



Your tournament handbook

For ISA member schools

We have created this Guide to help you manage all your participation in ISA national and area events. This Guide covers all the features you need to be aware of – from booking onto the tournaments to adding your athletes to the events and sharing the results and media with your school community.

When managing and participating in ISA national and area events you are required to add some student details, these would usually include; student name, surname, age group and date of birth. This is done in line with the ISA Sport policy to ensure athletes compete in the correct events, maintain the National and Areas record databases and keep all the exciting history of ISA Sport through time. With regards to the Student Data provided by schools Squad In Touch is the Data Processor and the schools remain the Data Controllers. Squad In Touch does not use the Data provided for any purposes other than needed for the management of ISA National and Area tournaments. All the public tournament websites (including tournament TV) never display students' full names: the students are shown either with their first name and first letter of the surname (James B.) or just as first letters of their first name and surname (J.B.) although their school is shown as well as their genders and age groups can be identified based on the event they are taking part in.

Please feel free to get in touch with us if you still have any concerns regarding the processing of your school data.

We have tried to include the most frequently asked questions and requests we get from the schools into this Guide so that you can find an answer to yours; although if you are still unsure about any bits in managing your school participation in tournaments via Squad In Touch please feel free to get in touch using the following contact details:

Laura Raybould, The Head of Customer

Support Email: support@squadintouch.com

Updated: March 2023

When creating this Guide we used two types of markup to make the Guide content more clear for reading:

This markup is used for highlighting important details that can affect the whole tournament participation process including booking, adding students, etc. Security points are also shown like this.

This markup is used for highlighting the points you need to consider when managing your participation. For instance, we have used it for showing the difference between individual and team tournaments in terms of how you manage your participants.





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Your roles and permissions

If you have received this Guide that means that you have a **School Admin** role for your school that allows you to book your school onto National and Area events and manage your school's participation in those events as well as to manage your school communication, sports and extracurricular activities based on your Squad In Touch subscription level. If you are also an area sports coordinator or a representative of a school that hosts some of your area tournaments you've been assigned the role of a Union Admin for your area.

When logging in don't forget to select a correct role based on the task you need to perform.



Your area has a dedicated sports union website you will use for getting tournament details, booking onto events as well as accessing results after the tournament. The links for your website areas are as follows:

ISA Sport: https://isa.squadintouch.com

East: https://isaeastangliasport.squadintouch.com

London North: https://isalondonnorthsport.squadintouch.com

London South: https://isalondonsouthsport.squadintouch.com

London West: https://isalondonwestsport.squadintouch.com

Midlands: https://isamidlandssport.squadintouch.com

North: https://isanorthsport.squadintouch.com

South West: https://isasouthwestsport.squadintouch.com

Squad In Touch allows to add multiple **School Admin** users within your school. If you need your colleagues to have their own School **Admin account** they will need to sign up for one via https://app2.squadintouch.com/registration or through the Squad In Touch mobile app available from the App Store and Google Play Store. Once their role request has been sent either you will be able to accept them or they will be accepted by Squad In Support team (based on your subscription level).

To be able to book onto the tournament school users need to have Admin roles on their school account. Also, only School Admins receive tournament notifications. Other user roles (Manager, Teacher, Coach or Governor) are not able to receive them as well as manage their school participation in the tournaments.





Quick FAQ Guide

In this section we have put together some frequently asked questions we receive from schools when booking onto tournaments. We have included detailed answers and the links to the relevant sections of this Guide.

1. I cannot find the tournament I would like to book onto on the union website?

Try searching the tournament via the **Events Calendar** section on **ISA National or Area sports website**. If you still cannot find it, it is worth checking if you have an invitation for this tournament on your **Invites > Inbox** tab, as sometimes tournament organisers prefer to arrange bookings via sending invitations rather than enabling online booking via public websites. Please see more in the **BOOKING ONTO THE TOURNAMENT VIA ACCEPTING A TOURNAMENT INVITATION**.

If you still cannot find the tournament, you might need to get in touch with your area coordinators.

2. I have an email (or push notification on my mobile app) saying our school is invited to the tournament. What do I need to do?

You can find all incoming invitations, should it be fixture invitations or tournament invitations on the **Invites > Inbox** tab of your school workspace. You can find more details in the **BOOKING ONTO THE TOURNAMENT VIA ACCEPTING A TOURNAMENT INVITATION**.

3. Why don't I have any invitations for tournaments at all or only receive invitations for some of them?

It is up to the tournament organisers whether to send invitations or not. Sometimes they prefer to open online booking without sending tournament invites. Also, normally, there are many different people from different schools involved in organising tournaments, so they may choose different ways of managing them. Normally, you can find ISA National and Area event calendars on their sports public websites, please refer for the links to the **YOUR ROLES AND PERMISSIONS** section of this Guide.

4. Where can I book onto the tournaments?

Please refer to the **YOUR ROLES AND PERMISSIONS** section of this Guide to find the links for the National and Areas sports public websites.

5. Why can I see the tournament on ISA/Area website although the Book now button is not available?

If the **Book Now** button is not shown on the tournament card on ISA National or Area booking website, this may mean that either booking has not been opened yet or has already closed. Please, check with the tournament organisers and follow their instructions in this case.

6. Why do I just get a calendar page when trying to book onto the tournament?

If your school is not forwarded to the tournament booking confirmation form but instead, is taken to the calendar screen, it may mean the school has not been added to your union (area) on Squad In Touch. The list of schools is updated by the Squad In Touch support staff based on instructions received from the ISA Headquarters. If you think your school needs to be included in the area you are trying to book a tournament with, please let us know and we will sort this out.





7. Why is my school not added to the tournament once I have booked onto it?

It depends upon the tournament settings specified by the organisers whether schools are automatically added to the tournament as participants or not. In some cases they collect bookings first and add schools as participants afterwards based on their bookings. Although, if you have concerns regarding your booking it is worth to get in touch with the tournament organisers or Squad In Touch Support Team requesting them to check your entry.

8. Where can I find the list of the tournaments I have booked onto?

All the tournaments your school has ever booked into and added as a participant to – both past and future tournaments are listed on the **Tournaments** tab of your school workspace. Please refer to the **TOURNAMENTS** and **MANAGING YOUR TOURNAMENTS** sections of this Guide.

Please be aware that tournaments that you have booked onto but have not been added as a participant to are not shown on that list. To view them you need to go to the **Waiting list** tab on your school workspace.

9. What does the waiting list mean?

Your school is added to the waiting list for the tournament if you have booked onto it (either via public website or through accepting a tournament invitation) although your school has not been added to the participant list. It may be due to the lack of available spaces or because the tournament organisers have not turned on auto-enrollment for some reasons. You can find such tournaments in the Waiting list tab on your school workspace.

Please be aware that only future tournaments are shown on the **Waiting list** tab; you won't be able to find any of the past tournaments you had been added to the waiting list for there.

10. Do I need to add my teams / athletes to the tournaments?

Adding students to the events is essential in a number of cases. First, individual tournaments cannot be run without students assigned to particular events as the results are based on individual performance. You may also need to add children's names for other reasons, like when you need their names for some printed merchandise etc. Finally, it is always good to specify individual goals, points, etc. to encourage students' participation and efforts, get parents involved as well as to continue keeping all of the brilliant sporting history of ISA at national and regional levels. At the moment we have collated around 40 years' worth of results history for ISA competitions, so we encourage you to continue maintaining this tradition.

11. What information do we need to add when adding students details?

Schools will need to ensure they add the following:

- Students First and Last name;
- Date of Birth (this is required by ISA);
- Year Group;
- Gender.

You can find more details about keeping your student database up to date in the **KEEPING YOUR STUDENT LIST UP TO DATE** section of this Guide.

12. Why can I not see any students on my school account?





If there are no students on your account it means they have not been added yet. We are happy to help with your students list initial upload for free. You will need to send over a password protected spreadsheet and the data should contain:

- Students First and Last name;
- Date of Birth (this is required by ISA);
- Year Group;
- Gender.

You can find more details about keeping your student database up to date in the **KEEPING YOUR STUDENT LIST UP TO DATE** section of this Guide.

13. Why aren't my students up to date on my school account?

If your student details are not up to date (linked to the wrong forms/year groups, some students are missing and some who left school are still there etc.) that means your student list has not been updated for a while.

You can find more details about keeping your student database up to date in the **KEEPING YOUR STUDENT LIST UP TO DATE** section of this Guide.

14. How can parents see their child(ren)'s participation in the events?

Parents can have their own accounts as well as students that allow them to see their own personalised calendars, get automatic and custom notifications when there are any changes to the events, provide their consent, report availability, add media files and much more. These features are available for schools on our Squad In Touch Sports subscription, please feel free to get in touch if you would like to learn more.

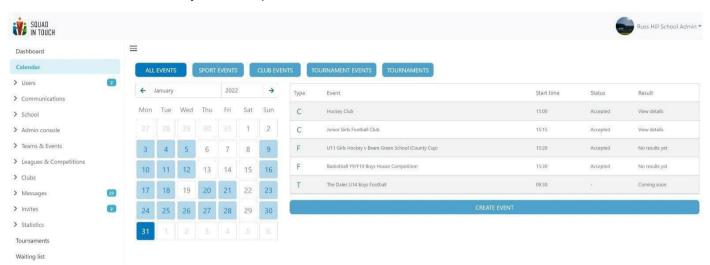




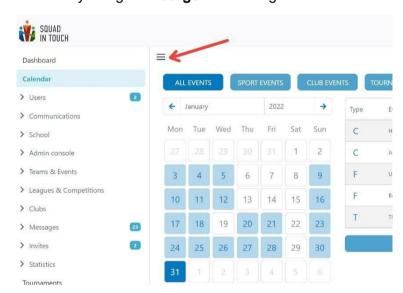
Your school workspace

Your school workspace enables you to manage your events in a flexible way. Please find below the quick description of the platform features.

Once you have logged into your account you will see a **Calendar** page with a left-hand menu allowing you to access all the features of your workspace.



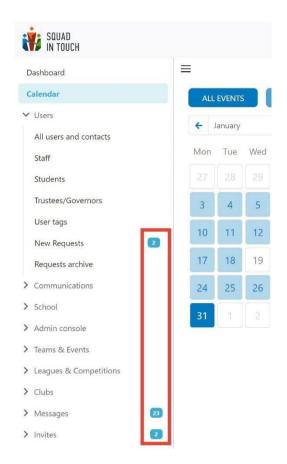
You can manage the menu visibility using the "burger" button right to the menu.



Some of the menu items may contain dynamic counters that show there are system events requiring your attention (new user role requests, messages from parents or students, fixture invitations from other schools or tournament invitations from ISA Sport or your area (or any other association / SSP etc. your school may a member of).







