

HYFL/HSC
Match Result Form
& Player Registration
System
User Guide



HARROW
SOCCER
COMBINATION



www.hyfl.website

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1. The Club Secretary function

After logging on to the HYFL website, www.hyfl.website, select the System Login button and this will take you to the login screen.

Please note. Throughout this guide, where the advice is to 'select', this means clicking on it 'once'.

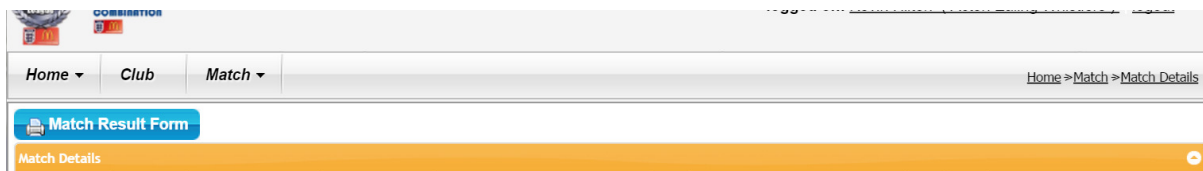
Also, it is possible to have more than one Club Secretary on the system and this may be of use if you have a lot of teams to register on the system or you have different Secretaries for the HYFL and HSC.

To have a second Secretary added to the system, you will need to email the League with details (full name and email address) and request such an addition.

You will be faced with a login screen, enter your user name and system password. These will be in an email sent to your email address when the League set you up on the system.

You are 'strongly advised' to change your password the 'first time' you log into the system - for security purposes.

Once logged in, you will see the following screen:



The **Home** screen is the default screen and will show all submitted Match Result Forms at a high-level and Match Details for your club i.e. the key information for each match; Date of Match; Age-group; Division/Group; Competition; Home Team with score; Away Team with score; Match form ID and Submitting Team. This screen can also be viewed by selecting **Match** and then Match Details. This will obviously be blank until Match Result Forms have been submitted by your Club.

Your first task in using the system is to set up details for your club managers – i.e. those who will submit Match Result Forms for each team on a weekly basis and register Players on the system. This can be the team manager, team administrator, fixtures secretary, or indeed yourself – indeed anyone who you nominate to submit the form of a weekly basis (and this must be done for EACH team you have entered in the HYFL/HSC).

To do this you should hover over **Home** or click the downward arrow alongside it. This will then bring up the **Register** function which you click on and use to add manager details (name and email address) of your teams and you must give each a unique User Name and Password – see below. Type in the managers' names and select their **Team** from the list given by clicking the downward arrow.

The User Name and Password can be anything and will sent to the email address entered. It is common for a User Name to be either the name of the person or the email address of the user but does not have to be. Please ensure the login id is meaningful and not just a few characters e.g. U7 as this can easily be replicated by other clubs and cause problems. An entry for Telephone is optional. You must set an initial password for each person – we suggest you ensure this is at least 6 characters in length.

Registration

First Name	<input type="text"/>
Last Name	<input type="text"/>
Account Type	Manager ▼
Team	<input type="text"/>
User Name	<input type="text"/>
Telephone	<input type="text"/>
Email	<input type="text"/>
Confirm Email	<input type="text"/>
Image	<input type="button" value="Choose File"/> No file chosen

Security

Password	<input type="password"/>
Confirm Password	<input type="password"/>
	<input type="button" value="Submit"/>

When a manager has been successfully set up you will receive a message from the system advising that an email has gone to the user (Manager/Administrator) giving them a user name and password to log in with.

Please note that if you have a team manager that runs more than one team for your club then it is essential that they have a different username and password for each team as it is these that identify the user and their team to the system.

Selecting the **Club** button will show all teams within your club. This will show the Manager details you have set up for each team, although not the user name and password.

You will be able to view manager details by clicking on **View**.

If you need to remove a manager or administrator for any reason then you will need to click on 'Managers' and then select the manager/administrator you wish to remove and then click 'Remove'. Please ensure you do not then leave the team 'managerless'. **Note. It is possible to have more than one manager or administrator per team.**

As a Club Secretary you can view players by selecting a team and then clicking on **Players** but you cannot add them within this screen.

