



## Frequently Asked Questions

### 1. I have tried to login but the system won't let me?

If this happens you have most likely registered but have not confirmed your registration through clicking the confirmation link. The confirmation links have sometimes been going to user's bulk and junk email folders. In the first instance check these folders and if you cannot find the confirmation email anywhere, contact Squash New Zealand on 09 815 0970.

### 2. How do I reset my password?

You can reset your password in the login screen on the Squash IT Platform. Click on the "Lost Password" button which will then take you to the "Lost Password" screen. Enter your Username and click "Send New Password". A new password will then be sent to your email address.

A diagram illustrating the process of resetting a password. On the left is a "Login" form with fields for "Username:" and "Password:", a "Login" button, a "Remember Me:" checkbox, and a "Lost Password" link highlighted with a red box. An arrow points from the "Lost Password" link to the "Lost Password" screen on the right. This screen has a title "Lost Password" and a form with an "Enter Username:" label, a text input field, and a "Send New Password" button.

### 3. I have reset the password but have still not been able to login?

If this happens try resetting your password again through the lost password button on the login page. If this still does not work, ring Squash New Zealand to get your password reset on 09 815 0970.

### 4. What if I forget my username and password?

If you forget both your username and password, contact your club administrator in the first instance. If you cannot get hold of your club, ring Squash New Zealand on 09 815 0970.

### 5. Why are my points appearing as zero?

When Squash New Zealand loads your grade and points onto the Squash IT Platform you will appear on the grading list on zero points until the grading list updates that evening. Once it updates, you new grade and points will go through onto the grading list.

## 6. Why is my result appearing as held?

Loss    27-Jun-2010    (C1 2775)        (C2 2130)    **Held**

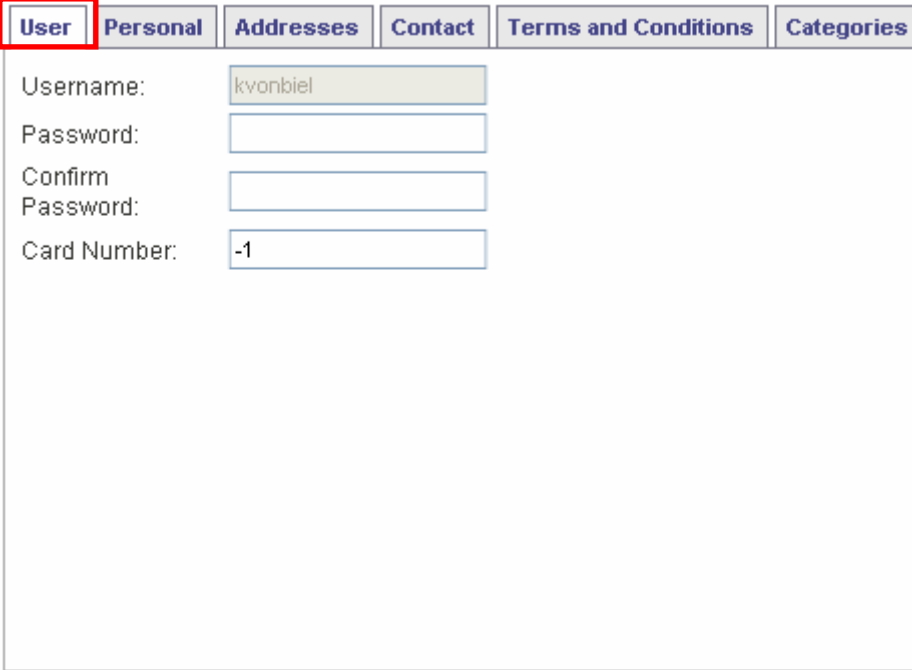
A result is held if there are more than 300 points between you and your opponent. Squash New Zealand resolves held results every day. If you see a result as held, it will go through the grading system overnight and will be appearing as normal on the grading list the next day. This provides a check and balance for the system to ensure that the results are correct.

## 7. What do I do if one or more of my games is appearing on the grading list incorrectly?

If one of your games is appearing incorrectly on the grading list, your first point of contact is the tournament/interclub convener or your district statistician. They will have the result sheet and will be able to make the required alternation for you. Once this happens, the result will go through the grading system over night and will be appearing as correct the following day.

