* FAQs: DUPR
* I’m not sure about putting all games in DUPR. Not warmed up yet or too windy as an example.
	+ For a realistic and reliable rating, you should record scores under ALL circumstances, be it warm up, wind, etc. An exception would be if you/and or the group are practicing skills/shots.
* Regarding DUPR Support, can we expect a 48-hour response on any request or question?
	+ Our club is not paying for DUPR and their support staff is small.
* What do I do if someone posts a game with the incorrect score or even one I did not participate in?
	+ If this happens, contact DUPR Support (https://www.support.mydupr.com/)and provide them with the match ID, asking them to delete the match.
* How long does it take to get to a reliable rating in DUPR? I’ve seen some crazy ratings for players.
	+ Achieving a RELIABLE rating can be a long process. If your rating has an \* asterisk beside it, that indicates the rating is not yet reliable, so keep working on it. Although DUPR information says 5 - 10 games, 15 - 20 is probably a safer bet.
* If I want to play against or with (as playing partners) some players slightly better than I am, what is their incentive to play with me since I can only damage their DUPR rating?
	+ The short answer is that they do not really have an "incentive." We believe that most people are willing to help others play and get better, and hopefully that will be their incentive.
* Sometimes I just want to play socially or for fun, or maybe I want to practice a specific skill rather than focusing on winning, so I don't want to record scores from those games, or I don't care about ratings and don't have a DUPR account. What should I do?
	+ The best way to handle this is to make sure before you start the game that all the players understand your perspective for that game and that you don't want scores recorded or don't have a DUPR account.
* Why does DUPR only have one doubles rating, and there is no mixed doubles rating? How does mixed doubles play impact ratings in DUPR?
	+ The algorithm to calculate your DUPR rating combines gender-specific doubles and mixed doubles results into a single doubles rating. What matters is the skill level of the players, not gender.
* When I play with someone who is working on establishing a rating in DUPR, I will be contacted to verify their score. If that's true, that's really uncomfortable, and won't some people lie about their scores?

	+ When a player records the scores from a game, at least one player from the opposing team will get an email asking them to "validate" the scores. This email comes from the DUPR system, NOT from the other player(s). This process is intended to ensure that results are recorded accurately. If either the players listed or the scores recorded are not correct, simply do not validate the game. You can even ask the DUPR support folks to delete the game (such as if you made it clear to the other players BEFORE you started the game that you did not want scores recorded as discussed in one of the proceeding questions and answers). If you played expecting the results to be recorded, but they are recorded incorrectly, you can contact your opponent to ask them to correct the results or you can have the results deleted and enter in the correct players and scores yourself.
* What if I'm unrated in DUPR, and I play against other unrated players who also have a DUPR account?
	+ Go ahead and record your game and scores. Once any one of the unrated players starts playing with rated players and establishes a rating, the DUPR system will start to "connect" the earlier game results to help establish ratings for all players.
* What if one or more players do not have a DUPR account, can I still record the game results?
	+ You can record your game and scores, but you will need to invite any player(s) that do not have a DUPR account to join DUPR when you enter the results. You will know someone does not have a DUPR account if their name does not appear in DUPR when you try to select the players(s) for the game. One approach would be to ask all of the players BEFORE you play a game if they have a DUPR account and if they are OK with the game being recorded in DUPR. If any player does not want to have a DUPR account or does not want the game results to be recorded, then don't record the game results in DUPR. Note that if one of the players from the game never creates a DUPR account, the game results will never be able to be validated in the DUPR system.