

# ResultsVault Cricket - Club Tasks Manual

V4.0 last updated 24/09/2010

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<b>Administration Tasks.....</b>	<b>3</b>
<b>1. Managing Club Details .....</b>	<b>3</b>
1.1 First Time Login.....	3
1.2 Navigating the Administration Area.....	4
1.3 Creating Additional Users .....	4
1.4 Adding / Editing a User.....	5
<b>Pre-Season Tasks .....</b>	<b>6</b>
<b>2. Player List Management.....</b>	<b>6</b>
2.1 Create New Person Record.....	6
2.2 Membership Signup.....	8
2.3 Register Players to Association .....	8
<b>Competition and Results Entry.....</b>	<b>9</b>
<b>3. Player and Team Management. ....</b>	<b>9</b>
3.1 Team Selection.....	9
3.2 Team List.....	10
3.3 Team Communications .....	11
<b>4. Match Results and Player Scores .....</b>	<b>11</b>
4.1 Entering Match Result .....	11
4.2 Confirming or Disputing Results.....	12
4.3 Player Score Entry .....	13
<b>5. Reports .....</b>	<b>14</b>
5.1 Data Entry Task Summary.....	14
5.2 Captain's Report.....	14
5.3 Match Review .....	15
<b>Support and FAQ .....</b>	<b>16</b>
<b>6. Support.....</b>	<b>16</b>
6.1 Page Specific Help.....	16
6.2 Help File.....	16
6.3 Support Centre .....	16

# Administration Tasks

## 1. Managing Club Details

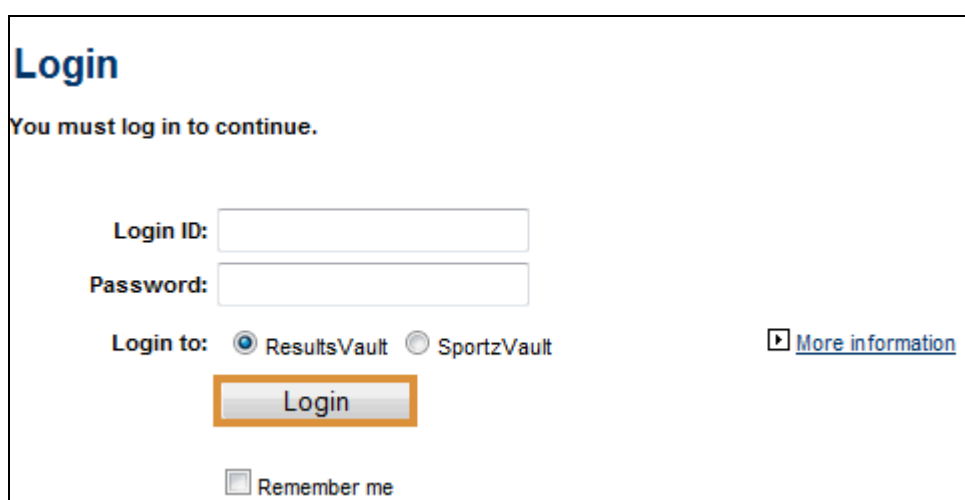
### 1.1 First Time Login

To begin, follow the link provided in the welcome email or click here:

<https://admin-cricket.resultsvault.com/Login.aspx?ReturnUrl=%2fDefault.aspx>

to get to the login screen.

Enter the provided user name and password and click on the **Login** button.



**Login**

You must log in to continue.

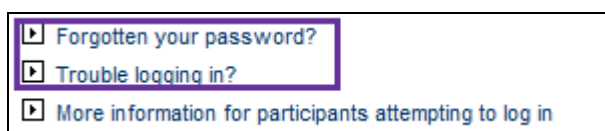
Login ID:

Password:

Login to:  ResultsVault  SportzVault [More information](#)

Remember me

If you have **forgotten your password** or are having **trouble logging in**, use the links provided in the bottom left corner of the login screen.



