



Club Court Manager™

Complete user manual – members, administrators, and Club Rankings

Product	Club Court Manager™ (full CCM)
Operator	StoufferAI
Version	July 2026
PDF	<code>/docs/ccm-user-manual.pdf</code>

Who this manual is for: Volunteer board members setting up court booking, sport chairs managing rosters, and members booking courts from a phone or browser. Club Rankings (leaderboards) is included in every full CCM plan – see Part 4 and the Club Rankings manual for standings-only detail.

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1. Overview

Club Court Manager gives your community a branded website (and optional custom domain) where members book courts and admins manage rosters, schedules, and email – without spreadsheets or phone calls to the desk.

What you get

- **Court booking** – calendar grid per sport; members tap open slots.
- **Member sign-in** – email magic link, SMS code, or password.
- **Mobile app** – iOS and Android (community picker at `app.clubcourtmanager.com`).
- **Admin dashboard** – sections, rosters, schedule blocks, bulk email, reports, branding, billing.

- **Club Rankings** – sport-specific leaderboards, mini-leagues (series), session confirmations, achievements (included in CCM).

URLs

Audience	URL
Your community (members)	https://{your-slug}.clubcourtmanager.com or your custom domain
Admin dashboard	/admin on your community site
Member mobile app	https://app.clubcourtmanager.com
Club Rankings	/rankings on your community site
Event registration	/event?code=... on your community site
Product marketing	https://clubcourtmanager.com/platform

Part 1 – Members (booking courts)

1.1 Sign in

Open your community's website or the Club Court Manager mobile app and choose how to sign in:

Method	How it works
Email link (recommended)	Enter your email. We send a secure one-time link (valid ~15 minutes). No password required.
Text code	Enter your phone number; we text a short code. Requires your community's SMS registration (A2P) to be approved – until then, use email link.
Password	Set a password from your profile if you prefer – works on web and mobile.

First-time sign-in may show a **terms acceptance** screen. Accept once to continue.

1.2 Book a court

1. From the home page, choose your **sport** (e.g. Pickleball).
2. Pick the **date** you want to play.
3. On the calendar grid, tap a green **Open** slot for the court and time you want.
4. Confirm session length (if choices are offered).
5. Optionally **invite players** from your club roster or load a saved player group.
6. Submit – you receive a confirmation email with a calendar attachment (.ics).

Reminders: The day before your court time you receive an email reminder. If you opted in to SMS or use the mobile app, you may also get a text or push notification.

1.3 My Reservations

View upcoming and past bookings from **My Reservations** in the main menu.

- **Cancel** – allowed until your community's cancel-notice window (set per sport by admins).
- **Invites** – if someone invited you, accept or decline here.
- **Invite others** – add roster members to your booking; they accept from their My Reservations.

1.4 Find a Player

Use **Find a Player** to post that you need a sub or partner. Only roster members for that sport can see and respond.

1.5 Profile & Photo ID

Open **Profile** to update name, email, phone, and address. Some communities require a **Photo ID** image before booking certain sports – upload from Profile when prompted.

1.6 Mobile app

1. Install the Club Court Manager app (App Store / Google Play when released) or open `app.clubcourtmanager.com`.
2. Search for your community by name or enter your invitation code.
3. Sign in with email link or password.
4. Book, view, and cancel reservations the same way as on the web.

Part 2 — Administrators

Admins sign in the same way as members, then open **Admin** from the menu (or go directly to `/admin`).

2.1 Sections (sports)

Each sport is a **section** with its own courts, hours, and booking rules.

- **Add a section** — name, court count, open hours, slot length.
- **Booking rules** — advance booking window, minimum lead time, max reservations per day, max session length, cancel notice.
- **Photo ID gate** — optional: require photo ID before members can book this sport.
- **QR code** — download a QR that opens this sport's calendar (sign-in still required).

2.2 Court groups

Organize courts into groups (e.g. skill levels). Members may only book courts in groups they belong to, or groups may be hidden from certain members.

2.3 Members & roster

- **Add member** — enter name and email; optionally send invite email with magic link.
- **CSV import** — export from CourtReserve, HOA software, or spreadsheet; import per sport. Map names, emails, phones, ratings, member numbers.
- **Approve signups** — if self-signup is enabled, pending requests appear for approval.
- **Bulk invite** — select members → send sign-in links.
- **Profile requirements** — choose which fields members must complete (phone, address, etc.).
- **Remove / suspend** — removed members cannot sign in; history stays on file.

