ITF UNO Accreditation System

TOURNAMENT ADMIN GUIDE

All names in this presentation are fictitious. No identification with actual persons should be inferred.

This is a comprehensive guide to ITF UNO Tournament Admin which can be used as step-by-step guide or as a reference tool.

There are only 5 mandatory steps that organisers need to do in order to use ITF UNO. All other features are optional and for customisation only.
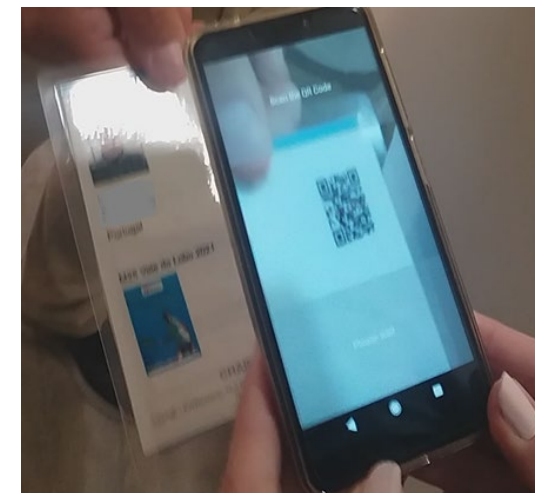
Mandatory steps:
1) Activate your Tournament Admin Account (before you use ITF UNO for the first time) – Page 6
2) Select desired Accreditation Size, add Promotional Name and Logos – Page 7
3) Manage Accreditation Requests (Import Entry List, approve, deny and print accreditations) – Pages 11 & 12
4) Download Access Control Application from ITF UNO and supply it to personnel checking access to restricted areas – Page 13 & 14
5) Create and supply PIN/Password for the scanning app – Page 13

Please contact ITF at uno@itftennis.com for more information or to report any problems.

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BENEFITS AND REQUIREMENTS

ITF UNO is an Accreditation System provided by the ITF, free-of charge, to all ITF tournaments (Davis Cup, Billie Jean King Cup, ITF World Tennis Tour, ITF Juniors, ITF Seniors, ITF Wheelchair and ITF Beach)

Benefits to organisers:

- Enhanced security at the tournaments, complete access control
- All information (names, nationalities, photos etc) provided from ITF UNO User Accounts - no need to input the names, tournament roles/categories and access areas manually or take photos
- Using "Import Entry List" button, all players accepted into the Main and Qualifying Draw (who activated their ITF UNO User accounts) will have their accreditation requests automatically created and approved
- Integrity - all requests automatically checked against ITIA Non-Credential list
- Complete control for organisers to accept or deny any accreditation request – before and during the tournament
- Option to personalise accreditations by adding NA/tournament/sponsor logos and promotional name
- Accreditations display name, nationality, photo, tournament role, access areas and scannable QR code
- Access to restricted areas controlled by scanning QR codes using ordinary Android mobile phone and scanning app that is available to download from ITF UNO Tournament Admin account
- Interactive QR code printed on the accreditation that provides all necessary information for scanning personnel and creates electronic records of all entries to the venue site and restricted areas
- Option to customise tournament roles/categories, areas and access rights
- Built-in features that fully comply with Covid-19 Protocol Requirements at ITF *Indoor* Tournaments (i.e. Daily Medical Self-Declarations, ITF Declaration Form (currently required to be completed using Formstack) and comprehensive report of all accredited persons entering the venue that Covid-19 Officer would have to complete on Formstacks)

Requirements:

