🎾 Pickleleagues — App Feature Handbook

Everything the app does, and how to do it — for organizers, admins & volunteers on **pickleleagues.pro**

How to read this: each feature has three parts — *what it does*, *how to do it* (the steps and the buttons you tap), and *watch-outs*. Button names are shown like `This`. Exact wording can shift slightly as the app updates, but the flow holds. Anything involving money needs **Stripe connected** (see Part D).

Part A · Getting Started

A1 · Accounts & Player Profile

Every person — organizer, volunteer, or player — has one free account they manage in Account Settings.

How to do it

1. Sign up at `pickleleagues.pro` with name, email, and password (min 10 characters).
2. Open **Account Settings** to set: phone, gender (used for gender-restricted events), dominant hand, and a self-rated skill level (2.0–6.5).
3. Link a **DUPR** rating (see F2), set notification preferences, and view payment history.
4. Toggle **public stats** on/off — basic profile is visible to logged-in players; detailed stats are private by default.

Watch-outs: Self-rated skill and official DUPR are different — official requires linking DUPR. Phone must be verified (SMS code) for text reminders.

A2 · Create a Community / Club

Your community is your public home page — everything (events, members, payments) hangs off it.

How to do it

1. From your account menu, open **My Communities** → `Create a Community`.
2. Enter the **Community Name** and pick a **Type**: *Facility* (you run courts) or *Association* (a club/league body).
3. Add a **Description** and **Location** (auto-mapped from the text).
4. Upload a square **Logo** and a wide **Banner** (each max 5 MB, JPG/PNG).
5. Tap `Create` to publish.

Watch-outs: The web address (slug) is generated from your name and can't be changed later. Type affects which features show up.

A3 · Roles — Owners, Admins, Moderators

Who can do what inside a community.

Role	Can do
Owner (creator)	Everything. Cannot be removed or demoted.
Admin (your volunteers)	Full management — events, members, money, settings. Added by email on the Members page.
Moderator	Moderate chat/discussions only — no member or money management.

To add a helper: `Manage → Members` → "Add admin by email" → **Add admin**. To make a moderator, use the shield/**Mod** button next to a follower.

A4 · The Management Dashboard (Overview)

Your at-a-glance home for a community, with a left sidebar to every management area.

How to do it

1. Open a community you own/admin and click **Manage** — you land on **Overview**.
2. The sidebar links to: *Overview* · *Events* · *Open Play* · *Courts* · *Posts* · *Members* · *Invites* · *Email Blast* · *Join Fields* · *Coaches* · *Memberships* · *Transactions* · *Shop* · *Promo Codes* · *Reports* · *Settings*.
3. Overview shows key numbers — Followers, Events, Registrations, Active Subscribers, Monthly Recurring Revenue — plus upcoming events and recent posts, and an onboarding checklist when you're new.

Watch-outs: Overview stats are cached (not second-by-second). "Registrations" counts paid sign-ups only.

Part B · Running Events (Leagues, Ladders, Open Play)

B1 · Create a League

A recurring, multi-week competition in the format you choose.

How to do it

1. `Sidebar → Events` → **Create event**, then pick a **format**:
   - **Doubles Scramble / Round Robin** — partners rotate each round (most popular).
   - **King of the Court** — winners move up courts, losers down.
   - **Mixed Doubles** / **Gender Doubles** / **Singles** / **Team League**.
2. **Basics:** League Name, and the community to post it under.
3. **Schedule & Venue:** venue, city, start date/time, and number of **Weeks** (leave 1 for a one-off).
4. **Format:** Number of Courts (it shows players-per-round), plus game rules — *Game To* (11), win-by-2 or hard cap, and the primary ranking metric (Wins or Win %).
5. **Registration:** turn on *Enable Registration*, set Max Players, when it opens (blank = now), minimum registrants, deadlines, waitlist, auto-approve.
6. **Payment (optional):** set a price & currency (needs Stripe — Part D).
7. Tap **Create League**.

Watch-outs: You must create at least one session before you can check players in. Most fields are optional and editable later.

B2 · Run a League Night (organizer side)

Each week you create a session, check players in, generate games, score, and finish.