If you need to add **Players** or submit a **Match Result Form** on behalf of one of your teams then you need to use the **Log In** button. This then logs you in as the manager of the selected team and gives the same facilities to add **Players** or submit a **Match Result Form** as a manager has. As you are now effectively the manager of that team you can also **Add** and **View** players as the manager is able to do. (See the section **The Manager function** to see instructions on how to do any of these things). *Please note that if submitting a Match Result Form on behalf of your manager then you should 'sign' the form with your own name and not his/hers.*

Selecting **Match** and then Match Details gives you the same screen as the Home screen which will show any results submitted by your club managers in date order. However, by selecting a match and then the button this will allow you to see and print any submitted Match Result Form for the selected match.

If you are logged in as a manager then the logout function at the top right of the screen will log you out as that manager and return you to your Club Secretary screen.

Player Transfers (between clubs)

Transferring players is a Secretary function.

It requires the secretary of the club 'gaining' the player to send an email to the secretary of the club 'losing' the player, and, **importantly**, copying in the League Executive Officer, Andy Lowe (andylowe43@btinternet.com).

The email should contain the following details:

1. The narrative 'Player Transfer Request' in the subject header of the email.
2. The full name (first and surname) of the player.
3. The name of the club and the exact team he is currently registered with.
4. The name of the club and the exact team he wishes to join.

On receipt of the email the secretary of the club 'losing' the player should satisfy themselves that the player has no outstanding debt or kit to their club.

Once satisfied that the transfer is okay to go ahead, the secretary of the club 'losing' the player should then send a 'reply to all' email confirming that they accept the transfer. This email **MUST** be sent within at least 7 days of receipt of the original email.

The club 'losing' the player **MUST** also send (post) the player's original laminate ID card to the League Executive Officer within two days of the 'reply to all' email referred to above.

The 'reply to all' email will be received by the League Executive Officer who will be aware of the transfer request and expect to receive the laminate ID card shortly afterwards.

If the club 'losing' the player is unable to accept the transfer request, they must 'reply to all' giving full details as to the reasons for being unable to allow the transfer to proceed at that time; this also **MUST** be sent within at least 7 days of receipt of the original email. Once this issue is resolved then transfer request should be repeated.

When the League Executive Officer is in receipt of the email accepting the player transfer **AND** the original laminate ID card, then the League Executive Officer (**NOT** the two clubs involved in the transfer) will **Remove** that player from the team 'losing' the player and **Add** that player to the team 'gaining' that player. At that time, the League Executive Officer will advise both clubs by email that the transfer has been actioned.

Until **ALL** of the above has been processed and actioned then the player transfer has **NOT** been effected.

Following this, a new laminate ID card will be produced and sent to the club 'gaining' the player.

Player Transfers (between teams in the same club)

Transferring players is a Secretary function.

The club secretary should email the League Executive Officer, Andy Lowe (andylowe43@btinternet.com).

The email should contain the following details:

1. The narrative 'Player Transfer Request' in the subject header of the email.
2. The name of the club.
3. The full name (first and surname) of the player.

4. The name of the exact team he is currently registered with.
5. The name of the exact team he wishes to join.

The club MUST also send (post) the player's original laminate ID card to the League Executive Officer.

When the League Executive Officer is in receipt of the email requesting the player transfer AND the original laminate ID card, then the League Executive Officer (NOT the club or two teams involved in the transfer) will **Remove** that player from the team 'losing' the player and **Add** that player to the team 'gaining' that player. At that time, the League Executive Officer will advise the club by email that the transfer has been actioned.

Until ALL of the above has been processed and actioned then the player transfer has NOT been effected.

Following this, a new laminate ID card will be produced and sent to the club/team 'gaining' the player.

Player De-Registration

De-registering players is a Secretary function.

A club may seek to cancel a player registration, at any time, by returning the player laminate ID card to the League executive Officer with a note to explain that you wish to de-register the player. Upon receipt of this, the League will then cancel the registration on the system, and advise the club of such action. Until ALL of that takes place, the player remains a registered player for that club.

When you have finished using the system, you should log out.

