ClubUp

Administrator guide

Everything you need to set up the club and keep it running day to day, without calling anyone.

FOR EVERYONE

The three golden rules

1

Two doors

The **panel** opens in a browser at `white-label-gray.vercel.app` to manage the club. The **app** on the phone is where the club comes to life.

2

One login

Administrators, committee members, coaches and team managers use the same email address and password in the panel and in the app.

3

No app, no message

Someone who hasn't installed the app and logged in receives neither notifications nor call-ups.

Set up the club

Eight steps, once, in this order. Allow about two hours.

- [ ] **1** **Log in and change the password**

  Open the panel with the login details you received, then change the password (at least 6 characters). It was sent by email: change it before anything else.

  Manage my profile

- [ ] **2** **Open the app with the same login**

  Install ClubUp on your phone and sign in with the panel's email address and password: your club appears straight away. Committee members, coaches and team managers do the same with their own login.

  ClubUp app → Sign in

- [ ] **3** **Check the club settings**

  Name, contact address, language. Use a role address such as info@yourclub.ch, not a committee member's private address.

  Settings

- [ ] **4** **Choose the writing language**

  Your announcements and events are translated automatically from this language, without proofreading. Keep it short and simple.

  Settings → Language

- [ ] **5** **Set the club colours**

  Logo, four colours (primary, secondary, tertiary, background) and the colour of the home screen tiles. Check the result on a real phone, in daylight.

  Brand settings

- [ ] **6** **Create the teams**

  A name and a logo, both required, then the display order. Pick one spelling: “Juniors B” and “Juniors-B” make two teams.

  Teams → Add

- [ ] **7** **Import the members**

  `.xlsx` files only, 1,000 rows and 5 MB at most. Required: Fonction, Prénom, Nom, Email. The Groupe column holds the exact team name. Fix the rows flagged in the preview before confirming.

  Members → Import

- [ ] **8** **Copy the registration link**

  This is the link you will share with new members so they can register on their own.

  Settings → Registration link

! **Before you click Import.** Each row sends an invitation email with a link to create a password. Six hundred rows means six hundred emails at once. Warn families the day before and test first with a three-row file.

i **Siblings with the same email address.** The import accepts them. When adding manually, choose “New person, same email” for the second child, not “Same person”.

Bring members in

Import, manual entry or self-registration: you always open the door.

YOU

Share the link

WhatsApp, email to parents, club website, QR code at the clubhouse.

THE MEMBER

Creates an account

In the app, they find your club by name or town, then choose their role and team.

YOU

Approve

The request waits under Approval requests.

THE MEMBER

Joins the club

They see everything and receive their call-ups.

! **Nothing tells you a request is waiting.** Check Approval requests at least twice a week, and hand the task to someone else during holidays.

Roles to assign

Coach
Runs the team. Only sees their own teams.

Team manager
Team manager, logistics. Same rights as the coach; only the name differs.

Player
The athlete. Receives call-ups.

Parent
Answers call-ups for each of their children.

Supporter
Family, friends, sponsors. Follows the club, isn't called up. Their registration also needs your approval.

Committee
Same access as the administrator. Agree among yourselves who changes what.

One person, several hats. The juniors' coach can be the parent of a player in the youngest team. Add an extra assignment rather than creating a second account.

Show the committee
Choose an already approved member and their role: President, Treasurer... Set the order with the arrows. Visibility is set at the bottom of Settings.

Spot who doesn't have the app
In Members, the “No registered device” filter lists everyone who won't receive anything. Follow up with them.

Suspend rather than delete
Suspend removes access without deleting anything, and Activate restores it. Use it for an unpaid fee or someone leaving.

Events and call-ups
Creating an event calls nobody up. There are three steps.

STEP 1
Create
Events → Add
Type, teams, dates, times. Several links possible: directions, car sharing, tickets.

STEP 2
Call up
Actions column → clipboard
Tick the players and send. They answer Yes, No or Unsure in the app.

STEP 3
Take attendance
Actions column → sheet
Afterwards, tick who actually came. The clock icon opens the season history.

ClubUp sends reminders for you. A reminder goes out 48 h before to those who haven't answered, and the coach gets the summary of answers 24 h before.