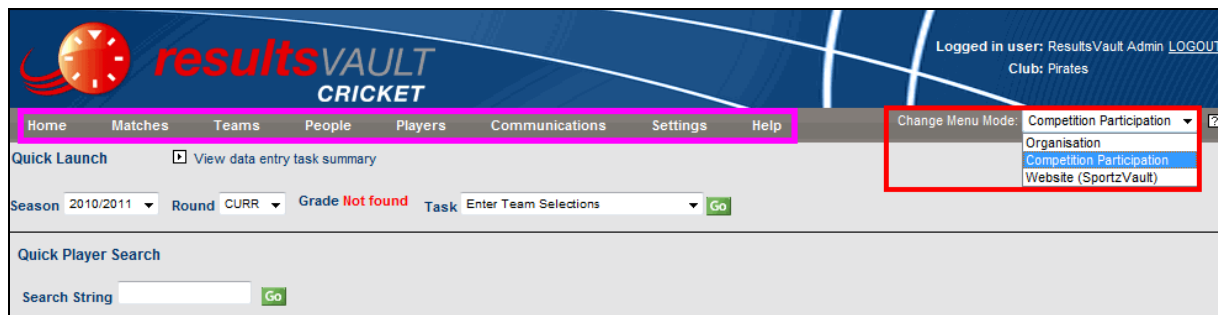
[Forgotten your password?](#)

[Trouble logging in?](#)

[More information for participants attempting to log in](#)

## 1.2 Navigating the Administration Area

The first thing to be aware of is the **navigation Menus** that appear across the top of the screen and the **Change Menu Mode** in the top right hand corner. These are the controls used to navigate ResultsVault.



The **Menu** items available depend on the **Mode** selected. We recommend browsing each **Mode** and the associated **Menus** to become familiar with the options available. Following is a description of each mode and the functions they provide access to.

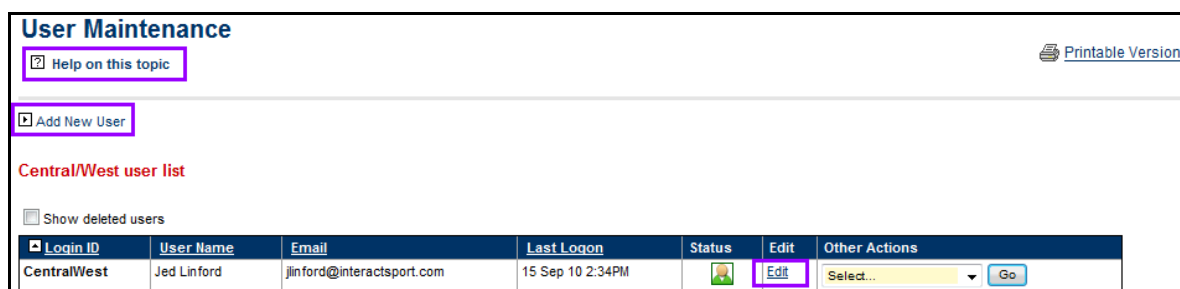
Mode	Description
<b>Organisation</b>	Organisation tasks such as adding Office Bearers, creating new Admin Users, updating Organisation Details
<b>Competition Participation</b>	Managing competition tasks, i.e. Team selection, Match Results Entry, Player Score Entry, Player Management and Communications.
<b>Website (SportzVault)</b>	Manage the appearance and content of your SportzVault Website (Only applies if this feature is active)

## 1.3 Creating Additional Users

Once familiar with the ResultsVault modes and menus the first task is to create any additional users required to maintain and manage the club or teams.

**Mode: Organisation**

**Menu: Users -> User List**



If you want to ...	Then Click ...
Add a New User	<b>Add New User</b> link
Edit an Existing User	<b>Edit</b> link next to their name
Find more information	<b>Help on this Topic</b> link

## Other Actions

- Lock / Unlock Account
- Reset Password
- Resend Welcome Email
- Delete User

### 1.4 Adding / Editing a User

**Edit User**

[Help on this topic](#) [Printable Version](#)

[Back to User Maintenance](#)

**Add New User**

**Login ID**   
Unique ID consisting of at least 4 alphanumeric characters.

**User Name**   
User's first and last names.

**User Email**   
 Send user welcome email  
Enter a valid email address.  
You can enter up to 3 addresses separated with a semi-colon(;).  
Ensure there are no spaces anywhere in the text field.

**User Roles**

SITE MANAGER  SMS SENDER  
 CONTENT MANAGER  RESULTS MANAGER  
 USER MANAGER  PERSON MANAGER  
 EMAIL SENDER  FINANCIAL MANAGER

Select at least one user role.

