

Event Staff: getting started

Schedule your event staff, confirm who's coming, and run event day, all from one page. Teddy texts your staff their availability questions, their shifts, and their check-in links, and your schedule updates as they reply.

Set up your roster once, reuse it every event

Staff answer by text, no app or login

Change a published shift and only that person is texted

Ask Teddy on the page if you get stuck

The whole picture

It looks like a lot the first time. After your first event, you only repeat steps 4 to 9.

1 Add staff → 2 Groups → 3 Documents → 4 Roles & shifts → 5 How many you need →
6 Ask who's available → 7 Build the schedule → 8 Publish → 9 Event day and pay

PART 1 · ONCE, IN STAFF DIRECTORY

Build your staff roster

1 Add your staff. Click **Staff Directory** in the left sidebar, then **Add Staff Member** for one person or **Upload List** for a spreadsheet. Set each person's type to **Event Staff**. Only people typed as Event Staff appear on the Event Staff page. A mobile number is required, because that's how Teddy reaches them. Anyone with an email address gets a welcome email.

Wrong type after an upload? Click the pencil on their row and change **Staff Type**. Need more people? Click **Sign-up Link** to share a link or QR code, and people add themselves as Event Staff.

2 Put them in groups. Click **New Group** (for example "Gate crew" or "Weekend regulars") and add people to it. A person can be in more than one group. When you ask who's available, you can text one group instead of everyone.

3 Collect their documents. In a person's row, click the waiver, driver's license or credentials icon, or check several rows and use **Bulk Send / Resend**. Teddy texts them a secure link. Badges show what's on file and how many days it has left.

Use your own waiver with **Waiver Templates**. Ask for anything else (a business license, a screenshot) with **Document Requests**. When something comes in, click **Needs review** and **Verify** it.

Documents don't block scheduling. You can assign someone who is still missing a document. The waiver and license badges show next to each name when you assign, so check them before you publish.

Your staff list

One row per person, up to 1,000 rows per upload. A phone number that's already on your roster is never added twice or overwritten. If you pick groups for the upload, people already on your roster are added to those groups.

FIRST NAME	LAST NAME	MOBILE	EMAIL	TYPE	SPORTS
Jordan	Lee	(555) 555-0142	jlee@example.com	Event Staff	Lacrosse
Required	Recommended	Required	Recommended	Required unless you pick the type when uploading	Optional

PART 2 · FOR EACH EVENT, ON THE EVENT STAFF PAGE

Set up and publish your schedule

Click **Event Staff** in the left sidebar and pick your event from **Select Event**. The event needs its dates and complexes; if either is missing, use **Actions** → **Edit this event**.

- Roles & Shifts (one time).** Click **Use standard roles** and **Use standard shifts**, remove what you don't use, and add your own. They're saved for every future event.
- Map to Complexes.** Enter how many of each role you need at each complex on each day, then click **Save Mapping**. This drives the coverage cards on the schedule.
- Ask who's available.** On **Schedule**, open **Communicate** ▾ → **Availability Blast**, pick a group or everyone, add an optional note, and click **Send Blast**. Teddy asks each person about each event day. Answers show in the **Event Staff Pool**.
Recruiting new people for this event? Open **Communicate** ▾ → **Sign-up Link**, pick a group and turn it on. People pick their days on the form, show up in the Pool as available, and the blast skips them.
- Build the schedule.** Click **+ Add Staffing Slots**, choose complex, date, role, shift, quantity and rate, then click **+ Assign** on each slot. The list puts the most available people first and warns you if someone is already booked elsewhere that day. Click **Save Draft** any time; nobody is texted.
Everyone at your company sees the same draft, with who saved it and when. **History** lets you look at or restore any of the last 20 versions.
- Publish.** Click **Publish**. Each person gets one text listing their shift or shifts and replies YES, NO, or the shift numbers they can work. A summary shows who was texted and anyone we couldn't reach.
- Event day and pay.** Confirmed staff get a check-in link by text shortly before their shift, and a check-out link at the end. Switch the table to **Event day** to watch check-ins, then to **Pay** after the event to confirm hours. Once someone has checked in and accepted, Tourney Direct sends their pay.

Helpful tips

Changing a published schedule

Edit the shift right in the table. The row shows **Changed · not published** and nobody is texted yet. When you're done, click **Publish (N changes)**. Before anything is sent you'll see exactly who gets a text.

Who gets texted when you republish

Date, time, role or complex changed: they get an update and are asked to confirm again. **Only the field changed:** an update, no reply needed. **Only the rate changed:** no text. Someone who has already checked in can't be changed.

Someone says no

Their slot reopens as **+ Assign** and you get a text. Pick someone new and they're texted right away. You don't need to publish again.

