

TennisLink FAQ's

1. Why can't I use my TennisLink team number from last season?

You must create a new team number even if your team played the previous season. There is no add/delete function in TennisLink.

2. How do I add my new facility in TennisLink?

If your facility has never had a USTA team (or you do not see your facility listed in the drop down list for that particular season) and it is located in Cobb, DeKalb, Fulton, Gwinnett or Forsyth county, then email the facility name, facility address including city and zip code, county, facility phone number, number of courts and directions from I-285 to amanda@ustaatlanta.com. If you are unsure, please contact USTA Atlanta at 770-416-4333. There is a 48 hour turnaround time in processing a new facility request. Team registration cannot be completed until the facility is added to TennisLink.

3. How do I update my USTA membership profile?

To make any changes to membership information: names, addresses or phone numbers you must e-mail memberservices@usta.com. Be sure to include your USTA number and your name.

4. How do I find a team for my child in my area?

a. Contact your local tennis facility. Visit www.tenniswelcomecenter.com to search for tennis facilities by zip code.
b. Go to www.ustaatlanta.com and submit the "Find a Team" form. A representative from USTA Atlanta will work with you and try to help you find a team.

c. Contact a captain of an existing team that you wish your child to join.

5. How do I get a USTA membership?

Why haven't I been getting my Inside Tennis magazine?

I've lost my card, how can I get a new one?

I already mailed in my membership, why isn't it updated?

For all of these questions, contact the USTA Membership Services at 1-800-990-USTA (8782) from 9:00 a.m. - 5:00 p.m. Monday through Friday or by going to www.usta.com and click on the link for membership.

6. How do I find out my USTA membership number and why isn't it accessible on TennisLink?

The USTA does not allow public access to USTA numbers. Like any membership card you should keep your USTA membership card in a safe place. If you cannot find your card, your captain from a previous season will have access to your USTA number from that roster. The USTA Atlanta office can give you your membership number, but can not provide numbers for teammates.

7. I just got my child a USTA membership, can I register immediately for the league?

In most cases yes! If you became a member online or speak to a member services representative M-F, 9-5 p.m. EST then the number is available immediately for you to register. If you spoke to a representative after normal business hours, your USTA number will not be available immediately. If you are attempting to register online, an error message will appear if the number is not valid. Please try registering again during normal business hours, then call USTA membership if problems persist.

8. How do I view my team once it is created in TennisLink?

You will need to log in as captain on the Team Tennis TennisLink home page, or click here <http://tennislink.usta.com/TEAMTENNIS/Secure/logon.aspx?Caller=Login>. Under "My Options" on the right hand side, click on "Teams". All the teams you are captain for in the 2014 championship year will show up. Click on the notepad icon to the right hand side of the team you wish to view. Expand the window to the full screen. To add that team to "My Teams", click on the link in the upper right hand corner that says "Add To My Teams".

9. How do I view my match schedule and print scorecards?

You will need to log in as captain on the Team Tennis TennisLink home page, or click here <http://tennislink.usta.com/TEAMTENNIS/Secure/logon.aspx?Caller=Login>. Under "My Options" on the right hand side, click on "Teams". All the teams you are captain for in the 2014 championship year will show up. Click on the notepad icon to the right hand side of the team you wish to view. Expand the window to the full screen. There will be 5 buttons at the top that say "Team Summary", "Match Summary", "Match Schedule", "Player Roster", and "Blank Scorecard." Click on "Match Schedule" to see the full schedule with captain contact information listed for all your opposing teams. To view and print the scorecard, click on the "Match ID" in the left hand column of your schedule. To print, click on "Print Report" in the upper right hand corner.

10. How do I add a co-captain to my team?

Your co-captain will first need to complete the background screening. They will then need to set themselves up as a captain in TennisLink by clicking on the “Become a Coach/Manager” link at the bottom of the Team Tennis TennisLink homepage under “Options”, <http://tennislink.usta.com/TEAMTENNIS/Main/CreateOnlineAccount.aspx?Caller=Captain&t=5%2f30%2f2009+12%3a11%3a08+AM>, if they are not already in the system. To add them as co-captain, you will need to send the team # and their USTA # or Team Tennis # to amanda@ustaatlanta.com, and Amanda will add them as co-captain of that team.

11. How do I change my contact info in TennisLink?

If your information is associated with your USTA membership #, you will need to call member services at 1-800-990-8782 to update that information. If you are not a USTA member and are using a Team Tennis # to log in, you have the ability to update any of that information by logging in on TennisLink, and then clicking on your name under “My Profile”. This will take you to a screen to change contact info, and then just be sure to click “Save” once updated.

12. How do I enter scores?

Log in as captain on TennisLink. Under “My Options”, click on “Score Entry”. You will need the Match ID of the match to enter the scores, which is found on your match schedule. Input the Match ID, and follow the steps from there.

13. For the 8U, 10U and 18U Divisions, how do I enter a third set tiebreak score into my scorecard on TennisLink?

These will be entered into the scorecard as "1-0".

14. How should scores be entered on the scorecard?

The winning teams score always goes in the first column. So, if a team loses the first set, but wins the next 2 sets, the score would look like this:

2-6

6-3

1-0

You will need to pick who won each line on the scorecard.