**Grade access**  No Restriction  Select Grades...

**Person Role access**  No Restriction  Select Person Roles...

**Update**

- Complete the Login ID, User Name and Email fields as per onscreen instructions. Login ID must be unique across ResultsVault – we recommend using the Club abbreviation in combination with the User Name.

Eg: Login ID = NorcoJed666

- For new users, ensure the Send User Welcome Email checkbox is selected, so that initial password and login information is sent.
- Apply the required Roles by checking the corresponding boxes in the User Roles area. Not all options need apply to all Users.
- For specific Grade and Person Role access, select the desired options from those available or select No Restriction.

- Click on the **Update** button to save the changes.
- Click on the **Help on this topic** link for more information

## Pre-Season Tasks

### 2. Player List Management

#### 2.1 Create New Person Record

**Mode:** **Competition Participation.**  
**Menu:** **People -> Add New Person**

Before a player can be allocated to a team they must be added to the ResultsVault system. This can be done as a bulk import or by individually adding new Players.

This procedure is used to enter records for all club personnel including Players, Coaches, Team Officials, Office Bearers, Volunteers and general contacts. Each Role has a selection of Sub Roles to further define the person and assist with grouping, reporting and communication.

A person can have multiple roles applied to their record. Eg: John Smith is a Player (role) with a Senior (sub role) and he is also a Team Official (role) with Coach Junior (sub role).

Before creating a new record, **Search** for the person to determine if they exist in the system.

### New Person

? Help on this topic

---

Before creating a new person record, please search for an existing record.  
 If the record already exists you can transfer the record, or (if applicable) apply for a clearance.

**Please enter search criteria.**  
 The search uses 'fuzzy' logic to match similar names, but please enter as much of the name as possible.

Person name
First: 
Middle: 
Last:

Search

If the Person has no existing record, click on **click here to create a new record**. This will open the New Person – Personal Details screen below.

If a Person already exists (i.e. at another club) **do not** create a new record. If the Player has an existing record then a transfer or clearance may be required. Click the **Add to [Club]** link in the transfer column to add the Player's record to your Club.

**New Person** [Printable Version](#)

[Help on this topic](#)

Before creating a new person record, please search for an existing record.  
If the record already exists you can transfer the record, or (if applicable) apply for a clearance.

**If the person record you wish to create was not found in the search, please click here to create a new record.**

**Please enter search criteria.**  
The search uses "fuzzy" logic to match similar names, but please enter as much of the name as possible.

Person name First: Noel Middle: Last: Wilson

**Search**

**Search Results**

ID	Name	Year of birth	Organisation	Location	Transfer	Clearance
0203265	Wilson, Clay		Marlborough Cricket Association	Blenheim ()	<a href="#">Add to Pirates</a>	<a href="#">Apply for Clearance</a>
0203265	Wilson, Clay		Celtic	Blenheim ()	<a href="#">Add to Pirates</a>	<a href="#">Apply for Clearance</a>
0292127	Wilson, Paul		Onerahi Centrals	Onerahi ()	<a href="#">Add to Pirates</a>	<a href="#">Apply for Clearance</a>

1 Page 1 of 1 (3 items)

**New Person** [Printable Version](#)

[Help on this topic](#)

[Person List](#)

General

**Personal Details**

Role \*  Sub Role Not found

Title

First Name \*

Middle Name / Initial

Last Name \*

Date of Birth  (dd/mm/yyyy)

Country of Birth

Gender  Male  Female

Email

Note: separate multiple email addresses with a semi-colon (;)

Fill in the fields as required. Mandatory Fields are indicated by an asterisk (\*) and the record cannot be added until all of these fields are completed.

Click the **Add** Button to save changes to the person record.

## 2.2 Membership Signup

Membership Signup can be activated to provide online registration to clubs upon request. To do so submit a request to InteractSport via the support site (**Section 6**)

## 2.3 Register Players to Association

In the event that Player Registration is enabled by the Association, a Player cannot be selected in a team until they have been registered.