Cancelling a shift

Click **Cancel** on the row (or check several and click **Cancel assignments...**). Each person gets one text listing what was cancelled. Unpublished slots are just removed.

Did my texts go through?

Communicate ▾ → Delivery Details shows each person's last text: Delivered, Failed, Opted out, or No phone on file. Fix the phone number in Staff Directory and resend.

Accepting some shifts, not all

If someone accepts the afternoon but declines the morning, the **Event Staff Pool** shows them as available for the afternoon, with a note like "Declined Morning". Declining every shift that day shows them as not available.

Two shifts on one day

Assign the same person to both. They get one text with both shifts numbered, and a separate check-in link for each shift.

A question or to-do for one person

Use the **Tasks** tab, for example "Can you bring a pop-up tent Saturday?" Their reply shows under the task. For event-day instructions, use **Communicate ▾ → Send Worker Manual**.

Staffing an event far from home

Open **Communicate ▾ → Sign-up Link** and share the link or QR code with a nearby college sport management program. Sign-ups pick which days they can work, join your Staff Directory in the group you choose, and their availability is already on the schedule. The link closes when the event ends.

Stuck? Ask Teddy

Click **Ask Teddy** at the top of the Event Staff page. He knows every Event Staff help article and can walk you through any step.

What your staff receive

Real messages, shown for a sample staffer (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.

Added to your roster

When you add them with an email address

Subject: Welcome to All-Star Event Company's roster

Hi Jordan,

All-Star Event Company just added you to their roster with Tourney Direct.

What happens next

There's nothing you need to do right now, and no account to create. If All-Star Event Company needs a signed waiver or a document from you, Teddy will text you a secure link. When All-Star Event Company has an event that needs you, you'll hear from Teddy, the Tourney Direct text assistant, at +1 (443) 582-0095. Please save that number in your phone as "Teddy - Tourney Direct" so you know it's really us.

Also covers what Teddy's texts look like, how getting paid works, and where to get help.

Questions? Email info@tourneydirect.com.

Thanks, All-Star Event Company

Document requests

When you send a waiver, license or credential request

Jordan, you've been asked by All-Star Event Company to sign a liability waiver for upcoming events.

Please review and sign here:

tourneydirect.com/...

This link expires in 24 hours.

Hi Jordan, All-Star Event Company needs a copy of your CPR, First Aid.

Upload securely here:

tourneydirect.com/...

This link expires in 48 hours.

Reminders go out after 24 hours, 48 hours and one week if nothing comes in, between 9 AM and 8 PM

Availability

When you send the
Availability Blast

Hi Jordan! Teddy here from Tourney Direct.

We're building the staff schedule for 2027 Summer Classic Showcase (Sat, Jun 19 – Sun, Jun 20) and need your availability. I'll ask about each day, takes about a minute.

Saturday, Jun 19, can you work?

1 = Morning only (up to Noon)

2 = Afternoon only (after Noon)

3 = Evening (after 5 pm)

4 = Any time that day

5 = Not Available

4

Full day Sat ✓

Sunday, Jun 20, can you work?

1 = Morning only (up to Noon) ...

1

Last thing, any preference on which location you work?

Riverside Sports Complex

Lakeview Fields

Or reply ANY if it doesn't matter.

Riverside

Thanks Jordan! Here's your availability for 2027 Summer Classic Showcase:

✓ Sat, Jun 19: Full day

✓ Sun, Jun 20: Morning

📌 Preferred location: Riverside Sports Complex

Reply EDIT if anything looks wrong, otherwise you're all set! 🎉

The location question only appears when the event has more than one complex. Replying EDIT starts the questions over

No availability yet

24 and 48 hours after the
blast, 9 AM to 8 PM

Reminder Jordan! Still need your availability for Sat, Jun 19 at 2027 Summer Classic Showcase:

1 = Morning only (up to Noon) ...

Signed up on your link

Right after they sign up for the event

Hi Jordan, it's Teddy from Tourney Direct. Thanks for signing up to work 2027 Summer Classic Showcase (Jun 19 – Jun 20) with All-Star Event Company. We have you down as available Sat, Sun. We'll text you about shifts. Reply STOP to opt out.

No availability questions for this event; they already told you

Their shifts

When you click Publish

Hi Jordan! It's Teddy from Tourney Direct. All-Star Event Company has assigned you to work 2027 Summer Classic Showcase.

 Saturday, June 19
 Riverside Sports Complex (Field 3)
 Role: Gatekeeper
 7:00 AM – 1:00 PM

Reply YES to confirm or NO to decline. Can't make it later? Just reply NO.

YES

Thanks Jordan! You're confirmed for 2027 Summer Classic Showcase at Riverside Sports Complex on Sat, Jun 19. See you there!

