are three links: 'Contact us', 'Terms and conditions', and 'Privacy'.

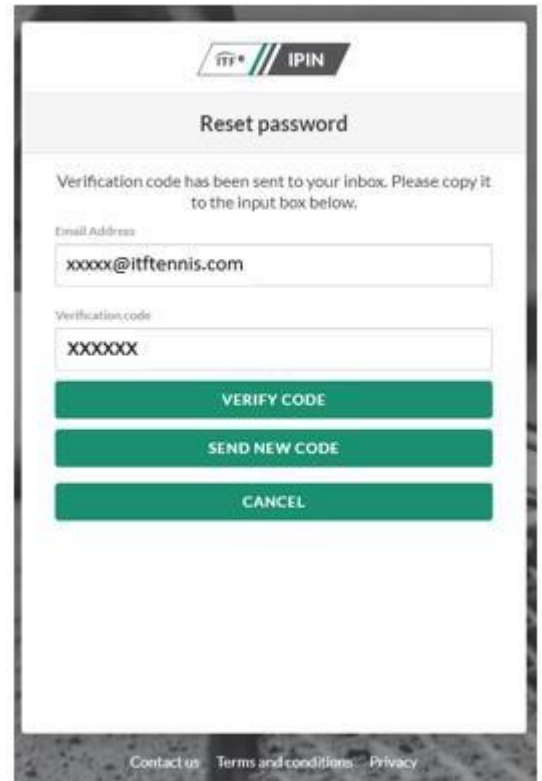
**Step 3:** You will receive your 6-digit verification code to your email address.

The email will be:

From: Microsoft on behalf of International Tennis Federation

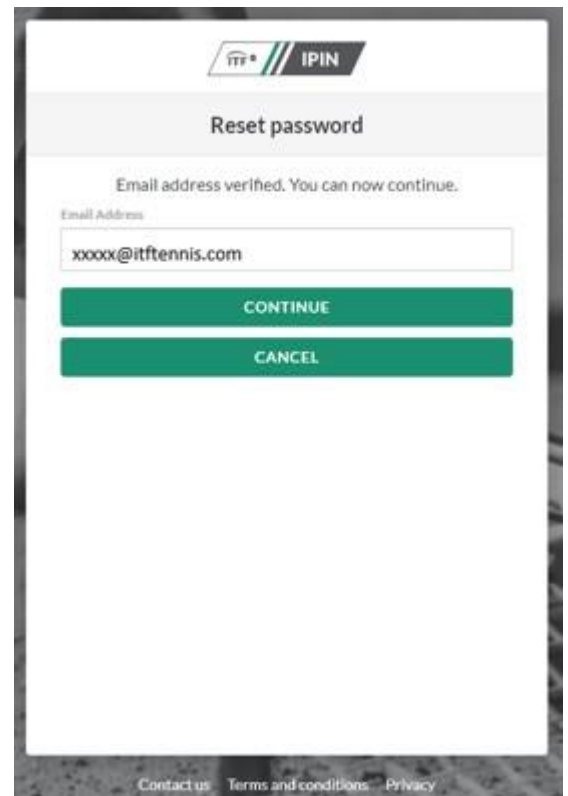
Subject: International Tennis Federation account email verification code

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



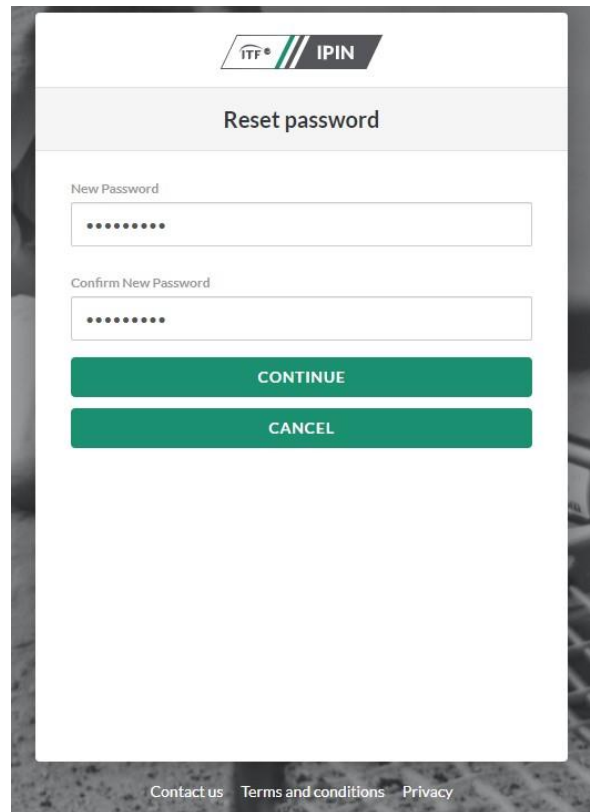
The screenshot shows the IPIN 'Reset password' interface. At the top, there is a header with the ITF logo and 'IPIN'. Below the header, the title 'Reset password' is displayed. A message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' There are two input 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.



