

“Unknown Player” and How To Avoid a Penalty

- The home captain entering results for a match will be able to see all the LTA registered players for the relevant clubs.
- If a player is not visible for either team, the home captain can locate a player for each team using the ‘Add player’ option, second from the top on the dropdown player list. They can search for the player by name or by the player’s personal LTA account number.
- If the player is a fully paid-up, *bona fide* member of their club AND they are affiliated to the club in their LTA Advantage account, they will appear in the club’s list and can be added to the team.
- If a player is not a member of their club AND/OR has NOT affiliated themselves to their club in their *LTA Advantage* account, they will NOT be visible from the club list.
- If a home player is not found in the home club list, the home captain can contact the relevant home player and ask them to create an *LTA Advantage* account and affiliate themselves to their club, or resolve with league support why they cannot be found.
- If the player already has an *LTA Advantage* account, they should check their club affiliation and that they have accepted the Gender Diversity policy. If, after that, the player’s name is not found, the relevant player must submit an enquiry to the LTA directly to have the issue resolved. The URL to make that enquiry is:
<https://www.lta.org.uk/support-centre/competing/competitions-portal/managing-your-profile/i-cannot-find-my-name-on-the-lta-competitions-site/>
- If the home captain cannot immediately resolve the unregistered home player, they have the option of adding the relevant player as an ‘unknown player’ and then saving the results – see below.
- If an away player is not found in the away club list, (including after searching for them using the ‘Add New Player’ option on the dropdown box), the home captain will have no option but to enter and save the result with the entry ‘unknown player’.

Saving a result with an ‘unknown player’

- If a result is saved with an ‘unknown player’, an automated email will be sent to the relevant captain, with a copy to the relevant League Divisional Secretary. This email will request that the unknown player affiliates their club to their LTA account. (In all cases the email also thanks the captain for inputting the results – even if they are the away captain! Please ignore this quirk of the system).
- As a courtesy, the home captain should tell the away captain that the results have been saved with an ‘unknown player’ but are ready to be checked. This should be done within 48 hours of the result being uploaded.
- Once a match result has been saved with an unknown player, only the relevant League Divisional Secretary can update the entry with the player’s name.
- The relevant captain has 10 (ten) days in which to ensure their player is registered with the LTA and affiliated to the club. They should inform the relevant League Divisional Secretary when this has been done. If the club experiences issues in receiving a response from the LTA which will cause them to incur penalties, the club should notify the relevant Staffs League Divisional Secretary and retain all communication from the LTA.
- **IMPORTANT!** If a result is submitted and saved with an ‘unknown player’, an automated email will be sent to the relevant captain, with a copy to the relevant League Divisional

Secretary. This email will request that the unknown player affiliates their club to their LTA account. A penalty will also be recorded against the offending team.

- Once a match result has been saved with an unknown player, only the relevant League Divisional Secretary can update the entry with the player's name.
- The home captain has 10 (ten) days to submit the online match card. Any match card which is submitted after 10 days following the stipulated fixture date will incur a one-point penalty on the team responsible for any delay. A further one-point penalty will be incurred for a result submitted a further 20 days late.

Transgender and Non-Binary Individuals Policy

- Some team captains may experience issues with finding players in their team list and having to use the "unknown player" functionality when adding match results. This may happen even when the player has an *LTA Advantage* account AND is affiliated correctly to their Club.
- This is possibly due to the implementation of the *Transgender and Non-Binary Individuals Policy*, where a player has not completed their Competition Category questionnaire. Players were asked to do this in December with the launch of the policy.
- Players are able to complete the Competition Category Questionnaire by logging into the competitions portal <https://competitions.lta.org.uk/> and update their details in accordance with our *Transgender and Non-Binary Individuals Policy*. The player will then be immediately available to the team captain when submitting results.
- Please make this your first action when discovering unknown players.
- To support you in reducing the volume of unknown players in your league, please send this document to your team captains to remind them of this process.

Inability to find players in the team lists may be due to either the player either not being affiliated to your Club or having more than one LTA Advantage account. Either situation will require the player concerned to follow the following procedures:

[Add Your Venue \(Your Club\) To Your Personal LTA Account](#)

[Merge Multiple LTA Advantage accounts](#)