Setting up a tournament on SportyHQ

This document is to help tournament organizers set up and run tournaments within SportyHQ. The document will take you through the from the beginning till the end of the event. It outlines rough timelines that organizers should follow in regards to sanctioning, advertising etc.

More Help: There are many other menus and features within Sporty HQ that we haven't touched on here. If something in this document doesn't make sense, for more help go to https://www.sportyhq.com/help and you'll probably be able to find the answer there.

Squash BC Calendar of Events: Every year starting in April/May, Squash BC starts working on the next years Calendar of Events. Tournament organizers will be sent emails with a "DRAFT" of the next years calendar based on the previous years events. If organizers could respond to these emails as soon as possible, Squash BC will then add the event to the online Calendar.

Things to do 6 weeks before the event.

Setting up the Tournament: If the club that is hosting an event uses SportyHQ or you have Admin functions with Sporty HQ then you can set up a tournament yourself through those admin back ends by using **"Club Tournament"** in the admin section.

If not an existing Club Sporty HQ admin person, contact Squash BC and we will set up a tournament for you. Once the tournament has been set up, you will be notified it has been set up or you may even see the event on your personal SportyHQ "Home Page" before we notify you. This is the page you see when you first log into your personal SportyHQ account. On the left side, the tournament will be listed. Click on the red name of the event. This will take you to the "Admin Backend" of the tournament page.

The first column on the left side, **"Setup the Tournament"** is what you want to do right off to get it ready to receive entries.

Manage Draws: This can be done several ways.
- If you are going to divide the players by rankings alone then create one draw that players can enter. Give it the name of the tournament as in, ABC Tournament Draw.
- If you are going to divide the players by Gender then rankings then add 2 draws, one for female and one for male.
- If you're going to do the old ABC etc. then add all those draws and players will choose which draw they want to go in.

Tournament Setting:

- You can name or change the name of your tournament
- About the tournament will show up on the home page of the tournament to tell people what up with your tournament. May we suggest that events start saying, "Participants will be "**scheduled**" for a minimum 3 matches" rather than **"guarantee"** them.
- **Ranked event** is determined by Squash BC policies. You may request a level but in the end, it's the policies that determine your level.
- **Tournament Admins** can be added or deleted at your pleasure. Just type the name of the person you want to add and if they are in the Sporty HQ database they will show up on a list. Choose the person you want off the drop down list.
- **Tournament Contact Email** is to be used if you want to use a different email address than the one that is listed for you in Sporty HQ.
- **Show contact details** will give the public the ability to email you or phone you if you choose to let them.
- The next few are obvious. Showing who's registered will depend. If you're giving people the ability to choose which draw to go in then people will be able to tell who's in which draw. This may cause some to ask the organizer to be moved to a different draw. Some organizers may not want to give that choice so won't show who's listed in each category.
- The "Basic" dates of various things are self explanatory. You may want to add the start time of the first day but you can do that in other places. If you're running an event with multiple draws, singles and doubles that will have 2 start dates, click on "Advanced" for separate dates.
- The refund policy is dependent on each tournament. Squash BC does not determine the refund policy for a tournament. However, once the cheque is sent to the tournament organizer Squash BC nor Sporty HQ WILL NOT refund anybody. We therefore suggest you make the refund cut-off the last day of entries.
- Locations can be added if you're using multiple clubs. Just start typing in the name of the club and it should show in a drop down list. You'll need to add all the clubs you're using so the courts will show up for scheduling. Please do not "Add" clubs to the database they should be there, if not, contact Squash BC.
- Early Bird rates are up to each event.
- Tax rate is for GST, 5.00%. Many clubs must pay this amount, check with your club. If it's an individual running the event then you'll probably not have to collect GST.
- Don't need a WSF Spin Number in BC.
- The rest is self-explanatory.

Upload Tournament Logo and **Manage Sponsors** are fairly easy to do. We recommend that you get sponsor logos uploaded as these will then show up on draws, score sheets etc. when you produce them.

Player Management and **Send Activation Emails** are self explaining.

Round Robin Setup is important to look at. Round Robin's should be decided by Match Points, then Match Percentage, then Games Won, then Game Percentage, then Head to Head Results.

Sign-up Configuration: This is where you set the price of the tournament for different categories, sell dinner tickets etc.

Setup Tournament Pricing is where you can add "Categories" as in "Adults" "Junior" etc. If a tournament is going to have an extra fee for a second event then the second event must be added on to the cost of the first event. EG, First event costs $50 and the second event is an extra $10 then the second event must show $60.

Sign-up Page Configuration is fairly self-explanatory. In the "Terms and Conditions you should put at least the following:

WAIVER AND RELEASE OF LIABILITY:

Photos may be taken by event organizers to be used for Squash BC publications and or marketing purposes. Please inform the event organizers if this should not be done.

