

# Knowledge Base — Approving coaches for your team

For coaches and team admins: approving coaches who ask to join, adding them yourself, handing over the team-admin role, and appointing meet directors.

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Your club manages its own staff list. You don't need to email us every time a new coach joins — you can approve them, add them, and remove them yourself.

## Who can do what

**Any approved coach of your club can:**

- approve or turn down someone asking to join
- add a coach by email
- deactivate a coach who's left, and put them back later

**Only the team admin can:**

- hand the team-admin role to someone else
- add or remove **meet directors**
- edit the club's details, logo and public info

**Who's the team admin?** The first coach approved for a club becomes it automatically. There's one per club, and it can be handed over at any time.

**New club?** The very first coach is approved by us, because there's no team admin yet to do it. Every coach after that is your call.

## Where to find it

1. Sign in and open the **Coach portal**.
2. Under **My teams**, click your club.
3. Click the **Coaches & staff** tab.

You'll see **Requests to join**, **Current coaches**, an **Add a coach** box, and **Former coaches**. If you're the team admin, there's a **Meet directors** section at the bottom.

## Approving someone who asked to join

When a coach picks your club from their own portal, their request shows up under **Requests to join** with their name and the date they asked.

- **Approve** — they get access straight away: your roster, entries, uploads and results. They'll get an email letting them know.
- **Turn down** — nothing is granted. They can ask again later.

**Check the name first.** A coach of your club can see your whole roster — including birthdates and USA-Swimming numbers — and can enter your swimmers in meets. If you don't recognise the name, check with your head coach before approving.

# Adding a coach yourself

Usually faster than waiting for them to find the site and request access.

1. In **Add a coach (account email)**, type the email address on their MeetDirector account.
2. Click **Add coach**.

They'll get a "you're approved to coach *[your team]*" email.

**"No MeetDirector account with the email ..."** — they haven't registered yet. Ask them to create an account at **meetdirector.online** using that exact address, then add them again. (We can't send an invitation to an address that has no account yet.)

# Managing your current coaches

Each coach row gives you:

- **Show / hide email on the team page.** Coach emails are private by default. The link under the address publishes it on your public team page, or hides it again. Ask the coach first — it's their address.
- **Make team admin** (*team admin only*) — hands your admin role over. **You stop being the admin as soon as you confirm**, so do this only when you mean it. The person has to already be a coach on the team.
- **Deactivate** — removes their access immediately. This is reversible: they move down to **Former coaches**, with a **Reinstate** button whenever you need it.

The team admin's own row has no Deactivate button. If a team admin is leaving, transfer the role first, then deactivate them.

## Meet directors (*team admin only*)

A **meet director** can set up and run your club's meets — create and host meets, open and close entries, and manage meet payments. They **don't** get access to your roster or your swimmers' details.

1. On the **Coaches & staff** tab, scroll to **Meet directors**.
2. Enter the person's MeetDirector account email and click **Add meet director**.
3. **Remove** takes the access away again.

Because this role reaches your meets and your money, it stays with the team admin — a regular coach can't grant it.

## When a coach leaves

1. If they're the **team admin**, they should click **Make team admin** on their replacement first.
2. Any coach can then **Deactivate** them.

Their history stays intact — meets they ran, files they uploaded — and they're listed under **Former coaches** in case they come back.

## Common questions

**A coach says they requested access, but I don't see it.** They may have picked a similar club code. Ask them which team name and code they chose.

**I don't see the "Coaches & staff" tab.** You're not an approved coach of that club yet — your own request may still be pending.

**I don't see "Make team admin" or "Meet directors".** Those are team-admin only. Ask your team admin, or contact us.

**Our team admin has left and nobody can transfer the role.** Contact support — we can reassign it.

**I approved the wrong person.** Deactivate them. It takes effect immediately, and you can reinstate them if it was a mix-up.

## Need help?

Open a support ticket from the Coach portal, or email **support@meetdirector.online** with your team code and what you're trying to do.

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MeetDirector Online · Need a hand? Open a ticket at [support.meetdirector.online](https://support.meetdirector.online).