

Events: getting started

Every coach, official and staff member works from the same event record. Fill it in once and it powers your staff's event page, their check-in texts, Teddy's answers, and your Coaches, Officials, Event Staff and RSVPs pages.

Create once, edit any time

Your times set when check-in texts go out

One link gives your staff everything

Ask Teddy for quick changes

The whole picture

Create the event, fill in the details, save, then share the staff link. You can come back and change anything later.

1 Create the event → 2 Open Edit this event → 3 How people join → 4 Times → 5 Complexes →
6 Pay info → 7 Notes, links, files → 8 Save → 9 Preview and share

PART 1 · CREATE THE EVENT

Get your event into Tourney Direct

Pick whichever way is easiest. Every way creates the same event.

One event

Click **Events** in the left sidebar, then **Actions ▾** → **Add one event**. Fill in the form and click **Submit** once. It can take a few seconds.

Many events

Actions ▾ → **Bulk upload events**. Download the template, fill in one row per event, and upload it. You'll see which rows were added, skipped or failed.

Ask Teddy

Type "Help me add a new event" in the Teddy box. He asks for what he needs and creates it when you confirm.

Same event as last year

Click **Run it back** on last year's event card. Teddy copies the name, location, complexes, settings, description and logo, and asks for the new dates. Shifts, coaches and staff aren't copied.

PART 2 · FILL IN THE DETAILS

Edit this event

Open any event page (Coaches, Officials, Event Staff or RSVPs), pick your event, and click **Actions ▾ → Edit this event**. From the Events page, click **Full edit** on the event card. Work top to bottom; the **Event readiness** panel on the right shows what's still missing.

- 1** **How are people joining this event?** Tick **Paid staffing** if coaches, officials or staff work shifts and get paid. Tick **RSVP invitations** if you're inviting coaches to attend (no work, no pay). Tick both if you need both. RSVP only hides the Pay & stipend and Schedule by day sections. RSVP close dates, reminders and venues are set on the **RSVPs** page.
 - 2** **Schedule & arrival.** Event name, type (Boys, Girls or Both), start and end dates, and **Start time** and **End time**. Add a **Staff arrival time** and an **Onsite point of contact** with a name and phone number. **Display event company** is the name staff see next to your logo. Leave it blank to use your company name.
 - 3** **Schedule by day** (multi-day events with different hours). Click **+ Add day** for each day and fill in its date, arrival, start and end time. Every row you start needs a date, start time and end time. For a single-day event, skip this section.
 - 4** **Location & complexes.** **Complex 1** is your main venue and needs a name. Add the full address, city, state and zip so maps and directions work. Click **+ Add complex** for each extra venue. In each complex's box, add its **Field maps** (as many as you need), a **Check-in spot**, **Parking**, and any **Parking passes**. Each complex's maps, check-in spot and parking show under it on your staff's event page, and in the check-in text for event staff and officials working there. Your event's time zone comes from the first complex with a full address. It shows on the **Detected event timezone** line right after you save.
 - 5** **Pay & stipend** (paid staffing only). Tick **Paid via TD Pay** if Tourney Direct pays your staff. Otherwise leave it unticked and explain how you pay in **Stipend / payment information** (for example "Paid by check, mailed within a week"). Add a **Stipend payment date** (plain text like "August 15th"), your **Staff classification**, and which roles get a stipend. Pay rates aren't set here. They're set per person on the Coaches, Officials and Event Staff pages and are never shown to all staff.
 - 6** **Descriptions.** A sentence or two for everyone, then optional notes for coaches, officials, event staff and trainers. Leave a role blank if it doesn't apply.
 - 7** **Links and Files.** Paste your Tourney Machine schedule link, a detailed schedule link, or type schedule notes. Upload event rules, a schedule file, one extra document, and a logo if it's different from your company logo. Field maps and parking passes go in each complex's box. Click **Save event** after uploading so the files attach. Up to 20 MB each. PDF, images, CSV, and Word, Excel or PowerPoint files all work. PDF and images look best on phones.
 - 8** **Save event.** Click **Save event** and wait for "Event saved." If something required is missing you'll see what, and nothing is lost. If part of the save didn't go through, you'll see what didn't save. Click **Save event** again. Leaving the page with unsaved changes asks you first.
 - 9** **Preview and share.** Click **Preview as staff** to see exactly what your staff will see. Click **Generate staff link** to copy your event's link to send, post or print.
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What counts toward 100% ready

Readiness is a checklist, not a gate. You can save at any percentage, but anything missing shows as "not set" or "Not added yet" on your staff's page.

ITEM	WHY IT MATTERS
Event name, start date	Needed to save. Shown on every text and on the staff page.
Start time, end time	Needed to save. Check-out links go out at the end time. Check-in uses the start time if there's no arrival time.
Staff arrival time	Check-in links go out about an hour before it. Use a real time like "7:00 AM". A note like "morning" or "1 hr before first whistle" can't be used for timing.
Location (Complex 1)	Needed to save. Sets your time zone, maps and directions.
Pay / stipend info	Answers the most common staff question: "how and when do I get paid?"
Schedule (any link or notes)	Staff and Teddy can point people to it.
Field map (on any complex)	The second most common question: "where do I go?"

Your staff's event page

Everything you filled in, on one mobile-friendly page. No login needed. It's the link in their reminder texts, and the one **Generate staff link** copies.