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

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

More than one shift

One text lists them all

Hi Jordan! It's Teddy from Tourney Direct. All-Star Event Company has assigned you to 2 shifts at 2027 Summer Classic Showcase:

-  Sat, Jun 19  Riverside Sports Complex  Gatekeeper  7:00 AM – 1:00 PM
-  Sun, Jun 20  Lakeview Fields  Table Staff  7:00 AM – 1:00 PM

Reply YES to accept all, NO to decline all, or just the numbers you can work (like "1 3"). Can't make it later? Just reply NO.

1

Thanks Jordan! 2027 Summer Classic Showcase — Confirmed:
✓ Sat, Jun 19 — Riverside Sports Complex — Gatekeeper (7:00 AM – 1:00 PM)

Declined:
× Sun, Jun 20 — Lakeview Fields — Table Staff (7:00 AM – 1:00 PM)

See you there!

No answer to their shift

24 hours after, then a final reminder at 48 hours (9 AM to 8 PM, event time)

Reminder Jordan! It's Teddy from Tourney Direct. Can you still work your shift at 2027 Summer Classic Showcase?

 Saturday, June 19
 Riverside Sports Complex (Field 3)
 Role: Gatekeeper
 7:00 AM – 1:00 PM

Reply YES to confirm or NO to decline.

You change a shift

When you republish a date, time, role or complex change

Hi Jordan! It's Teddy from Tourney Direct. Your assignment for 2027 Summer Classic Showcase was updated:

 Saturday, June 19
 Riverside Sports Complex (Field 3)
 Role: Gatekeeper
 1:00 PM – 6:00 PM

Reply YES to confirm or NO to decline.

Hi Jordan! Update for 2027 Summer Classic Showcase: your Gatekeeper shift on Sat, Jun 19 is now on Field 5. No reply needed.

The second text is what they get when only the field changed

You cancel a shift

When you click Cancel

Hi Jordan, it's Teddy from Tourney Direct. All-Star Event Company cancelled this shift at 2027 Summer Classic Showcase, so you're no longer scheduled for it:

 Saturday, June 19
 Riverside Sports Complex
 Role: Gatekeeper
 7:00 AM – 1:00 PM

No reply needed. Any other shifts you have for this event are unchanged.

Before the event

Tasks and the worker manual, when you send them

Hi Jordan! Can you bring a pop-up tent on Saturday?

Reply YES or NO.

Yes

Thanks Jordan! Got it, the coordinator has been notified.

Here is your worker manual for 2027 Summer Classic Showcase. Please review it before the event starts.

Event day

About 15 minutes before their shift, then at the end of it

 Time to check in

2027 Summer Classic Showcase
Riverside Sports Complex · Gatekeeper
100 River Rd, Tampa, FL 33602
Check in at: Staff tent by Field 1
Parking: Lot D

Tap when you arrive:
tourneydirect.com/checkin?...

 Time to check out

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

If they haven't checked in, reminders follow about 30 and 60 minutes later. Two shifts in a day each get their own links

After they're paid

When Tourney Direct sends the payment

Hi Jordan! Your payment of \$150.00 for 2027 Summer Classic Showcase has been sent. Allow 1–2 business days for funds to arrive in your account. Questions? Reply here.

What you receive

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

Someone replies

When they confirm or decline

Alex, Jordan Lee replied for 2027 Summer Classic Showcase:

✓ Confirmed: Sat, Jun 19 — Riverside Sports Complex — Gatekeeper (7:00 AM – 1:00 PM)

× Declined: Sun, Jun 20 — Lakeview Fields — Table Staff (7:00 AM – 1:00 PM)

1 spot now open, you'll need to staff it.

One text per reply, however many shifts it covers

Event day check-ins

2 and 4 hours after check-in opens

2027 Summer Classic Showcase — Check-In Update

Event Staff:

✓ Checked in: 14 of 16

✗ Not yet checked in: 2

- Jordan Lee
- Sam Rivera

Good to know

To drop a shift, staff reply NO

Every shift text says so. Words like STOP or CANCEL are phone-carrier opt-out words: anyone who texts one of them stops getting every Tourney Direct text, including their shifts. To opt back in, they reply START.

Replies go to the newest question

If someone has more than one question open with Teddy, their YES, NO or shift numbers go to the most recent one. That's usually the shift you just sent.

Texts that can't be delivered

They show in the publish summary and in **Delivery Details**. Event staff don't get an email backup, so fix the number in Staff Directory and resend.

Getting paid

Staff are paid once they've checked in, accepted their shift, and set up how they get paid. Rows that aren't ready show why, for example "No payout account yet."

Questions: info@tourneydirect.com · Full help articles at help.tourneydirect.com, Events, Event Staff (start with "Getting started")