



## **FAQ – Frequently Asked Questions**

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**Q - Old login credentials invalid**

**A -** Players who have registered before 10<sup>th</sup> September 2014, have to Re-register for I-SPIN.

- Old player registration was at free of cost, the new registration system (I-SPIN) each player has to pay Rs. 1,500 + Taxes to participate in any SRFI sanctioned event.
- The core reason of implementing I-SPIN was to avoid one player registering multiple times which also caused ranking issues and consolidating player data.

**Q - Registration using iPad, Tablet, Mobile phone**

**A -** The I-SPIN registration system is only compatible for Laptop and Desktop system. Kindly don't use iPad, Tablet, Mobile phone.

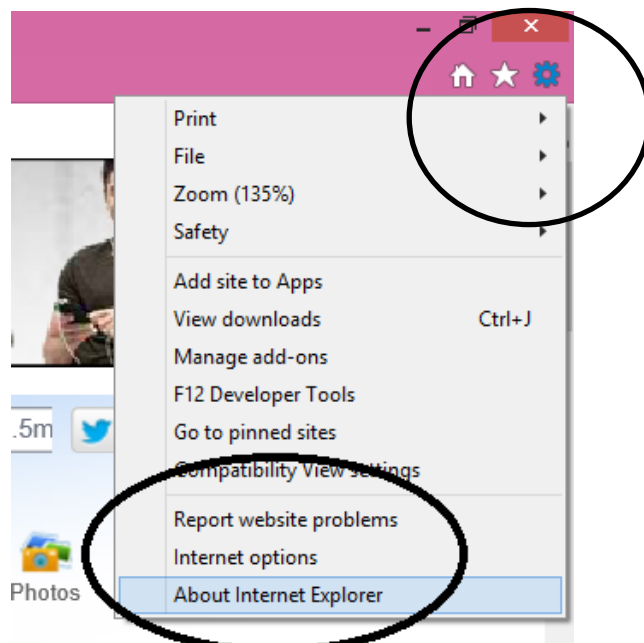
**Q - Upload photo not working or Upload DOB proof not working**

**A:** It is due to outdated browser. Kindly use Internet Explorer version 10 or above, Mozilla Firefox version 30 or above, Safari Version 5 or above, Google Chrome version 30 or above

**Please avoid Mobile phones, Tablet devices for registration**

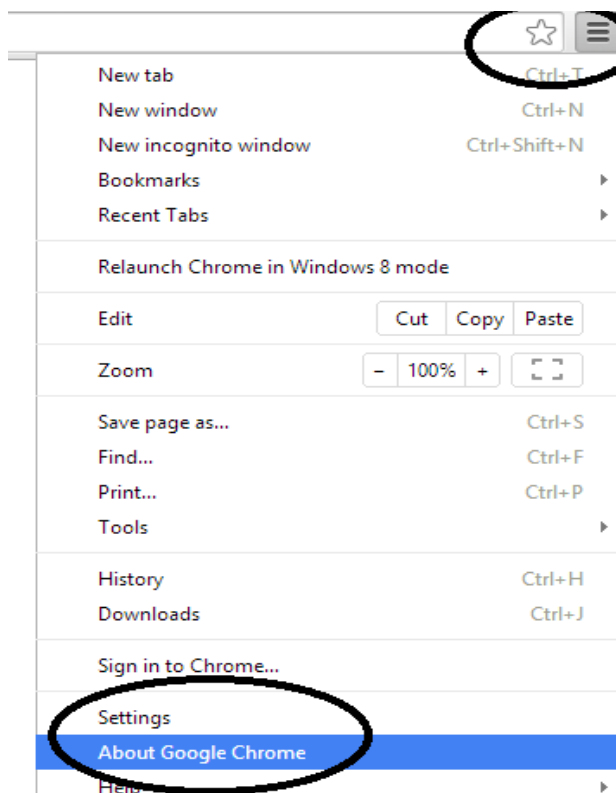
**Q -** How do I know about my browser version?