Calendar

The **Calendar** view enables you to see your school full events schedule provided they had been added to Squad In Touch. The events are marked so that you can easily identify their type:

- F fixtures include inter-school events your school takes part in as well as house competitions and intra-school fixtures you have added to the calendar;
- C after school club / extracurricular activities sessions;
- T tournaments and tournament events.

You can filter by event type using the quick filter buttons above the Calendar. By default, all the events are displayed for the current date. You can move between the date via selecting the day you need and use the month and year selector for accessing events in the past or future.

You can see all the tournaments your school has been added as a participant to on your school **Calendar**. Once tournament organisers have added tournament events they will also be visible on your calendar (only events your school has been added to. So, if your school is taking part in a Cross-Country competition and you are only participating in Y4-Y6 girls events it will normally be taken into account by the organisers when adding events and you will only see the relevant events on your **Calendar**).

Please be aware that only tournaments your school has been added to as a participant are shown on your Calendar view. You won't be able to see the tournaments you have been added to the waiting list for from there. To access the list of the tournaments you have been added to the waiting list for, you will need to use the Waiting list menu item.

Also, you will not be able to see events you have been invited to take part in by other school unless you have accepted their invitation.

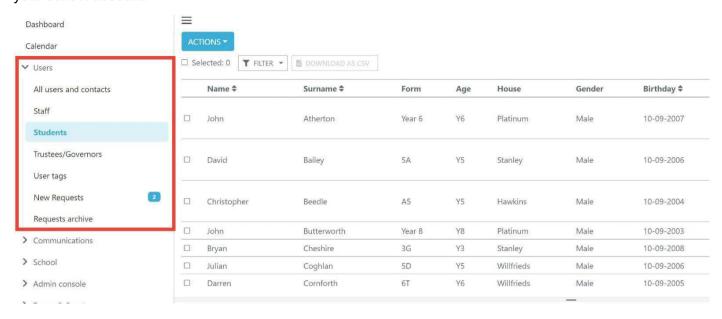
You will find more details in the further sections of this Guide below.





Users

The **Users** menu item is used for accessing the list of all **Staff members**, **Parents** and **Students** added to your school account.



You can find the description of all items in the Users section below. Please be aware that the set of actions available for you is based on your school subscription level.

All users and contacts – from here you are able to view all users on your school account, as
well as search them by a number of criteria (name, surname, email, role, etc.). You can use this
section for selecting users to send them a message via email, texts or instant notifications.



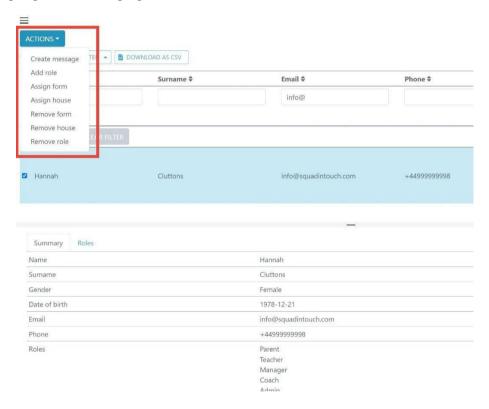
You can also use the list of all users to assign and remove user tags and grant and revoke their access. All the actions available to perform with a selected user record can be accessed via the **ACTIONS** button.







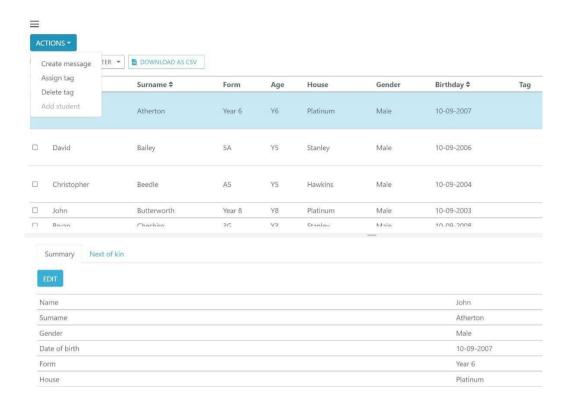
Staff – this list contains all the users that have a School Admin, Manager, Teacher or Coach
role within your school. By selecting a user you can view their details as well as perform a
number of actions including sending a message, assigning / deleting form/house, adding /
removing tags and managing their access.



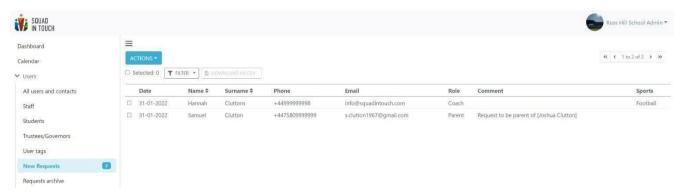
Students – this list contains all the students added to your school account. By selecting a
student you can view their details as well as perform a number of actions including changing
their details, sending a message, adding / removing user tags, etc. You will find more details
about maintaining your student list up to date in the KEEPING YOUR STUDENT LIST UP TO DATE
section of this Guide.







- Trustees/Governors this list allows you to manage your school users that have a Trustee /
 Governor role, select them for sending messages and notifications, assign and remove tags,
 etc.
- User tags you can use custom tags to add extra filtering criteria to your school user lists.
- New requests this is the list of new user role requests. Any incoming role requests that are sent to your school by your colleagues or parents/students will come into this folder.



You can manage incoming role requests by selecting a particular request and clicking the **ACTIONS** button.



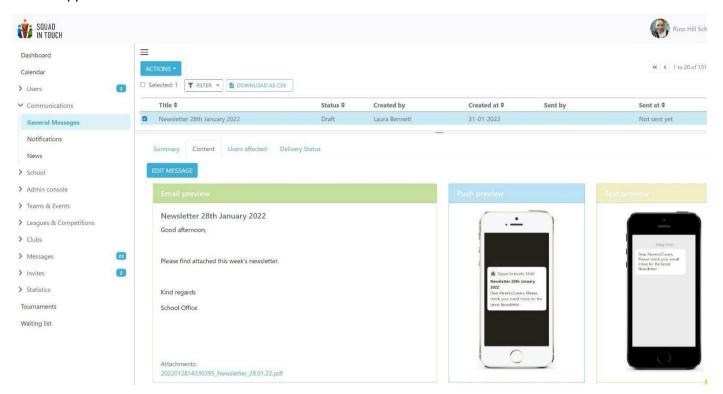




Requests archive – this is the list of all processed role requests, both accepted and rejected.

Communications

The **Communications** section allows you to manage school newsletters, group and individual messages, notifications and school news that are displayed on your school Squad In Touch website and on users' mobile app.

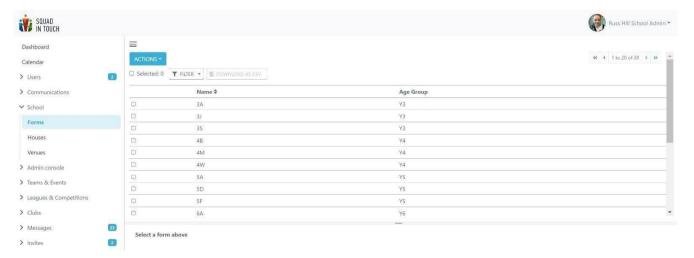


School

The **School** tab allows you to manage your school forms, houses and venues lists.

Forms

Your school forms need to be added to the platform as your students are linked to age groups through them. You can use a single form for a whole group with a relevant name (for instance, Year 6, Year 7 etc.) if you would like although this will not allow you to filter your students by their exact form when selecting them for taking part in tournaments or fixtures/clubs. See more details in the KEEPING YOUR STUDENT LIST UP TO DATE section of this Guide.



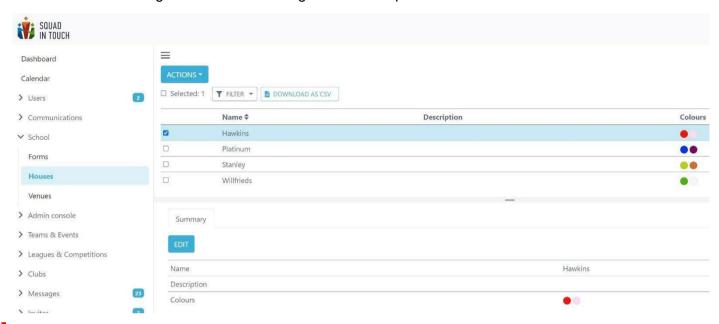




You do not need to manually keep your forms up to date if you have MIS integration included in your subscription. Your forms will be updated automatically on daily basis.

Houses

Houses are not mandatory although if your school has a house system we recommend they are added onto the platform. Houses are used for arranging inter-house competitions and can also serve as an extra filtering criteria when searching students for selecting them to take part in the tournaments and fixtures/clubs.

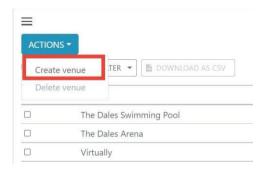


You do not need to manually keep your houses up to date if you have MIS integration included in your subscription. Your forms will be updated automatically on daily basis.

Venues

The **Venues** tab contains the list of places your sports fixtures and club / extracurricular activities sessions may take place at. You can add as many venues as you need; you then will be able to select them when creating your events, fixtures and clubs.

To add a new venue click the **ACTIONS > Create venue** button.

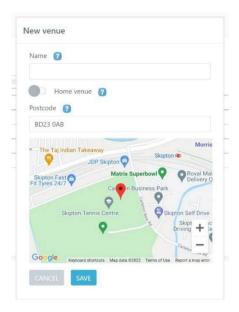


You need to add a name and postcode and then save a venue. You can also drag the marker to show the precise position if it does not exactly match the postcode.

You can tick a **Home venue** box: if such a venue is selected in the event then auto-generated event name will be marked as a **Home event**.

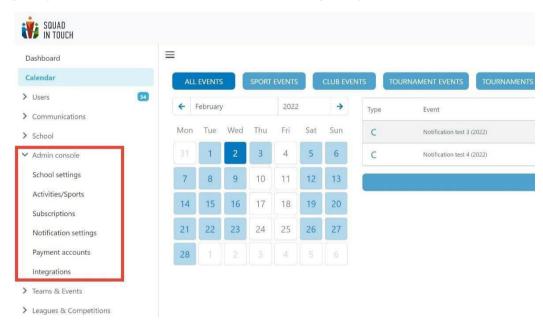






Admin console

The Admin console tab is intended for managing your school basic settings, including address, description, main school gallery, list of favourite sports, notification settings, payment accounts, etc.

