

Staff Directory: getting started

One roster for everyone who works your events: officials, coaches, event staff and athletic trainers. Organize them into groups, share a sign-up link so new people can add themselves, collect waivers, licenses and certifications by text, and see at a glance who's current and what's about to expire.

Shared by everyone on your account

Teddy texts staff the links, no app or login

Every credential tracked to its expiration

Reminders go to you and your staff

Sign-up links to recruit new staff

Set up in eight steps

- 1 Create your first group.** The first time you open the Staff Directory, click **Get Started**. Your first group is named after your organization, and you can rename it or add more anytime with **New Group**.
Groups are how you pick who gets an availability or interest request when you staff an event. A person can be in as many groups as you like.
- 2 Add your staff.** Click **Add Staff Member** for one person, or **Upload List** to add many at once from a CSV file (see "Your staff list" below). Anyone added with an email address gets a welcome email from you.
Mobile phone is required. It's how Teddy reaches them.
- 3 Recruit with a sign-up link.** Click **Sign-up Link**, pick a group and turn it on. Copy the link or download the QR code and share it with a sport management program, a club or your website. Everyone who signs up is added to that group as Event Staff, tagged **New** for 7 days, and gets a confirmation text (see "Sign-up links" below).
For one event, use the event's own link: Event Staff, Communicate, Sign-up Link. It also asks which days they can work.
- 4 Organize your roster.** Use the tabs (Officials, Coaches, Event Staff, Athletic Trainers), the group pills, the sport filter and search to find anyone. Click the pencil icon on a row to change their name, email, staff type, groups or sports.
Only people typed as Event Staff appear on the Event Staff page.
- 5 Set up your templates once.** The buttons at the top hold the things you reuse: **Waiver Templates** (your own waiver, PDF or link), **Document Requests** (anything else you need, like a business license), **Standard Roles** (the Role list when scheduling Event Staff) and **Task Templates** (pre-event questions like "Can you pick up equipment?").
- 6 Request documents.** Use the icons on each row to send a waiver, request a driver's license, or request credentials (CPR, First Aid, AED, COI, USA Lacrosse). To ask many people at once, check their rows and use **Bulk Send / Resend**. Teddy texts each person a secure link, and follows up at 24 hours, 48 hours and 1 week if they don't respond.

- 7 Verify what comes in.** When someone uploads a document, you get a text. Tap the link: it opens the Staff Directory with **Needs review** turned on. Click the yellow badge, view the file and click **Verify**. For certifications, COI and USA Lacrosse, enter the expiration date printed on the document.
Waivers don't need verifying. They count as done once signed.
- 8 Stay current.** Every credential shows a color badge with the days it has left. At 14 and 7 days before anything expires, the staff member gets a text with a link to renew, and you get an email listing everyone with something expiring.

Your staff list

One row per person. Download the template from the Upload List window. Up to 1,000 rows per upload. A phone number 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 PHONE	EMAIL	SPORT	TYPE
Jordan	Lee	(555) 555-0142	jlee@example.com	Lacrosse;Soccer	Official
Required	Optional	Required	Optional, sends the welcome email	Optional, separate several with ;	Only when uploading "All types"

Sign-up links

Two kinds of link, one short form: name, mobile, email (optional), city and state, college or school (optional), and a box to agree to texts. The page shows your logo, with Tourney Direct only as "Powered by".

	STAFF LIST LINK	EVENT LINK
Where	Staff Directory, Sign-up Link	The event's Event Staff page, Communicate, Sign-up Link
Use it to	Build your pool of event staff	Staff one event, like an out-of-state tournament
They also pick	Nothing else	Morning, Afternoon, Evening, Any time or Can't for each event day, and a location if there's more than one
Lands them in	The link's group	The group you choose (or one called Event Staff, made for you)
Availability	Ask later with an Availability Blast	Already on file, so that event's Availability Blast skips them
Closes	When you turn it off	When you turn it off, or when the event ends

Someone already on your roster isn't added twice, and their details aren't changed. They're matched by mobile number, then email, and added to the link's group. If they used a different mobile, you'll see "Signed up with" and that number under their name. **Make a new link** stops the old link and QR code right away.

