

Player Introduction to TENCCM

TENCCM provides tools to automate the management of contract courts. It is designed around a tennis court but is readily adaptable to any similar shared, reserved space activity.

The key elements of a contract court include:

- A venue (tennis center) is reserved for a group of participant (players) to share on a periodic basis.
- A group of participants share time on venue facilities (courts), possibly with different share amounts, and are scheduled based on their share.
- There is a fixed number of players assigned (singles, doubles) to participate each time the facility is scheduled.
- One or more of the group is responsible for managing the contract which includes:
 - Collecting contract members (players) and extras (subs) for the contract.
 - Paying the facility and collecting from members.
 - Creating the schedule for the season.
 - Reminding participant of their schedules and helping to find extras when needed.

This guide provides an overview from the player perspective, which is useful for both players and administrators. Anyone involved in managing contracts will benefit from reviewing the administrator guides as well.

First Steps for New Players

Player accounts come into existence when a contract administrator adds a new player (or sub) to the system. Although the player accounts persist outside of contracts, there is no mechanism (nor is there any reason) to create new player accounts independently of a contract.

For privacy regulation compliance, contract administrators are not able to fill in any player details. Instead, when the contract administrator sends the Welcome notification (part of the contract administration process), new account holders will receive information about how to log in and fill in the details of their account.

New accounts are unable to access anything other than the Account tab until a password is set. The initial password provided is not an account password, rather it is a special token to allow creating a password and filling in account details. Technically you can also click on the “reset password” link on the login screen to set a password.

If you choose not to provide any additional personal information, TENCCM will still function but will use only your email address to identify you to anyone else in the system.

Once you have set a password and provided account details, you can access the rest of TENCCM.

The Schedule Tab

When players log in to TENCCM the landing page displays the Schedule Tab. This tab contains:

- Any open availability requests for new contracts
- Any open swap requests that meet criteria for the player to accept
- A button to access the player's personal calendar subscription link
- An aggregate schedule of all upcoming matches across all TENCCM contracts for the player

Open Availability Requests

When a contract administrator is initially configuring a contract, players are typically asked to provide dates they are not available prior to setting the contract's lineup schedule. Players are able to assign their availability for each date through TENCCM under the **Contracts** tab, discussed later.

TENCCM will display a notice with a button for the contract reminding the player to update their availability when:

- A player has been added as a contract player to a new contract
- The contract's lineup schedule has not been set
- The player has not finalized their availability for the contract

When the above conditions are not met for any of the player's contracts, this section is omitted. The "Set Availability" button opens a page where the player can set their status for each of the contract's scheduled dates. See section on Player Availability for more details.

Open Swaps

TENCCM provides a mechanism for players to self-manage their status for each match, discussed in more detail in the Match Management guide. One status a player can set is "Unable to Play" which, as long as no sub is assigned, creates an opening for a swap. In

the Open Swaps section, if any such openings meet the minimum criteria, the player is provided an option to swap.


Minimum criteria:

- The player accepting the swap is available to play on the open match date
- The player accepting the swap has a future match date for which the player offering the swap is not scheduled
- The player offering the swap has not set their availability to “Not Available” for the date the player accepting is able to swap

To accept a swap, the player can choose a date to give up from a drop-down list, and then click on “Accept”. The system will swap the assignments in the lineup schedule, and will send notifications to players and contract administrators.

Subscription Link

One convenience of TENCCM is the calendar subscription. Players who use a calendar app such as Google Calendar, Apple Calendar, Outlook and many others can subscribe to their TENCCM calendar and maintain an up-to-date view without having to log in to TENCCM. The appointments contain full match lineups with player statuses, balls assignments, alerts (if not stripped by your app) and more.

Click on this button:  to copy your calendar subscription URL. In your calendar app, when you subscribe to a calendar you will be asked for this URL. The calendar is in standard iCalendar format.

There is a separate guide on configuring your app for the calendar subscription. This link contains the URL that you will need. Note, that subscribing to your TENCCM calendar is a one-time process. The single calendar will provide your current schedule across all contracts including future ones.

TENCCM records the most recent access to your calendar, and if it was recent the button will not be shown. If your calendar app refreshes only once per week, or less often, the button will always be shown even if you are subscribed. To be most useful, the refresh should be set more frequently. Hourly or daily is recommended.

The Aggregate Schedule

In this section, in addition to viewing the upcoming schedule, players can see and update their status. The schedule is filterable via the “Search” box, e.g., to view matches at the end of the season or to view matches for only one contract. Along with contract name,

date, time and court, the schedule shows balls duty, player status, sub assignment and also provides a messaging tool.

Currently the Notes column shows balls assignment.

Status for shows one of three options: unknown (question mark) , confirmed (checkmark), unable to play (opposing arrows).

By default the schedule shows only future matches. Toggle “Show past dates” to see all matches including those in the past. Past matches do not have any options to update status. Actions shown for each future match are based on conditions of that match.

For a more in-depth look at interacting with the schedule, see the Player Match Management guide.

The Messaging button provides an easy way to compose and send a message to other players associated with the contract, *specific to the match* when accessed from the Schedule tab. Details of the messaging component are beyond the scope of this section.

The Contracts Tab

Players can view their list of contracts here and have the following actions available:

- View the full lineup schedule for each contract (this is also available from the Schedule tab)
- Access the “Set Availability” page for each contract (this remains available for all current contracts, whereas the access to availability in the Schedule tab is available on in the initial set up phase).
- View their balance and transaction history for each contract, provided the contract is using the cost-tracking feature.
- Access inactive contracts
- Join a contract using a code... this is not common.

Player Availability

For each contract, players can set dates for which they are not available to play. They can also indicate if they have preferred dates, such as if there is only one date in a long span available, the player may prefer to be scheduled.

TENCCM uses player availability in several ways:

- When the administrator first creates the lineup schedule, the automatic schedule generator will not, under any circumstances, schedule a player on a date marked as not available. Even if there are not enough players to fill the court, in which case spot(s) will be left open.
- When the administrator views the lineup schedule in grid view, player availability status is indicated to help with manual changes to the schedule. The administrator can assign players to spots regardless of the availability setting, however.
- When the players view the lineup schedule in grid view, player availability is indicated.
- When players use the TENCCM swapping feature, players offering a date to swap may not be swapped into a date that they have marked as not available.
- When a player chooses to swap to a date they have indicated as not available, TENCCM provides a visual indicator that they are doing so as a reminder. However, players are permitted to swap themselves into a date, regardless of their availability setting for the date.

When a player is added to a new contract, before the contract's lineup schedule is created, the Schedule Tab of the main page will list the "Set Availability" for that contract at the top of the page. For all current contracts, regardless of state, the "Set Availability" is accessible via the Contracts Tab of the main page. Availability may not be modified for past contracts nor for past dates of current contracts.

In the Set Availability page, the player will have a list of contract dates. By default all dates are available, which is the default when no response is given. You do not need to indicate "Available", only "Not Available" or "Preferred". Simply choose your status from the dropdown list for each date.

When you have finished setting all your availability dates, click on the Done Editing button. In the case of a new contract, this will give you an option to let the contract administrator know that you are done setting your availability.