I am aware that squash by its nature involves a certain element of risk which involves a potential for bodily injury. These may include but are not limited to, self-inflicted injuries, injuries occurring when colliding with other athletes while on court, being struck with a racquet or ball, training injuries that occur within the off court training program or any other activity that improves an athlete's skill level within the fitness, technical or mental training aspects of the sport of squash.

In consideration of being permitted to participate in the Squash BC sanctioned events and on behalf of myself, my family, my heirs, executors, and administrators, I hereby waive and release any and all claims, demands, damages, actions or causes of action of every nature or kind against Squash BC sanctioned events organizers, volunteers, coaches, officials, the owners and/or operators of the facility or facilities in which the said events are being held, and any of their employees, agents, instructors, coaches or assigns, in respect to my participation in the events including activities not directly related to participating therein, and travel to or from the said facility or facilities and including, without limiting the foregoing, any negligence, acts or omissions of Squash BC, Squash BC Committees, their employees, agents, instructors, coaches or assigns.

By clicking below the participant agrees to Squash BC's Wavier that will run for the dates the event is scheduled to be organized. As the participant or guardian of the participant, I acknowledge the element of risk in squash and by clicking below agree that I have read and understood the risks and agree to the obligations required as stated in policy to participate in the Squash BC events.

Important! Even if you make no modifications to the sign-up page layout, you must submit this page by clicking the Save button, otherwise your sign up page will not go live.

Sell Additional Items is for dinner tickets or any other item you'd like to sell. These items will be added onto the total being charged to the individual.

Custom fields allow you to collect additional information from your registrants. Some examples include:
- Identification numbers (text field)
- T-shirt size (dropdown menu)
- Preferred meal option at a tournament dinner (radio buttons)

There is no limit to the number of custom fields you can create. More info can be found in the Sporty HQ help link at the start of the document.

Now that you've created your custom field, you need to add it to your sign up page. To do this, return to your tournament's main page and click on "Sign-up Page Layout" in the Administrator bar. Scroll down to the "Additional Information" section and select the custom field(s) that you have created.

Request Sanctioning: Once the Sign-Up Configuration is done it's now time to Request Sanctioning.
- Click **"Request Sanctioning"** on the admin page or click the **"Publish"** button. A request sanctioning form should come up.
- Select the "**Governing Body**," "**Squash BC**."
- You can request a rating for your tournament. If it's a change from the year before a case must be made to have a change. Squash BC's Policies & Procedures clearly outlines the criteria for "**Ratings of Competitions**" under "**Tournaments**."
- You'll have to click to agree to the terms and then submit the form.

Once Squash BC has received the sanctioning request, the tournament which is on the Sporty HQ program will be linked to the Squash BC Calendar of Events. This may take a couple days as Sporty HQ will also add it to their calendar and Squash BC can't add it till Sporty HQ has.

Sanctioning fees are as follows:
Adult Tournaments $3/registrant (maximum $300)
Doubles Tournaments $2/registrant (maximum $200)
Junior Tournaments $1.50/registrant (maximum $150)

Sanctioning fees will be withdrawn from the tournament entries before Squash BC produces the cheque for the tournament. If a tournament used other means to collect entry fees, an invoice will be sent to the tournament after the event.

Note: If you have not requested sanctioning you will get a message asking you to set up your banking when you try to publish your tournament.

"**Publish your Tournament**." Go to the tournament "**Home Page**" and check to make sure all the info is showing up how you want it to. Once you're satisfied go to the "**Administrator Options**" box and click "**Publish Tournament**." This will make it so the public can see it and enter the tournament.

NOTE: You should sign up for your event and make sure everything looks right and the right prices/taxes are showing up and being charged. It is the host club's responsibility to collect and pay GST. Squash BC does not do that for you.

Marketing your Event: It's at this point where you should let the squash community know that your event is open for business. We suggest you do this step 4 to 6 weeks before the start of your event. There are several ways to do this.

- **Posters**: There's debate as to the usefulness of a poster, some people say nobody looks at them, others say you have to do them. Posters are usually sent out in a PDF format so most everybody can open them. We also suggest that you make your poster a regular paper size as in 11 x 8.5 so everybody can print them. Colour is nice but not everybody has a colour printer so make sure your poster looks satisfactory in black and white.
- **Web Sites**: The event MUST be published on the host clubs web site that is accessible to the public. Squash BC will also post a write up and poster that is provided by the event organizer. Additional posts may be charged.
- **Facebook**: Many events are starting Facebook pages and inviting people to join through that. Other social media may be used if the event has a large following with that media.
- **Last years Entrants**: If this is a yearly tournament and you've run it at least once on Sporty HQ, you will be able to access last years entrants by going to the Sporty HQ "**Tournaments**" menu and then scrolling down to last years event. You can go to "**Communicate & Share"** and then **"Email Registered Participants."** Invite last years participants to this year's event.