**Mode:** Competition Participation mode

**Menu:** Players -> Player Registration -> Register Players menu.

The screenshot shows the 'Register Players' interface for the 'Bay Of Plenty Cricket Association'. It features two columns: 'Unregistered players' and 'Registered players (Count:11)'. The 'Unregistered players' list includes names like Martin, Jason; Maynard, S; Milne, Josh; Milner, S; Moragi, Pragnesh; Moragi, Umesh; Moraji, Pragnesh; Morley, James; Pacey, Mark; Pandyu, Harshil; Patel, Mahir; Pomare, Josh; Rakoczy, Luke; Rangitaawa, Mookes; Rapana, Jessie; Raul, Bipul; Rawson, Mark; Ring in player, ??; Roguski, JP; Short, Dave; Simmons, Jeff; Smale, Craig; Smale, Mark; Spiers, K; Tauli, D; Tauli, W; Temm, Daniel; Thorpe, Sam; Thurston, Christian; Trumper, Hadyen; Valu, Kimi; Valu, Mika; Verco, K; Waite, Brett; Watene, Darryl; Watene, Mikaere; Whareutu, Vince; Wickett, Michael; Wolland, Nat; and Young, Danny. The 'Registered players' list includes Allen, Keith; Armstrong, Jeremy; Flaherty, Rob; Parata, Sam; Zohs, Gordie; Roberts, Phil; McLauchlin, M; Murphy, Megan; Singh, Jasbir; Shand, Henry; and Paulino, S. Between the lists are buttons for 'Add ->', 'Add All ->>', '<- Remove', and '<<- Remove All'. An 'Update' button is located at the bottom right. A yellow warning box on the right states: 'Mandatory fields: Bay Of Plenty Cricket Association has set the following fields as mandatory for registration purposes. You will need to complete these fields before the player can be registered to play in competitions managed by Bay Of Plenty Cricket Association. First Name, Last Name, Email Address, Gender'. A 'Printable Version' link is in the top right corner.

**Add** or **Remove** player registrations as required and save the changes by clicking on the **Update** button.

# Competition and Results Entry

## 3. Player and Team Management.

### 3.1 Team Selection

Mode: **Competition Participation**

Menu: **Matches -> Select Teams**

### Select Team

[Help on this topic](#)

Season: 2009/2010 Round: CURR Grade\*: BOPCA:BOPCA Baywide Cup [Go](#)

Bay Of Plenty Cricket Association - BOPCA Baywide Cup  
Round 9 - Sat 27 Mar 2010 (12:00PM)

**Tauranga Boys College** def **Eastern Pirates CC**  
Venue: [Nicholson Field Grass](#) Umpires: Not specified Match ID: 440992

Selecting team of: Eastern Pirates CC

#### Player List Options

Only show players registered for this association  
Apply Player Filter:   
 Don't show unavailable players

Player List	Selected Players (Count:11)	Selected Player options
Allen, Keith	Bhimjiyani, Shyam	Captain * MacMillan, James <a href="#">Set</a> <a href="#">Clear</a>
Aquins, Riot	Spiers, K	Wicketkeeper(s) + Danby, Julian <a href="#">Set</a> <a href="#">Clear</a>
Armstrong, Jeremy	Danby, Julian	Substitutes (sub) None selected <a href="#">Set</a> <a href="#">Clear</a>
Barrow, Maurice	Christoffersen, Jarred	
Berry, M	MacMillan, James	
Berry, Warren	Lee, Josh	
Birch, Andrew	Farnell, Mitch	
Brewer, A	Pandya, Harshil	
Butterworth, Peter	Hogan, Barry	
Butterworth, T	Flaherty, Rob	
Carling, Rhys	Wickett, Michael	
Coates, David		
Curran, Harry		
Das, Bipul		
Defrias, Matt		
Dyson, Ben		
Elmiger, Paul		
Evans, Buddy		
Fairly, Sam		
Farrell, Andrew		
Fendall, James		
Flaherty, Mark		
Fluker, Daniel		
Fluker, Douglas		
Fluker, Malcolm		

[Add ->](#) [Move Up](#) [Move Down](#)

[-< Remove](#)

[Update](#)

View selected teams

**Add** and **Remove** Players to the Selected Players list for the round.

Teams should be selected in expected batting order (which can be changed later in player score entry) and up to 22 Players can be selected in a single team.

**Captain, Wicketkeeper** and **Substitutes** are identified by clicking a players name in the selected team to highlight them, then clicking on the appropriate **set** link in the Selected Player Options box.

The Players that have been Selected in the previous round will be listed. The Team selections for each round will not be finalised until they have been saved by clicking the **Update** button.

