

HOW-TO GUIDE

Assigning officials, start to finish

Send us your list, then three things, in this order. Teddy, the AI-Assistant that will be supporting you, handles gathering availability, sending assignments, and getting acceptances for officials in your group. You stay in control; he does the busy work for you.

BEFORE YOU START

Add Your Officials

Add your officials yourself from your Officials page. There are two ways:

- **Add New Official** (in box 1): add one person at a time. Enter their first name, last name, mobile number and email.
- **Upload Officials & Availability** (in box 1): add your whole list from a spreadsheet. Each row needs a first name, last name and email; a mobile number is strongly recommended. Click the Download **template** for a spreadsheet already set up for your event. If you've already collected availability, fill in the day columns and it loads that too.

Before anything is saved, you'll see a preview of who's new, who's already in your group, and anyone missing a mobile number. Every official who's new to your group gets a welcome email explaining how Teddy works and how to reach you.

No mobile number means no texts. Tourney Direct works by text, so an official without a mobile number won't get availability requests, assignments or reminders until one is added. Their welcome email includes a button asking them to add it, and you can add it yourself too (see Step 2).

Example of the Welcome Email versions:

TOURNEY DIRECT

Welcome!

You're getting this because Mike Thompson is using Tourney Direct to assign officials for an upcoming event. Here's what happens next.

Tourney Direct is the app your assignor uses to build the schedule and handle your payment.

Teddy is our text assistant. Teddy will text you on your assignor's behalf to ask when you're available, send your game assignments if assigned to officiate, and remind you to check in on game day. **It's all done over regular text message. No app to download, no login needed.**

How it works

- 1 Availability.** Teddy texts asking which days you can work. Reply with a number for your general availability.
- 2 Assignments.** If assigned to officiate, Teddy texts you your game assignments. Reply to accept or decline.
- 3 Calendar.** Once you accept, Teddy sends a link that adds your games to your phone's calendar.
- 4 Game day.** Teddy texts a check in link about 15 minutes before your first game.
- 5 Set up payment.** You'll get a text link. Tap it and follow the prompts to securely connect your pay account. This is a one time setup. If you've already connected a pay account with Tourney Direct, you can skip this step.
- 6 Get paid.** After the event, you're paid through the account you set up with Tourney Direct.

Who to contact

Tourney Direct

Something isn't working, you need help setting up your payment, or you need a link resent to you.

Email: Info@TourneyDirect.com

Phone: (443) 534-4642

Your assignor: Mike Thompson

Any question about your assignments, or a change to your schedule.

Email: mike.thompson@example.com

Phone: (410) 555-1234

Save Teddy's number so you know who's texting you: **(443) 582-0095.**

Tourney Direct. You're receiving this because an assignor listed you as a potential official for an upcoming event. To stop texts from Teddy at any time, reply STOP to any message.

TOURNEY DIRECT

Welcome!

You're getting this because Mike Thompson is using Tourney Direct to assign officials for an upcoming event. Here's what happens next.

One thing we need from you: your mobile number

We don't have a mobile number for you yet. Tourney Direct works by text, so until you add one you won't get availability requests, game assignments or reminders.

[Add my mobile number](#)

Tourney Direct is the app your assignor uses to build the schedule and handle your payment.

Teddy is our text assistant. Teddy will text you on your assignor's behalf to ask when you're available, send your game assignments if assigned to officiate, and remind you to check in on game day. **It's all done over regular text message. No app to download, no login needed.**

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TOURNEY DIRECT

Hi Jordan, you've been added to another event

Mike Thompson is using Tourney Direct to assign officials for **Spring Classic Tournament (Oct 11 to 12, 2026)**, and you're on the list.

It works the same way as before: Teddy will text you when Mike asks for your availability, then send your game assignments if you're assigned.

Your assignor: Mike Thompson

Any question about your assignments, or a change to your schedule.

Email: mike.thompson@example.com

Phone: (410) 555-1234

Tourney Direct

Something isn't working, you need help setting up your payment, or you need a link resent to you.

Email: Info@TourneyDirect.com

Phone: (443) 534-4642

Teddy texts from **(443) 582-0095**.

Tourney Direct. You're receiving this because an assignor listed you as a potential official for an upcoming event. To stop texts from Teddy at any time, reply STOP to any message.

Create Your Tourney Direct Assignor Account

STEP 1. Create an account using this link:

<https://operators.tourneydirect.com/register-operator-account>

STEP 2. You'll receive an email asking you to create a password. Once you've created a password, you can log into the portal (<https://operators.tourneydirect.com/>)

STEP 3. Log into the portal, click on Events, click on Officials, select the event you are assigning from the drop down menu. Follow the steps below to get started.

STEP 1

Get availability

Click **Send Availability Request** and Teddy texts every official in your group asking which days they can work. Their answers show up on your screen as they come in, so there is no waiting on emails.

