

## Team Reach Instructions

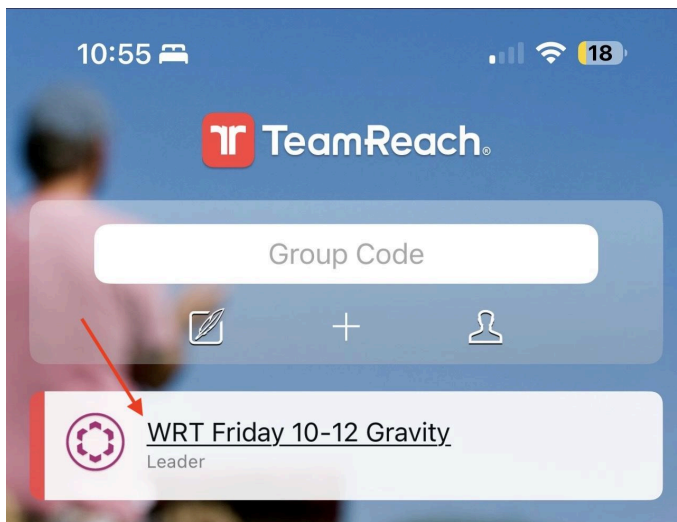
TeamReach only works well if everyone uses it consistently. These quick steps will help you stay informed and make things easier for your captain.

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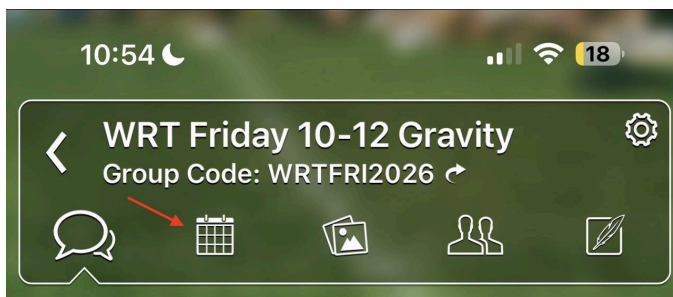
### 1. Always Respond to Event Invitations

When you see a match or practice posted:

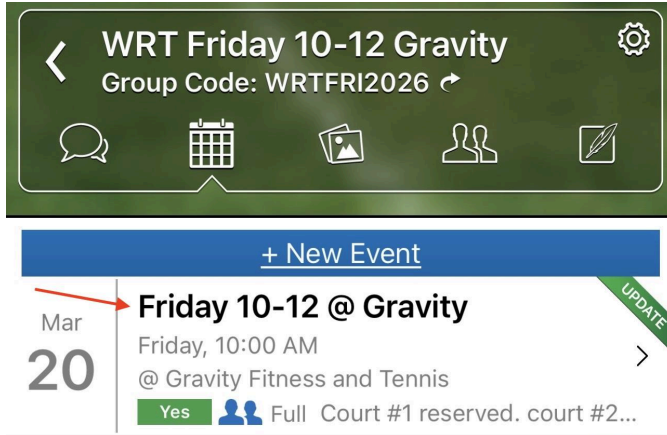
- **Select a Group** you've been invited to



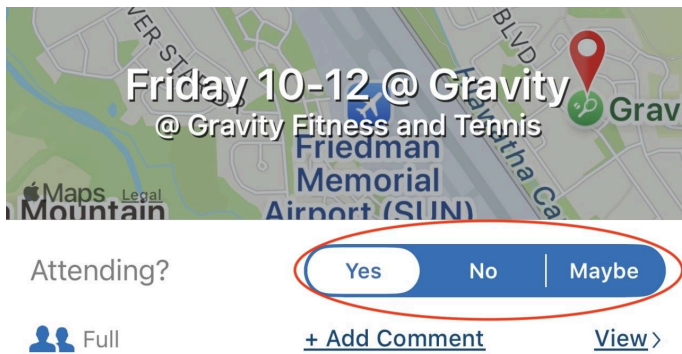
- **Click on the Calendar Icon** in the top banner (2nd from left)



- **Select an Event** (e.g. a Playing Date)



- Tap one of the options:



- **Yes** → You are available to play
- **No** → You are not available
- **Maybe** → You're unsure

- **Add your playing commitments to your personal calendar by clicking on the “+ Calendar”**. Update the app (Yes/No) should your plans change, so that you can be included or create room for someone else.

👉 If you don't respond, your status will show as “**Unknown**”, which makes it difficult for captains to know how many courts to book and who to follow up with when more players are needed to round out a court. The app also does not allow direct messaging within the app to players categorized as Unknown which creates more work for Captains to follow up with players.

