

ADMIN GUIDE

Clubside Admin Guide

Run your whole club from one place: registration, payments, teams, and families.

For Club directors, board members, and treasurers

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Online clubside.io

Contents

- 1 Welcome & your role** what you control, and who sees what
- 2 Get set up in one day** your club address and a five-step launch checklist
- 3 Your dashboard at a glance** every area of the admin console, one line each
- 4 Registrations & approvals** the register, approve, pay flow and two commitment models
- 5 Rosters & the claim flow** imported players, claiming, and duplicate protection
- 6 Payments & money** Stripe Connect, fees, invoices, plans, and financials
- 7 Teams, coaches & seasons** divisions, coach roles, and season rollover
- 8 Communication & documents** announcements, bulk email, and required documents
- 9 Settings tour** every settings tab explained
- 10 Plans & billing** tiers, limits, and self-serve upgrades
- 11 Getting help** support, the demo, and next steps

1. Welcome & your role

As an admin you have full control of your club. Everything below lives in one console.

Admins (club directors, board members, and treasurers) manage teams, players, registrations, invoices, payments, financials, communication, documents, and settings for the entire club. Coaches and parents each get a focused view of their own world. Clubside keeps every club's data isolated, with role-based access and an audit trail.

Role	Who they are	What they see
ADMIN	Club director, board, or treasurer.	The whole club: teams, players, registrations, invoices, financials, communication, and settings.
COACH	Team coach or manager (team-scoped).	Only their assigned teams. Head coaches get money powers; assistants and trainers are view only.
PARENT	The family, or an adult player in adult leagues.	Register players, pay invoices, RSVP to events, and upload documents.

A user is always the role `coach`. Head coach money powers are granted per team, so the same person can be a head coach on one team and view only on another.

2. Get set up in one day

Your club lives at its own web address, ready the moment you sign up.

Your public home is `yourclub.clubside.io`. Families register there, and you manage everything from the same place. Work through these five steps to go live.

- 1 Create a team**
 Add your first team or division (age or level). You can add the rest in minutes and roll them into future seasons later.
- 2 Review your registration form**
 Open `Settings > Registration Form`. Your sport ships with sensible defaults. Turn fields on or off, mark them required or optional, and choose how players route to teams under **Team Routing**: by age (a cutoff date matched to each team's age range) or by graduation year (the grad year entered at registration matched to each team's year).
- 3 Connect payments**
 In `Settings > Payments`, connect your club's Stripe account. Funds flow straight to you, and you can collect fees at registration once this is done.
- 4 Invite coaches and staff**
 From `Users`, invite coaches by email and assign them to teams with a role (head, assistant, or trainer).
- 5 Share your registration link**
 Send families your club address, or a per-team share-a-link. No account is needed until a parent signs up.

TIP

Want to explore before you commit? The live demo at demo.clubside.io lets you click through as an admin, coach, or parent with no signup.

3. Your dashboard at a glance

The admin console is organized into these areas. Here is what each one is for.

Area	What it is for
Dashboard	Your club at a glance: recent activity, pending items, and key numbers.
Registrations	The pending queue and history. Review, approve, or reject submissions.
Players	Every player profile, plus the Unclaimed view for imported rosters.
Teams	Teams and divisions, rosters, jersey numbers, and grad years.
Invoices	Create and track invoices per player, per team, or in bulk.
Payment Items	Reusable fee definitions (registration, uniform, tournament) for forms and invoices.
Financials	Per-team revenue, fund distributions, balances, and CSV export.
Communications	Announcements and bulk email to the whole club, a team, or a filtered group.
Calendar	Practices and games with locations, opponents, RSVPs, and ICS export.
Users	Invite and manage coaches and staff, and assign team roles.
Activity	An audit log of important actions across the club.
Settings	Club identity, registration form, payments, billing, reminders, documents, and seasons.

4. Registrations & approvals

Registration is two-stage: a family registers, you review, then payment completes.

Your registration form is dynamic and configured per club (player info, guardian info, medical, emergency contacts, document uploads, and a consent or waiver). Automatic team routing places each player on the right team without the parent picking one; your club chooses whether that runs on age (a cutoff date) or graduation year in Settings. Families get a branded confirmation email on submit.

Reviewing the pending queue

New submissions land in **Registrations** as pending. You and the team's coaches can **approve** or **reject with a reason**. Approving adds the player to the roster, and the family receives a decision email (with an invoice attached when one applies).

Two commitment models

Payment-gated approval

The family pays at registration. Approval unlocks only after payment clears. Best when a spot is not confirmed until money is in.

Invoice on approval

You approve first, and an invoice is generated and emailed automatically. Best when you want to review a player before asking for payment.

NOTE

Which model applies is driven by your payment items. Flag an item as "requires approval" and it auto-invoices when you approve the player.

5. Rosters & the claim flow

New in Clubside: import a roster once, and let families claim their own players without creating duplicates.

When you bulk-import a roster, each player row is created without a parent account attached. These are called **unclaimed** players. Clubside then connects real families to those rows for you, automatically where it can and manually where you prefer.

The Unclaimed view

Open **Players > Unclaimed** to see every unclaimed row. From here you can filter and search, and for any player you can:

- **Link a parent** account to the player manually, right from the Unclaimed row.

NOTE

Tokenized claim invites (a secure, single-use link with a 14-day expiry, bound to one specific player) are sent by **head coaches** from `Coach > Team` . If you want a family invited to claim a player, ask that team's head coach to send the invite.

What the parent sees

When a parent registers a player whose **name and date of birth match** an unclaimed row, they see a confirmation prompt: "We found your player, [First Last], [team]. Is this you?"