How to do it

1. Open the league's **League Home**. In **Sessions**, tap `+ Create Session` (set a date).
2. Tap `Manage` on the session → `Check-In` → mark present players → `Save Check-In`.
3. In the games area, tap `Generate Games` (needs 4+ checked-in players; 2+ for singles).
4. Enter each game's two scores and `Save`. Standings update automatically.
5. When all games are scored, `Complete Session`. See a week summary under `Session Recap`.
6. The **Current Rankings** table on League Home shows cumulative standings.

> **Tip:** You don't have to run the night yourself — hand a volunteer the share link (B5) and they do check-in → generate → score from their phone.

B3 · Create & Run a Ladder

An ongoing, ranked event where players move up and down courts by results each session.

How to do it

1. `Create event` → choose **Ladder** (Doubles, Team Play, or Singles).
2. Set Ladder Name, Number of Courts, and Players Per Court (e.g. 2 courts × 4 = 8 players).
3. Set game rules; optionally enable **Scramble Seeding** for a Week-1 mixer.
4. Each session: `+ Create New Session` → `Check-In` → `Generate Games` → enter scores → `Complete Session & Update Rankings`.

How ranking moves

- Week 1 (if scramble): a mixer that sets starting ranks but doesn't move anyone.
- Week 2 on: courts are filled by rank (Court 1 = top players). Completing a session promotes the top of each court and relegates the bottom.
- A **Provisional** section holds players who haven't met a minimum number of nights yet.

> **Watch-outs:** Completion is strict — every game needs a real winner (≥11 and ahead). Use `Recalculate` on Ladder Home if you fix scores after completing.

B4 · Open Play Sessions

Drop-in sessions with flexible check-in, optional King-of-the-Court rotation, and live standings — no season-long ranking.

How to do it

1. `Sidebar → Open Play` → `+ Create session`. Set name, start/end time, courts, max players, skill level, and price. Toggle *recurring* to repeat weekly.
2. On the day, find the session → `Manage`.
3. Check people in **manually** (`Check-In` → `Save Check-In`) or share the **Public Check-in Link** so players check themselves in.
4. Tap `Start Session`, run rounds (`Next Round`), enter scores, and view `Standings`.
5. Tap `Complete` when done.

> **Watch-outs:** Open play is per-session — results don't roll into a season ladder.

B5 · Volunteer & Player Share Links

Durable links that let helpers run a night, or let players score their own games — without giving anyone your admin login.

How to do it (organizer enables)

1. On **League Home** / **Ladder Home**, find the **Share Links** card.
2. Toggle on the **Volunteer setup link** → Copy → send to *one* trusted helper. They can check in, generate games, and score.
3. Toggle on the **Player score link** → Copy → safe to send to *all* players. They enter their own scores; the opponent confirms.
4. Toggle off, or use Disable all share links, anytime.

Watch-outs: The volunteer setup link is powerful — share it narrowly. A full volunteer walkthrough lives in the separate "Volunteer Link Guide."

B6 · Edit, Cancel & Re-open

Change settings, remove a session, or reopen one you closed.

- **Edit settings:** League/Ladder Home → Settings (gear) → change and Save.
- **Edit a session:** Edit Session to change its number/date.
- **Delete a session:** at the bottom of the session page (red area) — removes its games and scores; can't undo.
- **Reopen a completed session:** from the admin view (on a ladder this undoes that night's rank movement).
- **Archive vs delete the whole event:** Archive keeps history and can be reopened; Delete is permanent.

Part C · Tournaments & Team Events

C1 · Create a Tournament

A single-day (or multi-day) bracket/pool competition with divisions.

How to do it

1. Create event → **Tournament**, then pick a format: *Single Elimination, Double Elimination, Pool Play, Pools → Bracket, Skinny Singles, MLP Team,* or *Level Team Rally*.
2. Fill basics: Name (required), date, location, number of courts, points target (11/15/21).
3. Add **Divisions** (e.g. "Men's 3.5", "Women's 50+", "Mixed Open") — each can have its own format and its own cap.
4. Set **Registration**: price, deadline, minimum registrants, max per division, and optional *Find-a-Partner* for solo doubles players.
5. Connect Stripe if it's a paid event (Part D), then Create Tournament.

Watch-outs: Format is locked once you begin setup. Once matches are generated you can't merge thin divisions.

C2 · Run a Tournament Day

Check players in, build the bracket, assign courts, score, and advance rounds — from a sticky action bar.