- Printer
- Paper or printable plastic/PVC cards for accreditations
- Lanyards
- An Android mobile phone (can be a personal one) for every access-controlled area - minimum 1 (one) Android mobile phone required for checks at the Venue Entrance
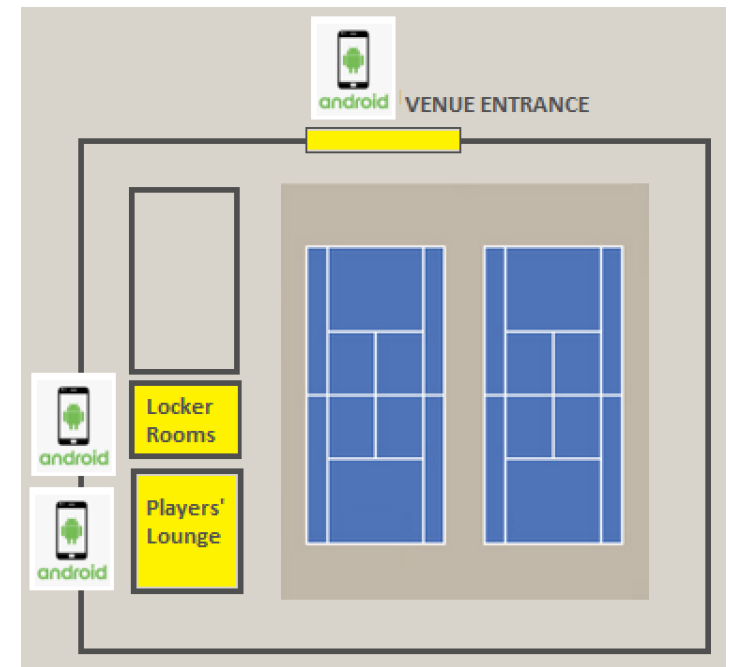
TOURNAMENT ADMIN ACCOUNT – ACTIVATION OF ACCOUNT

Before you start using ITF UNO as a main tournament administrator for the first time, you need to activate your ITF UNO Tournament Admin account that will allow you to manage accreditation requests

1. Go to www.itfuno.com
2. Click on "**ITF UNO TOURNAMENT ADMINISTRATOR**"
3. Click on "**Tournament Admins** Activate Account?"
4. Input email *as supplied on ITF Factsheet for Tournament Director* and click "**RESEND EMAIL**"
5. In your email Inbox, locate the activation email and click on the link
6. Create a password for your Tournament Director account
7. Log in into your account & accept all Terms and Conditions
8. Once your account is activated, you can access all your other/future tournaments (where the same email address was provided for the Tournament Director on the Factsheet) from this account

Click here to watch an explanatory video

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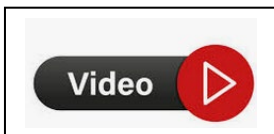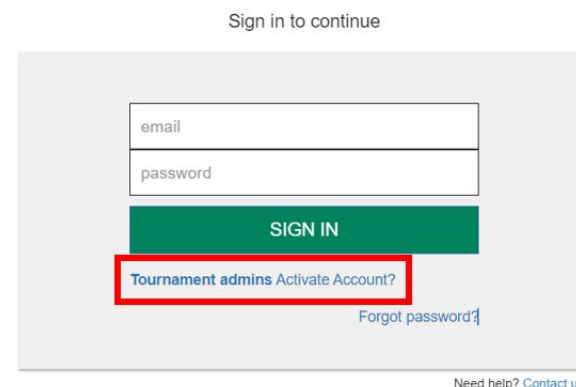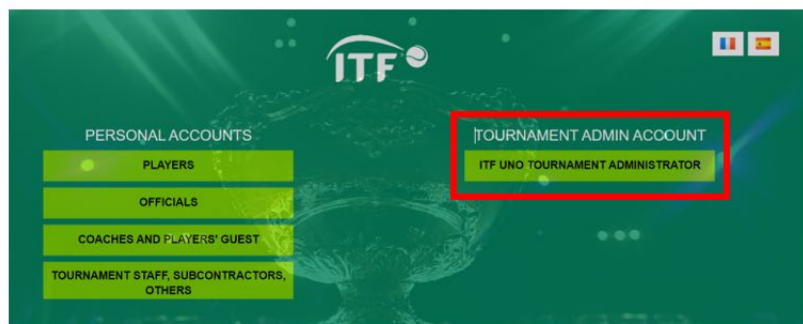
ACCREDITATION SIZE, PROMOTIONAL NAME AND LOGOS

You can choose the look and size of the accreditations as well as whether the accreditations will be printed on printable plastic/PVC cards or on ordinary A4 paper

1. Go to **DETAILS**
2. Select required accreditation size and paper size in **PRINT FORMAT**. Click on ⓘ to see different sizes and printing options

IF DESIRED, ADD:

3. promotional name for the tournament in **TITLE** field and click on **SAVE**
4. National Association Logo and sponsors/tournament artwork: click on **CHANGE LOGOS**, upload the logo/artwork in required sizes
5. Click on **SAVE**

