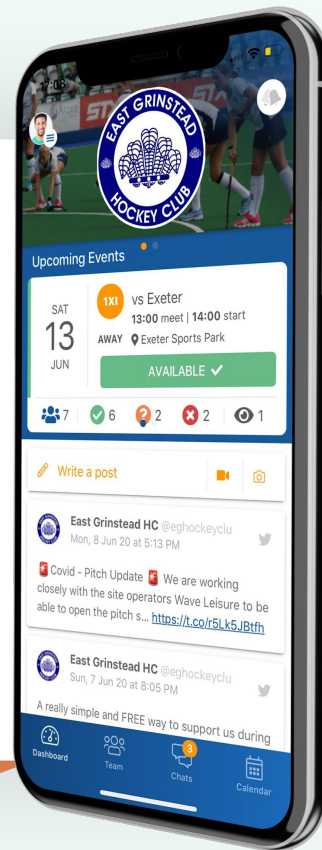


# Managing & communicating with your team



# Teamo for availability & selection

The simple way to get availability and  
select your squad



Events



Availability at a  
glance



Match  
selection



Selection  
overview



Attendance  
register



Season  
statistics



# Events

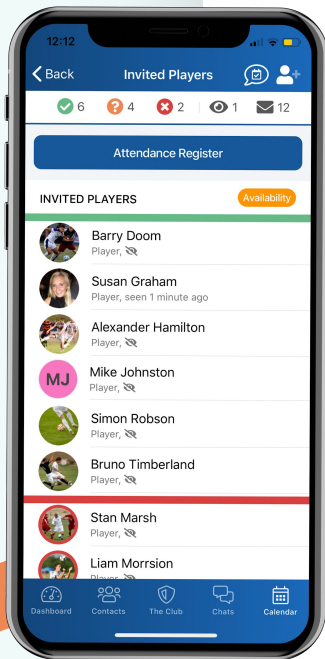
Create fixtures, training sessions and social events in the teamo calendar to make sure everyone is aware of the upcoming schedule.

- **How do I create an event?**
  - **Calendar** > + (Add) > Choose Event Type
- **How do I create training sessions for every Tuesday?**
  - **Calendar** > + (Add) > Choose Training > Select Date > Select every Tuesday
- **The timings for our match has changed. How can I edit it?**
  - Calendar > Select the event > Select the pencil icon (top right corner) > Change the details.
  - If you wish to send a notification of the changes, toggle on **Notify Members** > **Save & Send**
- **How do I cancel an event?**
  - **Calendar** > Select Event > Edit (pencil icon) > **Cancel Event**



# Availability at a glance

Players are prompted to keep availability up to date & coaches/captains have a simple availability overview in one place.



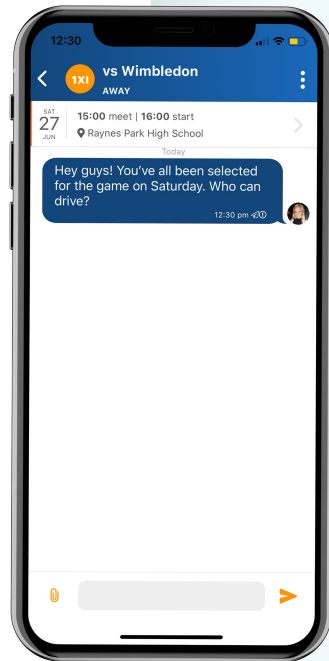
- **How do I request availability from my players?**
  - Once the events are in the Calendar, your players can view and respond. To view this, select the Event in Calendar > **Manage**.
  - You can set availability reminder prompts in **Advanced Settings > First Prompt/Final Prompt**
- **How do I send reminders to those who have not responded?**
  - Go to Calendar > Select the event > **Manage > Send Reminder**
- **Can I update a player's availability for them?**
  - Go to Calendar > Select the event > **Manage > Availability**. Tap the icons to mark availability.
- **I would like to invite a player from a different squad to one of my team's events. How do I do this?**
  - Go to Calendar > Select the event > **Manage > Add Player icon** (top right). This will load all other players in the section e.g. Men's.



# Match Selection

Select your players from a list of available players and discuss game day arrangements with your selected team.