How to do it

1. (Optional) **Check-In** — tick players present or share the **Player Self Check-In Link**/QR → **Save Check-In**.
2. **Generate Matches** — creates and seeds the bracket/pools.
3. **Manage Courts** → **Auto Assign All Matches** (or drag) → **Save**.
4. **Start Day** — status flips to *In Progress*.
5. **Enter Scores** per match (winners advance automatically). Mark a **Forfeit** with a reason for no-shows.
6. **Start Next Block** to release the next round; when all matches are scored the tournament auto-completes.

> **Watch-outs:** Re-scoring a match rebuilds everything downstream. Best-of-3 needs all three games entered.

C3 · Divisions & Registration

Separate brackets by skill/age/format; players pick a division when they sign up.

- **Organizer:** add divisions in tournament settings (name, optional cap, optional DUPR range), and give each its own format/schedule if needed.
- **Player:** on the tournament page, tap **Register**, choose a division, enter name (and partner for doubles — or check *Find me a partner*), then pay if it's paid.
- **Manual add:** organizers can add participants by hand under **Add Participants** and run **Run Partner Matching** to pair solo entrants.

> **Watch-outs:** Run partner matching *before* generating matches. Doubles entries missing a partner get waitlisted out of the bracket.

C4 · Team Leagues

Season-long team competition with rosters, captains, weekly lineups, and team standings.

How to do it

1. **Create event** → **Team League**. Set number of teams, roster size, rounds/courts per matchup, score target, and whether unique partners are required.
2. **Manage Teams** → **Add Team** (name, color, captain) → open each team → **Add Player** to fill rosters.
3. **Generate Schedule** (double round-robin; playoffs if enabled).
4. Before each matchup, captains **Set Lineups** → **Submit Lineup** by the deadline.
5. On matchup day, the organizer enters each round's players and scores; standings update.

> **Watch-outs:** Missing a lineup by the deadline can auto-forfeit those games. Roster names can be free text, but linked accounts get individual stats.

C5 · Team Tournaments

A one-event team competition using match "slots" (MLP) or skill "levels" (Level Rally), with optional pools and playoffs.

How to do it

1. `Create event` → **MLP Team** or **Level Team Rally**.
2. Define **slots** (e.g. Men's Doubles, Women's Doubles, Mixed, Dreambreaker) or **levels** (3.0/3.5/4.0), and the win condition (majority or first-to-N).
3. Optionally enable **Pool Play** (number of pools, teams advancing).
4. `Manage Teams` → add teams and fill each slot/level with players (plus subs).
5. Generate matches, `Start Day`, then `Enter Scores` — you score each sub-match; the team winner is calculated automatically.

C6 · Printing & Exporting

- **Blank score sheets** for on-court manual entry: `Score Sheets` on the tournament page (PDF).
- **Pool standings**: `Download Standings` after pool play (PDF, per division).
- **Brackets & schedules**: open the bracket/schedule view and print to PDF from your browser (⌘P).
- **Transactions**: `Export CSV` on the Transactions page (Part D).

Part D · Registration, Payments & Money

D1 · Connect Stripe (accept payments)

Link a Stripe account so players can pay you; the platform keeps a service fee.

How to do it

1. **Account Settings** → **Payments & Payouts** → `Connect Stripe Account`.
2. Complete Stripe's business/bank verification, then return — it shows *Connected* when ready.
3. Now any event, program, membership, or shop item with a price can be paid online.

Watch-outs: Until Stripe is fully approved, everything is free — no fees can be charged. The platform service fee is ~10% (min ~$1.50, max ~$15) and is added to the player at checkout.

D2 · Paid Registration & Refund Policies

Set a price on an event and choose the refund rules.

How to do it

1. On the event form, set the **Price** and pick a **Refund Policy**:
   - **No refund**
   - **Full refund until a cutoff date**
   - **Full minus admin fee** (flat $ or %)
   - **Tiered** (e.g. 100% early, 50% mid, 0% late)
   - **Custom policy text**
2. Save. Players see the price and policy at registration.

Watch-outs: Membership discounts apply first, then the service fee is figured on the discounted price. Refunds can take 5–10 business days to reach the player.

D3 · Promo Codes

Discount codes for early-bird pricing, partners, or promotions.

How to do it

1. `Manage → Promo Codes` → **Create Code**.
2. Set the code text, **Percentage** or **Flat $**, value, what it applies to (all/leagues/tournaments/ladders/programs), max total uses, max per user, minimum order, and start/expiry dates.
3. Players type the code at checkout. **Deactivate** pauses a code without deleting it.

