

# Coaches: getting started

Find paid coaches for your event, send them offers, see who's coming, and pay them, all from one page. Teddy texts each coach their offer, reminds them until they answer, and sends their check-in link on event day. Your roster updates as they reply.

Coaches sign up from your event's link

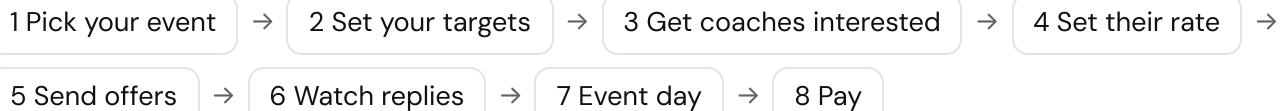
They answer by text, no app or login

Reminders and expiry are automatic

Ask Teddy on the page if you get stuck

## The whole picture

Steps 1 to 3 are set up once per event. After that the page mostly runs itself: you pick coaches, and Teddy handles the back and forth.



### PART 1 • ONCE PER EVENT

## Set up your event

Click **Coaches** in the left sidebar. The page is called **Manage Coaches**.

- 1 **Pick your event.** Click **Select Event** at the top and choose it from the list. Use the search box or **This week / This month / This year** to narrow it down. If you only have one event, it opens on its own.
- 2 **Set your targets.** Click the pencil on **Coaches Needed** and on **Stipend Budget**, type a number and press Enter. The other tiles fill in from there: **Awaiting Reply**, **Accepted**, **Coaches Short**, **Stipend Spend** and **Balance**. If your event has shifts, open **Shift Detail** under the tiles to see how many you still need on each shift. Need shifts, for example Saturday and Sunday? Use **Actions ▾ → Manage shifts**.
- 3 **Get coaches interested.** Coaches sign up for your event themselves. There are two ways to reach them:
  - **Actions ▾ → Stipend Marketplace:** switch it on to list your event where coaches look for paid work. It reads **Published, open to interest** when it's on.
  - **Links ▾ → Copy stipend sign-up link:** paste the link into your own emails, website or social posts.
 Each coach who signs up appears in your roster as **Interested**. Nothing is sent to them until you make an offer.

**Full up?** Turn on **Actions ▾ → Coaches Full**. New sign-ups then go to **Standby** instead of Interested, so you have a waiting list if someone drops out. Standby coaches are hidden in the default view; click **Show all** above the table to see them.

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## PART 2 · CHOOSING YOUR COACHES

### Send offers

- 4 **Turn on the columns you need.** Click **Columns** and check **Rate Type** and **Response**. They start hidden, along with **Program**, **Division**, **No Show Rate %**, **Cancel Rate %** and **Payment Account**, which help you choose. You can also hover over a coach's name to see them. Your browser remembers your column choices.
- 5 **Set each coach's rate.** In their row, pick a **Rate Type** (Flat Fee, Per Hour or Per Game) and type the amount in **Rate**. It saves by itself a second later and **Stipend \$** updates. A badge under the rate shows whether it's **BELOW**, **AVERAGE** or **ABOVE** what this coach, or coaches in general, usually earn.  
Same rate for many coaches? Check their rows, then **Bulk Update ▾ → Update Stipend \$**.
- 6 **Send the offer.** Change the coach's **Status** to **Send Offer**. The offer goes out straight away, and the status changes to **Offer Sent**, **Awaiting Coach**. For several coaches at once, check their rows and use **Bulk Update ▾ → Update Status → Send Offer**.  
There's no "are you sure?" step, so set the rate first. If the rate is missing, the page stops you and asks for a Rate Type and Rate.
- 7 **Watch the replies.** When a coach replies YES, their status changes to **Confirmed** and you get a text. The **Response** column shows **Accepted**, **Declined**, **Expired** or **Pending**, with a line like "Sent 3h ago · last nudge 1d ago · expires in 2d". An orange dot next to a name means the coach sent a reply that needs you.

**You don't need to chase anyone.** Teddy reminds coaches who haven't answered, and releases the spot if they never do. How fast depends on how close the event is. See [Offer timing](#) below.

