



# **Head Administrator Guide**

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## Welcome

Welcome to your new position as a MyLeague.com Head Administrator. Managing a League requires a lot of time and a serious commitment to your members, so if you aren't sure you're up for the task, now is the time to think it through. Developing a successful League is hard work, but can also be a lot of fun!

This guide was developed to help you along the path to becoming a successful Admin. For the most part, whether a League will succeed or fail depends upon the Head Admin. With that in mind, we highly recommend that you take the time to read through this manual and take full advantage of the information we've included to help you succeed in your new role.

Being a Head Admin requires that you understand the toolset that has been provided by Case's Ladder, Inc., which powers the MyLeague.com system. Although it was created to make things as easy as possible for you, it still requires some familiarization and can be a bit overwhelming at first glance. Hopefully, the information in this guide will make the transition from newbie to veteran a painless one for you. There are many experienced Admins who are willing to help you and are available through the MyLeague Admin forums. We strongly advise you to take advantage of the extensive knowledge and experience they have to offer.

As a MyLeague Head Administrator, it is very important that you always portray yourself in a professional and friendly manner. You should remember that whatever you do will reflect on your League, and you should take that responsibility very seriously. One of the keys to being successful is remaining professional at all times. Your fellow League members will look to you as an example, so always keep that in mind in chat, E-mails, forums, and all other public venues.

## MyLeague Structure

There are several positions available for your use in the basic programmed structure of a MyLeague. They are as follows:

## **Head Administrator**

The Head Administrator of a MyLeague initially is the person who created the League. They are ultimately responsible, and will be held accountable for the actions of their League staff and members to a certain degree. The Head Admin has access to all available tools on the MyLeague Admin Menu, as well as the MyLeague Head TD and TD Menus. The Head Admin is responsible for appointing staff members, setting rules and policies, and generally managing the League. There can only be one Head Administrator for a League. If you want to share the responsibility of running the League, one person will have to be the Head Admin, and the others will be regular Administrators. MyLeague.com does not recognize the position of Co-Head Admin.

## **Administrators**

An Admin works with the same toolset as the Head Admin. Initially, they receive a default toolset which is given to all Admins upon creation. The Head Admin may also choose to give them access to additional tools, depending on how extensively they will be involved in the management of the League.

## **Head Tournament Directors**

Head TDs receive access to the Head TD Menu and toolset. Before someone can be added as a Head TD they must first be a TD on the League. There are certain Head TD tools that are only available to the Head Admin of the League. This is covered in more detail in the MyLeague Head TD Guide.

## **Tournament Directors**

A Tournament Director receives access to the Tournament Administration center and the tools contained within. Before someone can apply for a TD position on your League, they must join as a member. In order for members to be accepted as TDs, either the Head Admin or a Head TD must approve their applications.

## **MyLeague Support Staff**

There are various people available to assist you through the MyLeague Support Staff. You will often see these folks assisting in the Admin forums and replying to mail you send in through your support links. It is important to remember that most of these people are members just like yourself, who have graciously chosen to volunteer some of their time to helping other Admins get their MyLeagues off of the ground. With that in mind, we ask that you always treat them with the utmost respect and courtesy.

## **Passwords**

This section can pretty much be summed up in one sentence: **NEVER give your passwords to anyone else for ANY reason.** Your Head Admin password is yours and yours alone. Even if you are sharing the responsibility of running your League with another person, you should never give them your Head Admin password. You can give them an Admin account with nearly all of the same tools that you have, but you should never tell anyone your Head Admin password. Remember that you are the sole owner of the League, and if you give your password to someone else, they are free to take any number of actions – some of which are irreversible – on your behalf. If you have any reason to suspect that your password has been compromised, use the “Edit Admin” tool to request a new one.

As Head Admin, you are also responsible for making sure that your staff members maintain the confidentiality and security of their passwords.

## Handling Internal Problems

As Head Admin of your League, it is your responsibility to handle any problems that occur internally with your League. Remember that these suggestions are just that: suggestions. In the end, how you handle problems within your League is up to you. However, you should bear in mind that you are ultimately responsible for the actions of all of your members and Admins.

There are several tools available to you for maintaining order in your League, but the most powerful tool is yourself. It is always best to try to talk with your members and help resolve their issues. If you think of yourself as a mediator – rather than an enforcer – when disputes arise, you will likely find yourself very successful in your Head Admin position. If two members are having trouble getting along, take the time to listen to both and help them reach a compromise. If you gain a reputation as being fair and a peacemaker, it will only help to strengthen your League.

However, sometimes problems arise that cannot be solved by words alone. For those times, there are several options available to you as Head Admin. Whenever you use one of these tools, it is best if you E-mail or send an instant message to the person you are disciplining, outlining exactly the reason for the discipline, the exact nature of it, and what (if anything) they can do to restore their privileges.

## Problems with Admins

Sometimes, one of your Admins will begin abusing their powers. As this reflects badly on your whole League, as well as yourself, it is best to stop it as soon as possible. If talking doesn't work, you can remove one or more of their Admin tools with the **Edit Admin** menu option. You may choose to only remove the tools they are abusing, or you may choose to remove their entire Admin account until they prove that they have reformed. Remember that even if you remove their Admin account, they will still have their player account (and TD account, if applicable), so they can still play in (or host) tournaments.

## Problems with TDs

If one of your TDs is abusing their powers or hosting fraudulent tournaments and refuses to stop, there are a few options available to you. You can use the **Change TD Status** tool to change their TD status to "In Training" if you want to stop them from hosting, but not playing in, tournaments. If you want to stop them from hosting tournaments or playing in them, you can use the same tool to set their status to "Vacation." If the problem is serious, you may also want to remove them as a TD, but this decision is irreversible and all of their TD stats will be lost.

## Problems with Members

If one of your League members is causing problems in your League, and will not stop, you have the option of placing them in the **Penalty Box** from the **Edit User** tool on your Head Admin menu. While the member is in the penalty box, they will be unable to participate in tournaments, and they will be unable to report Ladder matches or have Ladder matches reported to them. Please note that if the player is also a TD, placing them in the penalty box will not stop them from hosting tournaments. To do that, you will have to follow the directions listed above in the "Problems with TDs" section.

## Problems in your Forum

If someone posts something inappropriate in your League's forums, you can use the **Moderate Forum** tool to remove the post. If someone in your League is continually making inappropriate posts and abusing their Forum posting privileges, you can use the **Forum Restrictions** tool on your Head Admin menu to ban them from the forums for a set number of days. It is important to remember that your users have the right to express themselves, so you should moderate with care. If you delete any post that says something remotely negative about you or your League, or ban longtime users from the forum for criticizing you, it can make you look like a dictator in the eyes of your members.



## **Last Resort**

Sometimes, problems with a user become so severe that the only remaining course of action is to remove them from your League. It should be noted that this action is irreversible, and should therefore only be used in the most extreme of circumstances, and only after careful consideration. It is best to try any of the above methods for resolving the conflict first, because there is no changing your mind once you kick a user; all their stats, TD stats, and LadderBux will be gone forever. Should you decide to go ahead with kicking a member, use the **Kick User** tool from your Head Admin menu to remove them from your League. You can also ban them from your League, to make it harder (but not 100% impossible) for them to rejoin your League. If the user is a premium member, they will be given a grace period to move their premium membership and LadderBux, but will still be kicked from your League. Please remember that it is against the MyLeague.com Terms of Use to kick (or threaten to kick) a member of your League for no reason other than joining another League. It is also against the Terms of Use to kick a premium member simply for inactivity.

## League-to-League Relations

### **Common Courtesy**

As a participant of MyLeague.com, and especially as a League Administrator, it is important to always keep in mind that both your reputation and ours are on the line. Given time, your members will come to depend on you. They will look to you to set the example for how they should act and treat other MyLeague players.

Our best advice is to follow the Golden rule at all times, and strive to treat other Leagues – and their Admins and members – with the same respect that you would like to be shown. Keep in mind that others are out there trying to make a success of their Leagues, just as you are of yours. More often than not, misunderstandings are just that: honest misunderstandings! Whether or not they remain that way will often depend solely upon how you decide to react to them.

If someone is advertising their League in the room in which your League plays, simply ask them nicely to not do so. More than likely you'll find yourself dealing with a new Admin who did not realize that a League already existed in the room, and it was probably an innocent mistake. Professionalism and good sportsmanship will carry you a lot further and gain you a lot more respect in the long run than over-reacting and fighting.

And as always, if you have tried your hardest to work out a dispute and you're not having any luck, file an Admin Complaint. Please remember that the Admin Complaint form is only for after you have tried to resolve a situation on your own. Sometimes, filing an Admin Complaint only escalates a situation that might otherwise have been easily resolved. However, if you have had no luck with resolving your dispute, our Admin Support team will be happy to work with all involved parties to try and reach a solution. That's what we're here for!

## **League Disputes**

The most important thing to remember about any dispute is that as Head Admin of your League, it is your responsibility to make every possible effort to handle your own issues directly with the Head Admin of the other League BEFORE filing an Admin Complaint. We cannot stress this enough. While there is still any chance of the dispute being resolved between the two of you, Admin Support will not become involved.

If you do decide to file a complaint, you forfeit your control of the situation. You are asking Admin Support to make a decision, and they will. Bear in mind that Admin Support will use all information available and evidence provided by both Leagues in order to make a decision that is as fair as possible to everyone, and the decision that they reach may not be the one you wanted.

As Head Admin, you are also responsible for the actions of your staff and of all members in your League. If they are breaking the rules or disrupting other Leagues, and you fail to control or remove them, your whole League may suffer the consequences.

