

MatchPoint – Frequently Asked Questions

1. How do I find an interclub draw?

Draws can be found at the following website: [Auckland - MatchPoint Competitions](#)

- To see the full schedule of a team, select on “Entries” and choose a team

2. How do I find my interclub draw?

Your draw can also be found after logging into the MatchPoint Scoring App

3. How do I setup the MatchPoint Scoring app?

- Step 1: Claim your login at <https://matchpoint.kiwi> -You must do this first
- Step 2: Download the MatchPoint Scoring app
 - [Apple App Store click here](#)
 - [Google PlayStore click here](#)
- Step 3: Enter your login details

4. How do I enter my team's interclub results?

- Step 1: Open the MatchPoint Scoring app
- Step 2: Go to the top left and open the menu and select find a fixture
- Step 3: Select your teams & enter your results

5. Where do I find a User Guide with full instructions for the scoring app?

[MatchPoint Scoring App - User Guide](#)

6. Why when I request a password reset, I don't receive a code?

- The email may have gone to your spam/junk folder
- You may not have an email address attached to your MatchPoint account
 - Check with your Interclub Controller which email address was used for your registration, or have them add an email into your MatchPoint profile

7. Do I have to enter the results after every fixture?

Both Teams Captains are responsible for pieces of scoring the fixture in some respect. Best practice is for scores to be entered during the fixture after each match is completed and then at the end of the fixture the team on the left of the app will finalise the results and then the team on the right of the app will confirm them.

8. Can someone other than the Team Captain from my team enter the results?

Yes. They must have been allocated admin rights on the team list to be able to add scores to a contest.

Note: If a player needs to be given score-editing ability, contact your Interclub Controller.

9. Why can't I find a player in our team or the other team?

The player may not be on the team in MatchPoint.

To add a player to the team list (in accordance with competition rules):

- click on the blue button next to the drop-down list
- search last name and club
- If a player does not appear they may not be in the system and can be listed as 'substitute'
 - You will need to email your Interclub Controller to get them added to the team list

10. Why when we drew the points table show no points added for the winner on sets/games countback?

When it is a draw, let your Interclub Controller know, who can then contact Tennis Auckland and they will manually adjust based on the winner on countback

11. What happens if the result has already been loaded but is incorrect?

You will not be able to adjust the score after it has been submitted. For any score adjustments, contact Tennis Auckland via interclub@tennisauckland.co.nz and they will manually adjust

12. Why is the points table not showing my team's latest result?

This is because it has either not been finalised or confirmed by one/either team. Results don't show on the points table unless it has been confirmed by the team on the right of the app.

13. Where do I find additional support?

Tennis NZ provides additional support material on [their support site here](#).