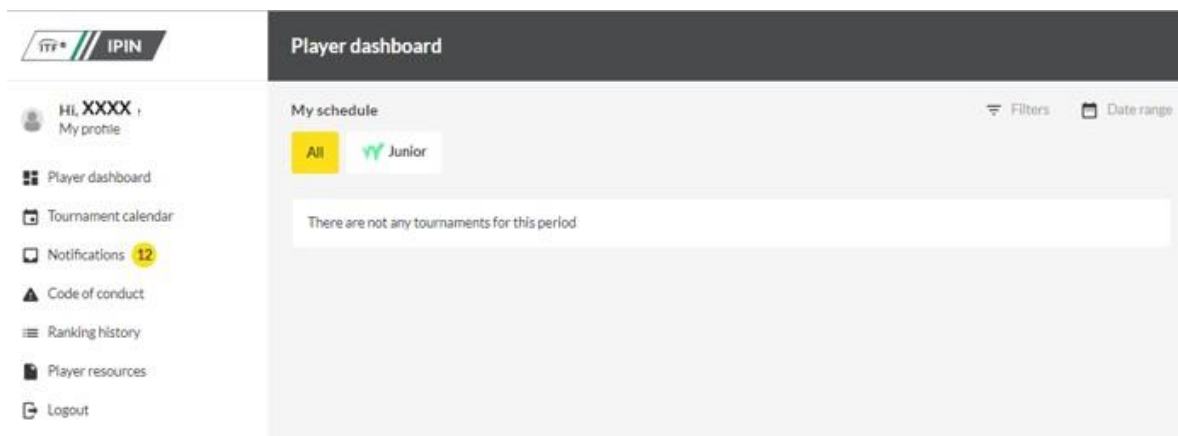
The screenshot shows the IPIN 'Reset password' interface after email verification. The header and title 'Reset password' are the same. The message now reads: 'Email address verified. You can now continue.' The 'Email Address' input field still contains 'xxxxx@itftennis.com'. Below the input field are 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.



**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:

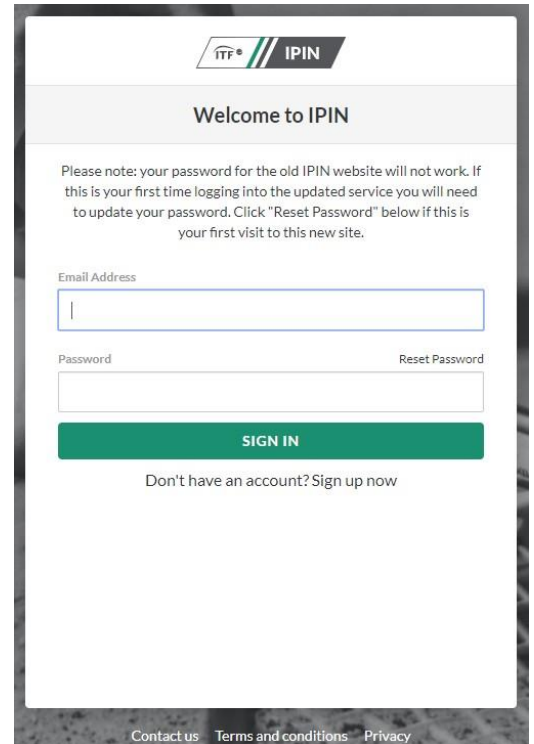
- Player dashboard shows a player the ITF tournaments they are entered into;
- Tournament calendar shows players upcoming ITF tournaments.