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## PART 3 · EVENT DAY AND AFTER

### Check-in and pay

- 8 **Event day.** Confirmed coaches get a check-in link by text shortly before their shift, and a check-out link when it ends. They can also scan your event QR code (**Links ▾ → QR code**). The **Check-In**, **Check-Out** and **Time at Event** columns fill in as they arrive. A ⚠️ means they checked in away from the venue; hover over it to see how far.
- 9 **Pay.** After the event, click **Pay** in a coach's row. The window shows the coach's name and the amount; click **YES** to send it. The payment goes out right away, the row shows ✓ **Paid**, and the coach gets a text.  
Only people set up to approve payments see the Pay column. Payments can't be undone.

### Why isn't the Pay button showing?

Hover over the grey tick in the Pay column to see why. The Pay button appears once **all** of these are true:

- The coach **accepted their offer**
- They are **checked in**
- They have **connected a payment account** in their staff portal (turn on the **Payment Account** column to check)
- There's a **stipend amount** on their row
- Your own payment account is connected

Changing a status to **Paid** by hand doesn't send any money. It only changes the label.

## What each status means

| STATUS                      | WHAT IT MEANS                                                                           | SHOWN BY DEFAULT? |
|-----------------------------|-----------------------------------------------------------------------------------------|-------------------|
| Interested                  | Signed up for your event. Nothing has been sent to them yet.                            | Yes               |
| Offer Sent, Awaiting Coach  | You picked <b>Send Offer</b> . Teddy has texted the offer and is waiting for YES or NO. | Yes               |
| Confirmed                   | They accepted. They're on your staff for the event.                                     | Yes               |
| Checked In                  | They arrived on event day.                                                              | Yes               |
| Paid                        | Their payment has gone out.                                                             | Yes               |
| Standby                     | On your waiting list, usually because <b>Coaches Full</b> is on.                        | No                |
| Not Available               | They said NO, or their offer expired without an answer.                                 | No                |
| Canceled                    | They accepted, then dropped out.                                                        | No                |
| Transferred                 | They gave their spot to another coach.                                                  | Yes               |
| No Show                     | Confirmed but never arrived.                                                            | Yes               |
| Program Already Represented | You already have a coach from their program.                                            | No                |
| Event Was Cancelled         | The event was cancelled.                                                                | No                |

Hidden rows are counted in the banner above the table, for example "4 hidden (Not Available: 3, Standby: 1)". Click **Show all** to see them, or use the **Status** filter.

## Offer timing

Reminders and expiry are set when the offer is sent, based on how far away the event is. When an offer expires, the coach is marked **Not Available**, they're told the spot has been released, and you get a text.

| EVENT STARTS IN   | REMINDERS AFTER THE OFFER | OFFER EXPIRES AFTER |
|-------------------|---------------------------|---------------------|
| More than 2 weeks | 1 day, 2 days, 7 days     | 9 days              |
| 1 to 2 weeks      | 1 day, 2 days, 4 days     | 6 days              |
| 3 to 7 days       | 12 hours, 1 day, 2 days   | 3 days              |
| 1 to 3 days       | 4 hours, 12 hours         | 1 day               |
| Less than 1 day   | 2 hours                   | 6 hours             |

## Helpful tips

### Resend an offer

Click the paper-plane icon next to the coach's name (it shows while their status is **Offer Sent**), then **Resend**. They get the offer again, worded like the first one, with a new link, and the clock starts over. Coach declined or expired and now wants the spot? Set their Status to **Send Offer** instead.

### An offer expired

Set a rate if needed and change their status to **Send Offer** again. If a coach texts YES after it expired and the spot is still open, Teddy sends the offer again for you.

### Email one coach

Click the ✉ icon next to their name. It goes from your own email address, and their reply comes straight to your inbox.

### Several shifts per coach

A coach on more than one shift shows as one row with "2 shifts". Click it to expand. They get a single offer text and can accept all, decline all, or choose shifts on the offer page.