Collecting Entries: Once the entries start rolling in you should be receiving emails that they are coming in assuming you checked this box off in the Tournament Settings. There are various ways to view the entrants.

- On the bottom right of the main page you'll see, "**Who's Registered**."
- Some events like to be able to show who's in which event. This has its pluses and minuses and can be turned on or off in Tournament Settings.

Refunds: There are always going to be participants who need a refund. Make sure you have a refund policy before you publish so you know how much you're going to give. Sporty HQ's sign up system is fairly easy to give refunds with.

- Click on "**Transactions**" in the "**Reports**" section
- Click on the red Invoice ID number beside the name of the participant you wish to refund.
- The next page will have a "**Refund**" button on the top right. Once you click that there will be choices about how much to refund.

After the Entries are Closed

Making the Draws: Once the entries are closed it's time to start making your draws. Sporty HQ has many choices for you to choose from so take your time here and make sure you get it right.

Manage Draws: Click on "**Manage Draws**" under "**Setup the Tournament**." This is where you'll decide what you're draws will look like, how big they are etc.

- Click on "**Players**" in a draw.
- You'll likely need to sort the players by ranking so click on the "**Points**" word at the top of the column and that will sort them highest to lowest or lowest to highest depending on how many clicks.
- If you've been collecting players by allowing them to sign up in different events, (A, B, C) skip the next 3 steps.
- If you've been collecting entries and going to make the draws by rankings this is where you decide where to make the breaks in the draws. Very often there are obvious breaks in the rankings where you can end one draw and start another. Also try and have even numbers in a draw so you don't have too many byes. Now write down how many draws you're going to create based on the breaks.
- Go back to "Draws" and add the number of draws you've decided on. Click on "Create Draw" then check and fill out the various boxes like you did when setting the sign up. You'll have to name them different names. The old standby is Open, A, B, etc. You can get creative and give the draws the sponsors names to give the sponsors a bit more bang for their buck?
- Once you have the number of draws you need go back to "Players." Now you'll have to use the "Move to…" button to move players into their proper draws.

Seeding: When all the players are in their proper draws, click on the "**Points**" word again to sort them then go to the "**Seed**" column where there's a drop-down list and choose the seed number you want each player to be. You want to seed a minimum of 25% of the draw. If some of the next players are close in ranking points to the last seeds then you may want to seed them as well.

Making the Draws: Once your seeding is done click "**Generate Draw**" for each draw. This will produce a standard draw. The next page will be where you choose what kind of draw you want to have. You probably should have a fairly good idea based on the number of matches you've said you're going to schedule for players and the size of the draw.

Check the Draws: At this point go through the various draws and make sure players are getting the right number of matches and they are going to the right spots in Brackets 2 and 3. (Just because you clicked a button doesn't mean it happened.)

- Sometimes if you've moved players around and made some changes to the draw things may not appear right. "**Lock the Draw**" and check again before you get to mad. You can unlock the draw to make other changes but always lock it for the final version.
- If players are not going to where you want them in Brackets 2 or 3, one solution might be to create a new draw for Bracket 2 and 3 and when players lose in Bracket 1 after their first match, add them to the new draw in the location you want them to play. For scheduling, take the times from the bracket that doesn't work and transfer them to the bracket that does work. You'll then have to delete the times manually in the unworkable bracket.

Swapping Players: Sporty HQ allows you to move players around in the main draw. You probably shouldn't move the seeds but other considerations would be keeping players from the same club in opposite sides of the draw. Also, if you think somebodies ranking isn't exactly right, move that person to where they will do the least damage to the draw.

Scheduling: Once you have the players in the right draws and spots in the draws it's now time to schedule the event.

- You must "**Lock**" the draws before you can schedule the event.
- Now you need to decide if you want to "**Manually Schedule**" or "**Auto Schedule**" your matches. The Auto Scheduler does alright but you'll have to check the times carefully and make adjustments.
- Click "**Scheduling Times**" and fill in the dates and times for your event. This is a tricky part where you may have to play with these times if you're using the Auto Scheduler. Having to much time scheduled on one day and not enough on another may produce results that you don't want. Change the start time and end time for various days, click "**Clear Scheduled Matches**" and then re-schedule the event.
- Whatever method you choose you should probably have draw priorities. For example, the men's and women's open draws may be your number one priorities. You should also be aware of your largest draws or the ones with the most rounds of play. The ones with the most rounds will need to be scheduled first so all the rounds can be played during the tournament. The consolation/plate draws or brackets 2/3 will need to be scheduled next as those draws will have an extra round.
- Whichever way you do it try to stay with the same order of having the draws played. If you started out with men's D, then C, B, A, Open, start again at D then C etc. This will give the most time between matches. Squash BC's policy is a player should have 4 hours between matches on a single day and 12 hours between matches if overnight.