What's tracked, and for how long

CREDENTIAL	HOW STAFF SEND IT	GOOD FOR
Liability waiver	Read and sign on their phone	12 months from signing
Driver's license	Photo of the front	12 months from upload
CPR, First Aid, AED	Photo or PDF	Until the expiration date you enter when verifying
Certificate of Insurance (COI)	Photo or PDF	Until the expiration date you enter when verifying
USA Lacrosse membership	Photo or PDF	Until the expiration date you enter when verifying
Your own document requests	Photo or PDF	Until the date you enter, if you turn on Track expiration

Reading the badges

Waiver 164d

 More than 30 days left

COI 12d

 30 days or less

USA Lax pending review

 Waiting for you to verify

CPR 5d

 7 days or less, or expired

No DL

 Nothing on file yet

A credential you've never asked someone for doesn't show a badge. Hover over any badge for the exact date, and click it to review the file.

What staff and you receive

Real messages, shown for a sample staff member (Jordan) on a sample roster (All-Star Event Company). Links are shortened here.

Added to your roster

Only if you entered an email

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. No account to create, no forms to fill out. 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.

Signs up through your link

Staff list link

Hi Jordan, it's Teddy from Tourney Direct. You're on All-Star Event Company's event staff list. We'll text you when there's work. Reply STOP to opt out.

One confirmation per link, even if they sign up twice

Signs up for an event

Event link

Hi Jordan, it's Teddy from Tourney Direct. Thanks for signing up to work 2026 Summer Slam (Jun 12 - Jun 13) with All-Star Event Company. We have you down as available Fri, Sat. We'll text you about shifts. Reply STOP to opt out.

Waiver request

When you click Send Waiver Link

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

Please review and sign here:
.../waiverPage?token=...

This link expires in 24 hours.

Credential request

When you click Request Credentials

Hi Jordan, All-Star Event Company needs a copy of your Certificate of Insurance (COI), USA Lacrosse membership.

Upload securely here:
.../certUpload?token=...

This link expires in 48 hours.

Driver's license requests work the same way, with a single-use link

No response yet

24 hours, 48 hours and 1 week after

Hi Jordan, following up — All-Star Event Company still needs a copy of your Certificate of Insurance (COI).

Upload securely here:
.../certUpload?token=...

This link expires in 48 hours.

Each follow-up has a fresh link

Something is uploaded

Texted to you right away, or at 8 AM if it arrives overnight

TO YOU

All-Star Event Company: Jordan Lee submitted their Certificate of Insurance (COI). You have 2 staff documents waiting for review. Log in to verify:
operators.tourneydirect.com/staff-directory?review=1

Follow-ups at 24 hours, 48 hours and 5 days until everything is verified

14 and 7 days before expiring

To the staff member

Hi Jordan, a reminder from All-Star Event Company:
- CPR certification expires in 7 days (Oct 7, 2026)

Please renew here:
CPR: .../certUpload?token=...

These links expire in 7 days.

Everything expiring that day comes in one text

14 and 7 days before expiring

To you, by email

Subject: 2 staff credentials expiring soon (All-Star Event Company)

These staff credentials expire soon:

- Jordan Lee: CPR certification expires in 7 days (Oct 7, 2026)
- Sam Park: Certificate of Insurance (COI) expires in 14 days (Oct 14, 2026)

We've texted each staff member a link to submit their renewal. You'll get a text when renewals are ready for you to verify.

Good to know

Who gets the texts and emails

Your Org Admins, plus anyone on your team with the "request documents / waivers / DL from staff" permission. Set this in Account, Team & Permissions.

Your own waiver

Upload a PDF or link a hosted waiver. Uploading a new version is used for future sends only, and every signature keeps a copy of exactly what that person signed.

Business licenses and more

Create a Document Request, list what you need, and turn on Track expiration. It gets the same badge, days left and reminders as a COI.

Fixing a date

Entered the wrong expiration? Open the review screen and click Edit date. The reminders reset to the new date.

Emailing one person

Click the envelope on their row. It goes out from your own email address, and replies come straight to your inbox.

Quick history

Hover over a name to see their groups, when they were added, and their no-show and cancellation rates. The Payment column shows whether they've set up how they get paid.

Questions: info@tourneydirect.com · Full help articles at help.tourneydirect.com, Staff Directory