For more information about League Disputes, see the full League Disputes guide, located on your Head Admin menu.

## **Sharing Agreements**

When two Leagues decide to work out an agreement to share a room, it is always a good idea to put the terms down in writing for both of your sakes. When all of the details are clearly worked out in advance, we have found that many problems can be avoided. Sharing agreements should cover such items as when each League will host tournaments, how many lines of text will be allowed in advertisements for the League and tourneys, whether or not you will be advertising on each other's behalf, will one League be in the lobby and one at a table or will the lobby be shared, etc. If you spend a little time focusing on details at the beginning, you will find co-existing with another League can be enjoyable and a benefit to both Leagues!

Please note: Share agreements are recommended, but are optional. You cannot force a share agreement on another League, and they cannot force one on you. If both parties do not agree willingly to the terms, then by definition it is not an agreement. A share agreement also cannot be worded so as to give one League power over another. If share agreements contain clauses such as "Under the following conditions, League A can remove League B from the room," the invalid clauses will not be upheld by the MyLeague staff.

It is STRONGLY advised that once both parties agree to a share agreement, they each send a copy to [ml\\_proof@igl.net](mailto:ml_proof@igl.net) to prevent either party from denying having agreed to the terms.

## Code of Conduct

In addition to the rules listed in the Terms of Use, MyLeague Head Admins are expected to follow certain other standards of behavior, and to make sure that their staff and members follow the same standards. Remember: as Head Admin of your League, you will ultimately be held accountable for the actions of your staff and members, and must act in good faith to rectify any problems involving your League.

### **Harassment**

It is against our policies to harass Administrators or members of other Leagues. This includes, but is not limited to, interfering with another League's tournaments, the use of "bots," and advertising your League or spamming without permission in a room that is used by another League. Violating this rule can lead to penalties for the whole League, including the disabling of your League's tournament tools disabled or the deletion of your League.

### **Abuse of Tools/Services**

It is prohibited to use any part of the MyLeague.com site to threaten, harass, stalk, or abuse other users. You may also not use any part of MyLeague.com for "hacking" the accounts of other users.

## Premium Members

Premium members (Gold, Platinum and Diamond) are what keeps the MyLeague site running and are the primary source of revenue – without them MyLeague wouldn't exist for all users. While we won't stop you from enforcing your League's rules when it comes to premium members, we also won't allow a premium member's account to be detained on a League from which they wish to withdraw, to be locked up in your penalty box for an unreasonable period of time, or kicked for no reason other than inactivity.

We realize that you started the League for fun, or as a hobby, but you can also turn your League into a profitable venture via the Revenue Sharing system. You may wish to consider following our lead and offering your premium members priority support for all League related inquiries. You may also wish to hold occasional premium membership drives, special events or tournaments for your premium members, etc. Admins of existing established Leagues can help you out with ideas, so take advantage of what they have to offer!

### **Premium Account Support Link**

This link is for use by premium members who need assistance with their accounts that you, as an Admin, cannot provide for them. These might be billing inquiries, activation issues, or problems with a membership feature. If you cannot assist the member, encourage them to use the premium support link for help with their problem.

Premium Support: <http://www.myleague.com/premium/salessupport.php>

### **Multi-Game Leagues**

When creating your League, you should decide whether you want to specialize in one specific game, or whether you want to play a wide variety of games on a regular basis. If you want to play more than one game on a regular basis in your League, you will have to categorize your League as a multi-game league. Being categorized as a single-game League does not mean that you cannot have the occasional tournament of a different game. However, if tournaments for a game other than your main game become a regular occurrence, MyLeague support reserves the right to reclassify your League as a multi-game League.

### **Single-Game vs. Multi-Game Leagues**

There is very little difference between single-game and multi-game Leagues, other than the number of games they play. They both require the same amount of commitment and dedication from their Head Admin and both will have the same kinds of internal problems with their members. The main difference is that single-game Leagues have no claim to rooms other than one for the game that they play, and multi-game Leagues rarely have exclusive claim to one room.

### **Changing to/from Multi-game**

If your League decides to expand from one game to multiple games, you can contact MyLeague support from the "Get Support" link on your Head Admin menu and have your League's category changed. This will cause you to lose any room mark you have, but will NOT invalidate any claims you have on rooms, so long as you maintain the same level of tournament activity in those rooms.

Conversely, if you are a multi-game League that has decided to start specializing in one game only, you can contact MyLeague support to change your League's category to the appropriate game. This will allow you to mark a room for your game (when applicable), and will allow potential members to more easily find your League from the MyLeague.com directory. However, you should wait to make this request until you have been specializing in your game for at least a week, so that MyLeague support can see that you are no longer playing multiple games.

It is to your advantage to choose the appropriate classification for your League. Choosing the wrong classification will not only make it harder for potential members to find your League, but it also gives no advantage to establishing claim on a room. If MyLeague support determines that you are running a multi-game League while not being classified as such, your League will be reclassified as Multi-game anyway, and your League may be subject to other consequences.

### **Multi-Game League Room Rights**

As multi-game leagues use a multitude of rooms, it is very rare for them to have exclusive rights to any one room. Multi-game leagues rarely have enough tournament activity in any one room to keep it all to themselves, and often wind up sharing their rooms with other Leagues. Because of this, if you are a multi-game League, you should be polite and cooperative when it comes to dealing with another League in your room. If you can get along with them, you may find yourself dealing with a League that can amicably share the room with you and have enough tournament activity in it to prevent a less friendly League from muscling their way in.

## Customizing Your Pages

### **How to customize your Tournament pages**

Tournament pages can be customized by clicking on the "Customize Tournament Layout" link on the Tourney Administration page. Simply use the form and fill in the information for what you want to customize. For suggestions on how to best use this feature, check the TD Help Center. You can also use the TD forums to get advice from other TDs on how to make your tournament pages look as nice as possible.

### **How to customize your League pages**

MyLeague.com does not directly support the customization of League Pages, so we cannot help you with specific code issues. However, you are free to use the Announcement and Edit Right Table tools to customize your page to a limited degree. Plus Leagues have added customizability, because they are able to access the tools to edit their stylesheet and to manually edit their main page. For links to resources about League Page customization, see the Frequently Asked Questions section below.

## **Restrictions to Customization**

If MyLeague.com discovers that you are using inappropriate content on your League or Tournament pages, the inappropriate content will be removed. Repeated infractions may result in your League losing the ability to customize your pages.

Prohibited content includes, but is not limited to:

- No graphic nudity – cartoon, drawn, etc.
- No nipples.
- No bare butt's – including "thong cleavage" views.
- No overtly sexual content.
- No cartoons or drawings depicting sexual acts.
- No profanity on any of the pages.

If you are uncertain as to whether specific content is prohibited, it is best to ask MyLeague support beforehand.

## **Common Rule Infractions**

The following rules are often broken by new Leagues, simply because they didn't know about them, or because they made a simple mistake. This section is included to make you aware of these rules and how you can avoid breaking them by mistake.

### **Tournament Fraud**

From time to time, our system will flag a tournament as fraudulent, and it will be stopped. The TD receives an automated message telling them about the tournament will be stopped. Oftentimes, the TD didn't mean to start a fraudulent tournament, but winds up doing so inadvertently. Any tournament in which one person has registered more than one account, or in which the TD is also registered as a player, will be considered fraudulent.

It is against the rules for anyone to share their passwords with someone else, even if it's the TD and they're just trying to help. We understand that in these situations, the TD is just trying to make the tournament run smoothly, but our system has no way of telling this kind of action from a malicious user trying to exploit the tournament system.

If a tournament is flagged as fraudulent, it will have to be deleted, as there is nothing that can be done to make it run. If the infraction was unintentional, the TD should also use the Tournament Support link to get the fraud flag cleared from their account.

## **Duplicate/Fraudulent Accounts**

It is against the MyLeague Terms of Use for any person to have more than one player account on a League, and it is the Head Admin's responsibility to enforce this policy if the duplicate account is being used for cheating purposes. While we do not police this rule actively, if a League tries to mark a room by using duplicate accounts, or if a League uses duplicate accounts in a tournament, we will step in and remove all duplicates. The LadderBux and Stats from these accounts will not be restored.

Similarly, if a player makes an account for another player, our system will flag it as a duplicate account. We realize that the player may have only been trying to help someone register, but our system will still detect this as one player having made two accounts. It is also important to remember that this technically is password sharing, which is against the Terms of Use.

## **Account Tampering/Gifting**

It is against the MyLeague Terms of Use to tamper with another player's account, even if you are the Head Admin of the League. While normal, routine edits to a player's stats are fine, editing a user's name or password without their permission is not allowed. Similarly, it is not allowed for a Head Admin to take an inactive account, change the username and password on it, and give it to a different player. This constitutes tampering, even if the player has said they are leaving the League and gives their consent. Hijacking accounts in this manner will cause the renamed account to be seen as a duplicate/fraudulent account.

## **Inappropriate Names**

In the Terms of Use, you agreed to abide by the rules of common decency when choosing your Admin name and the name of your League. If your League or Head Admin name is deemed inappropriate, your League may be deleted. Inappropriate names include, but are not limited to, those that contain profanity, are offensive to other users, are abusive to other users, are deemed to be disruptive, or are too similar to an existing League or Admin name.

## **MyLeague Plus**

MyLeague Plus is a service that we offer to MyLeagues for a monthly fee. Leagues that subscribe to MyLeague Plus receive a number of extra features, including the HTML editor, access to LiveSupport for League issues, and faster support response times. In addition, they are placed on one of our Plus servers, which have lower loads and higher stability than our free servers. All of these features are backed up with our 99% Uptime guarantee. If our servers go down, your MyLeague Plus subscription will be credited for the downtime.

