

PARENT GUIDE

# Clubside Parent Guide

Register your player, pay online, and stay in the loop, all in one place.

**For** Parents and guardians (and adult players)    **Version** 1.1 · August 2026    **Online** [clubside.io](https://clubside.io)

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Clubside is where your club handles registration, payments, documents, and schedules. Everything for your whole family lives under one login.

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## 1. Getting started

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You do not need to install anything. Clubside runs in your web browser on your phone, tablet, or computer.

Your club has its own private address on Clubside. It looks like `yourclub.clubside.io`, where "yourclub" is your club's short name. That is the page where you register, pay, and check the schedule. Bookmark it so it is easy to find again.

## 1 Three ways you might arrive

### An invite email

Your club emailed you a link to set up your account. Open it and follow the prompts to choose a password. This is common when the club is inviting families directly.

### A public registration link

A coach or the club shared a sign-up link for a team. You can open it and start registering right away. You will create an account as part of signing up, no invite required.

### A claim link

Your club already added your player to the roster and sent you a secure link to claim them. Opening it connects that existing player to your new account so nothing is entered twice.

## 2 Create your account

### 1 Open your club's link.

Use the invite, registration, or claim link you were sent, or go straight to `yourclub.clubsided.io`.

### 2 Enter your email and choose a password.

Use an email you check often. This is where confirmations, invoices, and receipts will go.

### 3 Confirm your email if asked.

Some clubs ask you to click a confirmation link before your first sign-in. Check your inbox (and spam folder) if you do not see it.

### 4 You land on your parent dashboard.

This is your home base for players, invoices, documents, and events.

#### TIP

One account covers your whole family. You will register each child under this single login, so there is no need to create separate accounts per child.

## 2. Registering your player

Registration is a short, guided wizard. It only asks for what your club needs, so no two clubs look exactly the same.

Start registration from your club's link or the [Register a player](#) button on your dashboard. The wizard walks you through your club's form one step at a time. Depending on how your club set things up, you may be asked for:

- **Player info** such as name, date of birth, and graduation year.
- **Guardian info** for the parents or guardians on the account.
- **Medical and emergency details** like allergies and an emergency contact.
- **Document uploads** if your club collects paperwork (see section 5).
- **Consent and waiver**, which you read and agree to.
- **Payment**, if your club collects it at sign-up (see section 3).

## 1 Your player's team is matched automatically

In most clubs you do not pick a team. Clubside matches your player automatically, either from their **date of birth** (age groups) or from their **graduation year** ("Class of 2036"), depending on how your club is set up. Enter both accurately and the wizard shows the matched team. If nothing matches, you will see a short list of teams to choose from and the club confirms placement.

### THE "WE FOUND YOUR PLAYER" DIALOG

If your club already listed your child on a roster, the wizard may pause and ask, "**We found your player, [First Last], [team]. Is this you?**" If it is your child, confirm it. That connects your account to the player the club already has, so your child is not entered twice. If it is not your child, simply decline and a new player is created.

When you reach the end, review your answers and submit. You will get a branded confirmation email right away so you know it went through.

## 3. After you register

Submitting is the first step. A coach or admin at your club takes it from there.

Your registration starts as **pending** while the club reviews it. You do not need to do anything during this wait. When the review is done, you get an email letting you know your player was **approved** and added to the roster, or **declined** with a reason. If something needs fixing, the reason tells you what to do next.

## 1 Two ways clubs handle payment

Clubs choose how they collect money. Yours will use one of these two approaches, and the wizard or your emails will make it clear which one applies.

### Pay at registration

You pay as part of signing up. Your player's spot is confirmed once payment goes through and the club approves. In this model, approval unlocks after payment.

### Invoice after approval

You register first with no payment. Once the club approves your player, an invoice is generated and emailed to you automatically. You then pay it from your dashboard.

#### TIP

Either way, you will always see what is owed on your dashboard under **Invoices**, and every payment you make sends you a receipt by email.

## 4. Paying invoices

All of your club fees live in one place, and you can pay on your own schedule.

Open **Invoices** from your dashboard to see everything owed across your family, what has been paid, and what is still outstanding. Each invoice shows the club, the player, the amount, and the due date.

### 1 Pay one, or several at once

You can pay a single invoice, or select several and pay them together in one checkout. This is handy when you have more than one child or more than one fee due at the same time.

### 2 Payment plans

Depending on what your club allows, you may be able to choose how you pay at checkout:

- **Pay in full**, one charge for the whole amount.
- **Installments (2-pay or 3-pay)**, split into scheduled payments that are charged to your card automatically on their due dates.

With a plan, you do not have to remember each installment. Clubside charges the saved card on schedule and emails you a receipt each time.

#### ABOUT THE "PROCESSING FEE" LINE

Some clubs pass the card and platform fees along to families. When they do, you will see a small, clearly labeled "**Processing fee**" line added at checkout so there are no surprises. Other clubs absorb these fees themselves, in which case you will not see that line. Either way, it is always shown before you confirm. See section 8 for what these fees actually are.

### 3 Receipts and failed payments

- **Receipts** are emailed automatically after every successful payment, and paid invoices are marked paid on your dashboard.
- **If a card fails** (expired, insufficient funds, or a bank block), the invoice simply stays unpaid. Open it again, update your card, and retry. For installment plans, fix the card and the next scheduled attempt can go through.

