

Knowledge Base — Meet Directors

Getting set up as a meet director, creating your meet from a Hy-Tek event file, and uploading the results afterwards.

WHAT'S INSIDE

- 01 Getting started as a meet director
- 02 Uploading meet results
- 03 Getting help — submitting a support ticket

ARTICLE 1

Getting started as a meet director

Applies to: anyone running a meet for a club

Where: [/register](#), then [/coach](#)

A **meet director** can set up and run a club's meets — create the meet, open and close entries, manage fees and payments, and upload results. A meet director does **not** get access to the club's roster; that stays with the club's coaches.

Step 1 — Create your account

1. Go to **meetdirector.online** → **Create an account**.
2. Enter your name, email and a password (phone number is optional, used only for account recovery).
3. Verify your email address from the link we send you, then sign in.

Step 2 — Get the meet-director role for the club

The role is granted by the club, not requested from us:

1. Tell the club's **team admin** (usually the head coach or whoever registered the club on MeetDirector) the **exact email address** you used to register.
2. They open their team's roster page → **Coaches & staff** → **Meet directors**, enter your email and click **Add meet director**.
3. Sign out and back in. The **Coach portal** at </coach> now shows the meet tools.

If the club isn't on MeetDirector yet, someone has to create it first — from </coach> → **Create a team**. Whoever creates it becomes its team admin and can then add you.

Step 3 — Know your tools

From the Coach portal:

Tile	What it does
Host a meet	Create a meet by uploading your Hy-Tek event file (.ev3 or .zip).
My hosted meets	Open your meet for entries, close it at the deadline, manage payments.
Upload results	Import the results file after the meet (see article 2). As the host's meet director, that's you.
Enter a meet / Upload entries	Register a team for someone else's meet and submit entries.

Creating a meet

1. Click **Host a meet**.
2. Upload the **Hy-Tek event file** ([.ev3](#)) your Meet Manager exports — as-is, or still zipped.
3. Choose **who is hosting**: one of your own teams, or **Another club (I'm setting it up for them)**. For another club, pick it from your client list, or enter its name and code (and LSC, if it's a new club).
4. Fill in **Where is it?** — facility / pool, street address, city, state and ZIP.
5. Submit. The meet is created as a **draft**.
6. Open **My hosted meets** and set it to **Open** when you're ready to accept entries. Close it at your entry deadline.

Where is it? — the location fields

The event file carries the meet's name, dates and events, but **not where it is swum**, so the form asks. Every field is optional and you can add them later, but they're worth filling in:

Field	Why it matters
Facility / pool	Shown on the meet page — "Westside Aquatic Center" tells a family more than a town
Street address	So people can put it into a map and drive to it
City · State · ZIP	What the public Find a meet search matches on

A meet with no location shows as **Location TBC** and won't be found by anyone searching their town or ZIP code on the home page.

Venues you've used before

You only type a pool once. Above the address boxes is **Use a venue you've used before** — a list of the pools already on the system, each showing its town and the courses it can be set up for:

Carolina Natatorium — Columbia, SC · SCY, LCM (4 meets)

Pick one and the address boxes fill in, so you can see exactly what will be saved. Leave it on **New venue — I'll type it below** and fill the boxes in yourself; that pool then joins the list for next time.

- **A venue you type twice isn't duplicated.** The same pool name in the same town is recognised as the one you already have, even if you spell or punctuate it differently.
- **Courses fill themselves in.** A pool that hosts a long-course meet is marked as offering long course; nobody has to maintain that list.
- **Corrections travel.** If a venue's address is fixed, every meet held there picks up the correction — you don't re-edit each meet.
- The venue list is shared across the site and tidied by administrators, so if you see a duplicate or a wrong address you can't fix from your meet, open a support ticket.

Where your meet turns up: once it's out of draft it appears in **Find a meet** — the search on the front page and at the top of </meets> — which matches the meet name, your club's name or code, the facility, and the town, state or ZIP you entered. The front page also lists the next few meets, so a meet with its dates and location filled in advertises itself.

Adding or fixing it later: open the meet from **My hosted meets** and click **Details** — the same venue picker and address fields are there. Re-uploading your event file to update the events never wipes a location you've already entered, so leaving those boxes blank on a re-upload is safe.

Early access: creating meets and accepting entries is being switched on club by club. If you see the "*Meet hosting is in early access*" notice, you can browse the page but the meet won't be created — open a support ticket and ask us to enable your club or vendor account.

After the meet

Once the meet is swum, come back and upload the results file — see the next article.

Uploading meet results

Applies to: meet directors, coaches and timing vendors

Where: [/import](#) (Coach portal → **Upload results**)

What you can upload

Hy-Tek and SDIF files: [.hy3](#), [.sd3](#), [.cl2](#), [.ev3](#), [.hyv](#), or a [.zip](#) containing them — the results archive Meet Manager produces can be uploaded exactly as-is. Teams, athletes, events, results and splits are all imported, including relays and splits.