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## 2. Understand How Sign-Ups Work

- Spots are assigned **on a first-come, first-served basis**
- Once all spots are filled:

- Additional “Yes” responses are placed on a **waitlist**
- If a player cancels:
  - Players on the waitlist will be **automatically moved into the lineup**

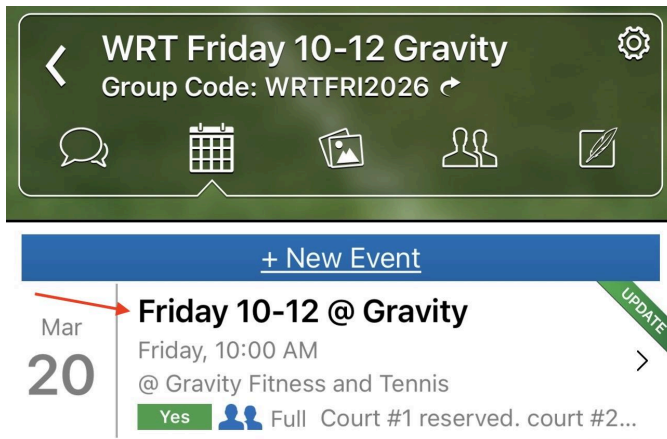
👉 Tip: Respond **as early as possible** to ensure your spot if playing is important to you.

### 3. Turn On Notifications (Very Important)

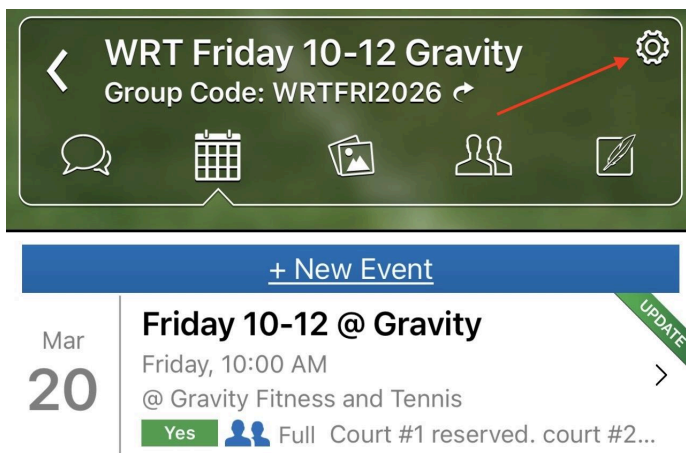
If notifications aren’t enabled, you may miss invitations or updates.

To check your settings:

- Open TeamReach
- Select an **Event**



- Click on the “**Gear**” icon in the upper right corner



- Toggle **Push Notifications** and **Email Notifications** to On (Green)

The screenshot shows the 'Group Settings' interface. At the top, there is a black header with a back arrow and the text 'Group Settings'. Below this is a group profile card with a purple gear icon, the name 'WRT Friday 10-12 Gravity', and the code 'WRTFRI2026'. An 'Edit' link is visible under the icon. The 'Your Role' section shows 'Also Known As: Captain'. The 'Notifications' section contains four rows: 'Push Notifications' with a green toggle switch, 'Email Notifications' with a green toggle switch, 'Do Not Disturb' with a chevron, and 'Advanced' with a chevron. A red circle highlights the two green toggle switches, and a red arrow points from the 'Advanced' chevron to the 'Advanced' text.

- Click on “**Advanced**” to toggle On (Green) **Notifications** from *Leaders* and *Members* and to enable **Activity Notifications** for at least *Messages and Events* but also *Comments, Photos and Responses*.

< **Advanced**

**Notifications**

From Leaders	<input checked="" type="checkbox"/>
From Members	<input checked="" type="checkbox"/>

**Activity Notifications**

Messages	<input checked="" type="checkbox"/>
Comments	<input checked="" type="checkbox"/>
Events	<input checked="" type="checkbox"/>
Photos	<input checked="" type="checkbox"/>
Responses 😊	<input checked="" type="checkbox"/>

Also check your phone settings:

- Go to your phone's **Settings** → **Notifications** → **TeamReach**
- Ensure notifications are allowed

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#### 4. Update Your Availability Promptly

If your plans change:

- **Select an event** (playing date)
- **Update your response**
  - If you select **“Yes”** and there are open spots, you will be added to the lineup. If there are no open spots, you will be added to the wait list.
  - If you select **“No”**, your space will open up for other players. If there is a wait list, the first person in line will be added to the lineup.

- If you select “**Maybe**”, the Captain will be able to direct message you if needed

👉 This helps captains quickly fill open spots and minimize required outreach.

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## 5. Use the Chat for Questions (Not RSVPs)

- Use the **chat** for communication or questions
  - But **do not rely on chat messages** to indicate availability
  - Always use the **Yes / No / Maybe buttons**
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## 6. Best Practices for Being a Great Teammate

- Respond within **24–48 hours** of an invite
  - Don't leave your status as “Unknown”
  - Keep your availability updated
  - Turn on notifications so you don't miss opportunities and learn of any last minute schedule changes
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**If you have questions about how to use the app, please contact your Group captain for assistance. Thank you.**