2. The Manager function

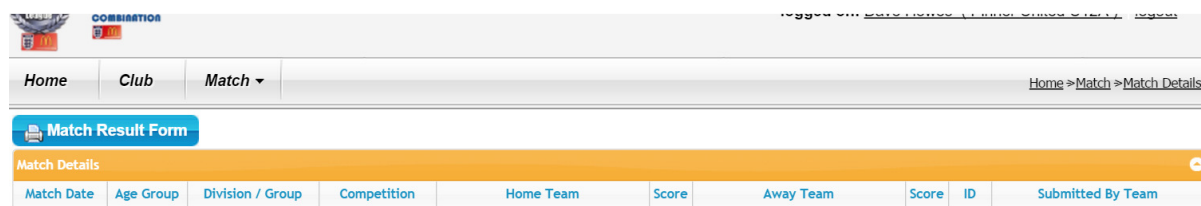
After logging onto the HYFL website, www.hyfl.website, select the System Login button and this will take you to the login screen.

Please note. Throughout this guide, where the advice is to 'select', this means clicking on it 'once'.

You will be faced with a login screen, enter your user name and system password and click on the key symbol. Your username and password will be in an email sent to your email address when your club secretary sets you up on the system.

You are 'strongly advised' to change your password the 'first time' you log into the system - for security purposes.

Once logged in, you will see the following screen:



The **Home** screen will show details of any match results you have submitted to the system. This will be blank until you have submitted a Match Result Form. Thereafter, it will increment through the season with any previous results you have submitted.

Selecting the **Club** button will show details for your team only – the system knows your team by your log-on.

Registering your team's players on the system

In the **Club** screen, if you click on your **Team** and then click **Players** it will show the players already added to your team. If it is the first time you have gone to this screen then you will need to add players by clicking **Players** and then the **Add** button. You then need to enter each player's First and Last Name and their date of birth in DD/MM/YYYY format. (Once successfully set up, the player will be automatically selectable when completing the **Match Result Form**.)

To **View** you should select a player by clicking on him in your list and you will see his/her details.

Changes relating to adding players, effective from the 2017/18 season:

1. You need to upload a player photo and a document (see section 4, paying care to everything there, particularly the 'IMPORTANT NOTE' in section 4.3) proving date of birth, which can be a player registration card from last season, a birth certificate, a medical card or a passport details page. You do this using the **Choose File** facility available on the screen (for Player Image and Document Image) which can be used to select the images you have saved on your electronic device.
2. The player's registration number will be generated by the system and not manually entered. A date of registration will also be system generated. Both these fields will only be generated subject to a full and complete input of player details and two images (photo and document). You need to tab past both these fields after entering the date of birth to select the player image.

NB. You are strongly advised to check that all fields are present and correct as you do not have the facility to edit your input.

3. Managers will be unable to **Edit** players details and if this becomes necessary then you are required to request this of the League Executive Officer via email with full details.
4. The system will check that no team exceeds 20 players for Under 7 to Under 16 teams or 25 players for Under 17 and Under 18 teams. If you reach this limit and need to add more players then your Club Secretary will be required to advise the League which players should no longer be registered in your team (see page 6). Only the League can edit or remove players from a team.
5. The system will check for valid date of birth ranges for each age-group and reject invalid dates.
6. The League system now allows players to be registered up to a day in advance of a game but does not allow player registrations on Sundays, regardless of whether the team has a scheduled match or not. (Player registrations, therefore, can only occur on Monday through to Saturday).
7. When you have successfully added the players to your team you will be able to print a temporary list of players showing their full registration details and photo using the Player **Print** button.

It is intended that this temporary list will only be used for a maximum of a few weeks until you receive the player ID laminates. As the list will be printed on A4 paper, you are advised to retain it in a plastic wallet and keep in dry conditions. There is no limit to the number of times this can be printed.

Please note that player ID laminates should be available much sooner than previous seasons and if they are not received within a couple of weeks of registering your players then this should be taken up with your Club Secretary (to whom all laminates are sent).

Please note that using the **Print** button will open a new window. When you have finished with the screen, click out of that window to return to the previous screen.


To **View** you should select a player by clicking on him in your list and you will see their details.