## 5. Uploading documents

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Some clubs need paperwork on file, such as a birth certificate or a medical release.

If your club requires documents, you can upload them during registration or anytime afterward. Files stay attached to your player, so you only need to provide them once unless the club asks for something new.

#### YOU WILL ALWAYS KNOW WHAT IS NEEDED

When your club is still waiting on paperwork, a banner appears on your dashboard showing exactly which documents are still owed for each player. When the list is clear, the banner goes away.

### 1 How to upload later

- 1 Open your player.**  
From your dashboard, go to the player who needs documents.
- 2 Find the documents area.**  
Open **Documents** to see which items are required and their status.
- 3 Upload the file.**  
Add a photo or PDF for each requested document. It saves to your player right away and the club can review it.

## 6. Events and RSVPs

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Keep up with practices and games, and let coaches know who is coming.

Open **Events** to see your club and team calendar, including practices and games with locations, opponents, and any notes the coach added. Home and away games are marked so you know where to

be.

## 1 RSVP for each player

You can RSVP **per player**, so if you have more than one child at the club, you respond for each of them separately. Your RSVP tells the coach who to expect, which helps them plan practices and set lineups.

### TIP

Responding early is a big help to coaches, especially before games. If plans change, you can update your RSVP anytime.

## 7. Your dashboard and players

One login, your whole family. Everything is organized by player.

Your dashboard lists every player you have registered, along with their team, invoices, documents, and events. Select a player to see their details in one place.

### 1 Update a player's info

Open the player from your dashboard to review their profile. If contact details or other info change, keep them current so your coach and club always have the right information. If a field is locked or you cannot find where to change something, contact your club and they can update it for you.

### 2 Register another child

To add a second (or third) child, start a new registration from your dashboard. You are already signed in, so you can go straight into the wizard. Each new player joins the same account, and their invoices, documents, and events all appear alongside your other children.

#### ONE ACCOUNT, MANY PLAYERS

There is no limit to how many players you can keep under your login, and you can pay for several at once from your invoices list.

## 8. Fees, explained

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A short, honest look at what you are charged and where it goes.

When you pay online, two small fees can be involved on top of your club's own fee:

- **A card fee** from Stripe, the payment processor clubs use to accept cards. This is about **2.9% + 30¢** per payment, the same standard rate used across the web.
- **A small Clubside platform fee** that helps run the service your club uses.

**Who covers these fees is your club's choice.** Some clubs absorb them so you pay exactly the listed price. Others pass them along as the transparent "Processing fee" line described in section 4.

Whatever your club decides, the total is always shown clearly before you confirm.

### WHERE YOUR MONEY GOES

Payments go **straight to your club's own account**, not to Clubside. Your club is the one being paid and is the merchant of record. Clubside never holds your club's money.

## 9. Your family's privacy

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Your account is yours. You see your family, and no one else's.

- **You only ever see your own family's information.** Your players, invoices, documents, and RSVPs are private to your account.
- **Children never get their own logins.** Everything attaches to you, the parent or guardian, so there are no separate accounts or passwords for kids to manage.
- **Your data stays within your club.** Each club's information is kept separate from every other club on Clubside.

### WORKS GREAT ON YOUR PHONE

Clubside is built mobile-first, so it is easy to use on a phone. You can also add it to your home screen and it opens like an app, with no download from an app store required.

## 10. FAQ and getting help

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Quick answers to the questions parents ask most.

### **I did not get my confirmation email. What now?**

Check your spam or junk folder first, and confirm you used the email you expect. Emails come from your club's branded address on `clubside.io`. If it still has not arrived, contact your club or email [support@clubside.io](mailto:support@clubside.io).

### **Can I pay in installments?**

Often, yes. If your club allows it, you will see a 2-pay or 3-pay option at checkout. Installments are charged to your card automatically on their due dates. If you do not see the option, your club has chosen pay-in-full only.

### **Why does it ask for my child's graduation year?**

Some clubs place players by class year rather than age. For those clubs, the graduation year you enter drives which team your player is matched to, so double-check it before you continue.

### **How do I add a second child?**

Start a new registration from your dashboard while signed in. The new player joins your existing account, so all of your children live under one login. See section 7.

### **My player already appears in the club's roster. Do I re-register?**

If the club pre-listed your child, use the claim link they sent, or watch for the "We found your player" prompt during registration and confirm it. That connects you to the existing player instead of creating a duplicate. See section 2.

### **Do I need to install an app?**

No. Clubside runs in your web browser. If you want an app-like feel, add your club's page to your phone's home screen and it opens full screen.

### **Who do I contact for help?**

For questions about your player, team, fees, or schedule, reach out to your club first, since they manage the details day to day. For anything about Clubside itself, email [support@clubside.io](mailto:support@clubside.io). You can also explore a live demo at `demo.clubside.io` with no sign-up.

### Good to keep handy

- **Your club:** [yourclub.clubside.io](https://yourclub.clubside.io)
- **Support:** [support@clubside.io](mailto:support@clubside.io)
- **Try the demo:** [demo.clubside.io](https://demo.clubside.io)
- **One account:** covers your whole family