If you would like to read more information about the MyLeague Plus features or how to order it, go to [http://www.myleague.com/my/plus\\_details.php](http://www.myleague.com/my/plus_details.php).

## Frequently Asked Questions

### **Help! I lost my Admin password!**

If you lose your Admin password, you can use the Lost Password link (<http://www.myleague.com/my/lostpass.html>) and it will be E-mailed to you.

### **Are there links I should bookmark for regular use?**

You may wish to store the following in your bookmarks or favorites:

Admin Menu – <http://www.myleague.com/YourLeaguePath/admin.html>

TD Menu – <http://tourneys.igl.net/tk>

HTD Menu – <http://tourneys.igl.net/tk/headtd>

Premium Support - <http://www.myleague.com/premium/salessupport.php>

LadderBux Information - <http://www.myleague.com/bux/>

Case's Ladder FAQ - <http://www.myleague.com/faq/>

### **How do I find a room?**

If your League is geared around a popular game, finding a good room will take time and patience. Here are a few things to remember:

- You must try to find a room that is not occupied by another League.
- You'll need to check a potential room at various times of the day and throughout a period of several days to ensure that there are no Leagues currently playing in that room.
- At no time may you house your League in the room of the official Case's Ladder.
- When your League is small, it is often best to find another smaller League with which to share a room.
- If you are having problems growing your League you might also consider finding an existing League to join and volunteer for instead of continuing to struggle with the management of your own. There are a lot of great Leagues to consider. They can be viewed at <http://www.myleague.com/browse.php?my=1> by clicking on the name of the game.



### **Can I give away prizes to my members?**

For legal reasons, you cannot give cash prizes to your members. However, any other prizes, including giftcards, are fine! This can be a great way to build your League and to keep your players active! The only thing that we ask is that you specify in all cases that the prizes are being provided by you and not by MyLeague.com. MyLeague.com is not liable for anything you promise to your members.

### **Can you review and fix my custom HTML?**

Unfortunately, MyLeague.com does not directly support the customization of League pages. As such, we cannot review or edit your HTML should something go wrong on your site. However, there are a number of other sites with resources to help you with HTML and customizing your site, including:

<http://www.aha-area.com>

<http://www.help4admins.com>

<http://www.abespage.com/>

In addition to these links, you will find very knowledgeable and helpful Admins in the Admin to Admin Peer Forum.

### **How can I tell what server I'm on?**

The easiest way to tell is by right clicking on any of link under "The Ladder" in the left menu, and clicking "Properties." Look for the letters "cgi" or "plus" followed by a number. That is the name of your server. Alternately, do the same thing with your username on a post in the Head Admin forums.

### **How do I get a Smiley Face Badge at Pogo?**

Smiley Face badges are not issued by Case's Ladder, but here is the information directly from Pogo on Host Badges:

The smiley face icon is actually a Club Pogo badge called the 'Host' badge. The Host badge is available to any Club Pogo member. The smiley signifies that the person is currently running an event or tournament. The smiley gives them added visibility in the room, which makes it easier to run an event where lots of people are involved.

If you're a Club Pogo member, you simply need to send Pogo an E-mail requesting the Host Badge using the following link:

<http://ea.custhelp.com/cgi-bin/ea.cfg/php/enduser/ask.php>

## **What are the rules regarding recruiting new members?**

It is important to note that there is a difference between recruitment and inviting your friends. It is perfectly allowed to invite your friends and people you know to join your League. If you are good enough of a friend with someone for them to have given you their Messenger name/address, then clearly, there is nothing wrong with telling them about your new League. Similarly, you are more than welcome to tell friends on the phone or in real life about your League, for the same reason.

However, it is not allowed to go into an existing League's gaming room to advertise your League. It is also not allowed to send mass e-mails to other Leagues' members, inviting them to join your own league. It is also not allowed to invite people from Official Case's Ladders to join your League

Basically, the difference between inviting your friends and solicitation comes down to two rules:

- 1) Do not recruit from another League's gaming room.
- 2) Do not send mass e-mails to people in other Leagues or in Official Case's Ladders.

It is not permissible to go into another League's gaming room to advertise your League unless you have the express permission of that League. You are free to respond to questions about your League, but do not offer the information on your own if you are in another League's room.

It is fine to recruit people in private, such as through IM, as they always have the option of blocking your communications. However, be aware that if you are harassing people, it will give your League a bad reputation, which can have negative repercussions when it comes to friendly relations with other Leagues.

While it may seem unfair that other people can ask their friends in your League to join their own, you should keep in mind that the people in your League can always belong to both Leagues if they want. Most people won't just up and abandon a League because they hear of another one.

## **How do I report another League?**

If you have a problem with another League that you cannot resolve on your own, you can use the Admin Complaint link on your Head Admin menu. For more details on this tool, see the above "League Disputes" section, as well as the League-to-League Dispute Guide, located on your Head Admin menu.

## Summary

It is our hope that the information provided in this guide will help you start down the path to success. Good luck with your new MyLeague!

## **Supplement: MyLeague Head Admin Menu Tools**

The following is an explanation of your Admin menu and toolset, located at: <http://www.myleague.com/YourLeaguePath/admin.html>

### **League Statistics**

At the top of the MyLeague Menu are the current statistics for your League. Example: **League stats: 20 users (14 active in past 3 weeks), 133 matches played.**

Total users: Members in your League, whether or not they are currently active.

Active: Members who have played (or joined) within the past 21 days.

Matches played: Total number of matches that have been played by the current members of your League.

### **MyLeague Plus**

#### **Extend Membership (ML+ Only)**

This is where you can see when your MyLeague Plus subscription will expire and revert to a free account. You can also renew your subscription to MyLeague Plus from this page. When you have fewer than 18 days remaining in your subscription, this link will turn red to remind you to renew your MyLeague Plus account so that you don't lose any of your features.

### **Logs & Updates**

#### **Updates**

This is where you can access all official updates from MyLeague.com. When a new update is posted, you will see it on your menu the first time you log in. If you don't have a chance to read it immediately or would like to refer back to it later, simply click the Updates link and you will see the most current update at the top, followed by a list of links to read all past updates at your leisure.

Updates are also occasionally sent to your League's Admin staff via E-mail regarding items pertaining specifically to your League. These E-mail updates will contain the words "MyLeague Update:" in the subject line of the mail.

### **Server Status**

When we are experiencing major problems or system errors, updates will be posted here in an effort to keep you informed. You may want to bookmark this specific link separately. That way if you don't have access to your Admin menu, you can still access this link to read any updates. If you are experiencing problems, we recommend that you check this link before reporting them to see if we're already working on something that could be related.

### **League/Web Statistics (ML+ Only)**

This page shows graphs for various statistics relating to your League, such as number of members per day/month, number of tournaments per day/month, and number of matches per day/month. It also shows graphs for the number of visitors to your League's page per hour, day, or month.

### **Search Logs**

This tool allows you to search your League's database logs for the past month. MyLeague Plus Leagues can search for the past two months. To search multiple days, hold down the control key and click additional dates. In the Search Keyword field, enter the information for which you are searching. If you leave this field blank, all of your logs for the specified period will be shown. Following is a brief explanation of some of the terms used in the logs:

**New user** – You will see this when someone joins your League.

**Key OK** – This will appear when a new user activates their account.

**Duplicate** – This will appear in the logs when the software recognizes the possibility that two or more users have registered from the same computer. This doesn't necessarily mean that they are illegal multiple accounts, or necessarily cheating. You may see this when someone experiences problems joining the League, perhaps because they didn't enter their E-mail address accurately and so didn't receive an activation key the first time, etc. You might also see "Duplicate" if two players live together and share a computer, but that also doesn't necessarily mean that they are cheating. Assuming that members are cheating and kicking them off anytime "Duplicate" appears in the logs is one of the most common log errors new Admins make, so we recommend that you are very careful with this one.

**Email** – This will appear when a player uses the User Editor to change their E-mail address for the League.

**Renamed** – This will appear when a player uses the User Editor to change their username for the League.

**S-Edit** – This notation will appear when a player’s account is edited through the Admin tools or by a member of MyLeague Support staff.

**Match** – This is the log entry you’ll see for all reported games. A “match” entry contains the username of the player reporting, their serial number, and their rank followed by the name of the winner of the match, their serial number and their rank. If the game was part of a tournament, the word “Tourney” will also appear.

**Cheat** – This will appear when a player attempts to report to another player from the same computer. It doesn’t necessarily indicate that they are on the same computer; if a player creates an account on behalf of someone else and then later attempts to report a game to that person, a cheat error will appear.

**Security** – This will usually show in the logs in conjunction with the “Cheat” entry. If however, it is in the logs without the “cheat” entry, it is typically an indication of an error in reporting. A player may have accidentally tried to report to him or herself or may have put the same name in both reporting boxes of a dual report page.

NOTE: Just because Cheat and/or Security show in your logs does not necessarily mean that someone intentionally cheated. They may have reported on behalf of someone else or played from a friend’s computer while on vacation, or they may be reporting to someone in the same household. Take the time to investigate and make informed decisions.

**Rungs** – This will appear when a player in the Top 10 exceeds the maximum inactivity as defined by your League’s ruleset, and is dropped in rank as a result.

**Purge** – This log entry will appear to specify those players who were purged (removed from the League) for inactivity.

**Withdrew** – This will indicate anyone who has withdrawn from your League.

**Kicked** – This will indicate anyone who has been kicked off of your League, including the reason that was entered on the form when they were removed.

These are the most common log entries you will see, but it is important to note that you may occasionally notice other entries as well.

