

How to register for a UTR Event

- Go to myutr.com
- Register our child for free by clicking “Join”
- Once you have completed registration, search Nepean Tennis.

Once on Nepean Tennis UTR page you will be able to see upcoming events and select to register for your chosen event.

Frequently asked Q&A

Q: I see two of my name in the search - it looks like I have duplicate player profiles. What do I do?

A: Click [here](#) to send us a message and a member of our support team will work with you to get your profiles merged.

Q: I am a parent/guardian - how do I use UTR with my kids?

A: UTR is built around the player profile - the webpage that shows a player history, their picture, their preferences etc. These player profiles are activated by a user who can customize and manage their player profile. Each player requires their own account at MyUTR.com, so a family with three tennis-loving kids would have at least three separate accounts utilizing three different email addresses for each child. Free email addresses to create accounts can be made at sites like gmail.com, hotmail.com. This is especially important for players participating in UTR Events, as the player profile is what is used to register them for their tournament.

Q: Where do the scores on MyUTR.com come from?

A: UTR takes in scores from a wide variety of sources - local and international organizations, colleges, and through UTR Powered Events. For a complete list, click [here](#).

Q: How long does it take for my recent results to hit my profile?

A: It takes roughly 7 days for your recent results to show up on your player profile from the time the results are posted online. Here is an example - you played on Saturday, the tournament director posts the results for your league online on Monday, you will see a change in your UTR on the following Monday or Tuesday. UTR Event results post to your profile immediately upon the tournament director entering them.

Q: My rating seems to be going up and down and I'm not sure why, what's up?

A: The UTR algorithm is very complex, but we have a full support section dedicated to giving you insight. Click [here](#) to view it.

Q: One of the scores on my profile is wrong. What do I do?

A: Oh no! We are happy to fix this right away. Click [here](#) to submit a request for a score correction.

Q: I can't remember my password, how do I reset this?

A: Great question, you can reset your password by following the steps [here](#).