

## **UW-Whitewater Intramural Sports**

### **Frequently-Asked Questions - IMLeagues**

#### **What is IMLeagues?**

IMLeagues is the third-party Intramural Sports management system used by UW-Whitewater Rec Sports. IMLeagues is your one-stop shop for all things related to your IM Sports involvement! Registrations, payments, rosters, scores, standings, schedules, playoffs and more are all managed via IMLeagues.

This is a free program to use and user accounts are automatically generated for our campus community. Accounts must be activated prior to participating by logging in with your UW-Whitewater NetID and password.

IMLeagues is also used as a way to inform the campus community of upcoming IM opportunities, activity season news, cancellations, etc. Emails are sent by our administrative team using an IMLeagues message feature and users may opt out on automated texts/emails at any time.

#### **Who runs IMLeagues operations?**

IMLeagues has site developers and company administrators who operate day-to-day site features. However, all UW-Whitewater-specific content (registrations, payments, rosters, schedules, results, brackets, etc.) is developed/added by Rec Sports professional staff, who are very knowledgeable about how IMLeagues works. Any items related to IMLeagues and your experience should be addressed to UW-Whitewater Rec Sports personnel first.

#### **Why am I getting emails? Who sends those?**

IMLeagues may send automated emails related to team registrations, roster additions, payments, contest results, etc. Members must individually opt out of automated messages.

Intramural Sports administrative staff often uses IMLeagues to communicate with our participants regarding season operations, weather updates and to send registration reminders. Our staff can override personal settings related to emails.

IMLeagues and Intramural Sports do not use member information/email addresses for financial gain and no one outside of the UW-Whitewater Rec Sports Department should be contacting you as a result of your participation in IM Sports. Automated emails are generated via an algorithm in IMLeagues. Other emails are generated by Rec Sports admin staff.

It is strongly recommended messages from IMLeagues are not ignored.

#### **Why do I see a bunch of ads? Can these be removed?**

Admittedly, there are many ads on display in IMLeagues, most of which use cookies from your individual web browser(s). Ad content is beyond our control, for which we apologize. IMLeagues uses ad services in order to keep operating expenses at a minimum, which is ultimately a good thing for you, our users. We do apologize in-advance if you experience any inconvenience(s) related to an abundance of advertisements.

Individuals may choose to remove ads from their personal IMLeagues page for a \$4.00 fee. This fee is payable online only and is not something controlled by UW-Whitewater (only the site developers and IMLeagues company personnel). Individuals may need to renew their payment every academic year. Intramural Sports does not have any \$4.00 charges affiliated with the program. Refunds are permitted for paying for ad removal, but not guaranteed. Please be careful when exploring the possibility of removing ads.

#### **I've been receiving alerts via text message. Can this be prevented?**

Individuals must opt out of automated text alerts, such as contest reminders, score updates, team news and more. This is something that should be done at the beginning of each academic year if you do not wish to receive alerts and push notifications.

In some instances, our administrative staff may override your preferences and send a text message, but this is done only in the event urgent communication is necessary.

#### **Does IMLeagues have an app I can use?**

Although our department is looking into the possibility of having an app, IMLeagues is best utilized via its desktop version. The desktop version is also accessible on smartphones, tablets and lap tops.



## Intramural Sports – Frequently Asked Questions – IMLeagues

### **How do I gain access to IMLeagues/log in?**

IMLeagues uses a single-sign on feature where users can gain access using the UW-Whitewater-issued NetID and password. Most members of our campus community already have profiles created for them (i.e. names and student IDs are loaded into the system before each semester). Profiles must be activated by logging in. Each time someone logs in for the first time every academic year, they will be prompted to ensure their demographic information is correct.

[Sign in to IMLeagues here](#)

### **I have a site question/concern. Who should I talk to?**

IMLeagues does have an online chat feature, which is accessible at the bottom of its site. If you click this option, you would be chatting with an IMLeagues site developer or staff member, NOT someone affiliated with UW-Whitewater.

It is suggested to try to contact a member of the Intramural Sports staff or Rec Sports front desk. Our on-site staff is also well-versed in IMLeagues functions. Contacting [imsports@uww.edu](mailto:imsports@uww.edu) or calling 262-472-1145 are the two best options aside from visiting us in room 100 of the Williams Center.

### **I am listed as ineligible or suspended. Why is that? Can it be changed?**

Eligibility issues can be tough to categorize as they can happen for a number of reasons. The most common reasons are:

- someone may not have been enrolled in classes/paid seg fees/been in the HR system at the time IDs were registered in the system
- there may be a behavioral or outstanding fee issue

Eligibility status can be changed, with the exact process depending on the reason for the ineligibility. Please contact our staff for details.

### **How are teams created?**

Teams are created by a team captain. The captain logs in to IMLeagues and selects the league and/or division the team will participate in. In order for a team registration to be confirmed, the captain must pass a rule and policy quiz, acknowledge a participation waiver and pay the team entry fee. Other individual team members do not need to pay a fee when they go through the roster addition process.

Once payment is confirmed (please be patient through this process and DO NOT close your browser), the team captain should see their team in its registered league and/or division and can then begin the roster assembly process.

IM staff can assist with creating your team if you have any questions or concerns! Spots are not reserved and are filled on a first-come, first-serve basis.

### **Do I need a PayPal account to pay for a team? Do I have to pay online?**

No PayPal account is necessary! PayPal is simply the payment collection method for IMLeagues.

You do not need to pay online, although it is preferred. Teams are automatically registered once their payment is received online. This automated process ensures the best possible customer experience and guarantees teams have a highly likelihood to get their preferred league/division spot.