## **Admin Log**

The Admin Log includes all of the activity that has taken place by you or your fellow Admins via the Admin menu. It will show who has logged in and when, what tools they used, and sometimes more specific details regarding their activity as well. By default, the last 10 entries are shown, but you can search your complete Admin logs using keywords. Following is a brief explanation of some of the terms you will find in the logs:

**Login** – This is entered anytime an Admin logs in, including the date and time that the menu was accessed.

**Failure** – This entry indicates a failed attempt to log in to the Admin menu. An example of this would be an Admin mistyping their password when try.

**Edit** – This will be entered anytime an Admin edits a player's account. The specific details of what changes were made are not saved, unless it is a change to the player's username.

**AdminEdit** – This log entry will appear when any edits are made to the Admin accounts. This would include any changes to the name, password, E-mail, messenger information, or access checkboxes for that particular Admin. You will also see the word Add, Edit, or Kill included in the entry, depending on the action that was taken.

**Kick** – This entry appears when an Admin kicks a player off of the League, and it includes the reason that was entered for the player's removal.

**Kicked** – This entry indicates that an Admin has used the Kick tool located within the Duplicate Accounts tool.

**Report** – This entry indicates that a match has been manually reported for a player via the Admin menu.

**MailRoute** – This log entry is made when you edit the E-mail addresses indicated in your Support E-mail Routing.

**LogoEdit** – This entry is made when you upload a new logo or remove an existing logo for your League front page.

**Announce** – This indicates that your front page announcement has been edited.

**Ruleset** – This log entry indicates that your League ruleset has been edited.

**Descript** – This entry indicates that the description that appears in the MyLeague listings at <http://www.myleague.com> has been changed. The logs will also show the new description that was entered.

**AdminChange** – This indicates that the current Head Admin has given the Head Admin position to another Admin on the League.

Hint: If you leave the search field blank and just click "Search," your entire Admin logs will be displayed. Typically, the first entry shown will be the day the League was created.

If you are attempting to search for something and cannot locate the entry, try adjusting the case of the words you have used. For example, if you enter a player username that is capitalized and do not locate anything, try changing the name to lower case.

## League Settings

### **Tournaments**

#### **Tourney Admin (Head Admin Only)**

The Tourney Admin link will take you to the Head Admin's tourney administration center, which is basically a beefed up version of the Head TD Menu. When a League is originally created, the Head Admin is given HTD status automatically. Please note that in order for this link to work correctly, you must use the same password for both the Head TD and Head Admin account. By default, it will be set this way initially. If you need to change the password, please do so only from "Edit Admin" to avoid error messages. For detailed information regarding your TD toolset, please refer to the MyLeague Head TD Guide.

There are certain tournament issues that Head Admins do not have the tools to deal with on their own, and MyLeague Support is always happy to assist you in dealing with these when they come up. Please use the "Tourney Support" link at the bottom of your Head TD menu when you need assistance.

The following are examples of problems that Tourney Support can help you with:

- Incorrect tourney reports
- LadderBux adjustments
- Duplicate TD names
- Tournament Director access issues
- Tourney Admin link not working



### **Edit New TD E-mail (ML+ Head Admin Only)**

This tool allows the Head Admin of a MyLeague Plus League to create a custom message to send to Tournament Directors when they are given their position. The message will go at the bottom of the E-mail that is automatically sent to new Tournament Directors.

### **Edit TD Application (ML+ Head Admin Only)**

This tool allows the Head Admin of a MyLeague Plus League to customize the Tournament Director application form. The Head Admin can enter custom text for the Requirements section of the application and can add as many as three additional questions to the application form. If custom text is entered for the Requirements section, it will completely replace the default text.

## **Look & Feel**

### **Edit Logo**

You can use this tool to add a custom image to the top center of your League's main page. The image will replace the default text of your League's name. The file must be saved on your computer prior to upload, and then you can use the "Browse" button to select the file. Once you have selected the file, click the "Upload" button. You can also use this tool to remove the current image simply by clicking on "Remove." Once the image is removed, default text of your League's name will again appear in its place. A few notes in regards to images:

The file can be no larger than 50KB (50,000 bytes).

The logo should not be wider than 468 pixels.

The logo must be in either \*.gif or \*.jpg format.

The main page of your league might not regenerate immediately, so you might not see the change immediately. You can force the page to regenerate immediately by using the "Edit Right Table" tool and clicking the "save" button there.

NOTE – Posting images or content of an inappropriate or pornographic nature is against MyLeague.com policy and could result in the loss of your League, without warning. MyLeague.com reserves the right to remove any image it deems inappropriate or any copyrighted image used without permission.

### **Edit Right Table**

This tool can be used to post messages on the right hand section of your League's main page, above the Case's News. You may use HTML in this table, but you may not hide options or news items from the default MyLeague menus. Doing so is in violation of MyLeague.com policy and will be responded to accordingly. To use this tool, simply enter the text or HTML that you wish to use into the text box shown and then click "Save."

A preview of your right table is shown below the line. However, if you are using a redirect code of any kind, the preview will not be shown and will be available via a hyperlink instead.

You can also update the information listed on the front page of your League at any time by simply entering into this tool and clicking the Save button.

### **Edit Description**

The description you enter in this section is what will appear under the title of your League in the MyLeague directory (<http://www.myleague.com/browse.php?my=1>). The maximum description length is 79 characters, including spaces. The majority of punctuation characters will not work in the description, including commas, backslashes, and question marks. If you use an illegal character, the system will tell you that you've made an error. Just hit your back button and try again. Many Leagues find it works well to include the name of their room in the description so new players know where to find the League.

### **Edit League HTML (ML+ Only)**

This tool allows you to adjust the various properties of your league's HTML. It is recommended that you have a good understanding of HTML before making changes here.

#### **Style Sheet**

The Cascading Style Sheet is loaded on almost all the league pages. Changing this section will allow you to change the colors, backgrounds, table colors, and fonts around your entire league (not just the front page!).

#### **Main Index**

In this section you can totally customize the right hand frame of your league's front page. Any text entered here will be parsed according to the chart to replace variables. For example, you can move the Flipper anywhere you would like on the page by moving the {FLIPPER} tag.

### **Left Hand Navigation**

This section allows you to customize some of the look and feel of the left hand tools without having to re-work the page every time we add or remove links.

The 'Menu Widget' is the graphic that appears next to each menu item. Changing this to a graphic URL will allow you to use your own button instead of our default image. Keep in mind the size of the graphic when using a custom widget as it will not automatically resize. If you have something that is a bit too large we would advise you to edit the graphic to smaller size prior to placing the URL into this field.

You can also add things above and below our menu by placing them above or below the {MENU} tag.

Do not be afraid to try something new. If it doesn't appear the way you expected or wanted, you can always reset that section to default and try again!

### **League Homepage (ML+ Only)**

This is where you can upload images, sounds, and other files for your League's page, as well as manage files that you have already uploaded.

#### **File Manager**

Under the File Manager link, there is another link with the URL of your League's web space and a counter showing how much space you have used out of your maximum space.

If you click the File Manager link, you will be taken to a page where you can manage subdirectories of your site, upload up to five files at a time, and edit, delete, or rename files that you have already uploaded.

#### **File Uploads**

Clicking this link takes you to a page where you can upload up to 10 files at a time from your computer's hard drive to your web space. To remove uploaded files, you will have to use the File Manager link instead.

#### **Create a new file**

Clicking the Standard HTML link in this section takes you to a page where you can directly create a new page by typing in the HTML.

If you click the Ez-Web link, you are taken to a page that asks you several questions about how you want your new page to look. You can use the last dropdown box and the "Insert Here" link beside it to add places to enter text, links, and new fonts. To remove an added field, click the "Delete" link above it.

## **Help**

Detailed support for the MyLeague homepage tools can be found by clicking the Help link or by going directly to <http://www.iql.net/support/users/>.

## **Edit Game Specific Rules**

There is a basic rules page provided as part of the default MyLeague.com package. On that rules page is a section that is available for customization, referred to as the "Game Specific Rules." Click this link to edit that section of the rules for your League. You may use basic HTML in your rules, but it is not necessary.

Note: For security purposes, there are some entries that will cause rules to be deleted. If this happens and you need assistance, please use your "Get Support" link.

## **Change Reporting Style**

There are currently two available reporting styles: single and dual. Single reporting gives the loser of the match a place to enter one name as the winner, whereas dual reporting gives the loser of the match places to enter two names. Single reporting is most commonly used for 1v1 style games, and Dual reporting is most commonly used for partnership or 2v2 style games. To change the style, simply choose Single or Dual reporting from the drop down list and click "Save Reporting Format."

## **Communications**

### **Announcement**

This tool can be used to post a message on the main page of your League. HTML can be used in this area. Again, hiding options or news items from the default MyLeague menus is against MyLeague.com policy, and will be responded to accordingly. We recommend that you test your HTML elsewhere prior to entering it here and make sure that all HTML tags are closed, or it can have an adverse effect on the remainder of your League's page.

To enter a notice, click on the Announcement link, enter the text and/or code in the text area, enter a title for the announcement (optional), enter the name of the person posting the announcement, and choose the number of days you want the message to remain on the League. You can always remove a message early by using the "Remove Announcement" button, so you may wish to always post for the maximum number of days.

## **Newsletter**

You can use this option to send a newsletter to all registered members of your League. The newsletter is sent in HTML format, and you may use HTML codes to change the text colors and add images. Enter the information you want to include in the text box provided and click the "Preview" button to see what the newsletter will look like. If you aren't happy with it, hit your browser's back button to make changes and "Preview" again. Once you are satisfied with the final presentation of your newsletter, click "Send" and you will then see a list of all the E-mail addresses to which the newsletter will be sent. Stay on this page until you see the word "Finished."