Only **HY3** files carry prelim/final round detail; [CL2](#) and [SD3](#) are the same SDIF data (CL2 adds a checksum). If your export includes several of these for the same meet, upload one file — the system prefers HY3, then CL2, then SD3.

Who uploads

The host uploads the results — nobody else. As the host club's meet director (or coach) you have that standing; so do the host's timing company and the administrators of your organization or conference. A visiting coach handed the file is refused with a message naming who can, so if you ran the meet, the results are yours to put up. Every club that swam gets its times from your upload.

How to upload

1. Open **Upload results** from the Coach portal, or go to [/import](#).
2. Choose the results file.
3. Set the **Meet LSC** if this is an LSC/USA-Swimming meet; leave it as *none* for high-school or rec-league meets. If your LSC isn't listed, expand **LSC not listed? Create it** and add it — code, name and governing body.
4. Click **Upload & import**.

Confirmation questions

The import may pause and ask before writing anything:

- **"Which meet is this?"** — the file didn't match an existing meet closely enough to be certain, but a meet with the same name exists on that day. Choose it to keep all results together, or let the import create a new meet. If you created the meet from your event file beforehand, it matches and this is skipped.
- **"Which of your clubs hosted this meet?"** — only if you manage more than one club in the file. With one club, it is the host and the question is skipped; a meet that already has a host on record is never asked about again. The host is what the director report, the meet finder's host search and online payments read, and a later upload can't overturn it.

There is no longer a "scope" confirmation: because only the host uploads, importing every club in the file is taken as given.

After the import

- You get an **import summary**: meets, teams, athletes, events and results created, plus how many existing results were changed.
- Every club with swims in the file gets a **notice** naming you as the uploader. Coaches can acknowledge it or flag a problem for an administrator. Their coaches are also **emailed** within the hour that the results are posted, with a link to download their own club's `.hy3` / `.cl2` files from **My meets** — so you don't need to send results files around yourself.
- Open `/meets/{id}/review` (**Data review**) for the meet to see **unmatched swimmers** and swimmer data to fix, grouped by team. You can print or send this report to teams so they can correct their own data — most matching problems are a missing date of birth or USA-S number.
- Check the public **Results** page for the meet (`/meets/{id}/results`) and the **Standings** page to confirm everything landed as expected.

A meet of yours with no host on record

Meets imported before the host question existed may show no host. Open **My meets** (`/coach/meets`); a meet whose **Host** column is empty offers **We hosted this**. That files a claim for an administrator to approve (the badge reads **claim pending** meanwhile) and you're emailed when it's granted — from then on the meet appears in your hosted reports and payments. Re-uploading results into a meet that has no host on record is refused until the claim is approved, so claim first, then upload.

Re-uploading a corrected file

Re-importing is safe: the system updates the existing meet and results rather than creating a second copy, and reports how many existing results it changed. Always re-upload the corrected file against the **same meet** when the confirmation question appears.

Troubleshooting

Symptom	What to do
File rejected / "unsupported format"	Confirm the extension is one of <code>.hy3</code> <code>.sd3</code> <code>.cl2</code> <code>.ev3</code> <code>.hyv</code> <code>.zip</code> . Re-export from Meet Manager and try the zipped archive as-is.
Results landed on the wrong meet	Open a support ticket with both meet names and dates — an administrator can move or re-import them.
Swimmers appear twice	Use Data review to see unmatched swimmers; ask the club's coach to merge duplicates from their roster page.
Times imported but the meet shows no teams	The file may be an entries/event file rather than a results file — re-export the results file.

Getting help — submitting a support ticket

Open a ticket at:

→ support.meetdirector.online

How to submit a ticket

1. Go to **support.meetdirector.online**.
2. Sign in (or create a support account) using **the same email address as your MeetDirector account** — it lets us match you to the club and meet immediately.
3. Click **Submit a ticket**, pick the topic, describe the problem, and attach any files.
4. Submit. Replies come by email; reply to the email to add to the same ticket.

What to include

- Your **account email**, and the **club name and code** you're directing for.
- The **meet name and date**, and its URL if it exists (e.g. `/meets/482`).
- The **page URL** where the problem happened (e.g. `/import`).
- The exact **error message** or a screenshot.
- For import problems: **attach the results or event file** you tried to upload.

Common meet-director requests

- **Enable meet hosting / entries** for my club (early access).
- I was added as a meet director but don't see the meet tools (usually fixed by signing out and back in — if not, ticket us).
- Results imported against the **wrong meet** — please move or reset them.
- Delete or hide a meet that was created by mistake.
- Add a missing **LSC** or fix a club's affiliation.

Please don't send swimmer dates of birth or USA-S numbers in ticket screenshots. Give us the swimmer's name and the meet, and we'll look up the rest.