



## **ECBA COMPETITION PORTAL - FAQ** (frequently asked questions)

### **What is the closing date for competition entry?**

Because the new process is less arduous than the previously highly paper-based process and to allow more time for the system to bed in, the competition closing date has been moved to 31st December 2020 this year

### **I registered / entered and didn't receive a confirmation email. Why?**

Some email providers categorise emails from the Portal as 'unsafe'. Check your spam / junk folder for an email from 'no-reply@essexcomps.co.uk' and set it as 'NOT junk/spam'. Any further correspondence should then arrive in your Inbox

### **Why is the entry fee £0 for Double Fours, Shield, North / South Essex Fours?**

It was originally thought that these competitions would run in 2020, but unfortunately that was not possible. Given the complication in refunding fees for the Major Championships earlier this year, the Executive decided to make these competitions free to all entrants in 2021

### **Who will receive next opponent information? Who can enter results?**

Only the person who entered the competition will be able to do this. If you wish to delegate this to another user we can effect that for you.

Send the entry details and the email address of the player (who must be registered in the Portal) to [ecbacompetitions@gmail.com](mailto:ecbacompetitions@gmail.com)

### **When I enter a team competition, do I need to include the names of my playing partners**

No. This has not changed from the paper based system used previously  
The players who play in the first round, constitute the team

### **When I try to access the Portal, I get the message**

#### **'Access denied, as the site is malicious'. Why?**

Some anti-virus / firewall software is mistakenly thinking the site is unsafe. We cannot blame the software for that, as cyber security is vital

Rest assured that the Portal software is safe, therefore, what you need to do is explain that to your firewall / anti-virus software

There are too many different suppliers of this type of software, so we cannot be prescriptive, you just need to find out how to tell the software that the site is safe

### **After I entered one (or more) competitions and paid for them, I tried to enter another competition which had a £0 fee. The system issued a message '500 An Internal Error Has Occurred.' Why?**

The link between the Portal and the payment system breaks down when, on the rare occasion that, someone has entered competition(s) in a previous session and then attempts to enter a free one.

As it will only happen this year (because there are competitions with no fees) - we will enter the competition for you

Please email your account email address to Dave Jarrold ([davejarrold@msn.com](mailto:davejarrold@msn.com)) with the details of the competition(s) you wish to enter

**If I have any problems with the Portal, who should I contact?**

If the question is specific to competitions or the completion of form X,  
please contact John Tully

john.tully@sky.com. 07970-100634

If the question is a technical one or is password related  
please contact Dave Jarrold

davejarrold@msn.com 07771-882595

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