

ResultsVault Cricket Club Tasks Manual

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Administration Tasks

1. Managing Club Details

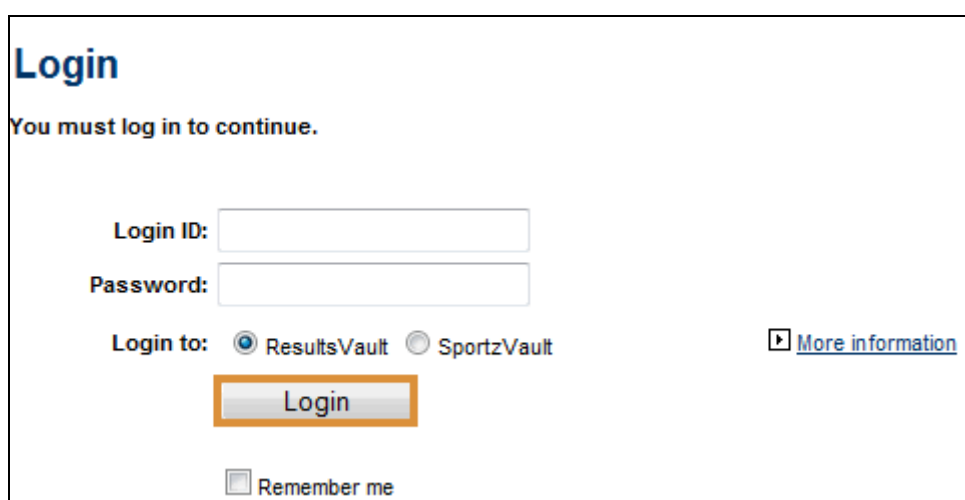
1.1 First Time Login

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

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

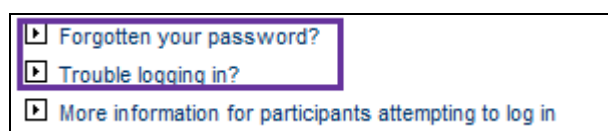
to get to the login screen.

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



The screenshot shows a login form titled "Login" with the instruction "You must log in to continue." It includes two input fields for "Login ID:" and "Password:". Below these is a "Login to:" section with radio buttons for "ResultsVault" (selected) and "SportzVault". A "Login" button is highlighted with an orange border. To the right is a link for "More information". At the bottom left is a "Remember me" checkbox.

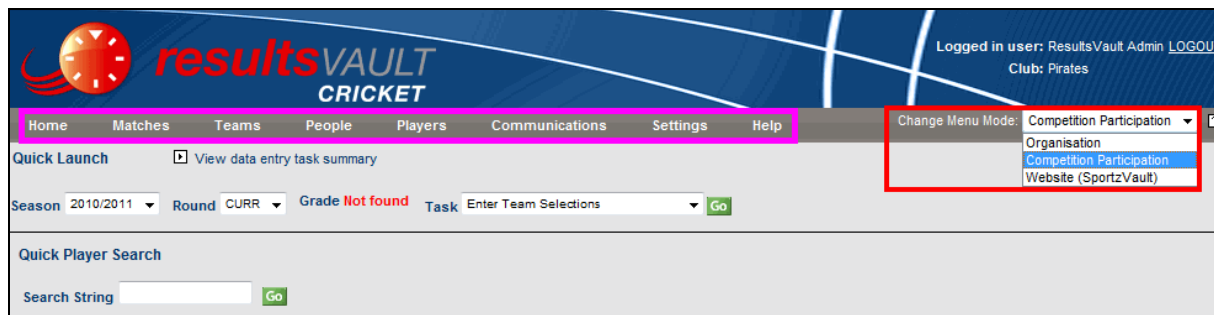
If you have **forgotten your password** or are having **trouble logging in**, use the links provided in the bottom left corner of the login screen.



This screenshot shows three links in the bottom left corner of the login screen, each with a right-pointing triangle icon: "Forgotten your password?", "Trouble logging in?", and "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.

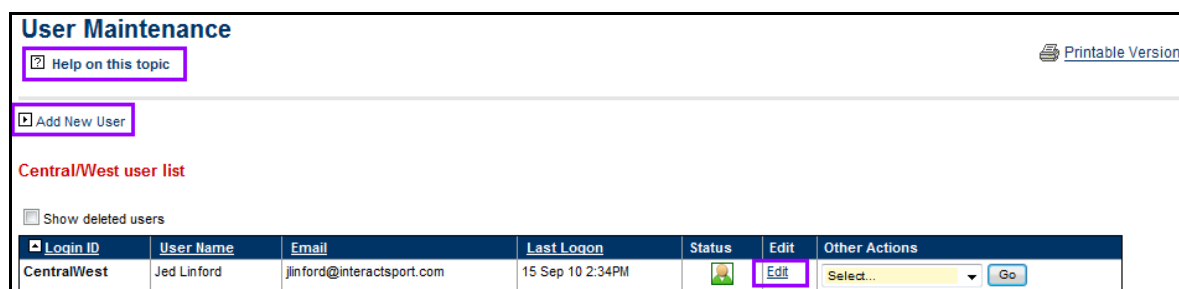
Mode	Description
Organisation	Organisation tasks such as adding Office Bearers, creating new Admin Users, updating Organisation Details
Competition Participation	Managing competition tasks, i.e. Team selection, Match Results Entry, Player Score Entry, Player Management and Communications.
Website (SportzVault)	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	Add New User link
Edit an Existing User	Edit link next to their name
Find more information	Help on this Topic 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:

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 Results

ID	Name	Year of birth	Organisation	Location	Transfer	Clearance
0203265	Wilson, Clay		Marlborough Cricket Association	Blenheim ()	Add to Pirates	Apply for Clearance
0203265	Wilson, Clay		Celtic	Blenheim ()	Add to Pirates	Apply for Clearance
0292127	Wilson, Paul		Onerahi Centrals	Onerahi ()	Add to Pirates	Apply for Clearance

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.