Your newsletter will go into a mail queue and be sent out later at a time when the servers are not being too heavily taxed. It can sometimes take up to 12 hours for your members to receive the newsletter.

Free Leagues are limited to sending one newsletter per week. MyLeague Plus Leagues have no limit to how many newsletters they can send. However, it is important that you do not use this feature excessively, or your users will complain of spam, and your newsletters will lose their effectiveness.

## **Mailroom (ML+ Only)**

This feature allows you to have a centralized location for your League's support mail. When someone sends support mail from a link routed to the mailroom, it will show up in here.

The mailroom can be a bit daunting initially, but overall, is the most efficient way to have multiple people handle support mail. There are several things you need to know in regards to the mailroom itself and how to best handle answering the mail that is there. When viewing the mailbox, you will see a list of all the mail that is waiting to be answered. Each piece of mail looks something like this:

```
#767406-Monday 3/22 9:35-General from LeagueMember PLAT Status:Unanswered  
COMMENT: HTML_Guy, please answer-AdminName
```

The first thing listed is the actual message number. This is the number that a user is given after submitting mail.

Next is the date that the mail was submitted by the user. If the mail is more than one week old this date will turn yellow.

The category and the name of the League member who submitted the mail are a hyperlink to the message itself. The messages will open in a new window. If the member has a gold, platinum, or diamond account, this will be indicated right after the link to the message.

Status tells you a variety of things:

**Unread** – This is mail that has not yet been opened or read by anyone

**Unanswered** – This is mail that someone has read and closed without answering.

**Admin Name** – If the first thing after the word Status is a name in Yellow, it typically means that the listed user has the mail open.

If someone has opened the mail, and closed it with a comment, their comment will appear on the line below the message, followed by their Admin name. Each additional comment will appear on a new line below the existing comments.

The list of mail waiting to be answered does not automatically refresh. Be sure to refresh often to see your current list - especially when more than one Admin is working in the Mailroom at the same time. When you click on an individual mail to answer it, the mail will open in a new window. This allows you to always keep the Mailroom list loaded while you work in the Mailroom.

### **Premium Member Priority Support**

Mail from premium members is given priority when it comes into your Mailroom. As a general rule, mail is listed by age with the oldest message at the top of the page. Premium member mail is the only exception to this rule. Mail from your Diamond members will automatically be listed at the top of the page, followed by mail from your Platinum and then Gold members. This will make it easier for you to show your thanks to the premium members who choose to support your League!

### **Specifics From Inside a Support Mail**

When you click on one of the items in the mailroom, it will open that support mail into a new browser window so that you always have access to the list of mail without having to hit the back button on your browser.

The top left section of the mail will tell you category of the mail, the user it is from and the time and date submitted. Clicking the hyperlink of the user name will open a new mail to the user in your default mail program. It is HIGHLY recommended that you only use this link if you want to find out the user's E-mail address. E-mailing them through this link circumvents the mailroom system, and will only confuse the other Admins on your League.

Near the top right corner, you will see a link titled "Close this Message." If you open a message and you don't know how to answer or comment on the mail, ALWAYS use this link to close it. If you don't use this link, your name will appear in yellow as working on the mail. The next time you reload or refresh the mailroom page, the message should show as "unanswered." This lets others know that it still needs handling.

The next section of the mail is the big white area. This area contains the content of the mail itself. Always read it very carefully, so that you can make sure that you answer all parts of the user's question.

#### Add Comment and Close

Just below the white box you will see a text box next to a button marked "Add Comment and Close." This is where you can write a comment that will show up on the main mailroom page. This is commonly used to refer a message to another Admin by calling it to their attention. It can also be used if you're not sure how to handle a mail and want to ask the other Admins for suggestions.

#### Delete Message

Self-explanatory, if you push this button it will delete the mail you have open from the list. It is inadvisable to delete a piece of mail because you don't know how to answer it or you don't want others to read it. If there are duplicate mails concerning the same issue, it is always better to answer and instruct the sender to see your previous reply or to simply let them know that they've submitted a duplicate mail.

#### Forward to Sales

If one of your members is having a problem with a premium membership purchase, or if one of their premium member features is not working properly, you can use this button to automatically forward their mail into the Case's Ladder Premium Member Sales Mailroom. Please be sure that the message is related to either a premium membership purchase, problems making one, or problems with a premium membership feature before using this option. Mail forwarded to our Sales Staff that should not have been will be replied to telling the customer to contact their Admin Team. We don't want to send your members on a wild goose chase, so be careful when using this option.

#### Reply via E-mail

The blue box at the bottom is where you type your reply to the user. Type your reply in the large text box, and click Send and Delete. This will E-mail your reply to the user and remove the mail from the mailroom listing. It's the same as replying to an E-mail. Be mindful of what and how you type in there. Your replies are a reflection of you!

If you want to send a copy of your reply to yourself, the Head Admin, or all Admins, use the "CC to" checkboxes above the message field.

If you want to restart writing your reply, click the "Clear the form" button. This will erase everything that you have typed in the reply box, and allow you to start from scratch.

Once you have completed processing a mail, you can return to the Mailroom list window to proceed to the next message. Remember to refresh the page to be sure that you are looking at a current list of mail waiting to be processed.

### **Welcome E-mail (Head Admin Only)**

You may wish to use this tool to customize the initial E-mail that your members receive when they sign up for your League. This form does not accept HTML, as the invitation E-mail is sent in plain text format. Simply type the information that you want to add to the E-mail and click "Save."

### **Support E-mail Routing (Head Admin Only)**

When members use the "Contact Admin" link on the main page of the League, the mail is sent to the E-mail addresses you specify through the use of this tool. Take extra care to be sure that the E-mail addresses entered are accurate, or their support requests will bounce. You can make all of these the same E-mail address, or choose different addresses for different topics. If you leave any item blank, it will be sent to the E-mail address on file for the Head Admin by default.

If you are a MyLeague Plus League, you can enter "Mailroom" into these blanks to have that category of support mail sent to the mailroom.

If and when we receive E-mail from your members, we will refer them back to you for any League related issues. However, if one of your members is experiencing problems or has questions regarding their premium membership account, such as billing questions, problems with premium membership features, or problems activating the membership, we will be happy to assist them. You can refer your premium members to use the premium support link (<http://www.myleague.com/premium/salesupport.php>) for any problems specifically related to their premium membership.

### **Moderate Forum**

This tool will allow you to remove posts that have been made in your League's message forum. There are four ways to remove unwanted messages:

**Remove Files** – Lists the messages in the order they appear in the forum. You can choose to remove an entire "thread" (A post and all of the replies that have made underneath it), or you can remove just a "single" post.



**Remove Files by Message Number** – Lists the messages in the exact order in which they were posted.

**Remove Files by Date** – Allows you to delete an entire day's messages.

**Remove Files by Author** – Allows you to delete all messages that were posted by a specific person.

### **Forum Restrictions**

This tool will allow you to designate who can and cannot post in your League's forums.

Under Forum Privacy Settings, you can see whether your forum is open to any League's members, or whether only members of your own League can post in it. To change this setting, click the Adjust Forum Restriction button.

Under Forum Bans, you can ban a member of your League from posting in your message forum. To add a ban, simply enter the player's name and click the "Look Up User" button. This will bring up a table of information. In the blank, enter the number of days you want to ban them from participating in your forum, and then click the "Add Ban" button. You will be notified if this user is a premium member (to make sure you still want to proceed), and you will then see a log entry indicating how long the ban will be in place. To remove a ban, look up the user you want to remove the ban on, and then simply check the "remove" box.

### **Edit Forum Colors (ML+ Only)**

This tool allows MyLeague Plus Leagues to create a custom forum title or tag for League members and Admins, as well as a custom color for that title. Some examples of uses for this tool include making the Head Admin's title bright red, or to give tournament champions special titles as prizes. This can be a fun, community building tool for your league.

Note: If an Admin uses the same name for both their Admin and player account they will only be able to post in the forum using their Admin password. If they try to post using their player password they will receive an error.

### **Manage Voting Booth (ML+ Only)**

This tool allows MyLeague Plus Leagues to create polls for the "Voting Booth" section of their League page. Each member of your League can only vote in each poll once. They will be asked for their Ladder Name and password to prevent anyone from stuffing the ballot box.

To create a new poll, click on "New Vote Topic." This will bring up a form for entering a question, details to clarify the question, and up to five voting responses. When you have entered the question and as many answer choices as you want, you can click "Preview" to make sure that you have everything entered correctly. After you're sure that you have everything correct, click "Add Topic."

At any time during a poll, you can use this tool to view the current vote count by clicking on the question name in the list of polls.

Once you are finished with a poll, you can use this tool to remove it and delete it, or remove it and save it in your Voting Booth Archives. Simply click on the question name in the list of polls, and click either "Remove/Archive" or "Remove/DO NOT Archive." Archived polls and their results are viewable by anyone who clicks the archive link on the Voting Booth page.

Occasionally you might see a "Warning" underneath the vote results when viewing a current topic. This warning indicates that the same IP address voted more than once on this specific topic. The warning will tell you specifically how many IP addresses voted more than once on the topic. It is not uncommon for this to happen occasionally with AOL and other large ISP's use of proxy servers. Basically, the more IP addresses that are reported as having voted more than once on the topic, the more likely that there might be something underhanded going on.

Unfortunately, there is no way to determine which IP address voted more than once. The tool is limited to telling you only that it did occur, when it happens. This information can be useful on the rare event that you might have users creating fake accounts to bolster their opinion in a vote. The security warnings are not included when you archive a vote, so your League members are unaware of this security feature or how it works. This can work to your advantage if you discover that you are having problems with this on your League.