The Match button

Hovering your mouse pointer over **Match** will give 2 possible selections. **Match Result Form** and **Match Details**.

You would click on **Match Result Form** following a match when you want to send in your form to the League/Combination (within 2 days of the match taking place) – see the next sections on how to do this. You would click on **Match Details** if you wanted to view a previously submitted match result form, although this view is also available on the **Home** screen.

If you click on **Match Result Form** you will be faced with a screen which allows you to enter match details. Several improvements have been incorporated in the on-line form, not available in a manually completed match result card, to prevent errors in completing the form.

The button  will allow you to see and print any submitted Match Result Form for a match that you select from the **Home** screen.

Amending your email address or telephone number held by the system

If you need to amend your email address or telephone number the system holds for you, you can do this by clicking on your name at the top-right of the screen. This will show your First Name, Last Name, Email address and Telephone number. You can overwrite the email address or telephone number and then click the 'Update' button to save it to the system. You do not need to enter your password to do this. although this function also allows a password change - see section 3, Passwords.

When you have finished using the system, you should log out.

2.1 Completing a League (HYFL) Match Result Form

PAGE 1 (NB – this system is NOT to be used for County FA cup matches)

Date of Match - you select from a Calendar when clicking on the box.

Age-Group – This will be automatically selected for you from your login details as will your players.

Competition – You must select from 'League', 'Challenge Cup' or 'Challenge Trophy' (be accurate)

Division/Group – If a League match, you can select from 'Premier' to '6'. If you don't select one of the 7 possible divisions then when you go to move to the second screen it will flag an error which you will need to correct i.e. enter a division. NB. The system does not know what division each team is in and will allow you to enter an incorrect division – so **please enter these carefully and accurately.**

If a Cup or Trophy match it will automatically enter 'N/A' for you. Cup and Trophy matches at Under 17 and Under 18 will allow selection of teams in both age-groups.

Home Team and Away Team- requires you to enter the first few characters of an HYFL team – after one character the system will select teams with those characters in their name e.g. selecting 'K' first will bring up Kensington Dragons, Kinja Youth and Kodak but adding a second character 'e' would then show only Kensington Dragons. NB. Be careful to select the correct team as you will be presented with more than one possibility for any club with more than one team in any age-group e.g. *Team Name* U12A or *Team Name* U12B. Please ensure you select a team name and do not type it.

Home Team and Away Team Score – is self-explanatory (**be accurate**).

Player selection is the next part of the form and all the players in your squad will have already been added to the form and you need to 'tick' the box (by clicking on it) alongside each player's name if they 'actually played' in the match. Those ticked will be added to your form.

Once this has been done you have completed the first part of the form and should click 'Next' at the bottom of the screen and this will take you to the second and last page of the form. If you have failed to fill out certain fields then the system will not take you to the next page unless you correct the error stated in an error message.

PAGE 2

Completing the second page of the League form

You need to answer 'Yes' or 'No' to the 4 questions you are faced with by clicking one of them, although the system automatically defaults to 'Yes'. The questions are:

Did the pitch have the required barriers, cones and markings? Yes No

Was the pitch size/condition, goals and changing rooms adequate? Yes No

Did your opponent players, management and spectators comply with the Codes? Yes No

Did you check your opponent players ID cards? Yes No

If you answer 'No' to any of these questions you MUST add a comment in the box below. You can also add any observations in this box even if you answered YES to any of the 4 questions.

Next is the **Referee** section. You are asked if the referee was appointed by the League with a drop-down to allow you to select 'Yes' or 'No'. The default for the League is 'Yes' but if you need to select 'No' click on the downward arrow to select 'No'.

Following this, you are required to enter the name of the referee. If you answered 'Yes', then by typing in the first character of the referee's first name you will be presented with possible selections containing that character. If you want to add 'Keith Chamberlin' then select 'K' and you will be presented with a number of names containing the letter 'K'. 'Ke' will reduce this list further but 'Kei' will present you with the only two Keiths on the current referees list. Select the correct one and this will be entered for you in the box.

