ClubUp

Coach guide

Call up players, follow answers, take attendance and keep your team alive in ClubUp.

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.

Your first steps

Ten minutes, once. You will only see your own teams: that's by design.

- [ ] 1 **Install the app and log in**
  With the account received by email or created through the club's registration link. Allow notifications when the phone asks.
  App Store or Google Play: ClubUp

- [ ] 2 **Check your teams**
  They should appear with your role as coach or team manager. If one is missing, your account isn't linked: call the administrator.

- [ ] 3 **Open the panel once**
  At `white-label-gray.vercel.app`, with the same email address and password as in the app. Change the password at first login if the administrator chose it for you.
  Manage my profile

- [ ] 4 **Check your squad**
  Are all your players there? The “No registered device” filter shows who won't receive your call-ups.
  Members

Your typical week

Five moments, two of which ClubUp handles for you.

Sunday evening
Create the week's events: type, team, date, venue, useful links.
YOU

Right after
Call up: Actions column, clipboard icon, tick, send.
YOU

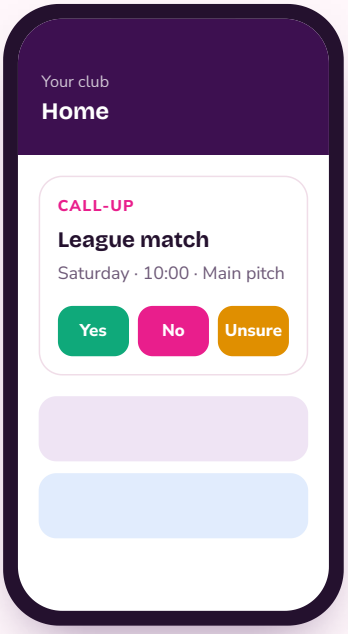
48 h before
Automatic reminder to those who haven't answered.
AUTOMATIC

24 h before
You receive the summary of answers. Call the silent and the unsure.
AUTOMATIC

Afterwards
Fill in the attendance sheet: who actually came.
YOU

Rules to know

Called up is not present	A “yes” who doesn't show stays “yes”	→ Only the attendance sheet corrects it
No answer	Neither present nor absent	→ Don't assume: follow up
Parents answer	One call-up per child	→ A parent of two players answers twice
No app	No call-up, no reminder	→ Check at the start of the season
Last-minute change	Editing the event isn't enough	→ Add a notification to the team



What your players and their parents see

The team day to day

Everything you post concerns only your teams.

New player
Approval requests. Handle within 48 h: until then, they see nothing and aren't called up.

Urgent
Broadcast → By team. For urgent matters only; broadcasts to the whole club go through the administrator.

Info that can wait
Announcements: kit, bus meeting point. It disappears on its own at the end date.

Documents
Always “Team” visibility for anything about players. Never a medical document under “General”.

Photos
Only if the club has image consent for the minors involved.

Score
Match results: teams, score, competition, venue, date.

What you don't fix yourself: a typo in a member's name or address, their role, or a sponsor on the team page. Report it to the administrator, who takes care of it.

What you see, and what you don't

A missing section on the right isn't a fault. A missing team of yours is.

Open for your teams

- Announcements, events, call-ups, attendance sheet
- Approval requests and members
- Messages, documents, photos
- Results and teams

Reserved for the administration

- Club colours and logo
- Sponsors and banners
- Offers, shop, social links
- Moderation and club settings

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.