



Playtomic Leveling: Everything You Need to Know



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How Leveling Works in Playtomic

Playtomic uses a dynamic algorithm to match players based on skill. Your level is determined by match results, player comparisons, and a reliability score. It starts with a questionnaire when you first set up your profile and evolves as you play competitive matches.



The Ups & Downs of Playtomic Levels

Three key factors affect your level:

- **Your Profile Level** – Set from an in-app questionnaire
- **The Level Scale** – Ranges from 0 to 7 (5.5 max for amateur players)
- **Reliability %** – Reflects how stable your level is based on recent play

Low reliability = greater level changes.

High reliability = more stable performance tracking.



How to Change Your Level Manually

If you feel over-ranked, you can manually lower your level in the app:

1. Go to **Profile**
2. Tap your current level
3. Select "**Lowering Level**"
4. Choose your new level and confirm

Note: To raise your level again, you must win matches or attend a certified leveling session.




Get Your Level Certified by a Coach

Want a more accurate level? Join a certified leveling session with a coach.

Abbeydale Tennis Club are certified playtonic assessors, and can adjust your level at anytime

After your session, your **reliability resets to 50%**, helping the system reassess your level.

Benefits of certification:

-  Accurate level matching
-  Feedback from coaches
-  Connect with players at your level

Why Did My Level Suddenly Drop?

Playtonic performs manual level adjustments to keep play fair across all users. Levels above 6 are reset for amateur players—5.5 is the highest possible amateur rating.

How it works:

- Levels change based on match scores, not just win/loss
- Close matches signal balanced play; big wins/losses trigger larger changes
- Updates are rolled out gradually—starting from the top-ranked users

Note: Once adjusted to 5.5 with high reliability, your level won't be changed again unless earned through play.

Final Thought

Leveling is key to better, more balanced matches. Whether you're climbing the ranks or just starting out, understanding how levels work will help you get the most out of your Playtonic experience.