This must be done for each match to:

- Create a team list
- Pre-fill the player scorecard.
- Direct E-mail communication to Team
- Direct SMS communication to Team
- Public display of Team on ACA and/or Club Website
- Ability to E-Mail Team lists to Media outlets

### 3.2 Team List

ResultsVault delivers customised Team Lists which can be printed and handed to Umpires, Match Officials, Scorers, and Opposition Captains on match day. Team Lists can be customised to a suggested **Captain's list** or an **Umpire's list**.

**Team Lists** [Printable Version](#)

Help on this topic

---

Season: 2009/2010 Round: CURR Grade\*: BOPCA:BOPCA Baywide Cup Go

---

Show:  Display typical Captain's list columns  
 Display typical Umpire's list columns

<input checked="" type="checkbox"/> ID	<input checked="" type="checkbox"/> Name	<input type="checkbox"/> Registration Status	<input type="checkbox"/> Home phone
<input type="checkbox"/> Mobile phone	<input checked="" type="checkbox"/> Subs. payment status	<input checked="" type="checkbox"/> Paid checkbox	<input type="checkbox"/> DOB
<input type="checkbox"/> Played day 1	<input type="checkbox"/> Played day 2	<input checked="" type="checkbox"/> Player signature	<input checked="" type="checkbox"/> Captain signature

- \*Player Subscriptions refer to the annual membership fees that most clubs charge players.
- \*\*Reg. refers to the players registration status in the relevant association as at the time of generating the report.

Note that not all associations required players to be registered.

---

Bay Of Plenty Cricket Association - BOPCA Baywide Cup  
 Round 9 - Sat 27 Mar 2010 (12:00PM)  
 def

**Tauranga Boys College** **Eastern Pirates CC\***

Venue: [Nicholson Field Grass 1](#) Umpires: Not specified Match ID: 440992

ID	Name	Reg.**	Home phone	Mobile phone	Subs. payment status*	Paid on day	Signed
1	264972	Bhimjiyani, Shyam	NO	0399999999	0410000000	NOT PAID	<input type="checkbox"/>
2	265465	Spier, K	NO	0399999999	0410000000	NOT PAID	<input type="checkbox"/>
3	264974	Danby, Julian (+)	NO	0399999999	0410000000	NOT PAID	<input type="checkbox"/>
4	264977	Christoffersen, Jarred	NO	0399999999	0410000000	NOT PAID	<input type="checkbox"/>
5	272158	MacMillan, James (c)	NO	0399999999	0410000000	NOT PAID	<input type="checkbox"/>
6	266486	Lee, Josh	NO	0399999999	0410000000	NOT PAID	<input type="checkbox"/>
7	265476	Farnell, Mitch	NO	0399999999	0410000000	NOT PAID	<input type="checkbox"/>
8	296787	Pandya, Harshil	NO	0399999999	0410000000	NOT PAID	<input type="checkbox"/>
9	264983	Hogan, Barry	NO	0399999999	0410000000	NOT PAID	<input type="checkbox"/>
10	265461	Flaherty, Rob	NO	0399999999	0410000000	NOT PAID	<input type="checkbox"/>
11	272373	Wickett, Michael	NO	0399999999	0410000000	NOT PAID	<input type="checkbox"/>

### 3.3 Team Communications

Team information can be communicated by either Email or SMS Players in a particular Team.

**Mode:** Competition Participation  
**Menu:** Communication -> Email...  
**Menu:** Communication -> SMS...

## 4. Match Results and Player Scores

Match Results can be entered either during a Match (i.e. lunch or tea break) or when completed. Match Results can be entered by either team, but not by both.

Once the Match Result has been entered by the initial team (generally the home team), the opposing team then needs to confirm or dispute the Match Result.

### 4.1 Entering Match Result

**Mode:** Competition Participation  
**Menu:** Matches -> Enter Match Result (Scores)

Enter Match Scores

[Help on this topic](#)

Season: 2009/2010 Round: 1 Grade: BOPCA-BOPCA - Williams Cup

Other matches in this round: Eastern Pirates CC v Mt Maunganui CC ...2

Bay Of Plenty Cricket Association - BOPCA - Williams Cup  
Round 1 - Sat 7 Nov 2009 (12:00PM)  
Eastern Pirates CC def Mt Maunganui CC  
Venue: Smallbone Park Umpires: Not specified Match ID: 447845

[Printable Version](#)

**MATCH INFORMATION**

Toss won by: Eastern Pirates CC Umpire1:  
Batted first: Eastern Pirates CC Umpire2:  
Follow on enforced: NO or N/A Other Details:

**EASTERN PIRATES CC** v **MT MAUNGANUI CC**

**1ST INNINGS**

Innings commenced  Innings commenced

Wickets: 10 Runs: 263 Overs Bowled: 37 Wickets: 5 Runs: 246 Overs Bowled: 50  
Extras: B 0 LB 0 W 0 NB 0 Pen 0 Extras: B 0 LB 0 W 0 NB 0 Pen 0

Innings Closure: ALL OUT Innings Closure: COMPULSORY CLOSE

**2ND INNINGS**

Innings commenced  Innings commenced

**RESULT**

EASTERN PIRATES CC MT MAUNGANUI CC  
WON FIRST INNINGS LOST FIRST INNINGS

MATCH STATUS: Match results have been entered by home team  
 Confirm or dispute result  
 More information about match confirmation and status

For the selected Season, Round and Grade fill in the Match Result details as required, then click on the **Save** button to submit. The match will now have a status of Progress Result Entered until it is either Confirmed or Disputed by the opposing team, or approved as Official by the Association.

## 4.2 Confirming or Disputing Results.

After the Progress Result has been entered, the opposition team is required to Confirm or Dispute.

If Confirmed, the Match Status progresses to Final Result Entered, pending association confirmation.

If Disputed, the Match Status progresses to Result in dispute with notifications sent automatically by Email to both Clubs involved and the Association, with the match being locked until the Association resolves the dispute.

**Mode:** Competition Participation

**Menu:** Competition -> Confirm Match Result

**Confirm match result** [Printable Version](#)

[Help on this topic](#)

---

Season: 2009/2010 | Round: 1 | Grade: BOPCA:BOPCA - Williams Cup Go

Other matches in this round: Eastern Pirates CC v Mt Maunganui CC ...2

---

Bay Of Plenty Cricket Association - BOPCA - Williams Cup  
Round 1 - Sat 7 Nov 2009 (12:00PM)

**Eastern Pirates CC** def **Mt Maunganui CC**

Venue: [Smallbone Park](#) | Umpires: Not specified | Match ID: 447645

---

**ACTIONS**

Confirm Result  Dispute Result

Update

---

**MATCH RESULTS**

	Eastern Pirates CC	Mt Maunganui CC
1st Innings	263 37.0 OVERS	5/246 (cc) 50.0 OVERS
2nd Innings		

**RESULT:** LOST FIRST INNINGS

---

**MATCH STATUS:** Match results have been entered by home team

---

**CONFIRMATION COMMENTS:** Eastern Pirates CC: No comments entered  
Mt Maunganui CC: No comments entered  
BOPCA: No comments entered

### 4.3 Player Score Entry

**Mode:** Competition Participation mode

**Menu:** Matches -> Player Score Entry

Player scores are entered after the Match Result has been submitted.

Checking the Innings commenced box will expand the Scorecard, allowing you to enter the details of each Player's Match. Batting order defaults to Team Selection order, however this can be recalculated if changed.

**Entering Player Scores for Albion Ravens.**  
Use the **Save as Draft** button to save scores without publishing. Use the **Update** button to validate scores and publish.

Automatically recalculate batting order if changed

**1st Innings**  Innings commenced

**2nd Innings**  Innings commenced

Enter Hat-trick Information...

**1st Innings**  Innings commenced

Player	Batting					FOW	Bowling					Fielding					
	Num	HO	Runs	Fid	Bwl		Num	O	M	W	R	Un	Ct	Ct Wk	RO As	RO Un	St
+Danby, Julian	1	c	17	Smith, Nick	Hill, Daniel	34											
Bhimjiyani, Shyam	2	c	11	Kearns, Sheldon	Gooding, Alex	34						1					
Christoffersen, Jarred	3	ro	28	Divehall, Mark	Kearns, Sheldon	84											
*MacMillan, James	4	c	5	Kearns, Sheldon	Gooding, Alex	61	3	10	1	5	37						
Spiers, K	5	c	8	Divehall, Mark	Goodin, Tony	77											
Shand, Henry	6	b	9	NA	Hill, Daniel	94						1					
Fluker, Douglas	7	c	1	Goodin, Tony	Hill, Daniel	90	6	1	0	0	4	1					
Lee, Josh	8	lbw	0	NA	Jurisich, Brian	94	5	5	2	1	8						
Thurston, Christian	9	b	16	NA	Gooding, Alex	123	4	10	0	1	27						
Hogan, Barry	10	no	24	NA	NA		1	10	1	2	33	1					
Wickett, Michael	11	no	3	NA	NA		2	6.2	0	1	22						
		Extras	24														
		Total	9/146														

**2nd Innings**  Innings commenced

Enter Hat-trick Information...