Card Size

Size A6
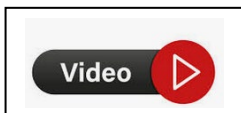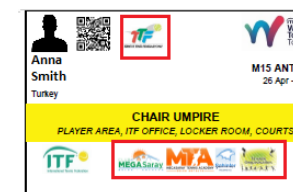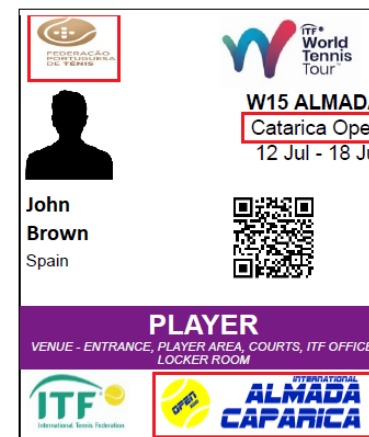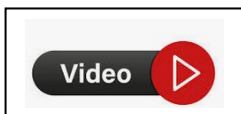
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STAFF (ADDING AN ASSISTANT TO HELP WITH ACCREDITATION MANAGEMENT)

If required, you can add an assistant ITF UNO Administrator(s) to help you with the accreditation process.

1) Click on **STAFF** and then on **NEW STAFF MEMBER***
2) Select **ROLE** (Tournament Staff)
3) Input First Name, Last Name, Email and create a temporary Password for the ITF UNO Assistant Tournament Administrator (TA)
4) Click on **SAVE CHANGES**
5) ITF UNO will send automatically a notification email to the newly-added assistant TA with his/her login details

NOTE: Please do NOT add here any tournament staff who will be working at the event and will require accreditation (stringer, catering, security, Players' Desk officer, personnel who will be using the scanning devices) – all of them will need to create their own ITF UNO USER accounts (as opposed to Tournament Admin Account) and request their accreditations from there (See page 17 below and separate ITF UNO USER Guide)

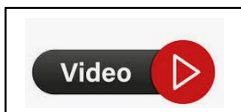Video ▶ **Click here to watch an explanatory video**

CUSTOMISING AUTOMATED EMAILS AND NOTICES

IF DESIRED:

1. Click on **SETTINGS > GENERAL**
2. Input email address for person who will be then copied in all automated emails sent to the users/participants
3. Input text you wish to be added to all automated emails that users receive (i.e. notifications of receival, acceptance or denial)
4. Input text you wish all users to see in their ITF UNO User accounts when applying for the accreditation
5. Change number of allowed accreditations per person (this feature is disabled while Covid-19 Protocols are in place)
6. Click on **SAVE**
7. Click on **SETTINGS > DATES**
8. If desired, change the date from when the users can start applying for the accreditations
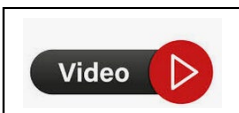
ACCREDITATION ROLES, AREAS & ACCESS RIGHTS

ITF UNO has pre-set most frequently used accreditation roles, areas and access rights. However, if required, you can add another role(s), area(s) and alter access rights to the areas.

1. Click on **SETTINGS > BADGE ROLES**
2. Add a new accreditation role/category by clicking on **NEW** and input the name
3. In **VISIBLE TO** select group of participants who should be able to choose the new badge and click on **SAVE**

4. Click on **SETTINGS > AREAS**
5. Add an access-controlled area that is not already on the list by clicking on **NEW**. Input name of the area and click on **SAVE**

6. Click on **SETTINGS > MATRIX**
7. Add or remove ticks to specify which roles should have access to which area and click on **SAVE**

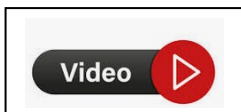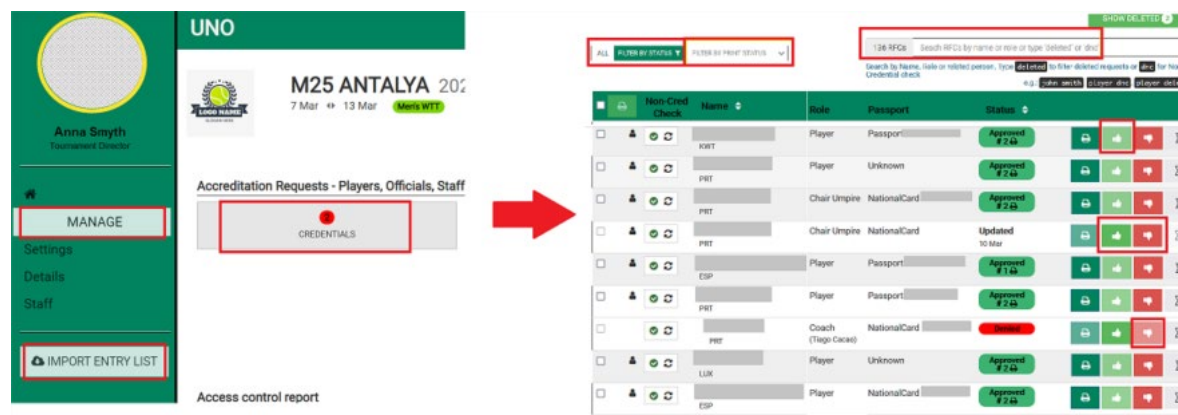**Click here to watch an explanatory video**

