



## **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, the competition closing date has been moved to 31st January 2022

### **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

### **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 us 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

### **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](mailto:john.tully@sky.com). 07970-100634

If the question is a technical one or is password related

please contact Dave Jarrold

[davejarrold@msn.com](mailto:davejarrold@msn.com) 07771-882595