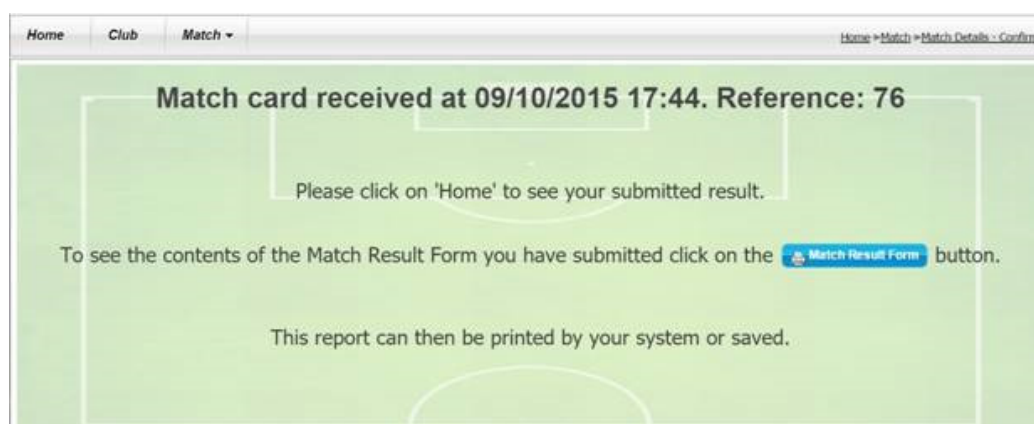
If the referee is not league-appointed then you should select 'No' and you **MUST** type their first and last name in the box – no names will appear unless you have entered the referee's name before as the system will remember it.


Referee's mark out of a 100 requires you to enter a mark between 0 and 100. If your mark is '60' or less then you are required to give a full explanation in the box below. By doing this, it means that you do not have to submit a separate written report to the Referees' Officer. If your score is above '60' but you still want to add a referee comment then you can do so by adding your comments to the box below.

Finally, you are required to add your name by typing it in the box **Print your name** and it will appear in the box below. Depending on whether it is fully shown below you may need to click on **Type it** below. If you do not enter a name then the form will give an error message until you enter one. The system will remember your signature for use after the first time of typing.

When you are ready to submit the form, click the **Submit** button. (If you realise you have made a mistake on the first page of the form you can click on the **Prev** button to go back and correct it. Once you have clicked 'Submit' please allow the system to complete the submission before clicking any further buttons.

After submitting the form the system will present you with a screen confirming its successful submission -see below. If you then click on Match Details (or **Home**) you will see the submitted result on your screen.



The button  **Match Result Form** will allow you to see and print that form in its entirety (or any other) for a match that you select from the Match Details or **Home** screen.

NB – once you have submitted a form you cannot edit or delete it – so please check all details before submission.

2.2 Completing a Combination (HSC) Match Result Form

Page 1

Date of Match - you select from a Calendar when clicking on the box.

Age-Group - This will be automatically selected for you from your login details as will your players.

Competition – For an HSC match it will automatically enter ‘Combination’ for you.

Group – If a Combination match you can select from ‘A’ to ‘H’ using the drop-down arrow. If you don’t select one of the 8 possible divisions then when you go to move to the second screen it will flag an error which you will need to correct i.e. enter a group. NB. The system does not know which group each team is in and will allow you to enter an incorrect group as you can on a match result card - **please enter these carefully and accurately.**

Home Team and Away Team - require you to enter the first few characters of a HSC team – after one character the system will select teams with those characters in their name e.g. selecting ‘K’ first will bring up Kensington Dragons, Kinja Youth and Kodak but adding a second character ‘e’ would then show only Kensington Dragons. NB. Be careful to select the correct team as you will be presented with more than one possibility for any club with more than one team in any age-group e.g. *Team Name ‘U10A’ or Team Name ‘U10B’.*

Home Team and Away Team Score – is self-explanatory (**be accurate**).

Player selection is the next part of the form and all the players in your squad will have already been added to the form and you need to ‘tick’ the box (by clicking on it) alongside each player’s name if they ‘actually played’ in the match. Those ticked will be added to your form.

Once this has been done you have completed the first part of the form and should click ‘Next’ at the bottom of the screen and this will take you to the second and last page of the form. If you have failed to fill out certain fields then the system will not take you to the next page unless you correct the error stated in an error message.