MANAGING ACCREDITATION REQUESTS

1. Click on **MANAGE**
2. Click on **IMPORT ENTRY LIST ***
3. Click on **ACCREDITATION REQUESTS – PLAYERS, OFFICIALS, STAFF**
4. For more information about person applying for the accreditation, click on the name of the person
5. Approve or deny any requests by clicking on thumb up or thumb down icons. Reset request status by clicking on hourglass icon. You can change the approved/deny status at any time before or during the tournament should the status of the user change.
6. Use filters (request status and print status) and Search facility to find and select requests
7. Be vigilant about requests that might be on ITIA's Non-Credential list (see page 15 below)

*<u>**IMPORT ENTRY LIST**</u> *will import all players accepted into Main or Qualifying draw of the tournament and will 1) create and 2) approve their accreditations automatically <u>provided that the player has activated his/her account</u>. We advise to import the entry lists 4-5 days before the tournament and then regularly on daily basis, most importantly after the Freeze deadline. This is interactive process and every time entry list is imported, Acceptance list will be updated accordingly (i.e. players who withdrew will have their requests deleted, newly accepted players will have their requests created and accepted)*
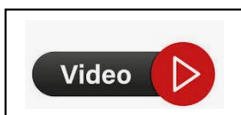

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PRINTING ACCREDITATIONS

1. Make sure that you have selected correct accreditation size and paper or plastic card size in **DETAILS > PRINT FORMAT** (see page 7)
2. Print individual accreditation by clicking on printer icon next to the request
3. Print accreditations in bulk by selecting requests you wish to print and clicking on printer icon left on the menu bar
4. Use Print Filter to display all requests, those that have been printed or those that have not
5. In the web browser's Printer Settings (Chrome or Edge recommended), select:

- *Paper Size = **A4/A5/A6** (depending on the paper or card size you are printing accreditation on)*
- *Scale = **100***
- *Margin = **Minimum***
- *Print headers and footers = **not selected***
- *Print backgrounds = **selected** (if you want to print accreditation roles with colour background)*

ACCESS CONTROL MOBILE PHONE APP AND ACCESS CONTROL PASSWORD

For more detailed information about how to install the App on the mobile phone or how to select location etc, please see separate Access Control App Guide

DOWNLOAD THE APP

1. Click on **ACCESS CONTROL APP** on the side menu
2. Click on the **Access Control App Download** button, this will automatically prompt the app to download
3. Locate the .apk file in the Downloads folder of your laptop
4. Pass the .apk file to personnel scanning the accreditations via email or via cable (See separate App Guide for more details)

SET PASSWORD/PIN FOR ACCESS CONTROL APP

1. Click on **ACCESS CONTROL APP**
2. Input a unique PIN for the ITF UNO Access Scanning App in the TOURNAMENT PASSWORD FOR ACCESS CONTROL box
3. Pass the PIN to the personnel who will be scanning the accreditations to log in into the scanning app
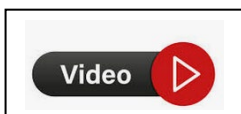
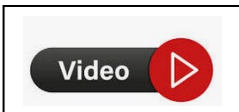**Click here to watch an explanatory video**

SITE ENTRY – SCANNING ACCREDITATIONS

1. Open ITF UNO app on your Android mobile phone
2. Input password that you have created in **ACCESS CONTROL APP** (for combined or overlapping events, input all required passwords (up to 4) in the individual lines) and press **LOGIN**
3. Press **ACCESS CONTROL** button
4. Select "**Venue-Entrance**" from the top menu
5. Point the phone's camera to the QR code on the accreditation
6. Follow instructions on the device
7. Grant or Deny access depending on the message on the device

Video

Click here to watch an explanatory video
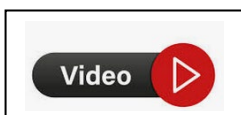
INTEGRITY – ITIA'S NON-CREDENTIAL LIST

All requests, when created, are checked against ITIA's* Non-Credential list**. Any application with potential match is then highlighted in yellow. Be extra careful and if necessary, check with ITF before approving this request(s).

