

Below are some frequently asked questions and answers about the new system. For the latest information about PlayTracker and when it will be available, please refer to this [page](#).

Q: What is the minimum age to start the PlayTracker?

A. Players must be at least 5 years old.

Q: What are all of the ball colors?

A. Red, orange, green, yellow. There are no 10U yellow ball events. If a player is yellow ball eligible they will need to register for the 12U division.

Q: How can a player view their competition level?

A. Players can view their competition level from their Player Profile in the family tab. Soon parents will also be able to view their child's PlayTracker progress on the Player Profile.

Q: What significance do points in red and orange ball have?

A. Players are recommended to reach 1000 points in both red and orange but in no way do these points move them to the next ball color. The points only move a player from green to yellow ball.

Q: How does a child advance from Orange to Green?

A. When a player turns 9 (first day of their birthday month) they will automatically become green ball eligible. Players that are 7 and 8 years old that want to play green need to be assessed by a coach on the Net Generation app. Players under 7 have no way of moving to green. They need to stay in red or orange ball.

Q: What options are available for a coach to assess a player?

A. Players that are 7 & 8 years old can be assessed by a certified coach to move from orange to green ball. This assessment is done on the Net Generation app. This is the only assessment available to move a player from one ball color to another.

Q: How long does it take for a player's profile to be updated after they are assessed by a coach

A. This happens immediately. If you don't see the update, please sign out, open a new browser window and sign in again. If the problem persists, please confirm your coach has completed the assessment. If the information is still not current, please have the coach contact USTA Customer Care for assistance.

Q: What do players earn points for?

A. Players can earn 'Play Points' and 'Win Points' for Junior Circuit, Junior Team Tennis and Team Challenge events.

They will receive 100 participation-based play points for playing in all red, orange and green ball USTA programs. Any program series will count as one event. For example, an 8-week JTT season will count as one event. Any player that plays in at least one match during that season would earn 100 play points total.

Players will receive results-based win points for winning singles (100 points) and doubles (50 points) matches in green ball Junior Team Tennis and Junior Circuit events only.

Q: How does a player see how many points they've earned from an event?

A. At this time, due to a number of factors including the ongoing COVID-19 pandemic, points awarded to participants are not available at this time. We recognize this is not an ideal situation. All points earned since January 1, 2021 will be retroactively added when these are launched.

B. In the interim, players and parents can find out which ball color events they should be registering for by looking at their child's competition level in the USTA.com player profile found on the familytab. Players can also contact their respective [sections](#) for more information.

Q: Will a player earn points if they play in an event outside of their USTA Section?

A. Yes. Players can now participate in events outside of their USTA Section and still earn Net Generation PlayTracker Points.

Q. If a player moves/relocates to a different USTA Section, will they be able to keep their points?

A. Yes. Should a player move sections, PlayTracker points will carry over to the new section. Players that move sections will need to update their address from the Settings tab of their USTA profile before playing in their new home section. Points and programs will be consistent throughout the country.

Q. How do I complete my player profile

A. This [article](#) will outline all you need to know about how to complete your player profile.

Q. How do I check my tournament results?

A. This [article](#) will walk you through how to navigate your account on usta.com and guide you to find your tournament results.