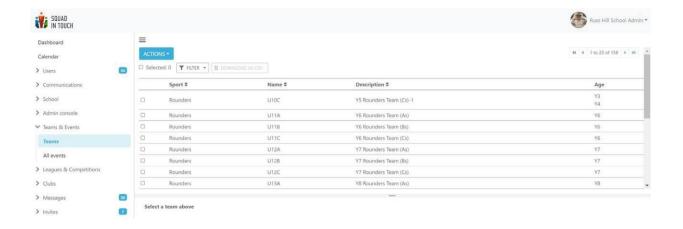


Teams & Events

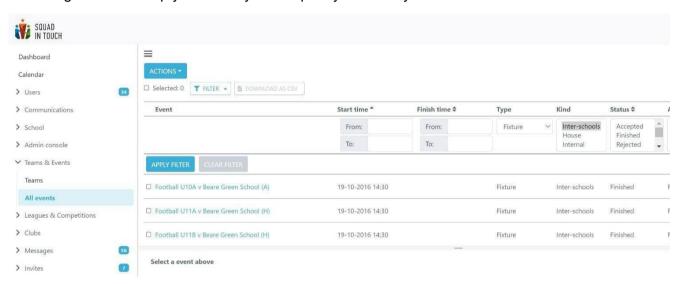
The **Teams** tab contains the list of all your pre-set teams as well as tools for managing them.







The **All events** tab displays a list view of all events existing on your school account. There is a vast number of filtering criteria to help you find any event quickly and easily.



Leagues & Competitions

The **Leagues and Competitions** tab is used for setting up house and team leagues, arranging sports days, organising virtual challenges across your school, etc.

Clubs

The **Clubs** tab is used for managing your after-school clubs and activities, enabling online booking for parents and students, setting up registers and much more.

Messages

The **Messages** tab contains all the messages received and sent by your school including parental consent, availability reports, absence requests etc.

Tournament participation confirmation requests are also shown there, you can find more about them in the **MANAGING TOURNAMENT PARTICIPATION CONFIRMATION REQUESTS** section of this Guide.

Invites

The **Invites** tab contains all the invitations your school receives from other schools and tournament organisers as well as those you are sending to other schools inviting them for fixtures.





You can learn more about the tournament invites and managing them in the **BOOKING ONTO THE TOURNAMENT VIA ACCEPTING A TOURNAMENT INVITATION** section of this Guide.

Statistics

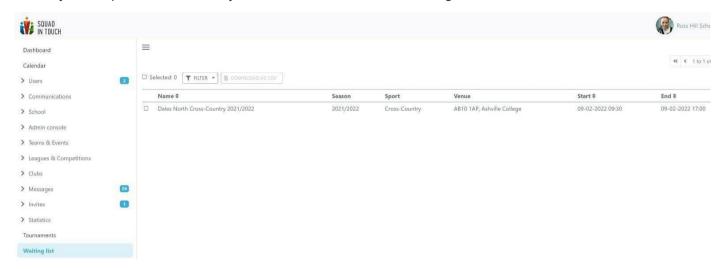
The **Statistics** tab contains a number of reports you can generate from the platform.

Tournaments

The **Tournaments** tab contains the full list of all tournaments your schools has been added to as a participant. Please refer to the **Managing your tournaments** section of this Guide.

Waiting list

The **Waiting list** tab contains all of the future tournaments your school has been added to the waiting list for. Please be aware that only future tournaments are shown on the **Waiting list** tab; you won't be able to find any of the past tournaments you had been added to the waiting list for there.



Once your school has been moved to the participants list by the tournament organisers, the relevant tournament will be removed from the **Waiting list** tab and will be shown on the **Tournaments** tab of your school workspace instead.





Booking onto the tournament

Being a member of ISA your school should normally be eligible for taking part in ISA National and Area competitions. Please be aware that availability of tournaments may be limited depending on your ISA membership level; please, if you have any questions regarding these limitations, discuss it with ISA Headquarters.

You can book onto the tournament either via the relevant booking website or by accepting a tournament invitation received from ISA Sport or your area sports coordinators.

Booking onto the event via booking website

Once tournament organisers have enabled online entries the tournament becomes available for booking onto through the National/Area booking website.

Booking onto National events usually open in three stages:

- Autumn term competitions bookings open in May;
- **Spring term competitions** booking open in September;
- Summer term competitions bookings open in January.

Areas normally have their own schedule of opening entries. Please check your area websites regularly so that you school does not miss out for any events.

You can find the links to the booking websites both for National and area events in the **YOUR ROLES AND PERMISSIONS** section of this Guide.



Upcoming events







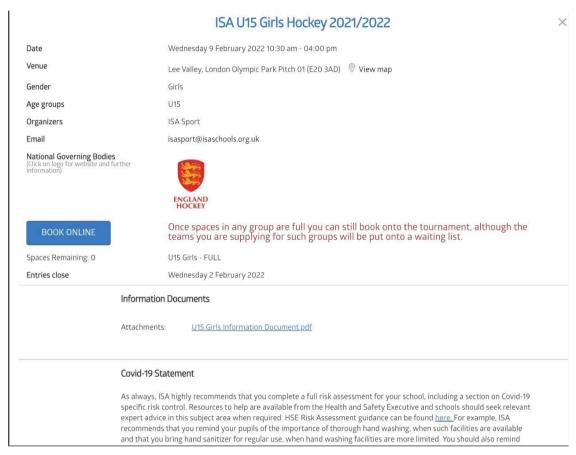




If a tournament is open for booking you will see a clear **BOOK ONLINE** button on the tournament card. If the **BOOK ONLINE** button is not shown it means that entries either have not started yet, or booking has been closed by the organisers. It may also mean that the organisers decided not to use online booking option for this tournament (for instance, if it is an event requiring qualification rather than being an open competition).

Before booking we recommend that you click the **Event information** link as it may contain a lot of useful details and documents. The **Event information** form also displays how many spaces are still available (if any). If all spaces are already taken you will still be able to book onto the tournament but will get onto the waiting list.

An example of a public tournament details form is shown on the picture below.



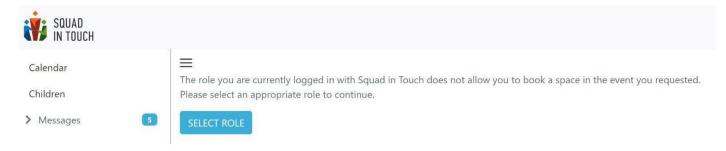
When you click the **BOOK ONLINE** button you are forwarded to the log in page. You may be required to enter your email address and password. Once you have passed authentication you will be able to select a role (if you have several roles on Squad in Touch).



It is important to select your **School Admin role** so that you can book your school onto the chosen tournament. If you occasionally select a wrong role you will see an error message.



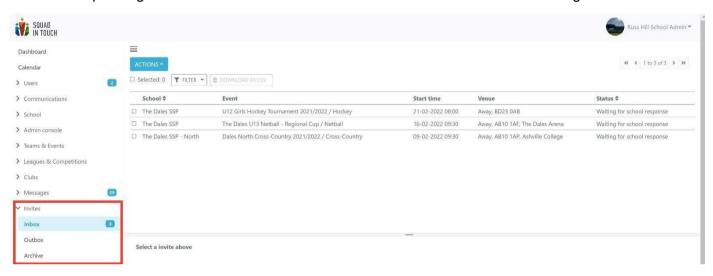




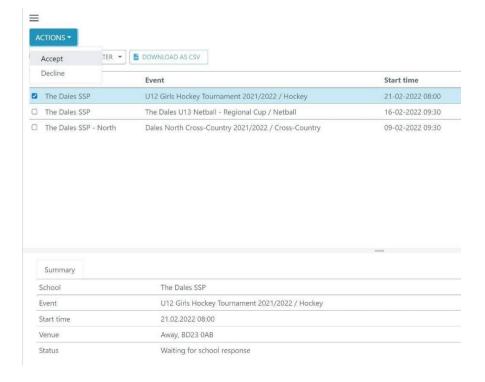
Once logged in using a correct role you are forwarded to the booking form. The booking form view depends upon the type of the tournament and also on whether the spaces are still available or not. You can find more details about booking in the **Team tournament Booking form** and **Individual tournament Booking form** sections below.

Booking onto the tournament via accepting a tournament invitation

You can find pending invitations for the tournaments in the **Invites > Inbox** section among other invitations.



To accept an invitation select it on the list and click the ACTIONS > Accept button.







On clicking the Accept button you will be forwarded to the booking form. The booking form view depends upon the type of the tournament and also on whether the spaces are still available or not. You can find more details about booking in the **Team tournament Booking form** and **Individual tournament Booking form** sections below..

You can also decline the invitation if you would not like to take part in the tournament by selecting a tournament and clicking **ACTIONS > Decline**. You will be asked to confirm your action and once confirmed the invitation will be marked as **Declined** and moved to the **Archive** tab.



Any expired invitations will also go to the **Archive** tab marked as **Outdated**.

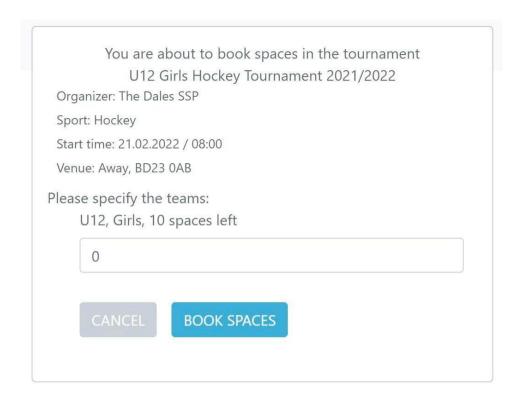
If you cannot see any of the menu items described above (for instance, the Tournaments or Invites menu items) that means you are using a role different from a School Admin role, please switch to the Admin role for your school or if you don't have one, send a role request from your profile.

Team tournament booking form

When you are booking onto a team tournament (like football, netball, hockey etc.) you are asked to specify the number of teams you are going to bring on the day.



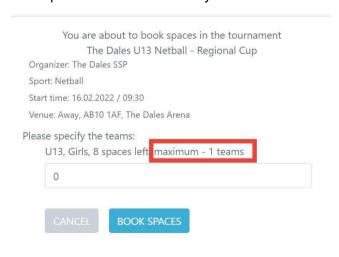




Once you have specified a number of teams you will be forwarded to the Teams tab of the tournament. When you specify one team per age it will be automatically named (for instance, U11, U14 etc.). When you specify two or more teams they will also be named automatically with the age group followed by a letter (U11A, U11B, U11C etc.). You will be able to change your team names, please see details in the MANAGING YOUR TEAMS FOR A TEAM TOURNAMENT section of this Guide below.