- **Confirm:** at approval, their account attaches to the existing roster row. No duplicate is created.
- **Decline:** a brand-new player is created, exactly as before.

DUPLICATE PROTECTION

When you add or approve a player whose name and date of birth already exist, Clubside shows a soft warning with an explicit "add anyway" override. It is a heads-up, never a hard block, so you stay in control.

6. Payments & money

Clubside routes money to you, keeps its own fee small, and gives you the tools to bill and track it all.

How money moves

Payments run through **Stripe Connect direct charges**. Funds flow straight into your club's own Stripe account. Clubside never holds your money. Your club is the merchant of record and pays Stripe's standard card fees (about 2.9% + 30¢ per transaction).

The Clubside platform fee

On top of Stripe's fee, Clubside takes a small platform fee that drops as your plan grows.

Plan	Platform fee
Starter	1.5%
Club	1.0%
Pro	0.75%
Enterprise	0.5%

Who pays the fees (fee bearer)

This is a club setting. Your club can **absorb** the fees, or **pass them to parents** as a transparent "Processing fee" line at checkout so your club nets the full invoiced amount.

Payment routing

Choose **org-wide** (one club Stripe account) or **per-team** (each team connects its own account, with head coaches completing their team's setup). Either way, admins get oversight of each per-team account's status.

Payment items, invoices, and plans

- **Payment items:** reusable fee definitions (registration fee, uniform, tournament fee) that plug into registration and invoices.
- **Invoices:** create per player, per team, or in bulk. Parents can pay one or several at once, and partial payments are supported with automatic receipts.
- **Payment plans:** pay in full, or in installments (2-pay or 3-pay) that auto-charge on schedule.
- **Reminders:** automated upcoming-due and overdue notices (plan-gated), plus a manual nudge from you or a head coach.

Team financials

Financials shows each team's revenue, distributions out, and current balance, all derived from real payments. Fund distributions are recorded with history, over-distribution is blocked, and you can export to CSV.

7. Teams, coaches & seasons

Structure your club, staff your teams, and carry everything forward each year.

Teams and divisions

Organize by age or level. Each team carries its own roster, jersey numbers, and grad years, and every player has a profile with registration history, documents, medical info, and invoices.

Coaches and roles

Invite coaches by email from **Users** and assign them to teams. Roles set what each coach can do:

- **HEAD COACH** full team management, including money powers (create payment items, send invoices, mark paid).
- **ASSISTANT / TRAINER** view only for their team.

Coaches only ever see the teams they are assigned to.

Seasons and rollover

When a new season starts, [Settings > Seasons](#) rolls your teams into the next season in one action, so you are not rebuilding from scratch.

8. Communication & documents

Reach families the right way, and collect the paperwork you need.

Announcements and bulk email

From [Communications](#), send announcements or bulk email to the whole club, a single team, or a filtered set of recipients. Every message is tracked per recipient for delivery, and all transactional email is branded to your club.

Documents and compliance

Define the document types your club requires (birth certificate, insurance, medical release, photo). Families upload them during registration or later (stage-2 collection after an offer). A missing-docs view and review workflow lets you see who still owes what and approve each upload.

TIP

Set which documents are required in [Settings > Documents](#). Required items surface a missing-docs banner for the family until they are submitted.

9. Settings tour

Everything club-wide lives under Settings. Here is what each tab does.

Tab	What you configure
Organization	Club identity: name, branding, and contact details.
Registration Form	Team Routing (age cutoff date or graduation year) and the form builder (fields on, off, required, or optional).
Notifications	Which events trigger emails to you and your staff.
Payments	Stripe Connect, the platform-fee card, per-team accounts, and the fee bearer setting.
Billing & Plan	Your current plan, usage meters, and self-serve upgrades.
Reminders	Automated upcoming-due and overdue invoice reminders (plan-gated).
Documents	Your document types and which ones are required.
Security	Two-factor authentication for your own admin sign-in.

Season rollover lives on its own page under Settings (see section 7), not as a tab in this list.

Securing your admin account

Two-factor authentication adds a second check to your own admin sign-in. It takes about a minute to set up.

- 1 Open the Security tab.**
 Go to `Settings > Security` and choose **Enable two-factor authentication**.
- 2 Scan the QR code with an authenticator app**
 (Google Authenticator, 1Password, Authy), or copy the setup code into the app instead.
- 3 Enter the 6-digit code to confirm.**
 From then on, sign-in asks for a code from your app after your password. Turning it off later requires confirmation.

WARNING

Save the setup code somewhere safe. If you lose your authenticator app and have no copy of the code, you can be locked out of your account.

Two-factor authentication protects only your own admin sign-in. Each admin enables it for themselves.

10. Plans & billing

Start free and grow. Your plan sets your limits and your platform fee.

Plan	Price	Teams	Players	Platform fee
Starter	Free	3	75	1.5%
Club	\$29/mo	15	300	1.0%
Pro	\$79/mo	50	1,000	0.75%
Enterprise	Custom	Unlimited	Unlimited	0.5%

Track how close you are to your limits with the usage meters in [Settings > Billing & Plan](#), and upgrade yourself whenever you are ready. Higher plans unlock more capacity and a lower platform fee.

11. Getting help

You are never on your own. Here is where to go next.

Quick reference

- **Support:** support@clubside.io
- **Your club:** yourclub.clubside.io
- **Live demo:** demo.clubside.io
- **Online:** clubside.io

Email support@clubside.io with any question about setup, payments, or day-to-day management. To try a feature risk-free first, explore it on the demo at demo.clubside.io.

That is the whole club in one place. Welcome to Clubside, and thank you for running it here.