### Clear a coach off your list

Click the trash icon and **Remove**, for example for a duplicate. It only hides them from this page: their record is kept, and it doesn't cancel their spot or stop their texts.

### Who said no?

Pick **Declined** in the Status filter to see every coach who answered their offer with NO. Offers that expired without an answer show **Expired** in the Response column instead.

### Download your list

**Download** saves a spreadsheet of the rows you're looking at, or only the rows you've checked.

### Hotel rooms

Turn on hotel tracking on the event's Travel tab and every coach who accepts is asked if they need a room. **Hotel Rooms** on this page shows the answers.

### Stuck? Ask Teddy

Click **Ask Teddy** on the page. He can do a lot for you, for example "Offer Jordan Lee \$300 flat fee", "Who hasn't accepted yet?" or "Send reminders to coaches who haven't accepted." For anything that sends a text or payment, he shows you a **Confirm** button first.

# What your coaches receive

Real messages, shown for a sample coach (Jordan) at a sample event (2027 Summer Classic Showcase, Jun 19 to 20, hosted by All-Star Event Company). Texts come from Teddy at +1 (443) 582-0095.

## The offer

As soon as you pick Send Offer

Hi Jordan! I'm Teddy, your Tourney Direct assistant. Save this number as 'Tourney Direct' so you never miss an update.

You have an offer to work 2027 Summer Classic Showcase on Sat, Jun 19 to Sun, Jun 20 in Riverside Sports Complex. Stipend: \$300. Offer expires Sat Jun 5.

Reply YES to accept or NO to decline. If we don't hear back, your spot will be released to another coach.

Full details: [tourneydirect.com/offer?...](https://tourneydirect.com/offer?...)

**The first line only appears the first time Teddy ever texts them. The link opens an offer page where they can also accept or decline**

## More than one shift

One text covers them all

Hi Jordan! You have an offer to work 2 shifts at 2027 Summer Classic Showcase on Sat, Jun 19 to Sun, Jun 20 in Riverside Sports Complex. Offer expires Sat Jun 5.

Reply YES to accept all shifts, NO to decline all, or tap here to choose individually: [tourneydirect.com/offer?...](https://tourneydirect.com/offer?...)

## They say yes

Right after they reply

YES

Thank you for your reply! Have a great event. If you need to make changes, please let us know. 🏆

 A calendar invite link will follow shortly.

 Add to Calendar: 2027 Summer Classic Showcase is on your schedule!

Tap the link below to add it to your phone's calendar: ...

Hi Jordan! This is Tourney Direct. You have been confirmed to work 2027 Summer Classic Showcase. Will you need a hotel room? ...

**The hotel question only goes out if hotel tracking is on for the event**

## They say no

Right after they reply

NO

Thank you for your consideration. The event director has been notified that you are not available. We hope to work with you at a future event! 🏆

## No answer yet

On the schedule in [Offer timing](#)

Reminder: All-Star Event Company is still holding your spot at 2027 Summer Classic Showcase. Stipend: \$300.

Reply YES to accept or NO to decline. If we don't hear back, your spot will be released to another coach.

Full details: [tourneydirect.com/offer?...](https://tourneydirect.com/offer?...)

## The last one starts "Reminder (final notice):"

## The offer expires

When nobody answered in time

Your offer to work 2027 Summer Classic Showcase has expired and the spot has been opened to others. If you're still interested, please reach out to the event coordinator.

## No mobile number on file

The offer goes by email instead of text

**Subject:** Offer to work 2027 Summer Classic Showcase (\$300), please reply by Sat Jun 5

Hi Jordan,

## All-Star Event Company would like to offer you \$300 to work 2027 Summer Classic Showcase.

You submitted interest in this event and they've selected you. **Your spot isn't held until you accept.**

Dates: Sat, Jun 19 to Sun, Jun 20  
Location: Riverside Sports Complex  
Stipend: \$300

**Accept this offer**

**Decline**

This offer expires Sat Jun 5. After that the spot goes to another coach.

Want offers by text next time? Send your mobile number to [info@tourneydirect.com](mailto:info@tourneydirect.com).