Page 2

Completing the second page of the Combination form

You need to select one of the 4 options for the following 8 questions by clicking on the button for Excellent, Good, Fair or Poor. The default is Excellent so please ensure you do this with some thought.

Referee	Excellent <input type="radio"/>	Good <input type="radio"/>	Fair <input type="radio"/>	Poor <input type="radio"/>
Opponent Players	Excellent <input type="radio"/>	Good <input type="radio"/>	Fair <input type="radio"/>	Poor <input type="radio"/>
Opponent Management	Excellent <input type="radio"/>	Good <input type="radio"/>	Fair <input type="radio"/>	Poor <input type="radio"/>
Opponent Spectators	Excellent <input type="radio"/>	Good <input type="radio"/>	Fair <input type="radio"/>	Poor <input type="radio"/>
Pitch Size	Excellent <input type="radio"/>	Good <input type="radio"/>	Fair <input type="radio"/>	Poor <input type="radio"/>
Pitch Condition	Excellent <input type="radio"/>	Good <input type="radio"/>	Fair <input type="radio"/>	Poor <input type="radio"/>
Goal Size	Excellent <input type="radio"/>	Good <input type="radio"/>	Fair <input type="radio"/>	Poor <input type="radio"/>
Changing Rooms	Excellent <input type="radio"/>	Good <input type="radio"/>	Fair <input type="radio"/>	Poor <input type="radio"/>

You then need to answer the following 2 questions by selecting 'Yes' or 'No'.

Did you check your opponent players ID cards?

Yes No

Did the pitch have the required barriers, cones and markings?

Yes No

If you enter 'Poor' to any of the 8 questions or 'No' to at least one of the following then you MUST write a comment in the box below. Regardless of your marking, you can make any comment you wish in this box.

Next is the **Referee** section. You are asked if the referee was appointed by the Combination with a drop-down to allow you to select 'Yes' or 'No'. (It is likely that only the Under 11 age-group in the Combination will have Combination-appointed referees). The default for the Combination is 'Yes' but if you need to select 'No' click on the downward arrow to select 'No'.


Following this, you are REQUIRED to enter the name of the referee. If you answered 'Yes', then by typing in the first character of the referee's first name you will be presented with possible selections containing that character. If you want to add 'Keith Chamberlin' then select 'K' and you will be presented with a number of names containing the letter 'K'. 'Ke' will reduce this list further but 'Kei' will present you with the only two Keiths on the current referees list. Select the correct one and this will be entered for you in the box.

If the referee is not Combination-appointed then you should select 'No' and MUST type their first and last name in the box – no names will appear unless you have entered the referee's name before as the system will remember it.

Finally, you are required to add your name by typing it in the box **Print your name** and it will appear in the box below. Depending on whether it is fully shown below you may need to click on **Type it** below. If you do not enter a name then the form will give an error message until you enter one. The system will remember your signature for use after the first time of typing.

When you are ready to submit the form, click the **Submit** button. (If you realise you have made a mistake on the first page of the form you can click on the **Prev** button to go back and correct it.

After submitting the form the system will present you with a screen confirming its submission. If you then click on Match Details (or **Home**) you will see the submitted result on your screen.

The button  will allow you to see and print that form in its entirety (or any other) for a match that you select from the Match Details or **Home** screen.

NB – once you have submitted a form you cannot edit or delete it – so please check all details before submission.

2.3 Completing an Unplayed/Defaulted Fixture Form


This form is available by clicking, as you would, for completion of a Match Result Form.

If you click on **Match Result Form** you will be faced with a screen which allows you to enter match details. For an unplayed fixture, you should enter valid details in the 'Date of Match', 'Competition', 'Division/Group' and 'Home Team' and 'Away Team' and then click the 'Postponed' box below.

This will take you to a screen that allows you to enter the relevant details for the Unplayed Match. The 'Reason' field gives you a drop-down box that gives the 5 most common reasons for the match being unplayed – select one of these. If none of these are relevant to your match being unplayed then select the sixth which is 'Other Reason'. Reasons, 4, 5 and 6 on the drop-down box will cause a text box to be opened named 'Explanation' in which you need to provide a full explanation of the reasons relating to the match being unplayed.