- **How do I select a player?**
  - Select the event > Manage > Tap a player > **Select/Draft Selection**
  - **2 options: Select (player will be notified) or Draft Selection (only managers can view draft selection and save to set Live at a later date)**
- **How do I chat with the selected players only?**
  - Select the event > Match Day chat icon and choose **Selected Team**. This allows you to chat with selected players only about game day arrangements.







# Selection Overview

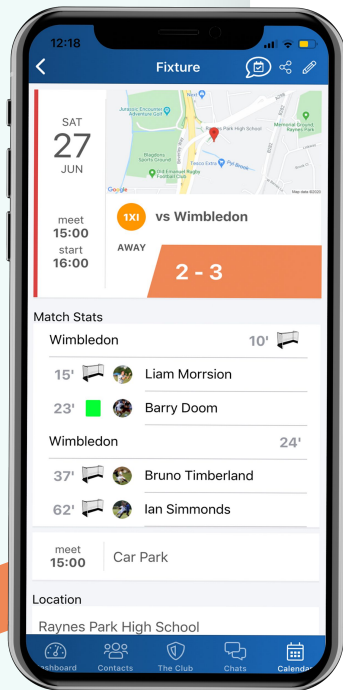
View availability across multiple teams and select your team using drag and drop team sheets.

- **How do I find the Selection Overview?**
  - This is a desktop only feature. Log in on [Teamo on Web](#) > Go to Manage Club > Selection Manager.
- The desktop feature allows full multi-team availability overview with drag and drop team sheets
- Save as draft, review and publish - Players will not receive notifications or be able to view the draft so you can keep changing it until you are happy with the team
- Move players into the team sheet and even move players between teams so that you get a full squad to each fixture



# Season Statistics

Keep a note of your match result and player statistics for each fixture - goals, tries, assists, cards & more!



- **How do I record match results and statistics after a game?**
  - Calendar > select the match > Edit (top right) > **Add Score/Add Statistics.**
- **How do I share it to the Club Newsfeed?**
  - When you click Save, you will be asked whether you wish to Save the result to the Club Newsfeed.

# Communicating with your team

One channel communication for...



Team Email



Chats



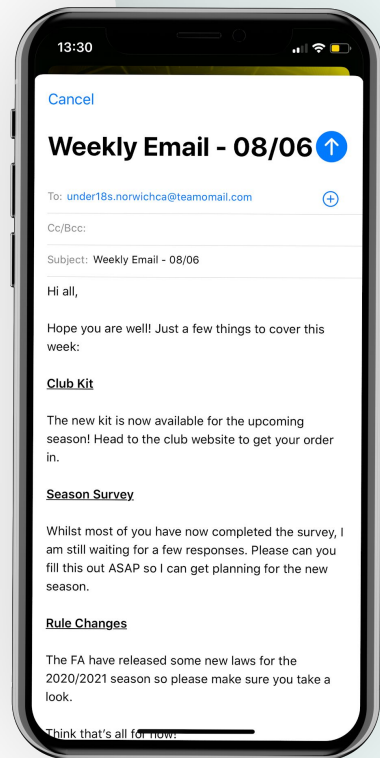
Broadcast  
messaging



# Team Email

Each squad or group is assigned their own unique email address e.g. [u8mixed.yourclubname@teamomail.com](mailto:u8mixed.yourclubname@teamomail.com)

- **How do I find my team email address?**
  - Head to the Club tab (or Dashboard on desktop) > Teams > Select Team > Messaging.
- **How do I send a team email?**
  - Enter the team/group email address in the Recipient (To) field from your email account and this will automatically send the email to all members assigned to that team. (Make sure to send it from the email that is connected to your teamo account).
- **Can recipients respond to the email?**
  - Yes - they will only go to the sender, not the whole squad.
- **Can recipients view others email addresses?**
  - No email addresses visible to other recipients. Sender's personal email is also hidden from recipient.

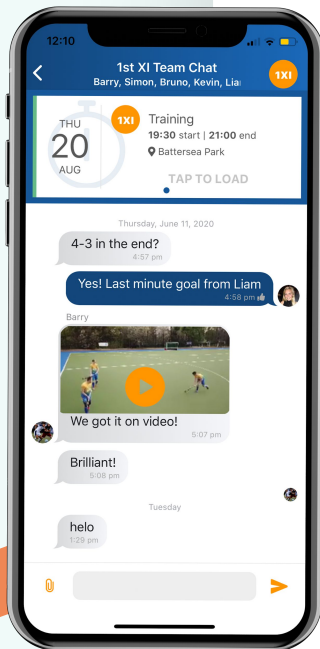




# Chats

Individual, group or team chat options with the ability to share all types of media - PDFs, Google Drive docs & images from game day.