**Coaches with a mobile number get the text only, never both. Reminders and the expiry notice follow by email too. A coach who has turned texts off also gets their offer and reminders by email**

## A week before

7 days before the event starts

Reminder: You are confirmed to attend 2027 Summer Classic Showcase on Sat, Jun 19, 2027. If you are no longer available, let us know.

 Event details: ...

Reply UNABLE if you can no longer attend.

UNABLE

Got it, I've let the event director know you can't make 2027 Summer Classic Showcase on Sat, Jun 19. Thanks for telling us.

**Their status changes to Canceled and you get a text**

## Giving their spot away

A confirmed coach can transfer to someone they know

Can I transfer my spot?

Sure! I can help you transfer your spot at 2027 Summer Classic Showcase.

What's the name of the person you want to transfer to?

Transfer offer sent to Sam Rivera! They'll receive a text with a link to accept or decline. You'll be notified once they respond.

**Teddy asks for their mobile number and checks with Jordan before sending. If Sam accepts, you approve or decline the swap**

## Event day

Shortly before their shift, then at the end of it

 Time to check in

2027 Summer Classic Showcase

Tap when you arrive:  
[tourneydirect.com/checkin?...](https://tourneydirect.com/checkin?...)

 Reminder: we don't have you checked in yet for 2027 Summer Classic Showcase.

Tap to check in: ...

 Time to check out

When you've finished your shift, tap to check out:  
[tourneydirect.com/...](https://tourneydirect.com/...)

**Check-in reminders go out about 30 and 60 minutes after the link if they haven't checked in. They can also text Teddy "I'm here" or DONE**

## After the event

On the last day of the event

Thanks for working the event! 🙌 Quick 8-question survey — just reply with a number after each question.

Q1/8: Overall Experience — reply 1 (worst) to 5 (best) ...

You can see the answers under Links ▾ → Survey results

## After they're paid

When you click Pay

Hi Jordan! Your payment of \$300.00 for 2027 Summer Classic Showcase has been sent. Allow 1–2 business days for funds to arrive in your account. Questions? Reply here.

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## What you receive

Texts to the operators on the event, so you hear about changes without watching the page.

### A coach accepts

✅ Jordan Lee from Riverside Lacrosse Club has accepted their spot for 2027 Summer Classic Showcase.

### A coach says no

Or replies UNABLE later

This is a cancellation alert from Tourney Direct. Jordan has cancelled their attendance at 2027 Summer Classic Showcase. Please log into the portal to find a replacement staff member.

### An offer expires

📅 Jordan's offer to work 2027 Summer Classic Showcase expired without a response. The spot is open — reassign as needed.

### A transfer needs you

After the new coach accepts

Transfer request for 2027 Summer Classic Showcase: Sam Rivera has accepted the spot previously held by Jordan Lee.

To approve or decline this transfer, visit: ...

### Event day check-ins

2 and 4 hours after check-in opens

2027 Summer Classic Showcase — Check-In Update

Coaches:

✅ Checked in: 14 of 16

❌ Not yet checked in: 2

• Jordan Lee – Riverside Lacrosse Club

• Sam Rivera – Lakeview LC

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## Good to know

### To drop out, coaches text Teddy

At any time, a confirmed coach can text "I can't make it" (or reply UNABLE to the week-before reminder). Their spot is released and you get a text. Before accepting, they just reply NO. Words like STOP or CANCEL are phone-carrier opt-out words. A coach who texts one of them stops getting every Tourney Direct text, including their offer. To opt back in, they reply START, and Teddy re-sends any offer that's still open.

### Interest isn't a spot

Signing up doesn't reserve anything, and neither does getting an offer. A coach is only on your staff once they accept.

### Changing a rate after the offer

The new rate saves, but the coach isn't told. Resend the offer or email them so they know.

### Getting paid

Coaches connect a payment account once, in their staff portal, and it works for every event. The **Payment Account** column shows who's ready.

Questions: [info@tourneydirect.com](mailto:info@tourneydirect.com) · Full help articles at [help.tourneydirect.com](https://help.tourneydirect.com), Events, Coaches