If entering one of the first 3 reasons, then details of how the advice for the match being postponed was given should be entered. These should include the name of the person who advised of the postponement, who they advised and the date and time of the advice.

When all of the fields have been completed. Click 'Next' and this will complete the form.

The button  will allow you to see and print any submitted Match Result Form or Unplayed/Defaulted Fixture Form for a match that you select from the **Home** screen.

3. Passwords

When a user (Club Secretary or Manager) is registered on the system, the user name and password chosen for them is sent via email to the email address registered on the system for them.

When you want to log in to the system, you will need the username and password you have been given. You can change this password, and it is recommended that you do, by clicking on your login details at the top-right of the screen and you will be invited to enter and confirm a new password. Confirmation of the change will be emailed to you.

If you forget your password then there is a 'Forgotten Password?' link to click on below the password box on the on the System Login screen. Click this and a new password will be sent to your email address, which you can change. (If the email is not received then please ensure that you check the registered email address and, if necessary, your spam box.

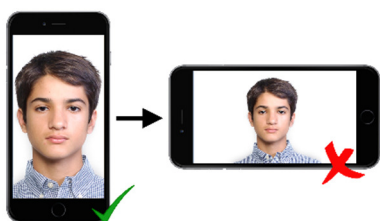
4. Player Photographs and Documentation

Clubs are required to take photographs of their players and their proof of date of birth documents and upload them to the system using the 'Browse' functionality on the **Player/Add** screen. The photographs should be stored on an electronic device (PC, laptop, tablet, pad, or mobile phone) which allows them to be uploaded to the Match Result Form system.

4.1 Taking player photographs

Player photographs are required to be in the same format and quality as passport photos. This means that they should be taken head and shoulders only, in colour, with a plain cream or light grey background to enable the face to be clearly recognisable. Players should not be wearing hats or glasses. Photographs uploaded not meeting these requirements are likely to be rejected by the League.

Player photographs are most likely to be taken on mobile devices, phones or tablets or pads, and these should be taken holding the device in **portrait** mode and **not landscape** – as per the example below.



If the photograph is taken with a camera then the camera should be turned sideways and not held in the standard way.



It is important that the player is centred in the photograph as these can be in many different sizes - some phones or cameras take photographs of 20 megapixels or even greater than this. This means that the software has to resize the photo on upload.

4.2 Player documentation

As well as player photographs, there is a requirement for proof of date of birth documentation to be uploaded for each player. This documentation can be an image of last season's registration card, a passport details page, a birth certificate or medical card.


The documentation can be photographed using a mobile device, phone or tablet, a camera or can be a scanned image and should be taken in **landscape** format.

4.3 Uploading a player photograph or their documentation

In both cases, the **Add** player function has a **Choose file** button to allow the manager or administrator to select the correct file containing the player photograph or their proof of date of birth documentation. Following use of the **Choose file** button the correct file should be clicked on to select and upload the document or image to the player page.

PLEASE NOTE THAT THE TIME TO UPLOAD AN IMAGE IS DEPENDANT UPON YOUR SYSTEM UPLOAD SPEED – PLEASE BE PATIENT AS A LARGE IMAGE AND A SLOW SYSTEM UPLOAD SPEED MAY TAKE A MINUTE OR MORE TO COMPLETE.

Once these have been successfully uploaded this can be checked using the **View** button.

IMPORTANT NOTE. During extensive testing, it became clear that different devices may show player photos, taken in portrait mode, in landscape mode. This appears to be true of iPhones but not the Android phones we have been able to test. Cameras seem to show photos as taken. For this reason, we have had to implement a rotate button  alongside the images which will allow you to rotate the photo until it shows in portrait mode which is how they will be needed for manager **Prints** and the HYFL laminate. **Please ensure that you use the rotate button if necessary.**

When all player information, including the photo and documentation, has been successfully uploaded then the system will generate a player registration number and date of registration.

5 SUPPORT

On the log-in page there is a 'SUPPORT' button.

This can be used to email any questions/queries/issues you may have.

This goes through to our system support team and they will respond as soon as they can.

Please do not email the League directly with any 'system' issues; use the Support button.

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