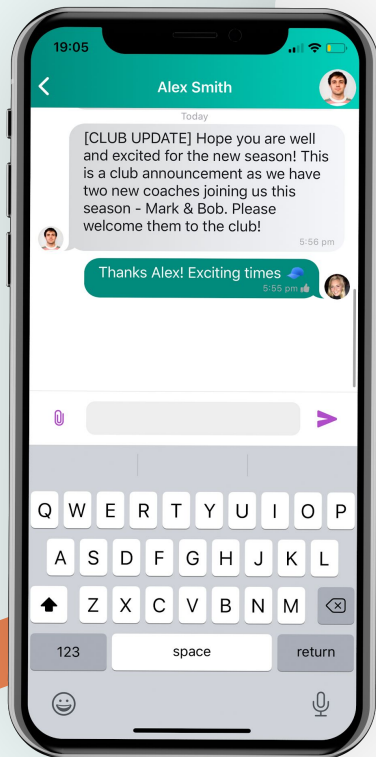


- **How do I start a chat?**
  - **Chats > New Chat > Individual, Team, or Group**
- **How do I delete a chat?**
  - Chats cannot be deleted due to child protection reason. To archive a chat, go to the chat > select the Chat Info page (tap the top bar) and select **Archive Chat**.
- **I have Under 18s in my team. Will they receive the chats?**
  - Yes - if they have a phone number/email connected to their account. Parents & guardians are automatically copied into any individual, group or team chat ensuring child protection.
- **Can I attach media and files?**
  - Use the paperclip icon in the chat to upload from device or Google Drive.



# Broadcast Messaging

Send important messages in a professional manner to a targeted list of contacts and reach more people, quicker.



- **How do I send a Broadcast Message?**
  - **Chats > New Chat > 1-2 Many.** Type your text and then choose your Recipients. Send an email copy too if you like.
- **Will this create multiple chats with all users that I send a broadcast to?**
  - The message will not fill your Chats unless you already have a chat with the individual or they reply.

# Teamo for payments

The simple way to track and collect payments



Match Fees



Payments  
Overview

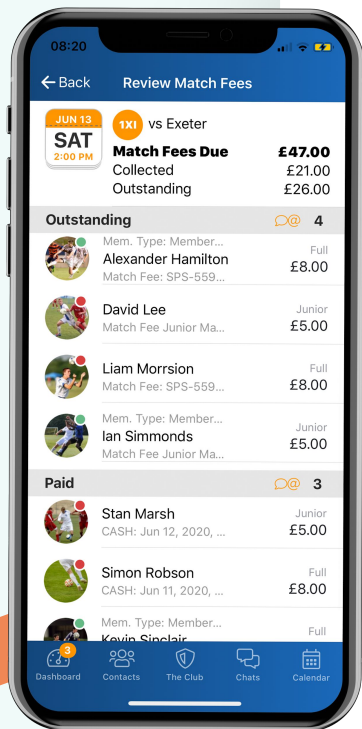


Membership  
Status



# Match Fees

Tired of chasing weekly payments? Your members can settle by card in one tap - no more excuses.



- **How do I assign match fees?**
  - Go to the **Calendar** > select the Match > select **Manage** in the Summary Box > select the **Team Sheet** tab > Confirm Team > Match Fees.
  - If you need to change the amount of someone's match fee (e.g. Junior), tap on the Player and select rate. Once you have confirmed selected **Done** and a payment request will be sent to all players.
- **When can I assign match fees?**
  - You are only able to assign match fees on the day off or after a fixture has taken place in case of cancellations.



# Payments Overview

Keep track of all payments in one place!

