

FREQUENTLY ASKED QUESTIONS

General Questions

1. What is single sign in, and how does it affect me as a competitive player?

Single sign in allows you to use one email address and password to access multiple Tennis platforms without needing to sign-in separately to each one. This means a more seamless experience when registering for tournaments, checking rankings, and managing your competitive profile.

2. Why is Tennis Australia introducing single sign in and Multi-Factor Authentication (MFA)?

We're introducing single sign in and MFA to improve security, simplify access across our platforms, and ensure your personal and competitive data is protected. This change reduces the risk of forgotten passwords and unauthorised access to accounts.

3. Which Tennis Australia platforms will be affected?

Single sign in and MFA will be introduced across key Tennis platforms, including:

- Match Centre
- Tournaments
- League Manager

4. Will I still use the same login details as before?

Yes, if you already have an account on a Tennis platform, you may need to reset your password the first time you log in with single sign in. After that, you'll use the same credentials across all integrated platforms.

5. When will this change take effect, and will there be any disruptions?

The rollout is scheduled to take place on 21 August 2025. There will be a short maintenance period from 18-21 August, but we'll ensure disruptions are minimised.

Access & Sign-In Process

6. How do I log in using single sign in for my Tennis Australia accounts?

Sign-in to your account or sign-up for an account following the instructions on support.com.au.

7. How does Multi-Factor Authentication (MFA) work, and why do I need it?

MFA adds an extra layer of security by requiring a second verification step, in this case a code sent to your phone. This ensures that even if someone gets hold of your password, they can't access your account without your second authentication method.

8. How often will I be required to use MFA?

MFA will be required:

- The first time you log in on a new device.
- After a password reset.
- If the system detects "impossible travel" (where the same user connects from two different countries at the same time)

9. What MFA methods are available?

You will have the option to use SMS verification or an Authenticator App to complete your Multi-Factor Authentication.

10. Can I still access my accounts on my phone, laptop, or tablet?

Yes, Single sign in and MFA will work across all your devices, making it easy to log in securely no matter where you are.

Impact on Tennis & Competitions

11. Will this impact how I register for tournaments or leagues?

No, the registration process remains the same, but you will now use a single login for all related platforms, making it easier and more secure to register for competitions.

12. Will I still be able to log in to my UTR profile through Match Centre?

Yes, you can easily activate your UTR profile and use the same credentials.

13. What if I have multiple accounts across different Tennis platforms?

As part of the transition, we'll work to merge duplicate accounts where possible. If you have multiple accounts, we recommend using the same email across all platforms for a smoother login experience.

14. Will my parents or coach still be able to access my account if they help manage my tennis activities?

Yes, all child accounts will be accessible to the parent/guardian and managed through them. A coach will not.

Security & Privacy

15. How does single sign in improve security for players?

Single sign in reduces the risk of weak or reused passwords by allowing you to use one strong password across all Tennis Australia platforms, while MFA provides an additional layer of protection against unauthorised access.

16. Will my personal tennis data be protected?

Yes, all player information will continue to be stored securely, and single sign in/MFA ensures that only you (or authorised personnel) can access your data.

17. What should I do if I suspect unauthorised access to my account?

Immediately reset your password and contact Customer Support for assistance.

Troubleshooting & Support

18. What should I do if I forget my password?

You can reset your password by clicking "Forgot Password" on the login page. You'll receive a reset link via email.

19. What happens if I lose access to my MFA device?

If you lose access to your MFA device, contact Customer Support for assistance.

20. Who do I contact for help if I have trouble signing in?

Refer to our Quick Reference Guides for instructions on signing into the system. If you are still having difficulties, contact Customer Support for further assistance.

21. Can I opt out of single sign in or MFA?

No, single sign in and MFA are mandatory security measures for all players accessing Tennis platforms to ensure account protection and data security.