## 2. How to create a new IPIN account

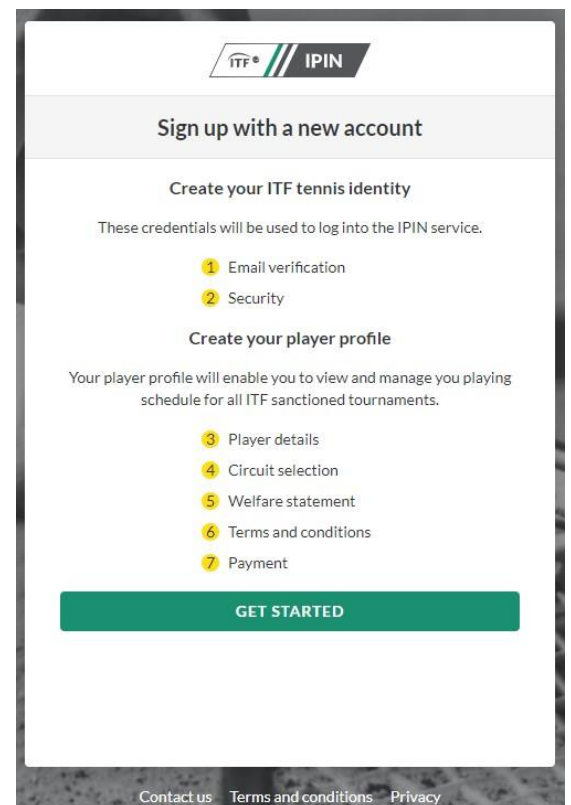
**Step 1:** To create your IPIN account, go to <https://ipin.itftennis.com>

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



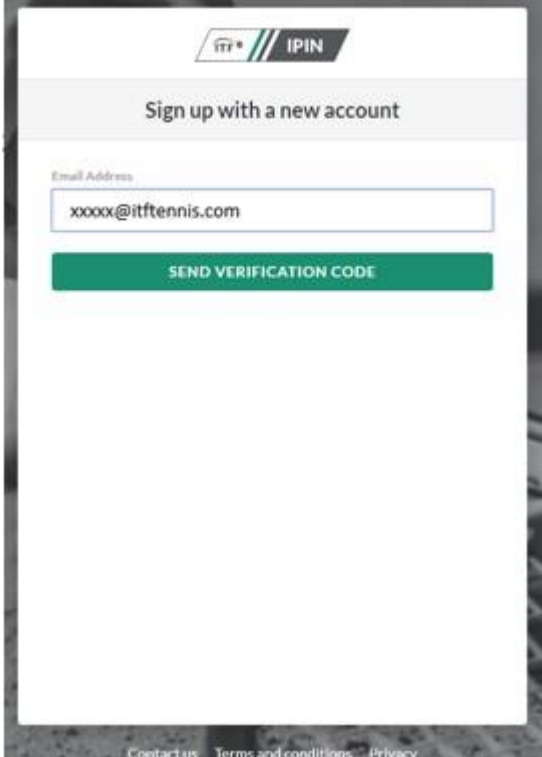
The screenshot shows the IPIN login homepage. At the top, there is the ITF logo and the text 'IPIN'. Below this is a header 'Welcome to IPIN'. A note states: 'Please note: your password for the old IPIN website will not work. If this is your first time logging into the updated service you will need to update your password. Click "Reset Password" below if this is your first visit to this new site.' There are two input fields: 'Email Address' 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, there is a link: 'Don't have an account? Sign up now'. At the very bottom of the page, there are 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 the ITF logo and the text 'IPIN'. Below this is a header 'Sign up with a new account'. The main heading is 'Create your ITF tennis identity'. A note states: 'These credentials will be used to log into the IPIN service.' There are two numbered steps: 1. Email verification, 2. Security. Below this is another heading: 'Create your player profile'. A note states: 'Your player profile will enable you to view and manage you playing schedule for all ITF sanctioned tournaments.' There are seven numbered steps: 3. Player details, 4. Circuit selection, 5. Welfare statement, 6. Terms and conditions, 7. Payment. At the bottom of the form area, there is a green 'GET STARTED' button. At the very bottom of the page, there are 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.



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 the text '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'.