## **Preferences**

### **Public/Private**

This utility allows you to set your League as either Public, indicating that anyone can join your League via the "free sign-up" link on the main page, or Private, indicating that users must receive an invitation in order to join. The default setting is Public.

### **Ruleset Editor**

This tool allows you to change certain settings for your League and the way it functions. These settings can have a very powerful effect on your player's ranks, so use caution when making changes. The options are as follows:

**Rank gain for a win** – This sets the percentage of rungs a player will climb when they defeat a higher ranked player. The default is 50%, meaning the winner will move up half the distance between his own rank and that of his opponent. If you set for 100%, for example, the lower ranked winning player will take the higher ranked players rank regardless of how far apart they are – meaning that a new player ranked at the bottom of the ladder could become #1 if he beat the number #1 ranked player. This can be set at any number from 1-100.

**Max matches/day between SAME users** – This sets the number of times per day players can play the same opponent in a non-tourney game. Games reported from a tournament override this setting and will report regardless of whether or not the two players have played previously that day.

**Number of days before winning and losing streaks reset** – This sets the number of days that a player's winning or losing streak will remain intact if the player does not play a game. Once the number of days passes, the streak will change to N/A until such time that the player plays his next game.

**Minutes players must wait between each match report** – This sets the time players must wait between reports to the ladder. A game that can be played very quickly may want a slightly smaller number than the default 5 minutes. It's a good idea, however, to set it to at least 2 or 3 minutes to avoid an accidental double report should a player inadvertently click the report button twice.

**Days of inactivity allowed before players deleted** – The default setting is 21 days, and the maximum allowable purge is 255 days. If a player does not play a game within the period specified, they will be purged from the League for inactivity. Premium members (Gold, Platinum or Diamond membership holders) are never purged for inactivity. We recommend keeping this number on the low side if you wish to encourage the sale of premium memberships (and thus your revenue share!), since never being removed for inactivity is one of the great features of premium membership.

**Days of inactivity allowed before drop top ten players** – Sets the number of days that a Top 10 player can be inactive before being automatically dropped 10 rungs. This is to keep someone who isn't playing from occupying a top ten spot and clogging up your top ranks.

**A "top" player is defined as a player less than** – Certain ruleset settings affect only your "top" players so you must first specify what you wish to be defined as a "top" player.

**Days top player must wait before playing same user again** – This is a separate setting that works in conjunction with the Max matches/day between SAME users. If that setting is at 2 matches per day, but you wish to allow Top players (as specified above) to only play each other once per day, you can set a value of "1" for this rule, meaning that Top players must wait a day before they are permitted to play one another again. Conversely, if you allow regular members to play once per day, but you only want "top" players to play one another once every three days, you can use this tool to accomplish that as well.

**Highest rank that is allowed to utilize the formal challenge system** – Sets the rank a player needs to achieve before having access to issue formal challenges. If you only want to allow the top 20 players on the League to be able to issue formal challenges, then set this field to 20. If you wish to disable formal challenges completely, set this to 0.

**Days between formal challenge by same users** – This sets the number of days that players must wait after completing their formal challenge before being able to challenge the same player again.

**Days players have to complete formal challenge** – Sets the number of days players have to complete a formal challenge prior to the challenge being entered as "failed," and their record being marked. You can read more about the formal challenge system in our FAQs at <http://www.igl.net/faq/2.html>.

**Unrank premium members when inactivity purge is reached** – Because premium members cannot be removed for inactivity, they can occasionally start to clutter up your rankings. Selecting this option removes premium members from your rankings when they are inactive for the number of days specified in the "Days of inactivity allowed before players deleted" option. This way, even though they aren't deleted, they are no longer cluttering up your rankings.

Once you have set all the available options, click "Save Rules."

### **Kill Ladder (Head Admin Only)**

This tool is used to delete your League. If you have an active community of users and an established League, please consider giving your League to another Admin through the use of the Change Head Admin tool rather than killing the League. Should you kill the League, and a member of the community steps forward wishing to assume responsibility, MyLeague.com reserves the right to reactivate the League at any time.

### **View Marked Rooms (Yahoo/Pogo League Head Admin Only)**

Once your League has at least 100 Active members, this link will change to say "Mark Room," and you will be able to use this tool to mark a room and let other Leagues know which room you're playing in. This list serves as a roadmap for those looking for a home for their League. If your League is small, please try to work out arrangements to share the limited number of rooms available. Unfortunately, there are not always enough rooms to go around. To request more rooms for your game you can try contacting Yahoo or Pogo, but historically they have not been very responsive in this area.

PLEASE NOTE: Having a mark on a room does NOT mean that you own a room. If you do not have sufficient tournament activity in a room, you can be asked to share it, regardless of whether or not you have it marked. A room mark is nothing more than a label to confirm room rights that you have ALREADY established. A mark neither defines your claim nor gives you any extra rights to it.

Another important thing to remember is that these room marks are specific to the MyLeague community. Third-party league sites do not care if you have a room marked with us, as they most likely have their own room marking system. Your gaming site will also likely not care about any mark you have on a room. These marks are simply a tool to let other MyLeagues know where your League plays.

Regardless of the number of members you have, you will still have access to view the list of marked rooms using this tool. This will help you determine which Leagues are playing in which rooms. If you see what appears to be an unmarked or empty room, we suggest you still should spend some time in that room to find out if other, smaller Leagues are already there. Due to the vast number of Leagues at the Yahoo and Pogo gaming sites, you will probably have to find a League willing to share their space and work out an arrangement with the Admins of that League if you are starting a League for one of the more popular games.

For more information about claiming rooms, and disputes about rooms, please see the League Dispute guide, located on your Head Admin menu.

## **User Maintenance**

### **Player Search**

This is similar to the "find player" option on the League's main page. Use it to look up a player's public statistics.

## **Edit User**

This tool should be used with caution as changes affect a player's statistics on your League. You can use this tool to correct statistics from a misreported tournament, to place a player in (or remove a player from) the penalty box, or to correct other statistics as necessary.

On the first page, simply enter the username of the Player you wish to Edit. If you do not enter the exact name, the system will automatically give you a list of those who match the closest to what you did enter. You can then choose one of these names from the list.

### Search Tips:

If you enter an underscore into the Username field and click Edit User it will return a list of every player on the league.

You can enter either a Player serial number or an E-mail address and the system will automatically load the corresponding account.

At the top of the page is the Player's current membership status, the date they joined your League and the date their membership expires.

The Edit User tool is divided into color-coded sections:

**GENERAL** – This section lets you change a player's username, and contains links to E-mail the player and view their "find player" page. A MyLeague Admin cannot edit the E-mail address of Premium members, for security reasons. If a premium member needs assistance with either of these, please direct them to the premium support links and we will help them. The items in this section are best changed by the Player whenever possible.

The Serial number field is system-generated and cannot be changed. This is also known as "Player ID number."

There is also a link to "User Records," but you will not have access to that link as it is used only on the official Case's Ladders. MyLeague Plus Admins can access User Records from a separate link on their Admin page.

**SECURITY** – This section shows you a player's last IP address, and their cookie. This is read-only information provided by the system and cannot be changed.

**ACTIVE STATS** – This section shows you all of a player’s current stats and allows you to adjust them as necessary. You can change the total wins or losses, and add or remove an unreported match. If you want to adjust their current rank, leave the “Rank” box as is, and type the new rank into “New Rank.” You can enter a reason for the rank change if you want, and it will be listed in the League’s Daily News section.

You may wish to edit a player’s streak should it be broken by a misreport. Winning streaks are entered as positive numbers (ex: 4) and losing streaks are entered as negative numbers (ex: -4). You may also adjust a player’s Skill Rating by typing in a new rating.

Last game is a system-generated number based on the player’s last reported match and should not be edited, except as described below in the Penalty Box section.

The “King” field is only used on team leagues. This is a system indicator of the team on which the player is a member. On singles leagues this will always be 0.

**PENALTY BOX** – To place a player in the penalty box, enter the number of days and the reason in the applicable boxes. The reason will appear in your League’s Daily News. A player in the penalty box cannot report matches or have matches reported to them and cannot participate in tournaments until the number of days has passed. To remove a player from the penalty box, clear the “Last Game” field and then click Save Changes. The maximum period of time a player can be boxed for is 90 days.

**HIGH STATS** – High Rank, High Streak, and High Skill can be edited as necessary. These are for the lifetime of a player’s account. In other words, if a player reached number 1 on the League and is still active a year later, his high rank will remain at 1, regardless of his current rank.

**LADDERBUX** – These fields are provided for information purposes only and cannot be changed. Because LadderBux are essentially the currency of the Leagues, we cannot allow any editing to be done. If you have a valid reason that these amounts should be changed, please use your “Get Support” link and provide MyLeague Support with all the necessary details.

There is also a link to “Bux Gifted,” but it is for use by Premium Support staff and is disabled for MyLeague Administrators.

**TOURNAMENTS** – These fields can be edited to change a player’s tournament statistics due to an incorrect tourney report. “Wins” and “Losses” are individual games in a tournament, and “Victories” indicates winning the entire tournament.

If you click on "Bux Log," you will be able to see all LadderBux transactions for that player, including Bux won in tournaments, Bux spent for tournament entry fees, and Bux received or given as gifts.

**FORMAL CHALLENGE** – These fields can be edited when necessary. "Wins" and "Losses" are based on the match result of formal challenges, and "Failed" indicates a failure to complete a formal challenge.