## 8. How do I edit my profile?

To edit your profile, login to the IT system, then click on the “membership” tab on the left hand side. Under this tab then click ‘edit my profile’. This will take you into the screen shown below.



<b>User</b>	Personal	Addresses	Contact	Terms and Conditions	Categories
Username:	<input type="text" value="kvonbiel"/>				
Password:	<input type="password"/>				
Confirm Password:	<input type="password"/>				
Card Number:	<input type="text" value="-1"/>				

To change your password, do this in the screen labelled ‘user’, highlighted above. Type in your new password, type it again to confirm it, then click save. To change your personal, address or

contact details, click on the required tabs at the top of the page (as shown above) to make the required changes.

### 9. I am changing clubs, how do I apply for membership?

To get your code transferred to a new club, you need to firstly apply for membership on the Squash IT Platform with your new club. To do this, login to the Squash IT Platform and click on the 'membership' tab on the left hand side, then click 'apply for membership'.

This will bring up a screen which will show which club you are currently a member of. It also contains a drop down box containing all of the squash clubs in NZ. Find the club you wish to apply for, then click "add". A notification will then go to your club and they will then be able to apply for a code for you.

**Apply for Membership**

**Membership**  
 Edit My Profile  
 Apply for Membership

Club: ALEXANDRA [v]  
Add

**Current Membership**

Club	Club Name	Membership Status
AKHB	HERNE BAY/PONSONBY	Member

### 10. What happens if my opponent does not turn up for our match?

As **competitive play** has not started - no grading points are "won" or "lost" - for grading purposes the match is not recorded as being played. However for tournament and interclub purposes the match has a winner and a loser.

**N.B.** It is well known that some players have a habit of regularly not turning up for a tournament match - or defaulting, where they have lost their previous match. Such "defaults" are to the detriment of tournaments and interclub in general and an inconvenience to their opponents and tournament organisers. Such occurrences should be advised to district management so that club tournament/interclub organisers can be informed of such players.

### 11. What happens if my opponent gets injured BEFORE we go on the court (i.e. during a warm up before going on court) and defaults to me?

As **competitive play** has not started - no grading points are "won" or "lost" - for grading purposes the match is not recorded as being played. (For tournament and interclub purposes the match has a winner and a loser.)

**12. What happens if my opponent declares that he/she is injured, or gets injured DURING the "warm-up" and defaults to me during the warm up?**

As **competitive play** has not started - no grading points are "won" or "lost" - for grading purposes the match is not recorded as being played. (For tournament and interclub purposes the match has a winner and a loser.

**13. What happens if once competitive play has commenced, my opponent declares that he/she is injured, or sustains an injury though no fault of mine, OR retires from the match for no apparent reason and defaults to me?**

As **competitive play** has started - after the appropriate injury time in accordance with the "rules of squash", the injured/defaulting player loses the match and grading points and the "winner" gains grading points. (For tournament and interclub purposes the match has a winner and a loser.)

In the case of all examples above the "winner" would advance to the next round, and it would normally be expected that the injured/defaulting "loser" would withdraw from the tournament.

**14. What happens if once competitive play has commenced, my opponent sustains an injury, AND the injury, while contributed to by me is clearly accidental on my part, and my opponent cannot continue without undue delay?**

In accordance with the "rules of squash" the referee shall allow one hour, and such additional time as the tournament/interclub schedule permits, for the player to recover.

At the referees call of "play" the match shall resume. The injured player shall resume the match or concede the match. For tournament, interclub and grading purposes the result is the same and therefore the "winner" the match gains grading points and the "loser", loses grading points. (Note; this situation does not occur very often).

**15. What happens if once competitive play has commenced, my opponent is injured through careless or dangerous play on my part, and my opponent cannot continue and complete the match?**

In accordance with the ["rules of squash,"](#) the player causing the injury through careless or dangerous play would normally expect to be disqualified by the referee, and therefore the disqualified player loses the match and grading points and the injured player wins the match and grading points, notwithstanding that the injured player may not be able to participate in subsequent matches in the tournament. (Note, this situation does not occur very often).