The total number of runs and wickets entered must be equal to those entered in the Match Result, including any extras. Should this not be the case a warning will be displayed detailing the numerical variance for further review.

The Scorecard can be saved by clicking the **Update** button, Saved in Draft Form with the **Save as Draft** button or cleared with the **Reset**.

More information on the Scorecard abbreviations can be found in the **Help on this topic** link for this page.

## 5. Reports

### 5.1 Data Entry Task Summary

**Mode:** Competition Participation mode

**Menu:** Matches -> Data Entry Task Summary

Data Entry Task Summary displays outstanding tasks for the selected period, listing the status of match results, match confirmation, player scores and captain reports.

Match	Competing teams	Match Result	Match Confirmation	Player Scores	Captains Reports
BOPCA McLaughton Trophy Round: 3 21 Feb 10	Albion Samra v Central CC	Result entered (by away team) <a href="#">Edit</a>   <a href="#">View</a>	Needs confirmation <a href="#">Confirm</a>	Not entered <a href="#">Edit</a>	NA
WBOP B Grade competition round Round: 3 20 Feb 10	Albion Ravens v Papamoa CC	Result entered <a href="#">Edit</a>   <a href="#">View</a>	Confirmed <a href="#">Confirm</a>	Entered <a href="#">Edit</a>	NA
WBOP Reserve Grade (post xmas) Round: 7 20 Feb 10	Albion Samra v Bye	NA 	NA	NA	NA

### 5.2 Captain's Report

**Mode:** Competition Participation mode

**Menu:** Matches -> Enter Captain's Report

An Association can activate the Captain's Report to capture assessment information for Umpire performance and Ground conditions.

Enter Captain's Report	
Season: 2009/2010	Round: 1
Grade: BOPCA.BOPCA - Williams Cup	<a href="#">Go</a>
Other matches in this round: Eastern Pirates CC v Mt Maunganui CC	
Bay Of Plenty Cricket Association - BOPCA - Williams Cup Round 1 - Sat 7 Nov 2009 (12:00PM)	
<b>Eastern Pirates CC</b>	def
Venue: <a href="#">Smallbone Park</a>	Umpires: Not specified
Match ID: 440778	
Please enter the required information and click the <b>Submit</b> button	
<input type="checkbox"/> <a href="#">View print ready version</a>	
<b>Umpire Assessment</b>	
Please rate each umpire from a 1 to 10 with 10 being excellent. Description- Decision Making - Is decisive and consistently correct with decisions. Law and knowledge- shows a sound understanding of the laws. Communication and Control - How the umpire relates with players and controls the game in a manner that players respect.	
There were no umpires allocated for this match. Please check with your association.	
<b>Ground Assessment</b>	
Please rate the questions from 1 to 10. Please note a good pitch is one that- Encourages batsmen through consistent pace and bounce; Encourages pace bowlers through pace and bounce (not seam movement);Does not change significantly over the course of a match. Excessive spin or seam are detrimental to this form of the game. A good outfield is one that is- Smooth and well grassed allowing a fieldman to safely perform skills at pace -Has grass that is short enough to avoid excessive "holding"	
Pace (1 = Slow, 10 = Fast)	<input type="text"/>
Bounce (1= low, 10 = Bouncy)	<input type="text"/>
Turn (Excessive Turn =1, No Turn = 10)	<input type="text"/>
Seam Movement (Excessive seam = 1, No Seam Movement =10)	<input type="text"/>
Outfield (please make a brief comment on the quality of the outfield i.e too bumpy, slow, fast smooth etc)	<input type="text"/>
<a href="#">Submit</a>	
Record has not been updated previously	

## 5.3 Match Review

Teams have the ability to enter a summary match report in the Match Review screen either by direct text entry or copied from a word processed document.