Note: If a player reaches their third "failed" formal, they will automatically be placed in the penalty box for three days. Therefore, if you know of a "failed" formal that you do not wish to have count as such, reduce the number found in "failed" by one.

To change a player's information, you simply edit the necessary fields and then click "Save Changes." You can hit the back button in your browser and refresh the page to verify that the changes were recorded, if you like.

**Hint:** You can use Edit User to help a player who does not receive their activation key via E-mail. To do this, go to their account and look at the "High Skill" field. Before they are activated, this field will contain their activation key. E-mail them with their activation key so that they can then activate their account. Generally, if they don't receive their activation E-mail, they entered their E-mail address incorrectly when they entered their signup information. It is a good idea to verify and correct that information at this time, so that you are able to communicate with them when necessary.

### **User Records (ML+ Only)**

As a MyLeague Plus member, you have the ability to keep detailed records for each member of your League. You will find this tool very helpful in tracking complaints, penalties, unreported matches, how often someone sends in support mail, etc. The system automatically makes an entry each time a member submits an Unreported Match Complaint or submits support mail, including the reference number issued for that mail.

#### View User Record

To pull up a User Record, enter the player name in the Username box and press the "Lookup User Record" button. This will load that player's User Record. Each entry includes the time and date it was submitted, any text that the Admin who made the entry input, as well as the name and IP address of the Admin who made the entry (for security purposes). The items are listed in chronological sequence, with the most recent entry being at the top of the list.

#### Make User Record Entry



To make an entry in a User Record, designate the "type" of entry you are making in the drop down menu. Enter the details for your entry into the text field, and press the "Make a New Entry" button to complete the process.

### **Invite Players**

This tool is primarily used by private Leagues but can be used on public Leagues as well. Enter an "Alias" (username), E-mail address, and temporary password for the player, and then click Add/Invite. The player will receive an invitation/activation key via E-mail, at which time they can activate their account on your League. If the player does not accept the invitation and does not activate the account, it will purge for inactivity based on the settings in your Ruleset Editor.

Use this tool responsibly. If you are using this tool to spam people or harass other Leagues, MyLeague.com may take action against your League.

### **List Unactivated**

This provides you with a list of accounts that have been created on your League, but are not yet activated.

There are many possible reasons for an account to remain unactivated. The most common is that the player does not receive the Activation Key sent to them via E-mail. Either they entered their E-mail address incorrectly during the account creation process, or they do not receive the key due to technical difficulties with their spam filter or ISP (very common for users of AOL and Hotmail).

If new accounts are never activated, they will purge automatically. This list is provided so that you may attempt to contact new players and offer assistance creating an account on your League.

If you wish to send a player their activation key again, use the "Edit User" tool to look at their account and find at the "High Skill" field. Before they are activated, this field will contain their activation key. E-mail them with their activation key so that they can then activate their account. Generally, if they don't receive their activation E-mail, they entered their E-mail address incorrectly when they entered their signup information. It is a good idea to verify and correct that information at this time, so that you are able to communicate with them when necessary.

### **Report Match**

This tool is used to manually report a match. It is most commonly used to resolve Unreported Match complaints. It is a good idea to disable cookies before using this tool, particularly if you play matches in your League as well as administering it. This will help prevent you from receiving security violations when playing later. To use the tool, enter the loser's and winner's names, choose the appropriate penalty information from the drop down list, and enter a comment if desired. The penalty details are as follows:

**No** – The match will be reported, but no penalty will be assessed.

**Yes** – The match will be reported, and the loser of the match will receive an “Unreported Match” mark on their account. They will not be penalized with a drop in rank, but it will be stated in the Daily News section that they were penalized for an Unreported Match.

**Drop** – The match will be reported, and the loser of the match will receive an “Unreported Match” mark on their account. They will also be penalized with a drop in rank equal to 10% of the total number of rungs on your “ladder,” and it will be stated in the Daily News section that they were penalized for an Unreported Match.

NOTE – When a member has two or more “Unreported Match” marks against their account, an “Unreported Match Bomb” will appear next to their name on Find Player. You can remove this icon using the Edit User utility. Simply edit the “Unreported Matches” number to one or zero, and the icon will be removed.

### **Duplicate Accounts**

This tool is used to search for possible multiple accounts. It will find all possible matches in three different categories: cookie, password, and last IP address. The key to remember when using this tool is that the accounts listed are only **possible** duplicate accounts, and that their showing up on here does not necessarily mean that they are guilty of illegal activity. There are many reasons that an account may end up on the list of possible duplicates:

- Two players who share a computer will show as a duplicate account, but they may be husband and wife, or roommates, and not cheating.
- If a player visits another player’s house and plays a game or two from that computer while they’re visiting, they may show as a duplicate account.
- Largely used Internet Providers, such as AOL, assign IP addresses by proxy and therefore, a member who uses that ISP could show as a duplicate IP address with any other member who uses that ISP.
- A player may create an account, never receive their activation key, and create a second account that they activate and begin using. Both accounts will most likely show on duplicate accounts, even though one has never been used.

We highly recommend that you use extreme caution when utilizing this tool. It is by no means foolproof. You should always take your time and evaluate the situation very carefully when researching duplicate accounts. More often than not, there is a reasonable explanation for the “red flag” you discover if you just take the time to contact the player and listen to their explanation.

As a general rule, you should never kick accounts from within the duplicate account tool. Taking the last example shown above, the player now has an account that was never activated, and an account they are using and have possibly placed a premium membership on. If you use kick from within the tool, you will be erasing both accounts from the League, when in reality, you only want to kick the account that was never activated.

If, after a thorough investigation, you feel confident that you have an illegal duplicate account, use the Kick User tool described below to remove the accounts from your League. This way you will be sure that no mistakes are inadvertently made. Remember, once an account is kicked, the player's entire history, LadderBux, TD account, and player statistics are gone permanently. We cannot stress enough how important it is to be careful when using these tools, as a result.

### **Kick User**

This tool is used to remove a player from your League. Doing so will cause the player to lose all of their statistics, LadderBux, and their TD account (if applicable), so be extremely careful when making the decision to kick. A non-premium member Kick will take effect immediately. There is no way to "undo" this.

If you kick a Premium Member from your League, they will be immediately placed into a temporary holding box and will receive an E-mail notifying them that they have been kicked from the League and should move their Membership and/or LadderBux (when applicable) from your League. Their account is placed on hold for a minimum of seven days, after which time the account will be removed from your League. While being held, the Player can access the User Editor but will be unable to report matches, participate in tournaments, or post messages in your League's Message Forum. If the player you are kicking is a TD on your League, their TD account will be immediately removed. (If the Player requires assistance with their Premium Membership please direct them to the "Premium Support" link on the main page of your League.)

To use the tool, simply enter the player's name and the reason that they are being kicked. The fact that they were kicked from the League, including the reason you entered will then appear in your League's Daily News. When providing your reason for kicking the account, it is important to note that the system will automatically begin the public announcement with the user's name and the phrase "was kicked off"; therefore, you should present your reason in the format of the following examples: "for having multiple accounts" or "for cheating."

You may also choose to ban the user's cookie, E-mail address, and username. Doing so will add the information to your Banned Users list and prevent the member from rejoining your League with the same information.

It is possible to undo a Premium Member kick if the kicked account is still in holding. To do so, open the account via the "Edit User" tool and remove the entry found in the "Last Game" field. If you allow the player to rejoin your League after having kicked their account, TD stats cannot be restored. Please note that if you undo a Premium Member kick, only the player account is restored; the TD stats are not restored.

You may not kick a Player from your League simply for joining another MyLeague. It is one of the features of MyLeague.com that a player can participate in as many Leagues as they would like without consequence or retribution. It is also one of the features of our Platinum and Diamond memberships that they will receive those premium membership features on multiple Leagues of their choosing.

You also may not kick a Player from your League simply because they are no longer an active member. There are tools provided to you in your Ruleset Editor to manage inactivity. For non-premium members, you can set the days of inactivity permitted before they are purged from the League. For premium members, you can move their accounts to "unranked" status when they reach a particular level of inactivity.

### **Edit Banned Users (Head Admin Only)**

This will list the cookie, user name, user E-mail, ladder path, and reason for anyone you have banned from the League. To ban someone, you simply need to check the box to ban them when you use the "Kick User" tool to remove their account from your League.

To manually add a user, you will need to enter the following information:  
cookie,user name,user E-mail,ladder path,reason

Once you have typed the applicable information click "Save." Please note that there is no space after each comma. If you put spaces after the commas, the ban will not work.

If you want to remove the ban on a member, highlight the line of information on that person, click the delete key on your keyboard to erase the information, then click save. Make sure that you don't leave any blank lines in this section. If you see any, delete them as well and then click save.

### **Backup (Head Admin Only)**

This tool downloads an encrypted backup of your League for MyLeague.com staff to use if it ever becomes necessary to restore the League. If there is a major system problem, or if someone harms your League, MyLeague.com staff can use this file to restore your League's data to the date of the backup. Only MyLeague.com staff can access this file - you will not be able to access this backup on your own computer. It is recommended that you back up your League once a week at the same time, during off peak hours.

**NOTE** – If your League is restored from a backup file, the entire League will be overwritten by what is in the file. We cannot extract specific data from within the file, so it is not possible to restore only part of the League from the backup file.

## Admin Maintenance

### **Edit Admins**

This tool is used to Edit existing Admins and to Add new Admins.

