

FAQ's

- **The result of the fixture was a draw but when I try to confirm it, it says the 'shootout score does not reflect the result', why is this?** We do not play a shootout in the Surrey Leagues, therefore you will need to select the option 'not played, match abandoned' in this shootout box. This will then let you verify and go onto confirm the result.
- **I have changed the date of the match we are playing, how do I change this online?** Find the fixture, click on the 'Modify' button and then click on the 'Reschedule match' button. Select the new playing date and click 'save'.
- **I am trying to enter results but there is no 'modify' option next to the fixture?** The modify button will only appear one the match day and beyond.
- **If I misspell my player's name or entered the wrong BTM number, how can I amend this?** Find your club, and then click on the 'Players' tab. You will see a list of all your players, next to the players name there is a pencil which enables you to edit the details of that player. Click on the pencil, make the amendments and click on 'save'.
- **Once the results have been entered by the winning captain, can the opposing captain then go in and add in player's details if they are showing as 'unknown player'?** No. Once the result has been entered by the opposing team captain and confirmed, no further amendments can be made. It is essential players know their BTM number on the match day and the score card is filled in with the correct player details. If you want to change an 'unknown player' and enter the player's names, contact your league organiser who will do this for you.
- **When I put in my password, it is not allowing me access, what is wrong?** Please check that you have correctly spelt your password. If you still encounter problems contact your league organiser or the County Office on 01932 827207 for guidance.
- **As a team captain, can I input my player's details before all the matches start?** Yes. Find your club and click into it and then click on the 'Players' tab. You will then be able to add new players (only first name, last name, gender and BTM Member ID is required) to your club's list, enabling you to then chose those players when inputting results for your team matches.