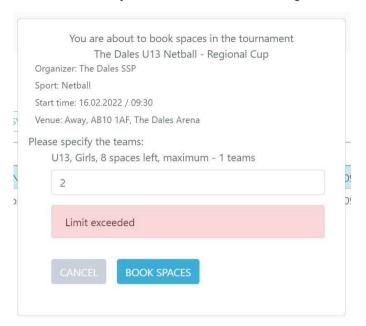
Tournament organisers can limit the number of teams each school can supply and normally national team competitions allow just one team per school. In this case you will see a relevant note on the booking form.







If you try to specify more teams than allowed you will see an error message and need to amend the number.

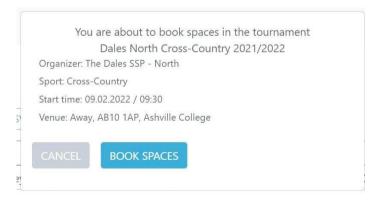


When all spaces are taken you can still book onto the tournament although you will be added to the waiting list. You can see more details about waiting lists in the **WAITING LIST** section of this guide.



Individual tournament booking form

When you are booking onto an individual tournament (like athletics, swimming, cross-country etc.) you don't need to specify the number of teams you are going to bring on the day. Every participating school only has one team for this tournament type.



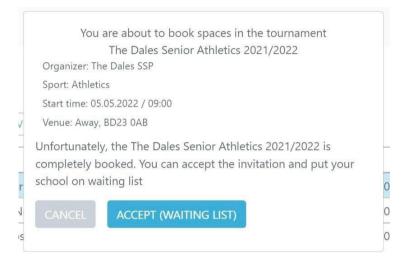




Once booked you will get a confirmation of having been added to the tournament. Your empty team will be created automatically at the same time.



When all spaces are taken you can still book onto the tournament although you will be added to the waiting list. You can see more details about waiting lists in the **WAITING LIST** section of this guide.

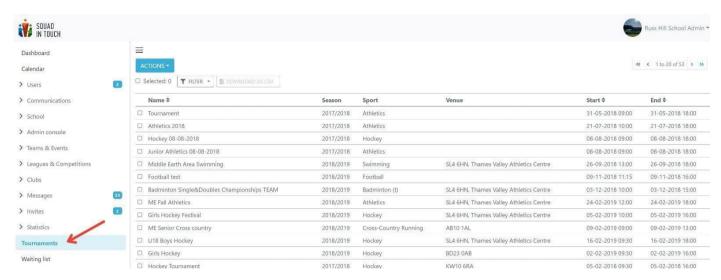






Managing your tournaments

You can find all the tournaments your school was added as a participant to via the **Tournaments** menu item.



The list contains the list of all past, current and future tournaments that your school has been added as a participant to. You can search particular tournament by a number of criteria such as Season, Name, and Start date.

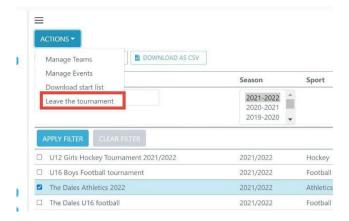


From this list you can access the tools for managing your teams and events, please refer to the MANAGING YOUR TEAMS FOR A TEAM TOURNAMENT and MANAGING YOUR PARTICIPANTS FOR AN INDIVIDUAL TOURNAMENT sections of this Guide below.

If you would like to leave any of upcoming tournaments you need to select it and click the **ACTIONS > Leave the tournament** button.



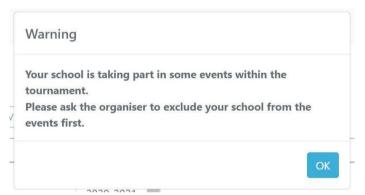




You will be asked to confirm your action and once confirmed your school will be removed from the tournament.



If your school has already been added to any tournament events you won't be able to leave the tournament and you will need to get in touch with the tournament organisers so that they can remove your school.



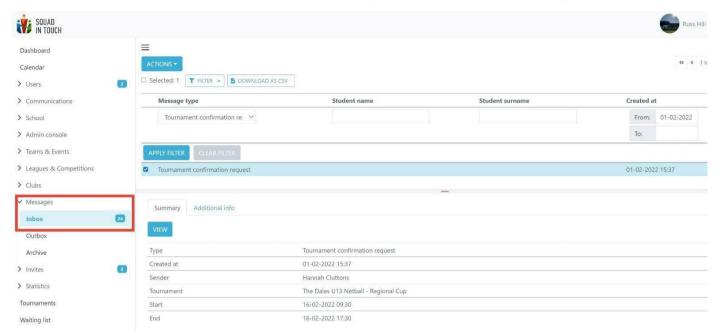




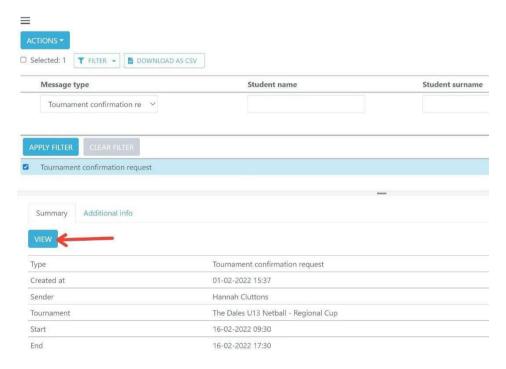
Managing tournament participation confirmation requests

Some days before the tournament you may receive a message via email or push instant notification to your mobile app saying that you have a new tournament participation confirmation request.

You can find participation confirmation requests requiring your response in the **Messages > Inbox** tab.



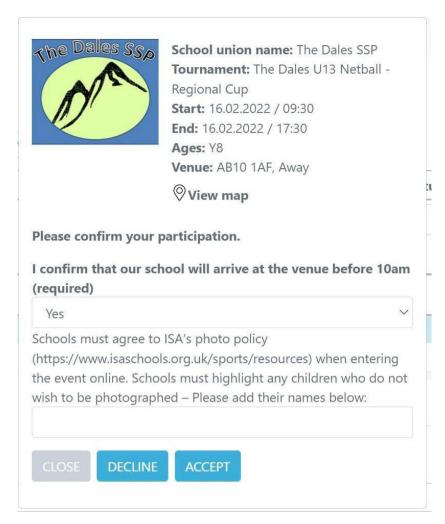
To respond click the VIEW button.



You will be forwarded to the **Confirmation request form**. To confirm your participation answer the additional questions (if any) click the **ACCEPT** button. If the tournament organisers set up mandatory questions you will not be able to click the **ACCEPT** button unless you respond them all.







If you cannot attend the tournament for any reason you will need to click the **DECLINE** button. Please note, you will not be able to change your response. If you pressed the **DECLINE** button by mistake or need to change any field values please get in touch with Squad In Touch support team ASAP and we will do our best to help you.

Once accepted or declined the tournament confirmation request will be moved to the relevant status and placed to the **Messages > Archive** tab.

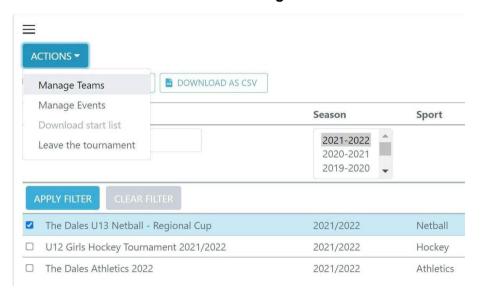




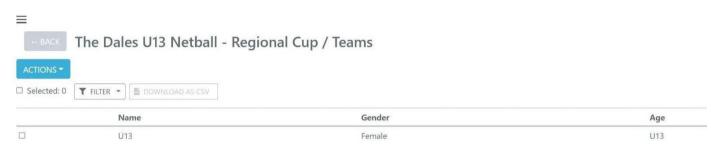
Managing your teams and participants

Managing your teams for a team tournament

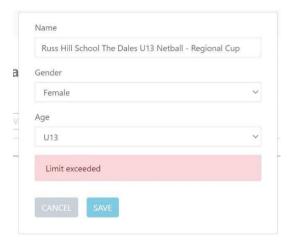
Once you have booked onto the team tournament your team (or teams if you specified more than one team when booking) is created automatically. To access your teams go to the Tournaments list, select the tournament you need and then click the **ACTIONS > Manage teams** button.



You will be forwarded to your tournament teams lit.



You can add a new team using the **ACTIONS > Add team** button. This is only allowed if the number of your existing teams does not exceed the limit for teams per school set by the tournament organisers, otherwise you will see an error message.



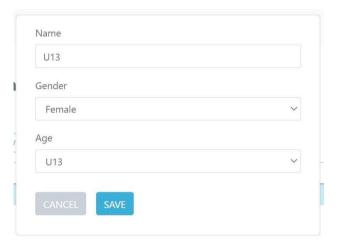




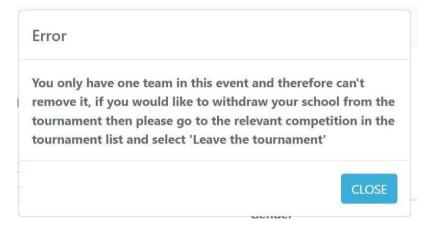
To rename an existing team select it on the list and click the **ACTIONS > Edit team** button.



Amend the team name and click the **SAVE** button.



You are able to delete a team, although you can only do it if you only have a single team in this tournament you will not be allowed to remove it, you will need instead to leave the tournament, you can find more details about leaving the tournament in the MANAGING YOUR TOURNAMENTS section of this Guide.



Managing team players for team tournaments

It is extremely important to make sure your students are up to date before adding them to the tournament team. You can find more about how to keep your students up to date in the KEEPING YOUR STUDENT LIST UP TO DATE section of this Guide.

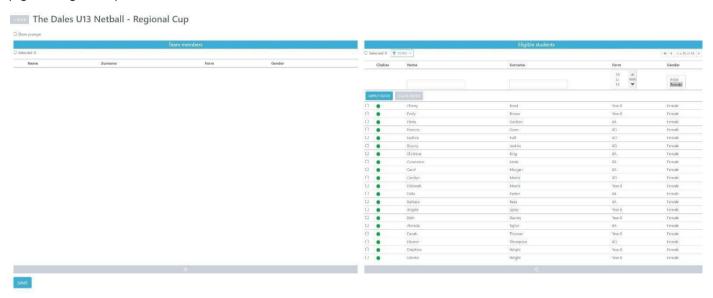
To manage your team players click the **ACTIONS > Edit participants** button.







You will be moved to the two-panel participants editor. The list of students will be filtered by the team criteria (age and gender).