#### **Add Admin**

To add an Admin, enter a name, password, and E-mail address and click Add. If you attempt to add an Admin and are taken to a blank page, it is because that name is already in use as an Admin name on another League. The system will not allow the use of the same name in two Leagues, so you'll have to choose another name or add a number or letter to the original choice. Once you have added the Admin successfully, you will need to provide them with their Admin name, password, and a link to the Admin menu. Please note – after you add an Admin, the name will not show up on the League page until the page is updated, so it could take up to 12 hours for their name to become visible. Admin names are limited to 20 characters and must not contain any spaces or special characters.

**NOTE** - If the Admin would like the ability to post in your League's forum both as a player and as Admin, then give them an Admin name slightly different than their player name. An easy way to do this is to add an underscore to the beginning or end of their Admin name. If the names are exactly the same they will only be able to post as an Admin as the system will automatically look for their Admin password if an Admin name is used.

All Admin passwords are randomly generated and cannot be set manually. This is a security measure to help prevent Leagues from being hacked because they have insecure Admin passwords.

After adding a new Admin, you will need to decide and set which options you will give them access to for your League.

#### **Edit Admin**

To edit an Admin, click the Edit button next to the Admin's name. At the top of the page is the Admin's existing information. If you want to change any of these fields, simply type in the new information. You can also add Instant Messenger information for the Admin, which will appear on the right side of the League's main page under "Admin Status" if you choose to use this feature. All you need to do is choose the appropriate service from the drop down menu, and then enter the applicable contact information.

MyLeague Plus Leagues can set up E-mail forwarding with this tool. MyLeague Plus League Admins are given the option to have an @myleague.com forwarding E-mail address for their Admin name. All mail sent to this address will be forwarded to the E-mail address specified in the "Plus E-mail forward" field.

## Options

The options determine which items in the Admin menu your new Admin will have access to use. Each option provides that Admin with different menu items as follows:

Description	Notes	Admin Menu Items
General Options available to all Admins		Updates Server Status Player Search Admin Peer Forum Gaming Rooms Forum Get Support MyLeague Support Staff Terms of Use
Allow this Admin to edit the access of other Administrators.	It is strongly recommended that you do not give access to this tool unless you are sharing the responsibility of running the League. This tool gives access to change all the settings shown in Edit Admins.	Edit Admins
Allow this Admin to edit League users	Gives ability to edit the win / loss record of all players and the ability to place players in the penalty box. This is a powerful tool as they will be able to change ranks and records of any players, so be careful who you give this one to.	Edit User
Allow this Admin to report matches for other players	Used primarily by those handling the unreported match complaints.	Report Match
Allow this Admin to post or delete announcements	Provides the ability to edit the announcement.	Announcement
Allow this Admin to send newsletters	Provides the ability to send newsletters	Newsletter
Allow this Admin to view the Admin log	Allows full access to view the Admin logs.	Admin Logs
Allow this Admin to search and view the League logs	Allows full access to view Search Logs.	Search Logs
Allow this Admin to kick players out of the League and off of the forum	Another powerful tool that gives an Admin access to kick any user from the League.	Duplicate Accounts Kick User
Allow this Admin to adjust the rules for this League	Gives access to edit the League's rules and settings.	Edit Game Specific Rules Change Reporting Style Public/Private Ruleset Editor
Allow this Admin to edit the HTML features of this League	Allows access to the right table, League description and the League's logo.	Edit Right Table Edit Logo Edit Description
Grant permission to remove posts from League forums	Allows an Admin to remove unwanted posts from your League's forum	Moderate Forum

Description	Notes	Admin Menu Items
Allow this Admin to invite players to join this League	Allows an Admin to send invitation/activation key E-mails to potential members. This tool is the only way to add members to a Private League.	Invite Players
Allow this Admin to access the MyLeague Plus mailroom (ML+ only)	This tool only applies to MyLeague Plus Leagues. It allows an Admin to access the mailroom to answer support mail sent to your League.	Mailroom
Allow this Admin to purchase Plus for this League.	This tool allows an Admin to purchase MyLeague Plus for the League. Admins will have the option to purchase Plus with either check or credit card, but only a Head Admin can purchase Plus with RevShare funds.	Info and Ordering

### **Change Head Admin (Head Admin Only)**

This tool gives you the ability to give the League to another Admin if you no longer have the time or desire to manage the League. This is not a tool to be used lightly – once you change the Head Admin, you have given up your rights to the League and any control of the manner in which the League is run. Whoever is listed as the Head Admin essentially owns the League, so avoid transferring the Head Admin powers just because you are going on vacation or taking a short leave of absence. You may give another Admin all the available tools described in the section above if you desire; the only things they won't have access to are the tools specified as Head Admin only.

You may think you know someone very well and that you can trust them to give the League back, but all too often we see these situations go bad and Leagues not returned to the original Head Admin. Remember that we will not return it to you just because you were the creator of the League, so be very careful before using this tool.

That having been said, if you are truly ready to give up the position, it is always better to assign a new Head Admin than to kill the League. Keep in mind the community of users that have grown up around your League and put them first – in the end, you'll be the hero for having done so.

### **Head Admin Forum (Head Admin Only)**

This is a message forum available only to the MyLeague Head Admins. Use this form to seek assistance from MyLeague Support Staff and to exchange messages with other Head Admins.

### **Admin Peer Help Forum**

This is a message forum available to all MyLeague Admins. Use it to seek advice from experienced Admins, to receive help with custom HTML, and for a general exchange of ideas.

### **MyLeague Plus Forum (ML+ Only)**

This is a message forum available to all MyLeague Plus League Admins. Use it to seek advice from other MyLeague Plus Admins, or to seek assistance from MyLeague Plus Support Staff.

### **Gaming Forum**

This forum is for those looking for rooms to share or Leagues interested in merging. This forum is not actively monitored by MyLeague staff.

### **E-mail Admin Team**

This tool allows you to send an E-mail to everyone on the Admin team for your League. Please avoid using this tool excessively, as otherwise your Admins may complain of spam.

## **Miscellaneous**

### **Custom Store (Head Admin Only)**

You can use this link to create your League's own store through CafePress.com. CafePress allows you to design custom branded items for your League and make them available to your members for purchase.

### **Revenue Sharing (Head Admin Only)**

Once your League has reached at least 20 members, you will have the option to turn on Revenue Sharing and receive 10% of the monies earned for premium memberships that are purchased through your League. This can be a great way to turn a hobby into a profitable venture, and we encourage you to take advantage of this opportunity!

This utility will not become visible to you until your League does have 20 members, but at that time you will be able to enter the tool and turn Revenue Sharing on if you choose to participate. Simply click on the Revenue Sharing link and then press the "Show me the Money!" button to turn the feature on and enter your payment information. Revenue sharing is not retroactive, and you will only earn money from signups *after* you turn it on. More detailed terms are included within the utility.

NOTE - The MyLeague.com Revenue Sharing program is subject to change or cancellation at any time, without prior notice.

## **Help**

### **Head Admin Guide**

Use this link to view or download the Head Admin Guide.



**Admin Complaint (Head Admin Only)**

This link is for after you have made an honest effort to resolve a dispute with another League. If you have tried and failed to resolve your dispute with another League, the Head Admin can use this tool to file a complaint against the other League. If the problem is regarding a specific player in another League, please do not use this form. Instead, contact the Head Admin of that League and ask them to deal with the player. Before you can expect us to help you with your Admin complaint, you must have contacted the other League's Head Admin via E-mail in an attempt to work out a solution and have given that Head Admin a minimum of 24 hours in which to respond.

Remember: You manage the day to day operations of your League, and as such, it is your responsibility to take steps to resolve the conflict prior to contacting us. Filing frivolous complaints is the equivalent of "crying wolf."

When you file a complaint with this link, the Head Admin of the League about which you are complaining will receive a copy of your complaint and will be given 36 hours to respond. Don't file a complaint if you don't know which League the offending party came from and/or their Admin name. We must know who the offending party is before we can take steps to resolve the matter at hand.

This page can also be used to check the status of any Admin complaints that you have previously filed.

For more information about resolving disputes with other Leagues, please see the League Dispute guide located on your Head Admin menu.

**Get Support**

Use this link whenever you require direct support from the MyLeague Support Staff. Make sure that the E-mail address shown on the form is correct so that you receive your reply! Choose the appropriate category from the drop down list, type your problem or question, and click "Send This Mail." Your mail will be assigned a reference number for tracking, and it is a good idea to record that number for reference purposes until you have received a reply.

Please do not E-mail MyLeague Support Staff directly for assistance. We have tools and utilities available to us through the Get Support link that we do not have access to when you E-mail us at our personal E-mail addresses. As a general rule, when you do attempt to circumvent the system and E-mail a MyLeague.com Support Staff member directly they will reply directing you to submit the E-mail via your "Get Support" link. You will always receive help faster using the proper channels!

**Live Support (ML+ Head Admin Only)**

MyLeague Plus Head Admins are offered the option to chat with a Live Customer Support Representative up to twice a week.

Our guaranteed hours of operation are 9:00 AM to 5:00 PM Pacific Time, Monday through Friday. However, there may be an operator available at other times of the day as well. If a Support Representative is available, you will see the Live Support icon on the Live Support page.

### **99% Uptime Guarantee (ML+ Only)**

Read the full details of the 99% Uptime Guarantee that all MyLeague Plus Leagues receive.

### **MyLeague Support Staff**

This is a current list of the MyLeague Support Staff. This is provided for your reference, so that if someone claims to be on support staff, you can verify that they actually are.

### **MyLeague Support Applications**

This link is normally not selectable, but it becomes active when we are accepting applications for new MyLeague support volunteers. When we activate this link and start accepting new applications, we will also make an announcement at the top of your Admin page to call attention to the fact.

### **Terms of Use**

The rules and legal requirements for using the MyLeague.com service are found at <http://www.myleague.com/my/terms.php>.