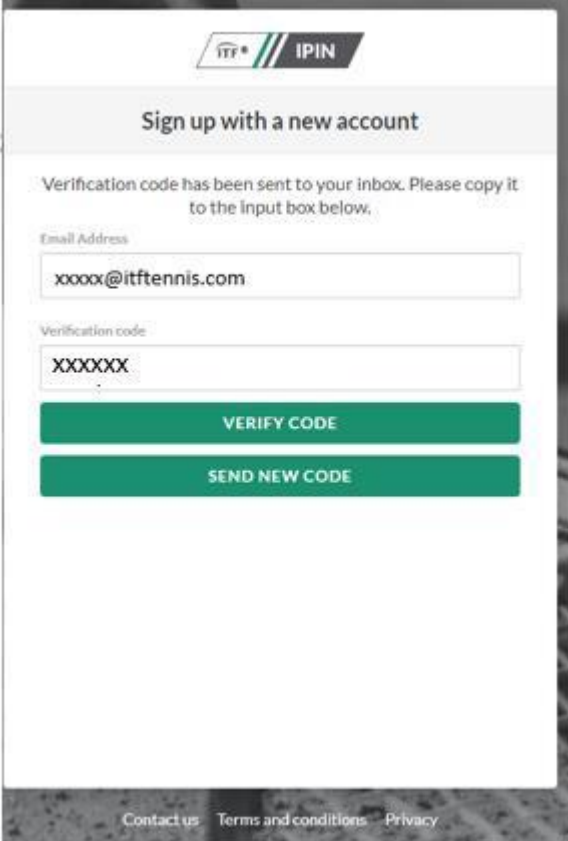
**Step 4:** You will receive a 6-digit verification code to your email address.

The email will be:

From: Microsoft on behalf of International Tennis Federation

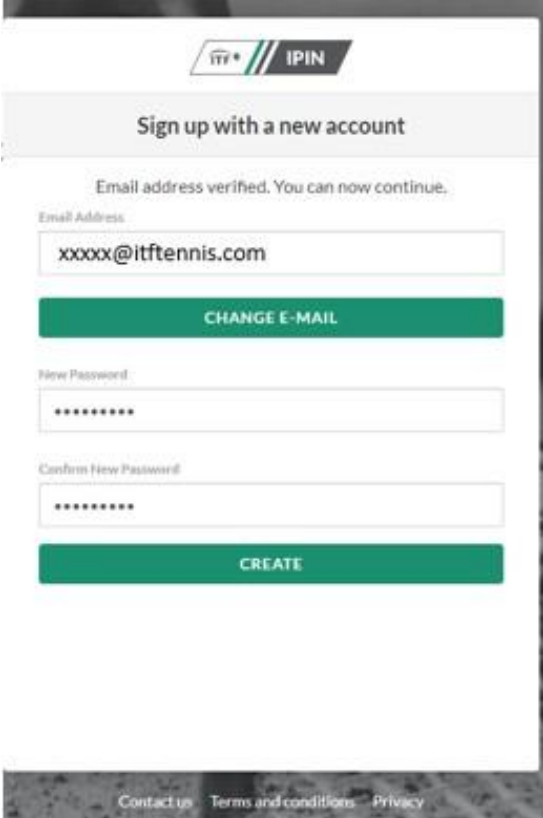
Subject: International Tennis Federation account email verification code

**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'.

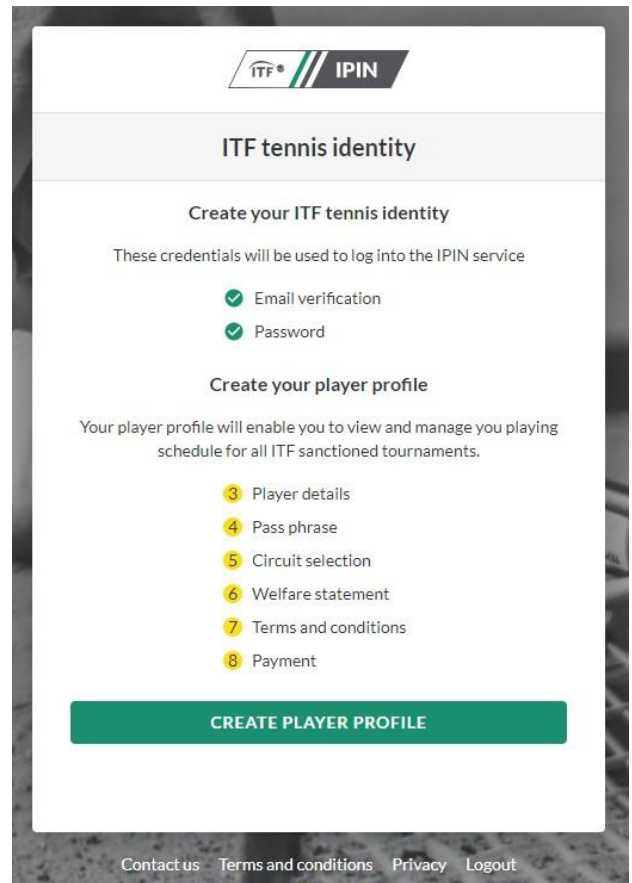
**Step 6:** Input a password of your choice to be used going forward when logging in to your IPIN account.