Watch-outs: The discount type (% vs $) and value are fixed once created — to change them, make a new code.

D4 · Transactions & Issuing Refunds

Every payment in and out, with filters, export, and refunds.

How to do it

1. `Manage → Transactions`. Summary cards show Gross Revenue, Platform Fees, Refunded, Net to You, and Pending.
2. Filter by search, type (Events/Programs/Marketplace/Memberships), status, and timeframe; tap **Export CSV** for records.
3. To refund: open the transaction → **Issue Refund** → confirm. It reverses the charge in Stripe and removes the player from the event.

Watch-outs: Pending checkouts expire after ~30 minutes and free the spot for the waitlist. The platform fee is generally kept on refunds.

D5 · Memberships / Subscription Tiers

Recurring monthly/annual memberships with perks and member pricing.

How to do it

1. `Manage → Memberships` → **Add Tier**.
2. Set tier name, description, monthly price (and optional annual/quarterly), color, visibility, max subscribers, and perks.
3. Members subscribe from your public page and auto-renew. See everyone under **Subscribers**.
4. Use member discounts on events, and flag events or shop items as members-only.

Watch-outs: Needs Stripe. Price and billing period are fixed at creation — make a new tier to change them. Pausing a tier doesn't cancel existing subscribers.

D6 · Community Shop / Marketplace

Sell equipment, apparel, or rentals to your members.

How to do it

1. `Manage → Shop` → **Add Listing**.
2. Set title, category, type (*Sale* or *Rental*), description, price, quantity, condition, photos, and size/color options.
3. Tap **List Item**. Buyers pay via Stripe; quantity decrements automatically and shows *Sold* when gone.

Watch-outs: Needs Stripe connected. Sales are final in-app; returns are handled between buyer and seller.

D7 · Programs (Clinics & Lessons)

Multi-session clinics or lesson blocks with registration, payment, and waitlists.

How to do it

1. Open **Programs** → Create Program.
2. Set title, category, location, date range, days of week, session count, capacity, and price.
3. Set registration open/close dates, waitlist (with grace hours), and whether it's members-only.
4. Save as a **Draft**, then Publish to open registration. Manage sign-ups under **Registrations**.

Watch-outs: Sessions auto-generate from the date range + weekdays. Program refunds are handled manually (no auto-refund rules like events).

D8 · Reporting

Revenue, membership growth, court utilization, and peak-hour analytics.

How to do it

1. `Manage → Reports`.
2. View this-month and 6-month revenue, MRR, active members, revenue-by-month (by source), court utilization, membership growth, peak hours, and promo-code performance.

Watch-outs: View-only (no export here — use Transactions for CSV). Windows are fixed (last 6 months / 30 days). MRR counts monthly subscriptions only.

Part E · Community & Communication

E1 · Members & Join Requests

Approve who joins and manage your admin team.

1. `Manage → Members`. Pending requests appear at the top — Approve or Deny.
2. Add helpers with "Add admin by email" → Add admin; Remove to revoke.
3. Promote a follower to Mod, or Demote a moderator.

Watch-outs: The owner can't be removed. Custom field answers show as small tags next to each member.

E2 · Invites

Two ways to bring people in: shareable codes and direct email invites.

1. `Manage → Invites`.
2. **Invite code:** set an optional label, max uses, and expiry → Generate Code → Copy link. Reusable and anonymous. Deactivate anytime.
3. **Direct invite:** enter an email → Send Invite. Tracked per-person (Pending/Accepted).

Watch-outs: Private communities need an invite or approval; public ones don't. A code expires by date or by max uses, whichever comes first.

E3 · Posts / Announcements

Publish news to your community feed.

1. `Manage → Posts` → **New post**.
2. Enter a title and body; optionally **Pin to top**; tap **Publish post**.
3. **Edit** or **Delete** anytime.

Watch-outs: Posts publish instantly (no scheduling/drafts). Deleting is permanent.

E4 · Email Blasts

Send a bulk email to some or all members.

1. `Manage → Email Blast`. Write a **Subject** and **message** (rich text).
2. Pick the **audience** (all members / admins / moderators / members-only) — it estimates the recipient count.
3. Tap **Send Blast**. Past blasts appear in the history below.

Watch-outs: Only active, non-unsubscribed members receive it. An unsubscribe link is always included. No undo once sent.

E5 · Notifications

Automatic alerts members get for scores, events, chat, and friends.