**Mode:** Competition Participation mode

**Menu:** Matches -> Enter Match Review

### Enter Match Review

[Help on this topic](#) [Printable Version](#)

Season: 2009/2010 Round: 1 Grade: BOPCA, BOPCA - Williams Cup

Other matches in this round: Eastern Pirates CC v Mt Maunganui CC


---

Bay Of Plenty Cricket Association - BOPCA - Williams Cup  
Round 1 - Sat 7 Nov 2009 (12:00PM)

**Eastern Pirates CC** def **Mt Maunganui CC**

Venue: [Smallbone Park \[1\]](#) Umpires: Not specified Match ID: 440778

---



Design  HTML

A maximum of 15000 characters can be entered, including HTML markup

View match review

# Support and FAQ

## 6. Support

### 6.1 Page Specific Help

Each function page has its own **Help on this topic** link which connects directly to support information relating to that page's use. This link is always found in the top left hand corner of the page.

### 6.2 Help File

**Mode:** Any

**Menu:** Help -> Help Topics

The **Help Topics** menu item contains information and instructions on all elements of ResultsVault. Each mode has its own unique **Help Topics** page which covers the functionality provided by that mode.

### 6.3 Support Centre

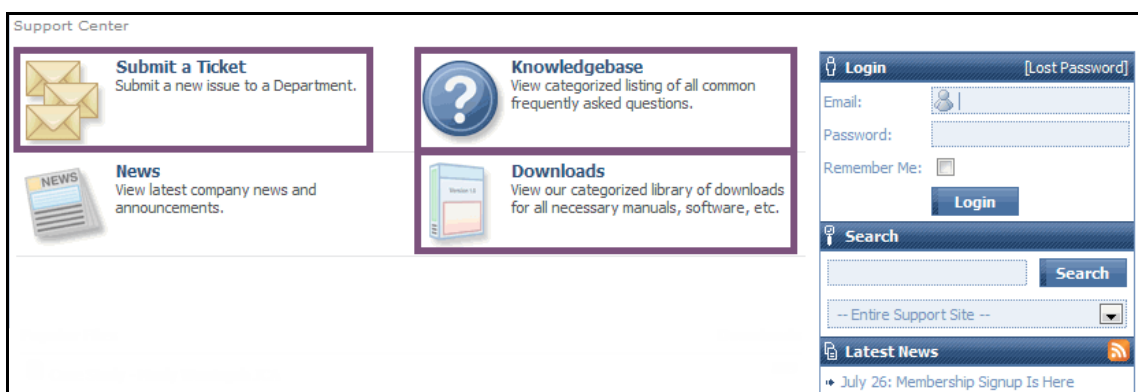
**Mode:** Any

**Menu:** Help -> InteractSport Support and FAQ

Or it can be accessed directly via this link: <http://support.interactsport.com>

The support centre provides a wealth of additional information, including:

- The **Knowledgebase** provides answers to many common questions
- The **Downloads** section contains instructional guides and tutorial videos
- The Email support system (**Submit a Ticket**) provides direct contact with our support department.



## When submitting a support request follow these simple steps.

- Click the **Submit a ticket** link to begin
- Select the support radio button to send it to the required department
- Fill in the form with as much information as possible. Try to include examples of where the problem is occurring or list the steps required to recreate the issue.
- The screen can be captured by pressing the 'print screen' key (next to F12) on your keyboard and pasting this into MS word or Paint. Uploading these files with the support ticket can provide insight into the issue, helping to resolve it quickly. Click the **Browse** button to search for the file.
- Enter any additionally required Email recipients, enter the unique verification code and click on the **Submit** button to send your request. You will receive confirmation your request has been received with a Ticket ID and one of our support staff will respond to you shortly.

### Submit a Ticket

If you can't find a solution to your problems in our [knowledgebase](#), you can fill in the fields below with as much detailed information as possible and send it to our support personnel.

**General Information**

Full Name:

Email:

Priority:

**Customer Information**

Organisation Name: \*

**Message Details**

Subject:

**Knowledgebase Suggestions**

There were some possible answers to your question in our Knowledgebase. Please review the suggestions below before submitting the Ticket.

**Upload File(s)**


**Recipients**

You can specify custom recipients in the field below, multiple email addresses can be separated using empty space or ,. The added recipients will only receive updates sent by our staff.

CC:

**Verify Submission**

Please enter the text you see in the image at the right into the textbox below. This is required to prevent automated submission of Tickets.



**PLEASE NOTE: Notifications or queries regarding incorrect scores or statistics should be directed to your sporting club or competition manager**