The screenshot shows the 'Sign up with a new account' page for IPIN after email verification. 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 ITF IPIN. It is at step 4, '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 at the bottom. The footer contains 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' page for ITF IPIN. It is at step 5, 'Circuit selection'. The instructions state: 'Please choose the circuits you are eligible to compete on.' There are three options: 'Junior', 'Pro', and 'Wheelchair Circuit'. 'Junior' and 'Pro' are highlighted in yellow and have a checkmark icon. 'Wheelchair Circuit' is in a white box. A green 'NEXT' button is at the bottom. The footer contains 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.

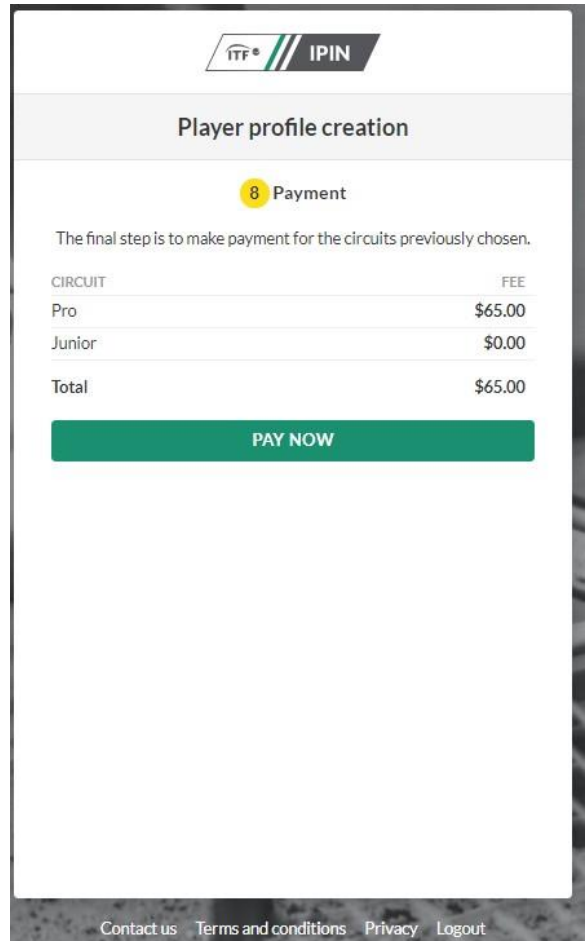
**Step 12:** Please make sure you read and understand the **Terms and Conditions**, prior to accepting.

**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.



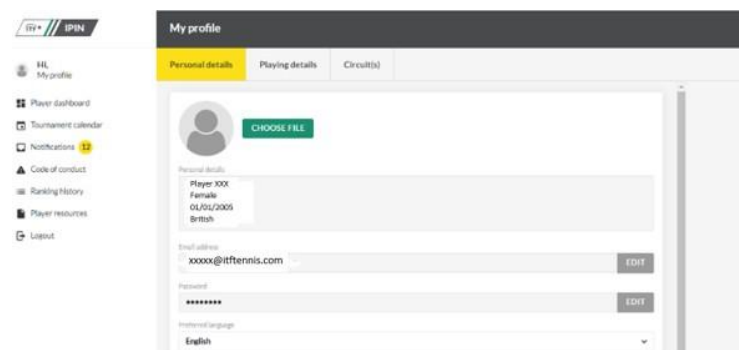
The screenshot shows the 'Player profile creation' page on the IPIN website. At the top, there is the ITF logo and the text 'IPIN'. Below this, the page title is 'Player profile creation'. A yellow circle with the number '8' and the word 'Payment' indicates the current step. A message states: 'The final step is to make payment for the circuits previously chosen.' Below this is a table with two columns: 'CIRCUIT' and 'FEE'. The table lists 'Pro' with a fee of '\$65.00' and 'Junior' with a fee of '\$0.00'. The 'Total' row shows '\$65.00'. A green button labeled 'PAY NOW' is positioned below the table. At the bottom of the page, there are links for 'Contact us', 'Terms and conditions', 'Privacy', and 'Logout'.