- Members see them via the **bell icon** and a full inbox at `/notifications`, plus push if enabled.
- Triggered automatically by match results, registration reminders, new posts, mentions, chat, and friend activity.

Watch-outs: There's no "broadcast notification" button for organizers — use an Email Blast for direct outreach. Members control their own notification preferences.

E6 · Event Chat & Polls

A group chat attached to each event for organizers, players, and volunteers.

- Open the event → **Chat**. Post messages, `@mention` people, and create polls (2–8 options, single/multi-vote, optional 24h auto-close).
- Organizers can **Mute** their own notifications or turn **Chat off** for everyone, and can moderate messages.

Watch-outs: Only registered players (and volunteers via the share link) can see/post. Mentions notify even muted users.

E7 · Friends & Direct Messages

Player-to-player connections and 1-on-1 messaging.

- Open **Friends** → search a player → **Add Friend**; they accept in **Requests**.
- See a friend's upcoming events (overlaps highlighted) and tap **Message** to chat one-on-one.

Watch-outs: You must be accepted friends to message. Messaging is 1-on-1 only (no group threads).

E8 · Custom Join Fields

Extra questions members answer when they join (e.g. a national ID number).

1. `Manage → Join Fields` (Custom Membership Fields) → add a field with a label, placeholder, and optional *Required*.
2. Members answer these when joining; answers show on the Members page.

> **Watch-outs:** Fields are plain text (no dropdowns/dates). Deleting a field keeps old answers but removes it from new joins.

E9 · Community Settings

All the core settings for your community page.

- `Manage → Settings`: name, type, description, location, logo/banner, website & socials.
- **Visibility**: Public (anyone joins), Gated (listed, invite to join), or Private (hidden, invite-only).
- Toggle **chat**, **members-only events**, DUPR club link, and (facilities) court booking.

> **Watch-outs:** Going Private hides you from the directory. The web address (slug) can't be changed.

Part F · Coaching, Courts & Integrations

F1 · Coaches Directory & Profiles

Coaches list their services; players find and book lessons.

- **Coach:** Account → Coaching Settings → fill tagline, bio, certifications, specialties, hourly rate, skill levels, services, photo, and location → **Update Profile** → set weekly availability → mark **Active**.
- **Player:** open **Coaches**, filter by specialty/price/location, open a profile, and tap **Book a lesson** → pick date/time/duration.

> **Watch-outs:** A coach must set a weekly schedule and be marked Active to appear and be bookable.

F2 · DUPR Ratings

Link official DUPR ratings, gate events by skill, and auto-submit match results.

- **Player:** Account Settings → DUPR → **Login with DUPR** (pop-up sign-in). Ratings then sync; use **Sync Rating** to refresh.
- **Organizer:** when creating an event, mark it *DUPR-rated*, optionally require DUPR+/verified, or restrict by rating range. Results auto-submit to DUPR when eligible.

> **Watch-outs:** Linking is single-sign-on only (no manual ID entry). Auto-submission needs the community linked to a DUPR club and approved. Self-rated ≠ official.

F3 · Courts & Smart-Lock Access

Manage court inventory and, for facilities, time-limited door/lock access.

- `Manage → Courts` → **Add court** (name, surface, indoor/outdoor, notes) → set availability.
- Under **Access Control**, choose *RemoteLock* or *Brivo* and enter the device/lock ID. Players who book get a PIN that works only during their slot.
- **CourtReserve** can sync courts/bookings via admin-level API setup.

Watch-outs: Smart-lock features need valid provider credentials and device IDs. Courts need availability set before they can be booked.

F4 · CRM (Partnerships & Sponsors)

An admin tool to track sponsors, venues, and partner deals through a pipeline.

- Open **Admin → CRM**. Add or import contacts; set status (Prospect → Contacted → Negotiating → Active), partnership type, priority, deal value, and follow-up dates.
- The dashboard shows pipeline value and upcoming/overdue follow-ups; export to CSV.

Watch-outs: Admin-only. Status changes log a note automatically.

F5 · Blog / SEO Content

Published articles for tips, news, and search visibility.

- Open **Admin → Blog** → **New post** → title, content, excerpt, tags, meta description, featured image.
- Save as draft or **Publish**; live posts appear at `/blog`. Coaches can draft posts for admin approval.

Watch-outs: Content is sanitized; the URL slug is generated from the title and must be unique. Only published posts are public.