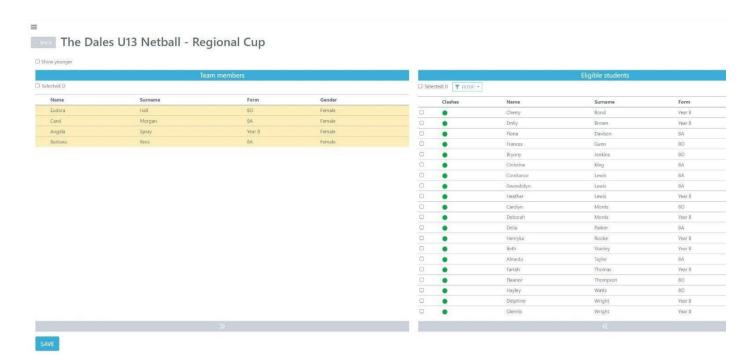
You can additionally search students by name and surname. To add students to the team select them and click the << button.



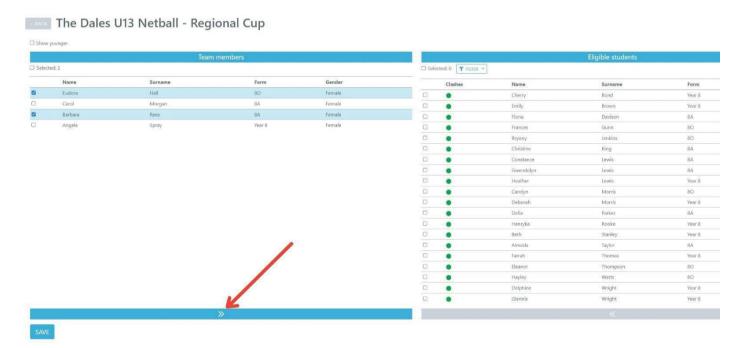
The selected students will be moved to the left side of the form.







Once you have selected all team players click the **SAVE** button and your team will be saved. If you need to change your selection just select the team and click the **ACTIONS > Edit participants** button once again. To remove any players from the team select them on the left hand side of the form and click the **>>** button. Don't forget to save your changes.



Provided you had added your players to the team prior to the tournament organisers have created tournament events your players will be populated on every event team sheet. If you had not added your team players before tournament events have been created or if you need to amend the team selection for one particular event or multiple events you will be able to do it any time, please refer to the MANAGING TEAM TOURNAMENT EVENTS section of this Guide.

Please be aware that if you change your team members after tournament events have been created it will not update your players on the event team sheets automatically, you will need to make changes to the events themselves as described below.





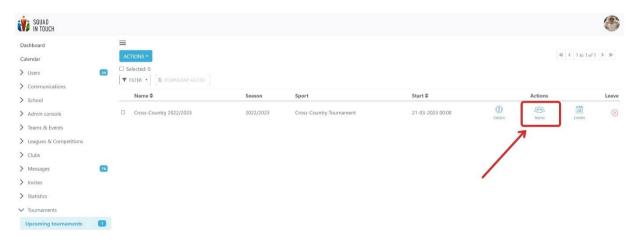
Nevertheless, we still advise that you change your team if it has changed before the tournament so that correct team players are added to the tournament events created on the day as your team proceeds to further stages of the tournament.

If the features to amend your team players are inactive that means that the tournament organisers have disabled the ability for schools to change their participants. It is normally done once the deadline for adding students has passed so if you need to make any urgent changes, please get in touch with the tournament organisers.

Managing your participants for an individual tournament

The easiest way to manage your athletes participating in the individual tournaments at the moment is to wait until the tournament organisers have added all tournament events and sent out a notification to let the school know that all is ready for adding their participants.

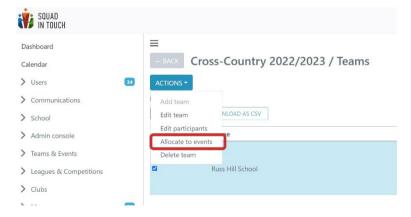
In case of an individual tournament your school will only have one team. To access your team use the relevant button on the tournament list.



You will then be transferred to the screen displaying your teams. If no teams have been created you can add a team by clicking the **Actions > Add team** button.

Adding participants to the team is identical to the process of adding team members for a team tournament. You can find more details in the Managing team players for team tournaments section of this Guide.

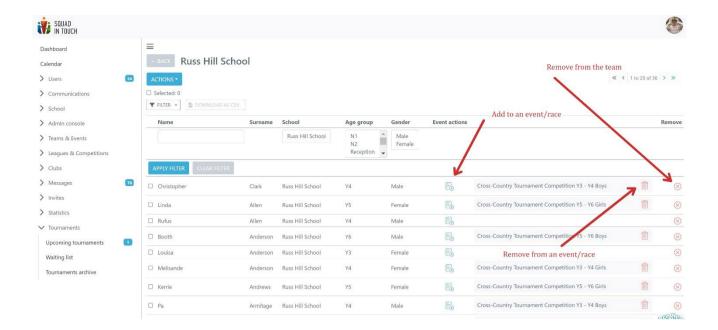
The easiest way to allocate your team members to particular events/races is using the relevant tool. Select your team and click the **Actions > Allocate to events** action.



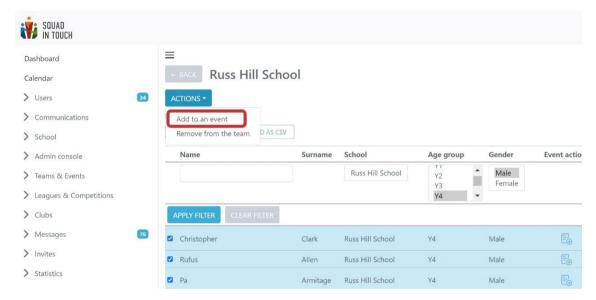
You will be transferred to the list of your team members.







Use the icon to add a student to an event. If you have multiple students taking part in the same event/race you can filter students by age/gender (for instance, filtering all Year 4 boys), select all filtered students, and then click the **Actions > Add to an event** button.



You can also add your team members to events directly from the event form or through the distribution tool. To learn more about how to add your participants to the particular tournament events please refer to the **MANAGING INDIVIDUAL TOURNAMENT EVENTS** section of this Guide.

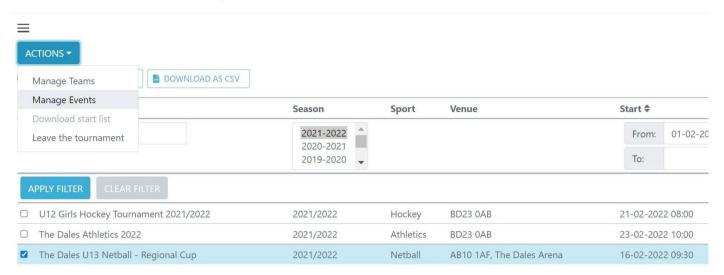




Managing tournament events

Managing team tournament events

Once a draw is announced and tournament events have been created you will see them on your school account. To view events your school has been added to go to the **Tournaments** list, select the tournament and click the **ACTIONS > Manage events** button.



You will be forwarded to the list of the events your school takes part in within the tournament.



You can edit the list of participants for a particular event by selecting an event and clicking the **ACTIONS** > **Edit participants** button. The process of adding/editing your participants is identical to that described in the **MANAGING TEAM PLAYERS FOR TEAM TOURNAMENTS** section of this Guide.







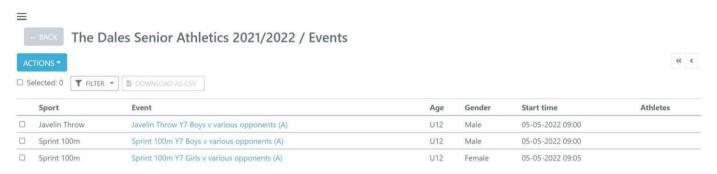
You can also add photo and video files to your events by selecting the relevant actions. The media files will be added with your school default visibility settings (either **Team members** or **Private access**), you can change them by opening an event form.

Managing individual tournament events

To access the list of individual tournament events your school has been added to select the **Tournaments** tab, find the tournament you need and then click the **Events** button.



You will be forwarded to the list of tournament events.



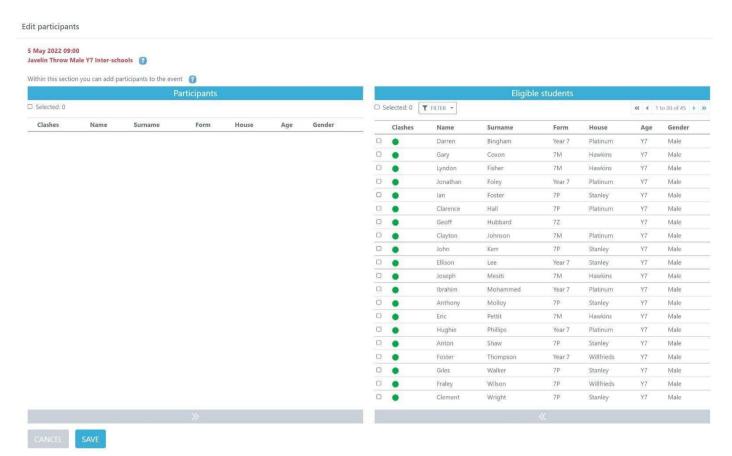
To add your participants select an event and click the **ACTIONS > Edit participants** button.



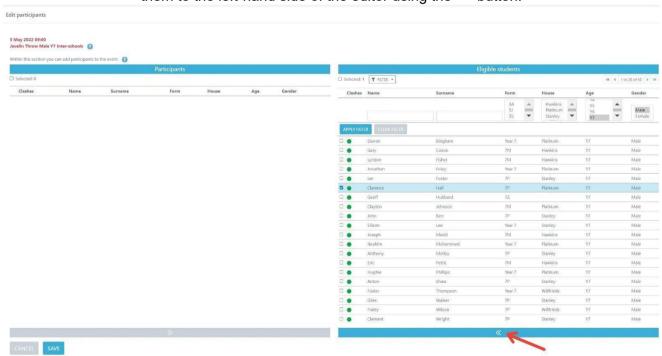
You will be forwarded to the two-panel editor with all of your eligible students shown.