Register Players

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

Select Parent Organisation: Bay Of Plenty Cricket Association

Unregistered players	Registered players (Count:11)
Martin, Jason	Allen, Keith
Maynard, S	Armstrong, Jeremy
Milne, Josh	Flaherty, Rob
Milner, S	Parata, Sam
Moragi, Pragnesh	Zohs, Gordie
Moragi, Umesh	Roberts, Phil
Moraji, Pragnesh	McLauchlin, M
Morley, James	Murphy, Megan
Pacey, Mark	Singh, Jasbir
Pandya, Harshil	Shand, Henry
Patel, Mahir	Paulino, S
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	
Tau, D	
Tau, W	
Temm, Daniel	
Thorpe, Sam	
Thurston, Christian	
Trumper, Hadyen	
Valu, Kimi	
Valu, Mika	
Verco, K	
Waite, Brett	
Watene, Darryl	
Watene, Mikaere	
Whareaitu, Vince	
Wickett, Michael	
Wolland, Nat	
Young, Danny	

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

Buttons: Add ->, Add All ->>, <- Remove, <<- Remove All, Update

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 Set Clear
Aquins, Riot	Spiers, K	Wicketkeeper(s) + Danby, Julian Set Clear
Armstrong, Jeremy	Danby, Julian	Substitutes (sub) None selected Set Clear
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](#)

Notes
To set player options above (eg captain), select (click) the player in the *Selected Players* list, and click the appropriate *Set* link above.
To clear a team, *Remove* all players from the *Selected Players* box and click *Update*.

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 SportzVault Website
- Ability to E-Mail Team lists to Media outlets

3.2 Team Lists

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

ID Name Registration Status Home phone
 Mobile phone Subs. payment status Paid checkbox DOB
 Played day 1 Played day 2 Player signature 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 [1] Umpires: Not specified Match ID: 447645 [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

Wickets: 10 Runs: 263 Overs Bowled: 37
Extras: B 0 LB 0 W 0 NB 0 Pen 0
Innings Closure: ALL OUT

Innings commenced

Wickets: 5 Runs: 246 Overs Bowled: 50
Extras: B 0 LB 0 W 0 NB 0 Pen 0
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	Fld	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.

Data entry task summary Printable Version					
Quick select: <input type="checkbox"/> Last week or <input type="checkbox"/> Last 2 weeks Date From: 18/02/2010 Date To: 23/02/2010 <input type="button" value="Go"/>					
Match	Competing teams	Match Result	Match Confirmation	Player Scores	Captains Reports
BOPCA McNaughton Trophy Round: 3 21 Feb 10	Albion Samra v Central CC	Result entered (by away team) <input type="button" value="Edit"/> <input type="button" value="View"/>	Needs confirmation <input type="button" value="Confirm"/>	Not entered <input type="button" value="Edit"/>	NA
WBOP B Grade competition round Round: 3 20 Feb 10	Albion Ravens v Papamoa CC	Result entered <input type="button" value="Edit"/> <input type="button" value="View"/>	Confirmed <input type="button" value="Confirm"/>	Entered <input type="button" value="Edit"/>	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	<input type="button" value="Go"/>
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
Venue: Smallbone Park []	Mt Maunganui CC
Umpires: Not specified Match ID: 440778	
Please enter the required information and click the Submit button	
<input type="checkbox"/> View print ready version	
Umpire Assessment	
Please rate each umpire from a 1 to 10 with 10 being 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.	
Ground Assessment	
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 fieldsmen 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"/>
<input type="button" value="Submit"/>	
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

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

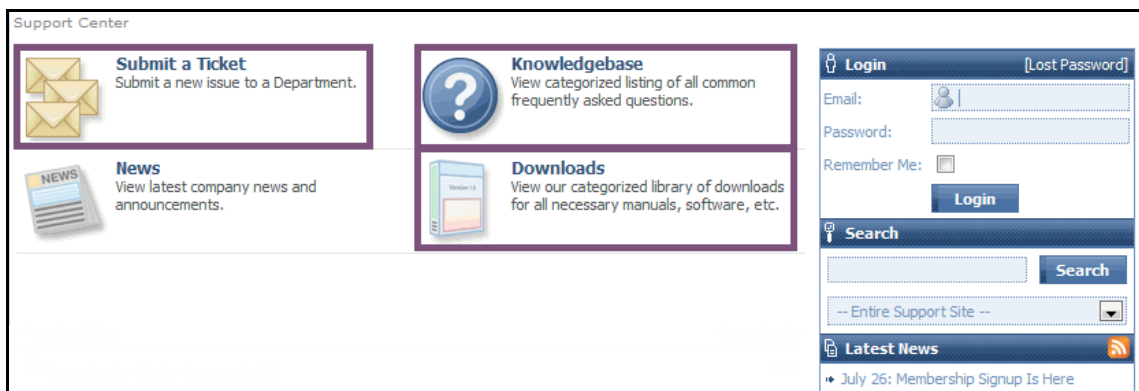
Mode: Any

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