Your day

Arrive and check in, Start, Done and check out, with where to check in. Multi-day events list each day.

Event details

Where, onsite contact and how they'll be paid, plus the notes for their role. Each complex shows its address, check-in spot, parking, parking passes and field maps.

Schedule and files

Your schedule links and every file you uploaded.

Ask Teddy

Staff can ask "What time should I arrive?" or "Where do I park?" and Teddy answers from your event details. The more you fill in, the better he answers.

One page for everyone. The page shows the notes for every role you filled in, so write each role's notes so anyone can read them.

What your coaches and staff receive

These texts use the details you enter on Edit this event. Shown for a sample coach (Jordan) at a sample event (2027 Summer Classic Showcase, Jun 19 to 20, at Riverside Sports Complex, hosted by All-Star Event Company). Texts come from Teddy at +1 (443) 582-0095.

7 days before

To everyone confirmed for the event

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: pages.tourneydirect.com/o/all-star-event-company/event/...

Reply UNABLE if you can no longer attend.

The link is your staff event page

Event day

Shortly before their arrival time or shift

 Time to check in

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

Tap when you arrive:
[tourneydirect.com/...](https://pages.tourneydirect.com/o/all-star-event-company/event/...)

Not checked in yet

30 and 60 minutes after the link

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

Tap to check in:
[tourneydirect.com/...](https://pages.tourneydirect.com/o/all-star-event-company/event/...)

 Second reminder: you're still not checked in for 2027 Summer Classic Showcase.

Tap to check in:
[tourneydirect.com/...](https://pages.tourneydirect.com/o/all-star-event-company/event/...)

If you're not able to work today, reply and let us know.

End of the day

At the end of their shift, or the event's end time

 Time to check out

When you've finished your shift, tap to check out:
[tourneydirect.com/...](https://pages.tourneydirect.com/o/all-star-event-company/event/...)

RSVP events only

When you change the dates or venue

Update from Teddy with Tourney Direct: 2027 Summer Classic Showcase is now on Jun 26-27 at Riverside Sports Complex in Columbus, OH. Still planning to attend? Reply YES or NO.

Yes

If you cancel

Email to each coach who was interested, on standby or confirmed

From: Alex Morgan (your name, so replies come to you)

Subject: 2027 Summer Classic Showcase has been canceled

Hi Jordan,

The 2027 Summer Classic Showcase event, originally scheduled for June 19, 2027 through June 20, 2027 in Riverside Sports Complex, Columbus, OH, has been canceled due to unforeseen circumstances.

We sincerely apologize for any inconvenience this may cause and appreciate your understanding.

We value your participation and hope to see you at other events in the future. If you have any questions, please don't hesitate to reach out.

Alex Morgan

If you cancel

RSVP invitees, by text

Update from Teddy with Tourney Direct: 2027 Summer Classic Showcase on Jun 19-20 has been cancelled by All-Star Event Company. No reply needed.

What you receive

Someone drops out

When they reply UNABLE to the 7-day reminder

Cancellation Alert: Jordan is no longer able to attend 2027 Summer Classic Showcase on Sat, Jun 19, 2027. Please log into the portal to find a replacement.

Download your coaches for several events

Get one spreadsheet of coaches across all your current and upcoming events, a few you pick, or just one. From the **Events** page, click **Export** → **Coach roster**.

1

Pick your events. All current + upcoming, Choose events (search and check the ones you want), or **One event**. If you searched or filtered the Events page first, those events start checked. Each event shows how many coaches match.

2

Pick which coaches. Confirmed and **Checked in / Completed** start checked. Add **Offer sent, awaiting reply, Interested** or **Canceled** if you want them too.

- 3 Click Download spreadsheet.** You get one row for each coach per shift, with the event, dates, location, program, Men's or Women's, division, position, shift and status. Leave **Include stipend and check-in columns** on to add pay and check-in times.
- Every row has the event on it, so you can sort, filter or make a pivot table. Coach email and phone are never included. For a past event, use **Download** on its Coaches page.

Changing things later

Changing dates or times

Paid coaches, officials and staff are **not** texted automatically when you change the event's dates, times or venue. Let them know yourself (Teddy can help), and update shifts in **Manage shifts**; they don't move with the dates. RSVP invitees are told automatically.

Shifts live in Manage shifts

Edit this event sets the event's overall times. For separate morning and afternoon shifts, use **Actions ▾ → Manage shifts**. Days with shifts from Manage shifts keep those times when you save the event.

Adding or renaming a complex

Complexes are shared with Event Staff, Assign Officials and your staff page. Renaming one carries its field counts and staff assignments with it. If you remove one, reassign anyone who was working there.

Quick changes with Teddy

Click **Quick edit** on an event card, or tell Teddy "Change the start time to 8 AM" or "Add Lakeview Fields as a complex." He confirms before he changes anything.

Cancelling an event

Actions ▾ → Cancel event → YES, please cancel. It can't be undone from the portal. Coaches are emailed, RSVPs close, and the event shows a red **Cancelled** badge. Head Trainer and Assignor accounts can't cancel.

Time zone

Set automatically from the first complex with a full street address, city and state. Check the **Detected event timezone** line under the times after you save.

Event status

Each event shows **Active**, **Completed** or **Cancelled** on its card. Cancelled and finished events drop off your landing pages.

Stuck? Ask Teddy

Teddy knows every Events help article and can walk you through any step, or make the change for you.