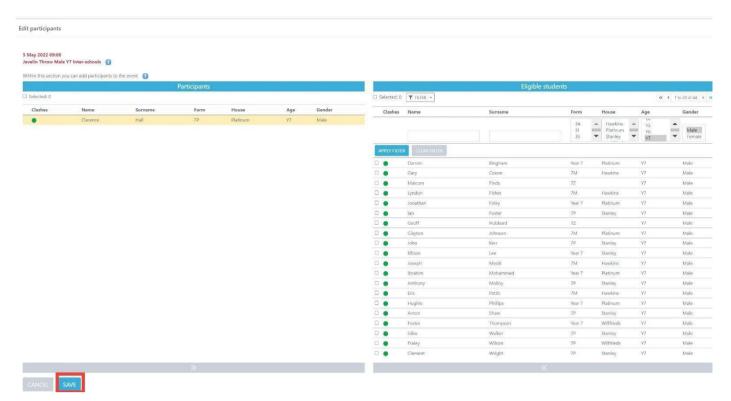
You can use additional filters by name and surname to find students you need. Select a student and move them to the left-hand side of the editor using the << button.



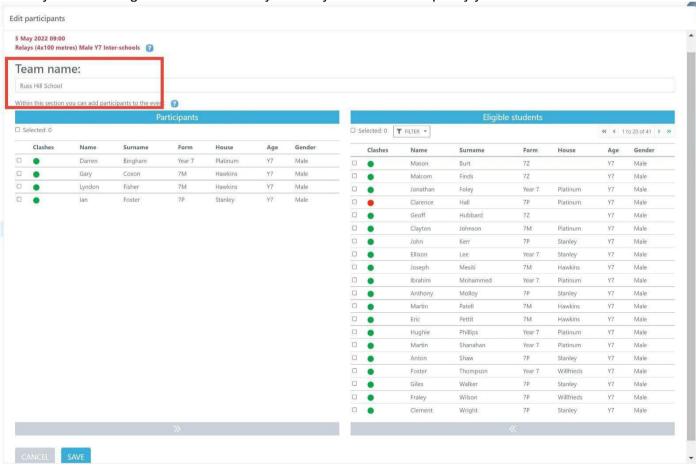
Once student(s) have been moved to the left-hand side click the SAVE button to add them to the participant list.







When you are adding students to the relay events you will have to specify your team name.



Once saved the students are shown on the Athletes column next to the relevant events.







You can also add and update event participants through the event form as described in the **UPDATING EVENT PARTICIPANTS** section of this Guide.

Squad In Touch does not support the features to limit the number of students per event per school. So please, when adding your athletes to the events check the tournament organisers instructions regarding the number of students and number of events each student can take part within the tournament.





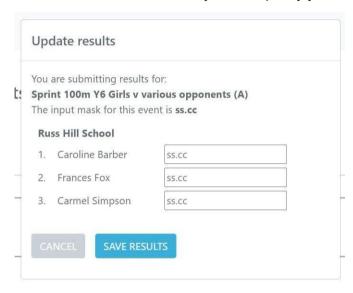
Taking part in remote / virtual competitions

When your school is taking part in a remote or virtual competitions you are able to add your athletes results to the relevant events.

For the tournaments of this type when you access tournament events list as described in the MANAGING INDIVIDUAL TOURNAMENT EVENTS section of this Guide and select an event, the ACTIONS > Update results button will be enabled.



When you click it you will be forwarded to the form where you can specify your athletes' results.



Once saved your athletes results will be counted among others and their results and positions will be displayed on the public tournament website.



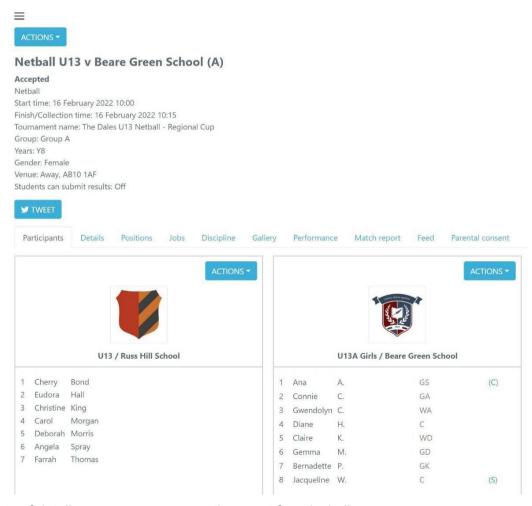


Managing event details

You can open the full event form by clicking on the event name from the tournament events list. Also, you can access a particular event from your calendar: once tournament events have been added you will see them there among other events within the day.



To access a particular event click it on the list (either from the **Tournament > Manage events** list or from your school calendar). You will be forwarded to the event form.



There is plenty of details you can manage on the event form including:

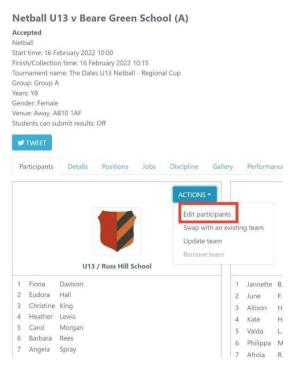




- Updating team players manually;
- Adding a pre-created team;
- Updating team players if the pre-selected team has been changed since it was added to the event;
- Specifying players' positions, assigning Captain (C) and Substitute (S) marks;
- Updating event details including kit notes, members of staff, departure and arrival time, etc.;
- Assigning jobs and tasks to the team players;
- Adding Discipline marks;
- Uploading photo and video;
- Specifying performance;
- Adding a match report;
- Collecting parental consent.

Updating event participants

You can update event participants manually by clicking the **ACTIONS > Edit participants** button on the event form.



You will be forwarded to the two-panel editor which is the same as the one described in the **MANAGING TEAM PLAYERS FOR TEAM TOURNAMENTS** section of this Guide.

You can also replace your players with a pre-set team by selecting the ACTIONS > **Swap with an existing team** button (available for team events only). You will be moved to the form where you can select a pre-set team from the list of teams matching the event criteria (sport, age and gender).







Once you have selected a team you will be able to see the team players and confirm your selection by clicking the **SAVE** button.



You might also need to update your team players to get it aligned with an existing team if it has been changed since it has been added to the event. To update your team members in this case click the **ACTIONS** > **Update team** button (available for team events only). Please be aware it will not update team players in all events across the tournament, you will need to do it for each event individually.

Once a student has been added to the event this event is shown on the personalised calendar of all parents linked to that student as well as on the calendar of the student provided they have their own accounts. Whilst parents and students will see the full name of the account they are linked to they will not see the full names of team mates, but instead will either see a full first name + first letter of surname or just first letters of a first name and a surname (based on your school security settings).

Student names (according to your school security settings) will also be shown on the event form on your school public website as well as on the event form on the tournament website.

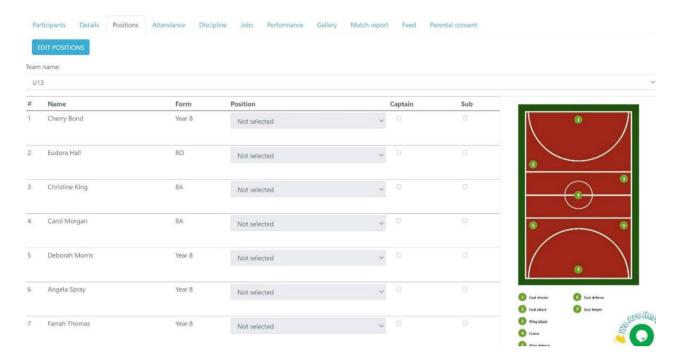
Adding players' positions

You can only specify players' positions if they have been added to the sport's settings on the platform (normally team sports).

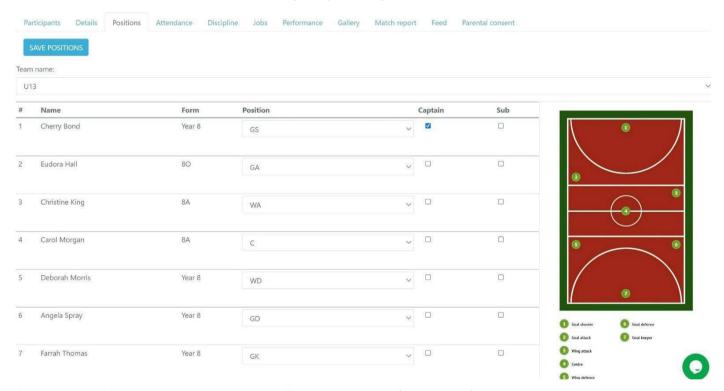
To add positions click the **Positions** tab on the event form.







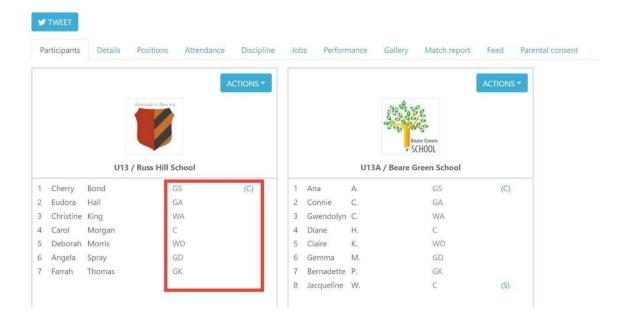
Available positions depend on sport settings of the event. Click the **EDIT POSITIONS** button, assign positions as required and confirm the changes by clicking the **SAVE POSITIONS** button.



Assigned positions are now shown on the Participants tab of the event form.



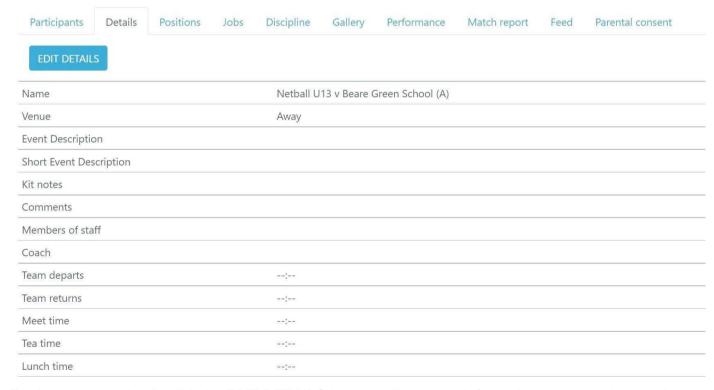




Once added, positions will be shown on parents' and students' personalised calendars as well as on the event form shown on the public school website and tournament website.