Payments are also accepted in-person in room 100 of the Williams Center. We will create your team on-site with you at the time of payment. To ensure a member of our administrative team is available to help you, it is recommended in-person payments are made during a scheduled appointment. Credit cards are not accepted in room 100, however a no-fee ATM is located on the second floor of the Williams Center near the Sideline Café.

Registrations are not accepted over the phone or social media.

### **I have accidentally created multiple teams. Can I delete a team? Can I move my team to a different division or league?**

DO NOT DELETE YOUR TEAM. Please notify administrative staff and we will take care of this for you. We may also be able to process a refund in the event a team needs to be removed. We may not be able to recover your information if a team is deleted.

If your team needs to be moved, INFORM US RIGHT AWAY. We can move a team for you. DO NOT DELETE YOUR TEAM. We cannot reserve spots for teams, either as spots fill on a first-come, first-serve basis.

## Intramural Sports – Frequently Asked Questions – IMLeagues

### Is it possible to get a refund?

Depending on the situation, yes. These situations are defined in our participant handbook. Typical refund situations include:

- accidental deletion/recreation of a team
- registered team can no longer participate AND season has not started

Refunds are not permitted if:

- a team is dropped from participation for any reason
- a team does not qualify for playoffs

Situations not outlined via this question may apply. Refund decisions are made at the discretion of administration.

Intramural Sports processes refunds through IMLeagues and PayPal. A PayPal account is not required. Please allow 3-5 business days for refunds to process. Refund requests made after 14 days of team registration may not be permissible depending on the situation.

Rec Sports memberships are not impacted by IM registrations or team refunds.

### How do I add players to my roster?

We like to compare IMLeagues to social media platforms. From a team's page, captains can invite members to join their team, or prospective members can search for a team and request to join. Captains must approve all roster transactions.

If a captain sends an invite, the prospective member typically receives an email (possibly a text message) including invitation details. If the invitation is accepted, the member follows a link to sign in to IMLeagues and is immediately directed to the registration process (rules quiz and participation waiver). Once the quiz is passed and waiver is acknowledged, participants are typically going to appear on a team's roster. We encourage all parties involved to be patient during this process and make sure they see their names on the intended roster. Roster additions are not final until the name appears on the roster.

If a prospective member requests to join a given team, they must wait until the captain accepts the request. Once the request is accepted, the member can then follow the roster addition process outlined above.

Roster members must check-in for (not necessarily play in) at least one regular season contest in order to be eligible for playoff competition. Rosters freeze in IMLeagues following the fourth "week" of a regular season. Roster additions are accepted thru week five but must be facilitated by administrative staff. Rosters officially freeze following the regular season's conclusion and additions are typically not permitted.

### Why do roster members have to pass a quiz and sign a waiver?

All members must pass a basic policy and activity rule quiz in order to be placed on a roster. This is a requirement with the sole intent of using these quizzes as a platform to ensure all participants are aware of emphasized components of the program. Rules and policies are available on-site upon request. All IM Sports staff members are trained on how to use rule and policy resources along with how to interpret certain situations.

All participants must also acknowledge our participation waiver in IMLeagues as part of the roster addition process. Participation in IM Sports is voluntary. Electronic signatures are acceptable in IMLeagues.

### Can I switch teams?

Yes and no.

Yes – only if a regular season has not completed a full first two "weeks" of its schedule – OR – if after two weeks, if a player has not yet participated in a contest on behalf of the team they are currently a member of. Team captains for all teams involved in the roster move must approve the switch.

No – Rostered members may not switch teams if a season is past its second full "week" and they have participated in at least one contest. Rosters for all teams officially become frozen once a regular season concludes.

A team's captain role may be transferred to any other team member at any time.

Some circumstances not outlined above may apply. Roster moves are approved at the discretion of administration.



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### **How can I see schedules, scores and standings?**

Team information, including rosters, schedules, scores, standings and sportsmanship averages are viewable on the following sites in IMLeagues:

- an activity's league page (i.e. men's, women's, co-rec leagues, etc.)
- a league's division page (i.e. Tuesdays 7:00 pm, Wednesdays 9:00 pm, etc.)
- a team's individual team page (accessed by clicking team's name or via an individual's personal IMLeagues profile page)

If you believe there are errors in score and standing reports, please contact us immediately and we will review your contest scoresheets. Teams must protest final scores, standings and sportsmanship ratings by 10:00 am the day following the conclusion of an activity's regular season.

### **How do playoffs work and how is my team's bracket accessed?**

Teams must qualify for playoffs. Playoff qualifications are addressed prior to each season and teams receive a playoff reminder memo around "week four" of their regular season.

For larger activities (i.e. basketball, flag football, soccer, softball, volleyball), blank brackets are assembled within 24 hours after the conclusion of the activity's regular season. Teams then receive an email containing their bracket assignments and have a few hours to view their respective brackets and how they will progress (dates, times, locations, etc.). Then, at a pre-determined time, playoff brackets open for teams to "draft" their bracket spot. Draft orders are established using final regular season results across all divisions within a given league. Standing tie-breakers are also used when necessary. Teams that do not log in to select a bracket spot are automatically assigned a remaining spot based on a traditional seeding method. Administrative staff reserves the right to change the playoff bracket process based on the number of qualifying teams, and academic/facility calendars.

For all other activities, IM Sports administrative staff will automatically seed teams based on final regular season standings. Playoff matchups will then follow traditional seeding methods.

Reminder – teams must protest final scores, standings and sportsmanship ratings by 10:00 am the day following the conclusion of an activity's regular season.