

Dear Tournament Director -

Getting Started on TDM

Our TennisLink records indicate that you will be hosting a tournament in 2007. As you may be aware, USTA has launched a new product, TDM that will integrate with the On-Line Sanction form, On-Line Registration and Rankings. It will streamline your tournament administration in 2007.

Beginning May 1, USTA is happy to announce a new customer support feature for TDM, a Tournament Director hotline to help you with any questions you might have regarding the use of TDM software. **The phone number is 800-603-3138**. TennisLink Team members will be available to take your calls seven days a week from 9 am to 11 pm Eastern time. Should all the available representatives be assisting other callers on the phone lines, you will be transferred to a voice mail and your call will be returned as promptly as possible. This service is available **only** for tournament directors and all calls will be screened.

We suggest that you continue to send simple, routine inquiries via email. Email is also the most efficient way to receive written instructions, documentation or upgrades. You will continue to get prompt replies to these questions.

We hope that this additional service will continue to enhance your experience using the new TDM software.

In order for your experience on TDM to be as successful as possible, we recommend that you review the following checklist **before** the start of your tournament.

I have been to a TDM on-line training to learn TDM.

If not, I will:

1. Sign up for a training session by going to www.usta.com/feedback/tennislink.sps. You may attend these trainings as many times as you like. Keep checking back as new dates and times are added weekly.

2. Ask my section/district office for help and/or procedures for my area

3. I have read the FAQs on the TDM Download site at <http://209.11.40.50/tournaments/download/tdmdownload.aspx>

4. Send an email to linkteam@usta.com <mailto:linkteam@usta.com> with specific questions (please be sure to put a subject in your email)

·I have reviewed the on-line instruction video found at www.usta.com/tdmdemo >

·I have successfully loaded the TDM software on my computer

1. If necessary, I have received a free upgrade from Windows 98 or ME and installed this upgrade on my computer

2. I have received technical support from my IT person if my computer is on a network or behind a firewall

3. I have sent an email to linkteam@usta.com <mailto:linkteam@usta.com> to ask for help

4. I check the download area and always upgrade to the newest version of

TDM. To do this, please go to
<http://209.11.40.50/tournaments/download/tdmdownload.aspx>
a. Be sure your version is 20040312 or newer.

·If I have not yet received the TDM software

1 I will send an email to linkteam@usta.com <<mailto:linkteam@usta.com>> with a subject line that says "request for TDM Software." The body should include my complete name and address

2 Or I will go to

<http://209.11.40.50/tournaments/download/tdmdownload.aspx> >
and download the application.

**I know my login and password for TDM and can access the program successfully.
This login and password is the same as the one used for the On-line Sanction form**

If not, I will

1 Send an email to linkteam@usta.com <<mailto:linkteam@usta.com>> with a subject line that says "Request for TDM login and password." The body should include your name, USTA membership number and the password that you would like.

We appreciate the opportunity to be of assistance and we welcome your continued interest in the USTA and TennisLink.
Linkteam@usta.com