Updating additional event details

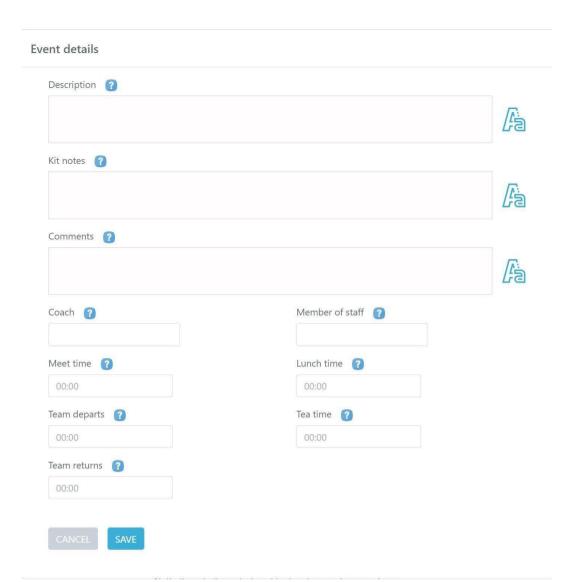
You can specify event details like departure and arrival time, kit notes, comments etc. via the **Details** tab.



To change event details click the **EDIT DETAILS** button, edit required information and save changes by clicking the **SAVE** button.







For text fields (**Description**, **Kit notes**, and **Comments**) you can use **HTML editor** to highlight text, change font, add bullets and numbering, insert weblinks, etc.



When filling out the **Coach** field you will only be able to select from your school users with a **Coach** role. When filling out the **Member of staff** field you can select from you school users with one of the following roles: **School Admin**, **Manager** or **Teacher**. You can select multiple users for both **Coach** and **Member of staff** fields.

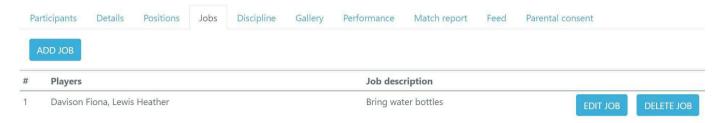
Once added, event details will be shown on parents' and students' personalised calendars, although they won't be available to view via the public school website or tournament website.



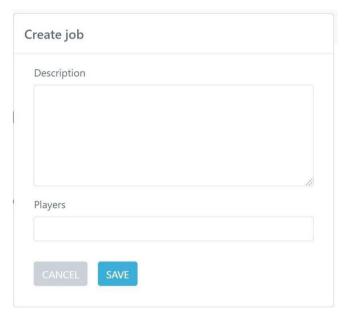


Assigning jobs (tasks)

For each particular event you can set up jobs for individual students as well as groups of students. To assign jobs click the **Jobs** tab on the event form.



To add a new job use the **ADD JOB** button. In the job form add its description, include student(s) responsible for this job and click the **SAVE** button to apply changes.



Once added, jobs will be shown on parents' and students' personalised calendars (only jobs related to particular children), although they won't be able for viewing via the public school website or tournament website.

Discipline

You can only specify discipline marks if they have been added to the sport's settings on the platform (normally team sports). Available discipline marks depend on sport settings of the event.

Click the Discipline tab to update discipline marks for your students. Click the **EDIT DISCIPLINE** button, assign numbers as required and confirm the changes by clicking the **SAVE DISCIPLINE** button.







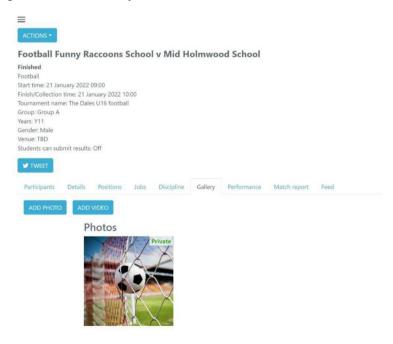
Once added, discipline marks will be shown on parents' and students' personalised calendars as well as on the event form shown on the public school website and tournament website.

Adding media to your events

You can add photo and video files to particular events. Go to the Gallery tab and then use the ADD PHOTO and ADD VIDEO buttons to add your media files.



Your media files will be added with your school default visibility settings (either Private or Team members) although you can change it to limit visibility or share it wider.







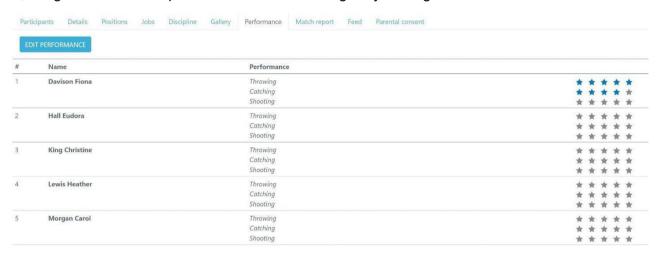
Media access pre-sets used across the platform are as follows:

- Private only visible to the user who added it and staff members of school this account is linked to:
- Team members visible to all students involved in the event (provided they have their own accounts), parents linked to those students and staff members of relevant schools;
- Public visible to all users via the public school website and tournament website.

Specifying performance

You can only specify performance if its characteristics have been added to the sport's settings on the platform. Available performance characteristics depend on sport settings of the event.

Click the **Performance** tab to update discipline marks for your students. Click the **EDIT PERFORMANCE** button, assign numbers as required and confirm the changes by clicking the **SAVE PERFORMANCE** button.



Once added, performance will be shown on parents' and students' personalised calendars (only performance related to particular children), although it won't be available for viewing via the public school website or tournament website.

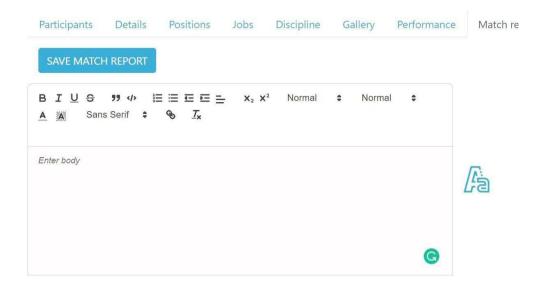
Adding match report

Click the **Match report** tab to add a match report for a particular event.

Click the **EDIT MATCH REPORT** button to add your match report. You can use the **HTML editor** to highlight text, font, insert weblinks etc. Don't forget to click the **SAVE MATCH REPORT** button to apply your changes.







Once added, match report will be shown on parents' and students' personalised calendars as well as on the event form shown on the public school website and tournament website.

Additional event management tools

Squad In Touch provides numerous tools for you to manage your tournament events, fixtures, club sessions and other events. Some of the features include:

- Sending customised consent requests and collecting parental consent;
- Having availability reports from parents and students in one place;
- Inviting other schools for inter-school fixtures and accepting incoming invitations;
- Updating results;
- Enabling online booking onto clubs and extracurricular activities;
- Automatic notifications and custom messages;
- And much more!

You can find more about all those features by referring to our User guides available here.



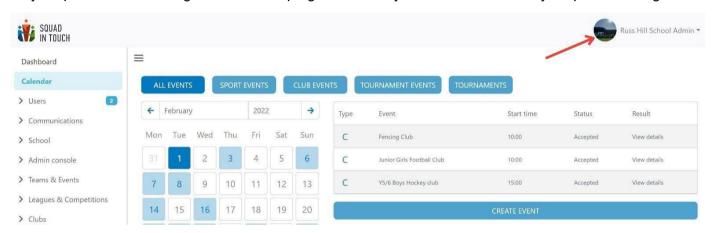


Tournament notifications

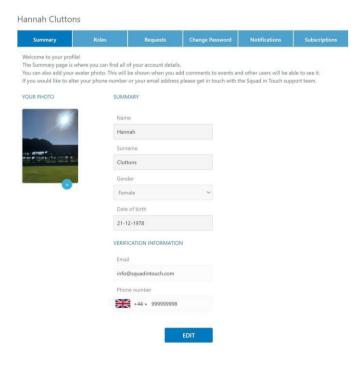
As the tournament proceeds from being added to the platform to the big day of results, kids' enjoyment and achievements you may receive notifications regarding it. You receive a notification whenever:

- Your school has received a tournament invitation;
- Your school has been added to the tournament as a participant;
- Your school has been added to the waiting list for the tournament;
- There have been some changed to the tournament details your school has been added as a participant to;
- Your school has received a tournament confirmation request;
- Custom notifications when tournament organisers need to let you know something important these may be some forms or documents requiring your attention or it is time to add your athletes to the events – whatever.

That is why it is important you receive this communication. Please make sure you have enabled notifications on your profile. Click the logo icon in the top right corner of your screen to access your profile settings.



You will be forwarded to your profile settings.

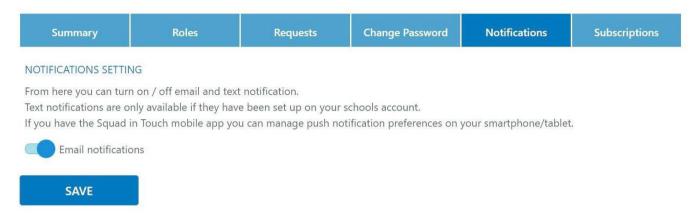






Click the **Notifications** tab and make sure the **Email notifications** switch is turned on.

Hannah Cluttons



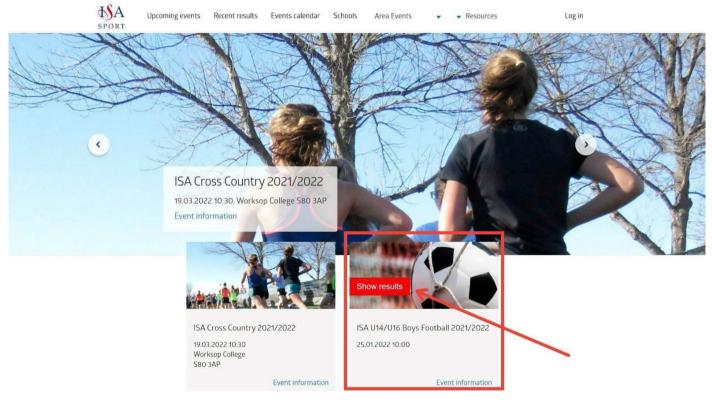
If you also have **Squad In Touch mobile app** installed you can also manage your push notifications via your phone settings.





Sharing results with your school community

For the majority of ISA events there are **Tournament Websites** with results either updated on the day in live mode or post event. You can normally find the links to the tournament websites on the National or your area website. The **View Results** button on the tournament card means that the result website is enabled. If your school is taking part in the tournament you are likely to receive this link in the notifications sent by the tournament organisers.



You can share the website link with your parents, students and staff to follow the tournament and support the participants.

When results are updated on the day in live mode, there is normally a **Tournament TV** enabled to allow you to follow up the results in real time mode. Unlike the **Tournament Website** the **Tournament TV** does not need to be reloaded to get the latest results updates: it updates automatically. You can use the **Tournament TV** link to be turned on in your school reception or main hall on the day. Please be aware the **Tournament TV** is turned off once a tournament is over.