Cases that catch people out

SITUATION	WHAT HAPPENS	WHAT TO DO
No registered device	The player receives nothing	→ “No registered device” filter, then a phone call
Not answered yet	Neither present nor absent	→ The 48 h reminder goes out on its own; otherwise, call
Not called up	Doesn't see the call-up	→ Check they are ticked in the list
Parent of two children	One call-up per child	→ Answers for each one

“Unsure” answer	Player to be confirmed	→ Follow up before picking the team

Communicate and keep the club alive

An announcement for what can wait, a notification for what's urgent.

Announcement

Announcements → Add

- News of the week, general meeting, club party
- Title, text, image, display dates
- Disappears on its own at the end date

Notification

Broadcast

- Match cancelled, time changed, pitch closed
- To the whole club or to one team
- Once sent, it can't be taken back

Three notifications a week is too many. Members end up turning them off, and on the day the match is postponed, nobody sees them.

Sponsors, in this order

- [ ] 1 **Register each sponsor**
  Name, logo, website. Tick “Featured” for the main sponsor: it stays in the header and never rotates.
  Sponsors → Add

- [ ] 2 **Set the club banners**
  For each page of the app (Calendar, Teams, Messages, Profile): which sponsors scroll, in what order, how many seconds each.
  Sponsor banners

- [ ] 3 **Give each team a banner**
  Separate from the club's. It is the easiest to sell: the local shop sponsors their child's team.
  Teams → Team settings

Documents

“General” = the whole club; “Team” = that team. Consent forms and medical certificates always under Team. If you make a mistake, delete and upload again.

Photos

Shown on the team page, full screen. Before posting a minor, check that the club has image consent.

Shop and offers

The shop is a link to your online shop. Offers have a partner, a link and validity dates.

Results

Teams, score, competition, venue, date. They feed the results page in the app.

Messages and moderation

Members can report an inappropriate message; reports arrive in Moderation.

Home and social media

A home banner with image and text, plus your links: website, Facebook, Instagram, X, YouTube.

The weekly fifteen minutes

None of this triggers an alert: you have to go and look.

Every week

Tick as you go; the list is saved in your browser.

- [ ] Approval requests: approve or reject
- [ ] Moderation: handle reports, especially where minors are involved
- [ ] Members → “No registered device”: follow up with those without the app
- [ ] Events: next week is created and called up
- [ ] Announcements: remove anything out of date

New season

Suspend members who left and recheck coach roles: a former coach keeps their rights until they are removed.

After the general meeting

Update the committee list and the contact address if it changed.

Account deletion

A member can request deletion from the app. It erases everything, permanently: make sure the request really comes from them.

Your subscription. To move to the Partners or Libre plan, fill in the form at clubup.ch/en/subscribe. Card, invoices and cancellation are then managed from the customer portal link in the confirmation email.

Something not working?

Nine times out of ten, it's the phone or the account. Open the question that matches.

A member receives no notifications

Cause: no registered device. They never opened the app, or never logged in.

Fix: “No registered device” filter in Members, then have them open the app and log in.

Notifications used to arrive, then stopped

Cause: another account logged in on this phone, for example a parent who tried their child's account. Notifications follow the last account logged in.

Fix: log in again with the right account.

Still nothing, even when logged in

Cause: notifications turned off on the phone.

Fix: phone settings → ClubUp → allow notifications.

The member sees the app but nothing of the club

Cause: their request isn't approved yet.

Fix: Approval requests → Approve.

The event is there, but nobody is called up

Cause: the call-up wasn't sent. Creating the event isn't enough.

Fix: Events → Actions column → clipboard icon.

A parent only sees one of their children

Cause: the second child was created as “Same person”.

Fix: create it again as “New person, same email”.

An imported member can't sign in

Cause: they haven't created their password yet.

Fix: open the link in the invitation email. If it never arrived, check their address in Members.

The coach doesn't see their team

Cause: their account isn't linked to the team with the coach or team manager role.

Fix: the administrator corrects the role in Members.

The import is rejected

Cause: CSV file, empty required column, or a team name that doesn't match.

Fix: save as .xlsx, fill in Fonction, Prénom, Nom, Email, and match the team names.

A feature in this guide doesn't appear

Cause: old version of the app.

Fix: update ClubUp from the App Store or Google Play.