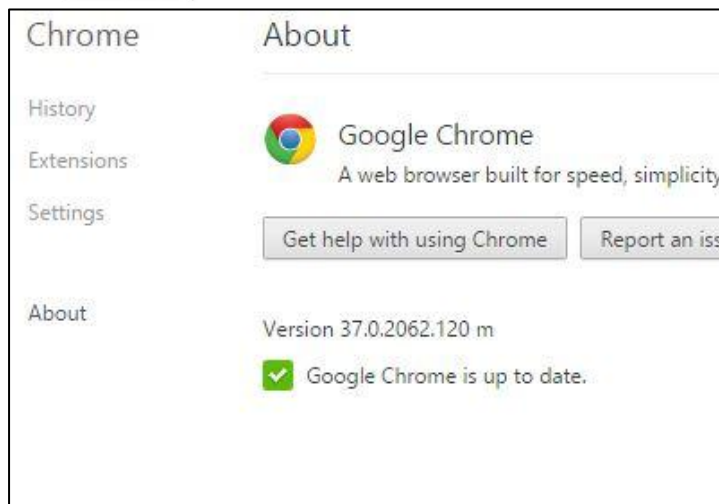
**A:** Internet Explorer



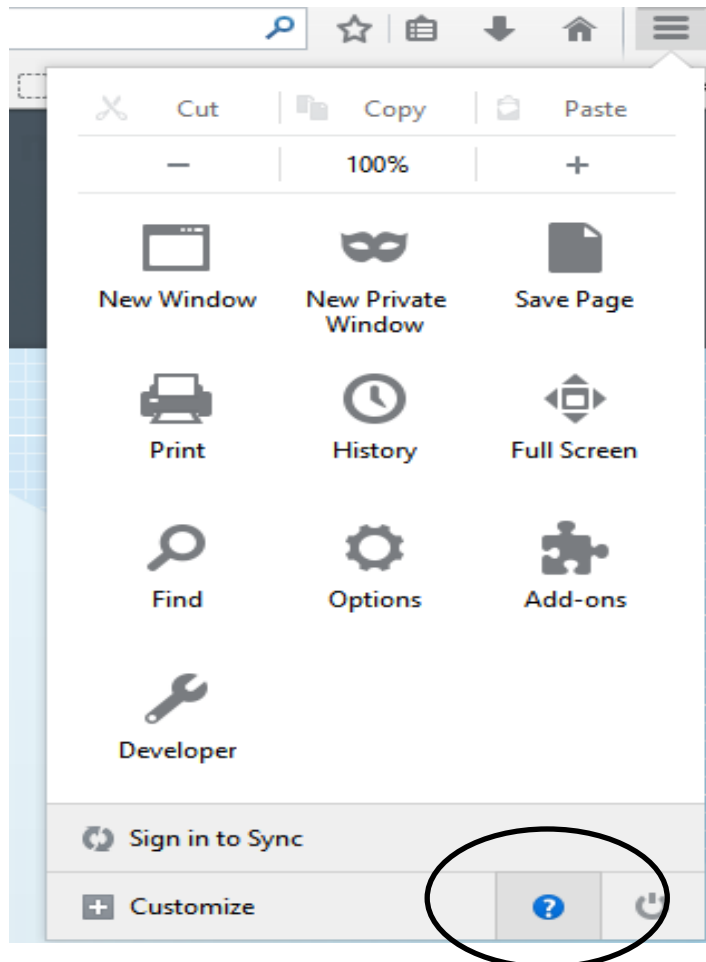


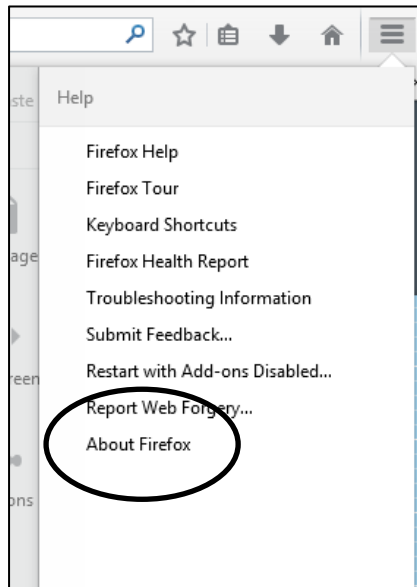
## A: Google Chrome





### A: Mozilla Firefox







**Q - Continue to Pay Button not working**

**A** – Ensure all fields are validated with green colour tick symbol, All column header should be validated in green colour. Please avoid clicking on the entered fields to enable 'continue to pay' button.

**I-SPIN Registration** [ISPIN GUIDELINES](#) Already registered with SRFi? [LOGIN](#)

Best viewed by Internet Explorer 10 or higher, Mozilla Firefox 30 or higher, Safari 5 or higher, Chrome 30 or higher, or equivalent browser software All fields are mandatory

1 LOGIN DETAILS	2 PERSONAL	3 DOCUMENTS	4 CONTACT
First Name ✓ John	Gender ✓ Male	DOB ✓ 10 Mar 1996	Mobile Number ✓ 9840457600
Last Name ✓ Dove	Club ✓ Club	Type of DOB Proof ✓ BIRTH CERTIFICATE	Emergency Contact Person Name ✓ Dove
Email Address ✓ John@gmail.com	Nationality ✓ India	Upload your Photo ✓ 	Emergency Contact Person Number ✓ 9944555592
Password ✓ ***	State ✓ Tamil Nadu	Address ✓ No 17 Voc Road RS puram Coimbatore - 641002	
Re-enter Password ✓ ***	Birthplace ✓ Chennai	Size lesser than 100KB 	<b>CONTINUE TO PAY</b>

**Q - Ranking not displayed in profile**

**A-** Very shortly old information of each player such as Rankings, Tournament points will be merged with the I-SPIN details.

**Q - Merging ranking and tournament points**

**A-** Very shortly old information of each player such as Rankings, Tournament points will be merged with the I-SPIN details.

**Q - Remove or Replace Profile picture**

**A -** To maintain quality standard in player profile, SRFi has organised free photo shoot for all the participants of Junior Nationals. Later pictures will be updated on the respective profile pages.

**Q - I-SPIN registration confirmation email**

**A –** If a valid email id is provided during registration, confirmation email will be sent automatically by the system within few mins.

*Please do also check your Junk/Spam folder before raising a complaint*

**Q - Exceeded transaction attempts**

**A –** This notification/page occurs if you have attempted to register multiple times without allowing the payment to process completely. If this issue occur, kindly clear your history from the beginning and try after 2 hours.