If you don't have a **Tournament TV** link you can get it by adding "tv_" to the **Tournament Website** link.

For instance, if the **Tournament Website** link is https://isa-u11-boys-football-2021-2022.squadintouch.com, then the **Tournament TV** link will be https://tv isa-u11-boys-football-2021-2022.squadintouch.com





Keeping your student list up to date

Maintaining up to date students database is really important even if you only use Squad In Touch for managing your tournament participation. ISA tournament organisers require student names and dates of birth for every individual tournament your school takes part in. Student names to be printed on merchandise like hoodies or tee-shirts are also supplied via Squad In Touch.

Having all your students up to date will make your tasks related to booking onto the tournaments and managing your participation much easier and quicker.

The best and the most efficient option to always have your students up to date is MIS integration. When your subscription includes MIS integration the data is renewed on daily basis automatically with newcomers added and leavers removed.

Please feel free to get in touch to discuss MIS integration options for your school.

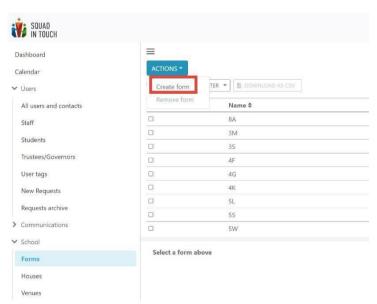
You can also maintain your students database manually. We are happy to arrange an initial data upload from a password protected spreadsheet for free whilst you will then have to manually add and remove your students.

You can select whether to keep all of your students on your school account or just add and update them prior to the tournaments your school is participating at. When you have all your students on the platform it makes is much easier to arrange selection when you are preparing for the tournament so we recommend that you maintain a full students database and keep it up to date.

Prior to adding students you need to ensure you have forms on your school account. Forms are very important as they link a student to the year group: if a student is linked to the incorrect year group you won't be able to select them for his actual year group event, should it be a tournament event, a fixture or a club. You need at least create one form per each year group your school has.

Managing forms

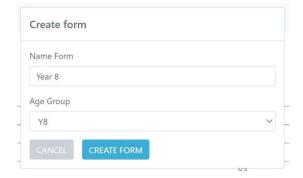
To create a new form go to the **School > Forms** tab and click the **ACTIONS > Create form** button.



Add form name, select the year group and click the **CREATE FORM** button to apply changes.



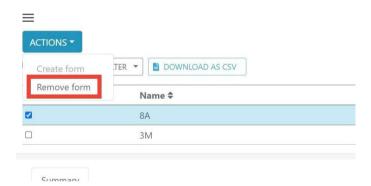




To edit an existing form select it on the list and click the **EDIT** button on the **Summary** tab.



To delete an existing form select it on the list and click the **ACTIONS > Remove form** button.



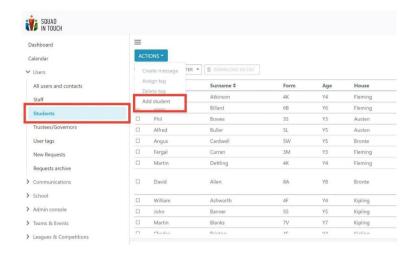
The platform will not allow you to remove a form that has students linked to it. You will need to remove all students before being able to delete a form.

Managing students

To add a new student you will need to go to the **Students** tab and click the **ACTIONS > Add student** button.







Fill out the student's details and save the changes. The mandatory fields are:

- Name;
- Surname;
- Gender;
- Form
- Date of birth (not mandatory on the system but required by ISA tournament organisers).

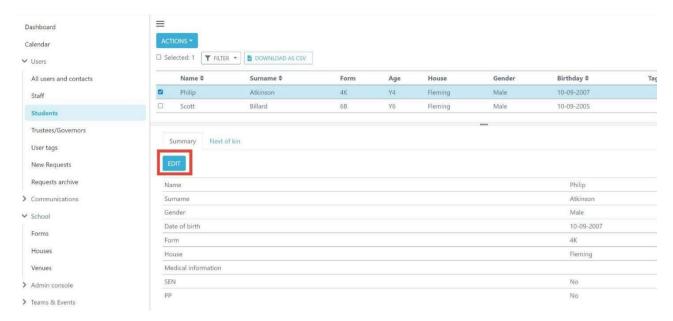


When adding a new student to a form group there are only so many forms that can show in the drop down list, therefore if you cannot find it begin typing the name of your chosen form, for example 'Year 13' and it will then filter the list to find your chosen form.

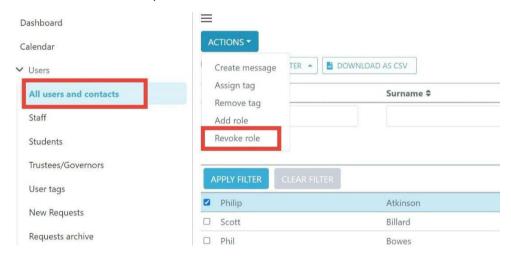
To amend student details select a student on the list and click the **EDIT** button on the **Summary** tab.







To remove a student go to the **All users and contacts** tab, find a student and click the **Revoke role** button. This will remove the student from the platform.



Mass update

The easiest way to move up your students before the new academic year is to go to the School > Forms tab and change your forms one by one.

Start with the oldest age forms first. For instance, maximum age group within your school is Year 13. Go through all your Year 13 forms changing their names, for instance if you are moving up your students in Summer 2022, rename all those forms to become Year 13 – Leavers 2022.

Then move on to Year 12 groups: rename them and link them all to Year 13 – this will link all students linked to those forms to Year 13 age group.

Then move on to Year 11 etc.

Once all done your students will be linked to older groups. Then you can filter all the leavers by form name (Year 13 – Leavers 2022) on the student list, select them all at once and delete using the **Actions > Delete student(s)** button.





If you prefer us to move up your students annually or as often as you request we are happy to do it based on your password protected spreadsheets, although we keep the right to charge your school a small one-off fee for each update event.





Upcoming features

We are constantly developing our platform to help schools, parents and students keep connected around school sports and activities. We are also aiming to make your life as easy as possible when booking onto ISA tournaments and managing your tournament participation. Our scope of future improvements to the platform includes some new features to make the process clearer and more streamlined for your school:

- Adding more notifications and updating current notifications content to help you be aware of everything that is happening around the tournaments;
- Adding texts as a communication channel so that you can notify your schools in case of emergency using this extra channel;
- Moving tournament management features for participating schools to our mobile apps to give you more flexibility on the go.

We will keep you in the loop as the changes are implemented and will also update this Guide so that you can always find the latest features and their description.





Reports

With our new reports functionality you are able to export information around the tournaments you have entered to easily view information for a specific tournament

Tournament start list

View details of your schools entries into your chosen tournament, which students you have added to your team and who is participating in which event

To get to this report you will need to:

Go to Tournaments > Upcoming tournaments > Select your chosen tournament > Actions > Reports > Start List

Tournament schedule

View details of all the tournaments your school is eligible for with your participation status.

To get to this report you will need to:

Go to Tournaments > Upcoming tournaments > Actions > Reports > Tournament schedule

Tournament players

View details of the students you have added to the tournament team(s) and/or events/races.

To get to this report you will need to:

Go to Tournaments > Upcoming tournaments > Select your chosen tournament > Actions > Reports > Tournament players





Useful resources

- <u>Squad In Touch Knowledge Base</u> contains detailed user guides to help you get the most of your Squad In Touch account
- Our Support Team YouTube Channel we add useful video guides to https://www.youtube.com/channel/UCz4LwidyMFzm2TxWSoHWkqg
- Adding and amending students https://www.youtube.com/watch?v=V9Xww6a8z4Q
- Booking onto the tournament https://www.youtube.com/watch?v=MgbVad2wC3s
- Adding and removing event participants https://www.youtube.com/watch?v=3SLrTbx3Boo







About Squad In Touch

Squad In Touch is the leading UK web and mobile based platform helping schools manage sports, activities and communication across their community. Except for the tournament management module our products include:

SQUAD IN TOUCH SPORT

- Any sports, types of events and result masks are supported: team matches and individual competitions; inter-school games, house competitions and internal events;
- Invite other schools and accept their match invitations;
- Maintain your teams database and select your teams for particular events or add participants from scratch;
- Send parental consent requests with your own questions and get their responses;
- Collect availability reports from parents or students;
- Communicate any changes or cancellations via notifications sent automatically to everyone involved;
- Send custom messages to parents and students;
- Specify pitch positions and results, mark attendance, add jobs and tasks, include performance and discipline marks;
- Add photos, videos, match reports, send tweets directly from the events;
- Share your students' achievements and success via sports public website and big screen;
- Get comprehensive reports and statistics.

SQUAD IN TOUCH CLUBS AND EXTRACURRICULAR ACTIVITIES

- Any activities are supported;
- Create clubs with weekly or different recurrence;
- Send booking forms with your own questions to parents or students;
- Manage club enrolment based on booking forms and responses
- Accept payments;
- Communicate any changes or cancellations via notifications sent automatically to everyone involved;
- Send custom messages to parents and students;
- Send parental consent requests with your own questions and get their responses;
- Mark attendance, add jobs and tasks;
- Add photos, videos, comments, send tweets directly from the events;
- Get statistics and reports on students' participation.

SQUAD IN TOUCH CHALLENGES

- Any activities and result types supported;
- Full competition details, text and video instructions;
- Arrange sports days and individual real and virtual competitions;
- Run virtual challenges when students can add their own results, photos and videos;
- Share excitement via a dedicated public website with automatically generated leader-boards;
- Limit the number of leader-board positions to avoid students becoming discouraged;
- Control over access to media files uploaded by students.

SQUAD IN TOUCH LEAGUES & COMPETITIONS

- Add house, team, or individual competitions to your school schedule;
- League tables and leader-boards are generated automatically;
- Separate leagues for particular sports and aggregated house leagues;
- Instant notifications:
- Dedicated league websites;
- Communicate news and updates to the participants.

SQUAD IN TOUCH WHOLE SCHOOL COMMUNICATIONS

- School news, announcements and urgent updates;
- Group and personalised messages;
- Communicate to parents, students, members of staff and trustees/governors;
- Emails, SMS and instant mobile notifications;
- Detailed delivery reports;
- Scheduled messages;
- Absence requests management.

Free mobile app for school staff, parents and students





Get Squad In Touch Challenges and Leagues & Competitions modules
for FREE for your first subscription year
with your Squad In Touch Sports subscription!



Handbook updates

07/10/2022

Reports description added

Details on Tournament Start List Report added

09/03/2022

Details on Tournament Schedule Report added

Details of Tournament members added

Allocation to events tool description added