* How do I update my skill level as I improve?

You can update your profile under “Profile settings”

* Can I change my profile photo?
* You can update your profile under “Profile settings”
* How do I delete my account?

In your profile settings

* What if I forget my password?

You can reset your password in you profile settings

**Match & Gameplay Issues**

* What if my opponent doesn't show up?

If your opponent doesn’t show, they forfeit the match, you can record the forfeit in your score card, you will get your ranking points

* How do I handle disputes about scores?

This is something you will have to handle yourself, maybe reply the match on another day and ask a friend to be the referee.

* What's the etiquette for messaging opponents?

You can message your opponents to discuss game times and locations or whatever you would like.

* Can I report inappropriate behavior?

Yes, any inappropriate behavior will be investigated

* What should I bring to matches?

Your equipment, your hydration product of choice and your will to win!

**Tournament Questions**

* How exactly do tournaments work? (format, timing, brackets)

Format is best of 3 sets

You have a week to complete your match and record your score

Brackets will be shown when tournaments is full

* What do the skill levels mean specifically?

[Definitions Of Player Skill Ratings | USA Pickleball](https://usapickleball.org/player-skill-rating-definitions/)

* Can I get tournament refunds if I can't play?

If you can’t play for an important reason like medical reason, we will offer a credit for a future tournament

* When do tournaments actually start after I enter?

When all the spots are full, players get a message to alert them

* How are prizes distributed in custom tournaments?

Prizes are distributed via, Venmo, Zelle or PayPal, NOT CASH IS HANDED OUT

**Technical Support**

* App won't load/crashes Not receiving notifications
* Can't find other players in my area
* Match results not saving properly

Use the contact form

**Safety & Meeting People**

* Tips for safely meeting opponents

Once you arrived for your match, confirm that your opponent matches the pic on their profile

* What if I feel uncomfortable with a match?

Talk to your opponents about maybe picking another location, but if you stop playing or do not play, you will forfeit the match

* How to verify someone's identity

Each player is assign a R2D number, ask for theirs and compare it to the one that shows in their profiles

**Ranking & Points**

* Exactly how are ranking points calculated?

See ranking page

* Why didn't I get points for my win?

Did you post and validate your score, if so send us a contact form for tech support

* How often do rankings update?

Once per week

**Ambassador Program**

* Detailed requirements to qualify

Apply to become an Ambassador on the home page

Leave or visit another state, be the first user in another state

Get 20 players to become “Tournament Members”

* How to track my referral progress

On the “Track my Progress” tab on the home page

* When do I receive ambassador benefits?

As soon as you reach 20 registered tournament members