1. Click on **MANAGE**
2. Click on **ACCREDITATION REQUESTS**
3. All accreditation requests are automatically checked against the ITIA's non-credential list when they are created
4. Any person who matches record on the ITIA's Non-Credential list will be highlighted in yellow with red cross in DNC ("Do Not Credential") column.
5. If required, re-check if the person is on the Non-Credential List by clicking the icon in **DNC** column
6. Be extra careful and, if in doubt, contact ITF or ITIA before approving any such requests.

*ITIA = International Tennis Integrity Agency (former TIU – Tennis Integrity Unit)

**Non-Credential List = list of individuals that have been banned by ITIA and ITF from attending professional tournaments. These individuals should NOT be issued with accreditations and their requests should be denied.
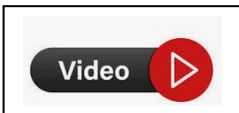

Video ▶   *Click here to watch an explanatory video*

ACCESS CONTROL REPORT

Provided that all accreditations are scanned at the Venue Entrance and all access-restricted areas, ITF UNO will provide a record of all accredited persons entering the venue, noting date and time when they did so. This report also replaces necessity for Covid-19 office to record persons attending the tournament.

1. Click on **MANAGE**
2. Click on **ACCESS CONTROL REPORT > (desired area)**
3. Check if and when the participants gained access to the controlled area
4. If required, export the list into Excel by clicking on **EXPORT** button

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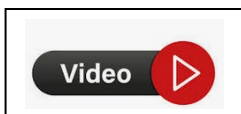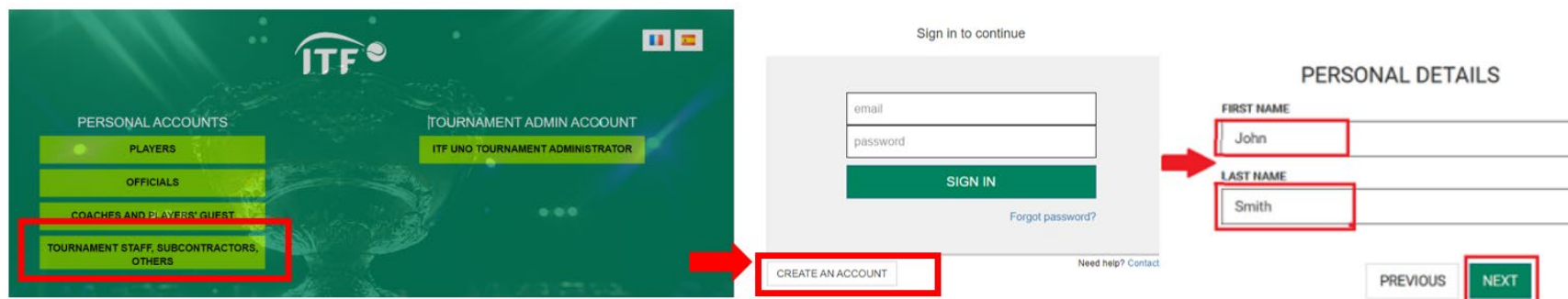
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PERSONAL/USER ACCOUNT FOR TOURNAMENT STAFF

There are 2 different types of ITF UNO accounts:

1) Tournament Admin Accounts allows Tournament Directors to manage accreditations and requests

2) User Accounts allows players, officials, tournament staff etc to requests accreditations

Therefore you (and any other tournament staff member) must create your own ITF User account (separate from Tournament Admin Account) to request the accreditations for the tournament.

1. In www.itfuno.com click on "**TOURNAMENT DIRECTORS, STAFF, SUBCONTRACTORS, OTHERS**" button
2. Click on "**CREATE AN ACCOUNT**" and follow the instructions
3. You must use **a different email** to the one that you use for your Tournament Admin Account
4. Click on the activation email that you will receive from ITF UNO. Agree to all T&Cs and complete the remaining required information
5. See User Manual for more detailed information

 Click here to watch an explanatory video

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