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

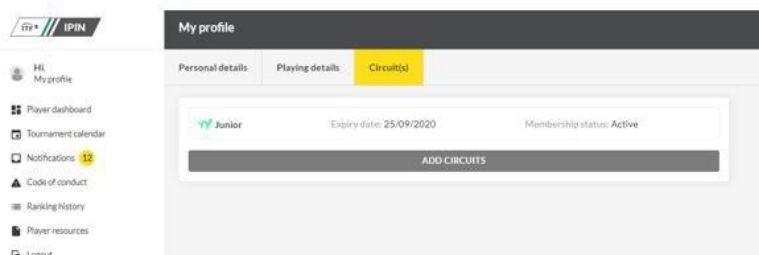
### 3. How to upgrade your account if eligible to access more Circuits

**Step 1:** Log in to IPIN

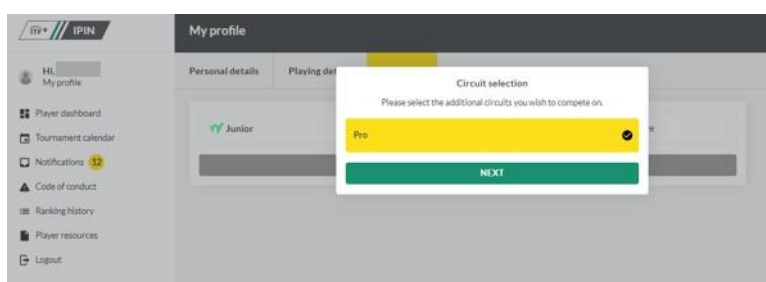
**Step 2:** Navigate to the 'My Profile' section:



**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
Masters 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 31<sup>st</sup> 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.

Players with current IPIN memberships but desiring to renew their IPIN, should wait until the month of their renewal date.

### 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:

<b>ITF World Tennis Tour (Pro)</b>	– <b>\$65 USD</b>
ITF World Tennis Tour Juniors	– \$40 USD
UNIQLO Wheelchair Tennis Tour	– \$10 USD
ITF Masters	– Free**

**\*\* ITF Masters players do not pay 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. This is currently \$7 per tournament played (capped at 8 tournaments)**

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 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, Master 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 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 circuits.**

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

ITF World Tennis Tour IPIN queries:	<a href="mailto:ipin@itftennis.com">ipin@itftennis.com</a>
All other ITF World Tennis Tour queries:	<a href="mailto:mens@itftennis.com">mens@itftennis.com</a> <a href="mailto:womens@itftennis.com">womens@itftennis.com</a>
ITF World Tennis Tour Juniors IPIN queries:	<a href="mailto:ipinjuniors@itftennis.com">ipinjuniors@itftennis.com</a>
All other ITF World Tennis Tour Juniors queries	<a href="mailto:juniors@itftennis.com">juniors@itftennis.com</a>
All Masters Circuit and Masters Tour IPIN queries:	<a href="mailto:masters@itftennis.com">masters@itftennis.com</a>
UNIQLO Wheelchair Tennis Tour & UNIQLO Wheelchair Tennis Tour IPIN queries:	<a href="mailto:wheelchair@itftennis.com">wheelchair@itftennis.com</a>

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

##### **Pro, Junior and Masters players**

Players should click 'Tournament Calendar', then scroll to the week of the event the player wishes to enter and click 'Enter' or find the week the player wishes to withdrawal and click 'Withdraw' and then click 'Confirm'.

**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.

[Return to questions list](#)