Checking the Times: Once you've done the initial scheduling go back to the draws and check the times. Some important things to look for;

- Check Brackets 2 and 3 draws and make sure the drop-down matches are scheduled AFTER the match that is played in the bracket they came from.
- If you need to change a match time it is very simple. Go to the "**Match Calendar**" where you can easily drag and drop matches to their proper time. We suggest you use two screens for this. Have one screen open to the draw and one to the Match Calendar. Once you've dragged and dropped the match in the calendar, go to the draw, "**Refresh**" the draw page and make sure you got the time right.
- By using the Match Calendar, you can see where there are gaps in your tournament or where you have too many courts booked.

Publishing your Draws: When the draws and scheduling are done its now time to publish your draws so the participants can view their playing times.

- On the main tournament page under the "**Draws**" section there's Administrator Options. Click "**Published**" and then save.
- Now go to "**Communicate & Share**" and click "**Email Registered Participants**." This will send an email to everybody in the draws to let them know the draws are ready for their viewing enjoyment.
- You can also send all the tournament info at this time. What time the social events are, tournament rules, who reffs the next match etc.

Transactions: By clicking on "**Transactions**" you'll be able to see how much has been collected and how much you'll receive from the entries.

- By Clicking on "**Export (Excel)**" you'll get much more detail
- Sporty HQ's fees are taken off before funds are sent to Squash BC.
- Sanctioning fees will be taken off by Squash BC before the cheque is sent to the event.
    - Adult Singles Tournaments: $3.00 per player to a max $300.00
    - Junior Singles Tournaments: $1.50 per player to a max $150.00
    - Adult Doubles Tournaments: $2.00 per player to a max $200.00
- There are many other columns in the spreadsheet that will help you keep track of who has ordered what. Make sure you use this spreadsheet as your master.

Running your Event

The start day of your event has arrived and a flurry of activity will be happening. Under "**Tournament Resources**" you'll find most of the items you'll use to run the event.

Swapping Players in and out of the tournament: The first thing that will probably happen is somebody will withdraw from the tournament. The other thing that will happen is somebody will phone up and want in the tournament. Most tournaments will have a wait list for the late ones and hopefully you'll have one that will be close to the withdrawing player's ability. Go to the "**Manage Draws**" and then click "**Players**." Go to the player who is withdrawing and click "**Swap out Player**." Type in the new players name, (they need to be in the database,) choose the right player based on their club, choose "**Withdrawn**" or "**Late Withdrawn**" and click "**Confirm**." You should only do this when there have been no matches played by the withdrawing player.

Print Draws: You should probably wait till the day the tournament starts to print the draws. There may be cancelations etc. that will need to be changed. Click on "**Print Draws**" and then follow the instructions. A PDF will be downloaded that will be printed out on regular sized paper. If you have a photocopier that enlarges it's suggested that you make the draws larger.

Print Scoresheets: This is a very handy feature. Click on "**Print Scoresheets**" and the next page will take you to some options, these are self explanatory. The scoresheets will be printed out with the names of the players, court, time and logos. Saves a lot of volunteer time and is very easy to organize courts.

Score Squash App: Sporty HQ has developed an app where the Referee of a match can score the match on their phone or tablet. Once they have the app they will download the match from the tournament and keep track of the score using the app. (We suggest a paper backup is handy in case of battery issues etc.) As the score is entered into the device it will be updated on the live scoring, (if you're doing that.) Once the match is done, the draw will be automatically updated and you as an organizer won't have to do anything. To download the app, go to your "**Home Page**" and on the left side just under your personal links you'll see links for the Score Squash App.

Player Check-in: This selection allows you to keep track of who's checked in and what extras they have purchased. You can keep track of this either online or by printing it off from the downloaded PDF you'll get when you click "**Print**".

Control Sheet: When the event starts this is where you'll go to keep track of who's up next, enter results and basically run the tournament. As you enter results from this page the draws will automatically get updated and the players will be moved to the appropriate positions within the draws.

Enter Unscheduled Results: Use this menu if you have matches that have been added after the draws are made and you don't want to make a new draw or you've added a player for one that has got injured or defaulted. Before you do this make sure it's alright with the other players in the draw. Once entered the results will go into the rankings.

The Event has Now Ended, it's time to wrap it up. In the "**Reports**" menu there are various ways to export the results to send to the media and other organizations. For instance, to send the results to Squash Canada to be included in their rankings, choose "**Export Results (Tournament Soft.)**" and the results will be downloaded into a format they can use to upload into their software. There are other downloads that you might find useful, try them out.

Next Year: The next thing to do is to keep the URL address so next year you can go back to this event and email the participants inviting them to partake in the next event.

Congratulations on a successful event