2.4 Schedule & blocks

The admin schedule grid shows all courts × times. Admins can:

- **Block courts** — open play, league, clinic, tournament, maintenance (color-coded).
- **Book on behalf of a member** — create reservations for members.
- **Cancel reservations** — members receive notice when appropriate.
- **Log Club Rankings** — quick link to enter ranking session results from the schedule tab.

2.5 Email

Send custom bulk email to segments: all active, invited only, or selected members. Preview subject and body before sending.

2.6 Reports

Export usage, cancellations, and roster data. CSV exports are rate-limited and logged in the security audit trail.

2.7 Launch (SMS / A2P)

Email sign-in works immediately. For **SMS sign-in and text reminders**, complete business details in Admin → Launch. StoufferAI registers your community with US carriers (typically 3–7 business days). Until approved, members should use email link sign-in.

2.8 Branding

- Upload logo and set brand colors.
- Set support email and website link shown to members.
- Configure **custom domain** — point DNS to hosting; enter domain in tenant settings.

2.10 Event registration

Admin → **Events** creates public registration pages for tournaments, clinics, or socials.

- **Create event** — title, date, sport, capacity, registration deadline, optional description.
- **Link ranking series** — optionally tie the event to a mini-league so sign-ups enforce eligibility (gender, rating, singles/doubles) and results feed series standings.
- **Share link** — copy the registration URL or QR; members sign in and register at `/event?code=...`.
- **Enter rankings from roster** — after the event, score registered players in one step; standings update for the linked series and club-wide board.
- **Participant email** — optional message to everyone who registered when the event ends.

2.11 Security log

Admin → Security shows an append-only audit log: roster views, exports, member changes, bookings, schedule edits, and more. Admins cannot edit or delete log entries.

2.12 Getting started checklist

1. Start trial at `clubcourtmanager.com/start` — name community, create admin account, pick sports.
2. Configure sections (courts, hours, rules).
3. Import roster CSV or add members manually.
4. Send bulk invites.
5. Optional: submit Launch form for SMS.
6. Optional: set custom domain and branding.
7. Subscribe in Admin → Billing before trial ends.

Part 3 – Club Rankings (included in CCM)

Every full CCM plan includes **Club Rankings** – sport-specific leaderboards separate from legacy manual ratings on the roster.

- Open **Club Rankings** from the main menu or Admin → Club Rankings link.
- Members see leaderboard, **Series** (mini-league standings), club stats, personal ranking, and can submit/confirm session results.
- Admins enter results, import CSV history, create **ranking series**, assign **series captains**, review disputes, and tune weights.
- Optionally link **event registration** (Admin → Events) to a series for eligibility and one-step scoring.

3.1 Mini-leagues (ranking series)

A **series** is a season-style mini-league within one sport – e.g. Women's Doubles 3.5+ for six months. Admins create series under Rankings → Admin → Series (or use built-in templates). Each series can have:

- Eligibility rules – gender, singles/doubles, minimum/maximum rating.
- Season start and end dates.
- One or more **series captains** – trusted members who enter official results without full admin access.
- Its own standings on the Rankings → **Series** tab.

Share the Series Captain manual (PDF) with volunteers you assign as captains.

For full detail on confirmations, CSV templates, achievements, volunteer bonuses, series admin, and settings, see the dedicated Club Rankings User Manual (PDF).

Part 4 – Billing & support

4.1 Plans & trial

CCM is priced by **active members** – people who completed their first sign-in. Invited and pending members do not count. Every plan includes branding, custom domain, unlimited sports, admin tools, mobile app access, and Club Rankings.

14-day free trial – no credit card required at signup. Add payment in Admin → Billing when ready.

4.2 Manage subscription

Admin → Billing → **Manage billing** opens the Stripe customer portal (update card, cancel). Access continues until the end of the paid period after cancellation.

4.3 Standalone Club Rankings

Communities that only need leaderboards (no court booking) can use standalone Club Rankings at clubcourtmanager.com/platform/rankings. Full CCM customers already have rankings – no extra purchase.

4.4 Support

Email support@stoufferai.com · Security details: </platform/security> · Privacy: </privacy>

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