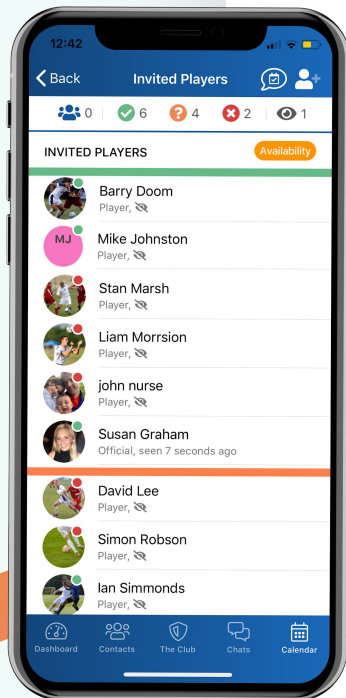
- Send reminders to all players with outstanding payments in a couple of taps.
- Live lists of who has/has not paid for all teams
- Edit an invoice at any time and mark any payments made by BACS/cash to keep records up to date
- **How do I find this overview?**
  - Tap Account in the top left hand corner of the app (right hand corner on desktop) > Team Payments and then an Overview.





# Membership Status

Membership status indicators allow all relevant stakeholders to view a player's membership status for selection and match fee purposes



- View who has paid membership, indicated by green and red dots on a player's profile, for selection and match fee purposes.
- Set a payment deadline and stick to it. Captains & managers can view who has paid or not and enforce a "No pay, No play" policy
- Payment details are confidential between administrators and players - captains can view the type of membership for selection purposes only.
- With the ability to view membership type, team captains and managers can adjust match fees accordingly e.g. Senior/Junior/Occasional. This only needs to be done once and the amount will be remembered the next time match fees are issued.

# View player details

Manage your squads and view key information...



Adding players



Allocating players



Emergency details



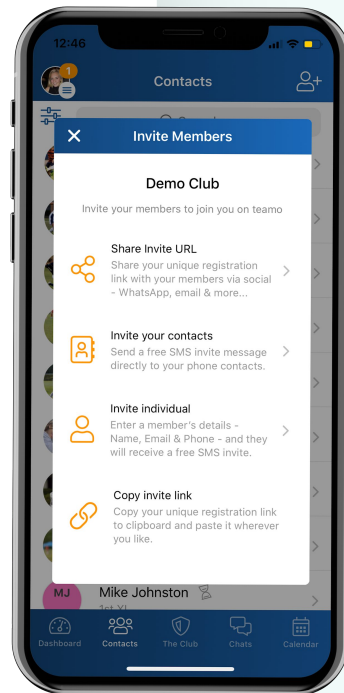
Membership  
status



# Adding Players

Invite new members to join your team on teamo.

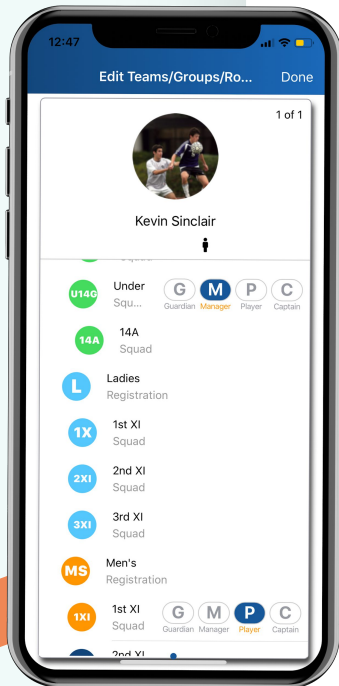
- **How do I view add a new player who is not on Teamo?**
  - You can invite new members to join Teamo
  - Go to **Contacts > Add User**
    - Share Invite URL (easiest way)
    - Invite your contacts (from phonebook)
    - Invite Individual





# Allocating Players

Members can be in multiple squads with different roles (e.g. Men's 2XI player and Boys U14 Manager)



- **How do I change the role of a player in my team?**
  - Go to Contacts > Search/select the player
- **Can I add a player to another team in the club?**
  - This depends on your role:
  - If you are an admin, you can assign any member to any squad/group.
  - If you are a section manager, you can assign any member to any squad/group in the section you manage.
  - If you are a captain or a manager in a team, you can assign the role of a player in your squad.

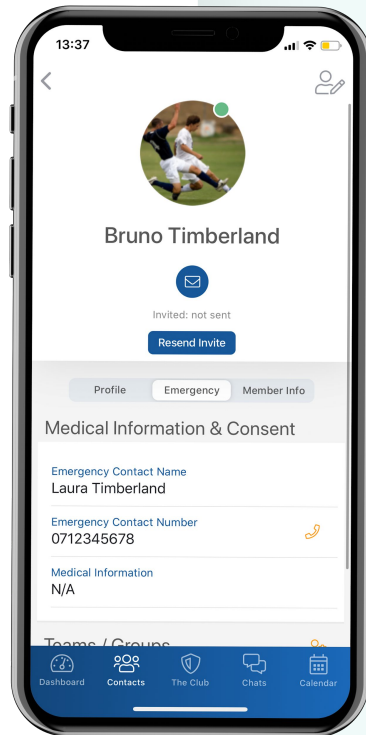


# Emergency Details

Access medical and emergency contact details pitch side.