- **If someone doesn't answer:** use **Resend**. By default it only re-texts people who haven't responded yet, so nobody gets asked twice. There's also an option to resend to everyone for a full do-over.
- **Not sure a text went through?** Click **View Delivery Status** for a plain-English breakdown of who was texted, who it's still sending to, and who it failed to reach (and why).
- **Added officials after your first request?** Click **Send availability request to more officials**. Teddy only texts the people who haven't been asked yet, so nobody gets asked twice.
- **Already collected availability outside Teddy?** Use **Upload Officials & Availability** and fill in the day columns (Morning, Afternoon, Evening, All Day or Not Available), plus an optional preferred complex. It updates officials already in your group and adds anyone new.

1. Availability request (first day, first contact):

Hi Jordan! This is Mike Thompson – I'm assigning officials for Spring Classic Tournament through Tourney Direct. Teddy is our AI assistant that sends texts like this one on my behalf and collects your responses for me. Teddy's reaching out now to get your availability. I'll ask about each event day one at a time – just reply with a number.



For [Day], are you available?

- 1 = Morning only (up to Noon)
- 2 = Afternoon only (after Noon)
- 3 = Evening (after 5 pm)
- 4 = Any time that day
- 5 = Not Available

(If the official has no assignor name on file, the intro falls back to *"Hi Jordan! I'm Teddy, your Tourney Direct assistant! I'm reaching out to collect your availability to officiate at [event]."* On a resend, the intro instead reads *"This is [assignor] again. I'm trying to see if you're available to officiate at the upcoming [event]. Can you respond back with your availability?"*)

STEP 2

Assign officials

Click **Go to Assign Officials**. First, build your game schedule in one of two ways:

- **Import it:** if the league gives you a spreadsheet, click **Import it instead** and upload it. Each game needs a date, start time and field; teams, division and game length are optional.
- **Build it by hand:** click **Start building your schedule** and enter each day's start time, end time, game length and number of fields.

Then click any open spot to assign an official. Everyone in your group shows up in the list with their availability. Anyone who isn't free that day is clearly marked "Not available," so you always know before you pick. Save your assignment schedule any time.

- **Missing a mobile number, or need to add info?** Click your officiating group's name (just under the event name) to open your roster. Anyone without a mobile number has a No mobile tag, and the Missing mobile button shows just those officials. Click Edit next to any official to add what's missing; it saves right away. Use Send text afterward to text just that person.
- **Wrong phone number or email on file?** Enter the correct info in Edit. Officials may be shared across assignors and events, so changes to info that's already on file are reviewed by Tourney Direct before they're updated.

- **Setting the per-game rate:** next to **Go to Assign Officials**, click **Set rate**. Enter the amount per game, and click **Apply to All Officials**. That sets the rate for every official on the event, including anyone who already had a rate set.
- **Paying one official differently:** click **Columns** in the officials table toolbar and turn on the "Rate Type" and "Rate" columns (they're hidden by default). Edit that one official's rate right in their row. It saves as soon as you type it.

STEP 3

Send assignments

Click **Send Assignments** and every official gets their own game assignments by text, plus a calendar link. They text back to accept or decline, and you'll see their answers roll in the same way.

Officials can reply however they naturally would: "yes," a full sentence, whatever. Teddy reads it, figures out what they mean, and confirms with them before anything is final. You'll never need to explain "the system" to anyone but yourself.

Officials who tell you directly instead of replying to Teddy. Click **Accept or decline for officials** in box 3, check the officials who confirmed with you (or **Select all**), and click **Accept**. Teddy texts each of them that you've confirmed them, with their games and calendar link. They don't need to reply, and they still get the game-day check-in text. If someone drops out, do the same and click **Decline**: they're taken off their games, and those spots show as open on your schedule so you can refill them. This works whether or not you've already clicked Send Assignments.

2. Assignment Message

Hi Jordan! You've been assigned to officiate at Spring Classic Tournament. 

 Sat, Oct 11 — Complex A

1. Field 2, 8:00 AM ET
2. Field 4, 1:00 PM ET

Do you accept or reject these assignments?

Reply 1 to accept ALL, 2 to decline ALL, or tell us which game number(s) you can't work (e.g. "can't do 2") and we'll confirm before making any changes.

When you accept on an official's behalf:

Hi Jordan! Mike confirmed you to officiate at Spring Classic Tournament:

 Sat, Oct 11, Complex A

 Field 2: 8:00 AM, 1:00 PM ET

No need to reply. If you can't make it, reply here and let us know. Your calendar link is on the way.

3. Calendar link (sent right after they accept — whole or partial):

 Add to Calendar: Spring Classic Tournament is on your schedule! 

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

(Works with iOS Calendar, Google Calendar & most calendar apps)

AUTOMATIC

Game-day check-in

You don't have to do anything for this part. Teddy texts each official a check-in link 15 minutes before their first game, and follows up automatically if they haven't tapped it.

1. Initial check-in link (sent up to 15 min before their earliest game that day, GPS-based, no QR code):

 Check-In Reminder 

Spring Classic Tournament
Field 2
First game: 8:00 AM ET

Check in when you arrive (GPS required):
[link]

2. Follow-up reminder (sent once, 30-60 min later, only if they still haven't checked in):

 Check-In Reminder: You haven't checked in yet for Spring Classic Tournament. 

Please tap the link below when you arrive (GPS required):
[link]

Questions? Email info@tourneydirect.com