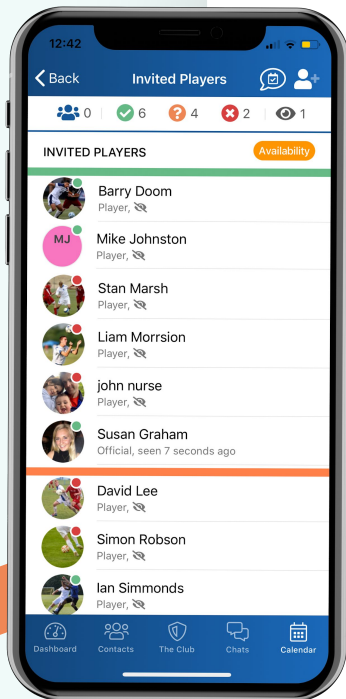
- **How do I view a player's emergency contact details?**
  - Go to **Contacts** > Search/Select the player > Select the **Emergency** tab.
- **Some of my players have not entered this information - how do they add it?**
  - Please ask members to go to My Profile to add missing information.
  - [SECTION MANAGERS/ADMINS ONLY - DESKTOP] - Send a notification to all players with incomplete information in **Manage Club > Member's Center > Review Reg Form > Push Notifications**.





# Membership Status

Membership status indicators allow all relevant stakeholders to view a player's membership status for selection and match fee purposes



- **How do I know who has paid their membership fees?**
  - Captains can view who has paid membership, indicated by green and red dots on a player's profile, for selection and match fee purposes.
  - Payment details are confidential between administrators and players - captains can view the type of membership for selection purposes only.

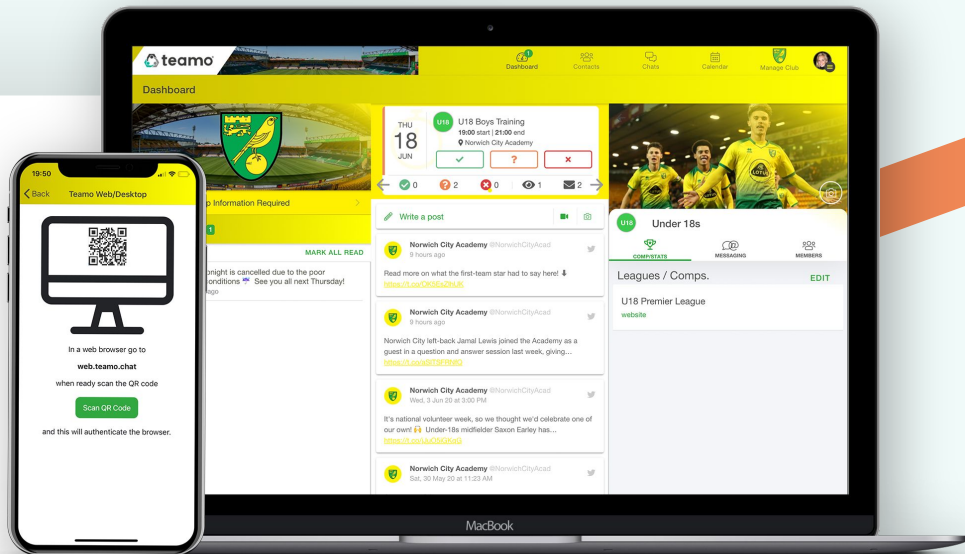
# Safeguarding/GDPR

- No message is ever deleted.
- Nobody can view under 18 contact details.
- Parents/guardians are always CC'd in to communications with under 18s.
- Member cannot view other member's contact details.
- Single source of data and permissions, kept in sync across all communication platforms. Coaches have no access to mailing lists etc.

# Multi-platform access

- Accessible for everyone - even if they don't have the mobile app.
- Available on mobile, tablet (soon) and desktop.
- Additional club management tools available on desktop.

**See website for full list of features**



# Any questions, please get in touch.

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**P** | 0207 193 6564

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