



The pickleball club is using the Swish Sports App for sign-ups for round robins and other events. The app helps organize and manage players, assign courts, and adjusts accordingly if there are cancellations or no-shows. It will make running the games much easier and less work for everyone.

Setting Up Your Account

Open the app and on the home page create an account. You only need to put in your full name (first and last), your email and location.

1st Step – Join a Group

Since round robins and other events are organized by rating and gender, we organize everyone in their respective group.

The groups are 1.0-2.0 Men, 1.0-2.0 Women, 2.0 Men, 2.0 Women, 2.5 Men, 2.5 Women, 3.0 Men, 3.0 Women, 3.5 Men, 3.5 Women, 4.0+ Men, 4.0+ Women.

After you have registered for the club and paid your dues, you will receive an email with a link to JOIN A GROUP. When you receive the email, **please click on the link from your phone or tablet. It will NOT work on a computer.** It will take you to a screen on the app showing the request was sent. There is nothing more you need to do at this time. It's as simple as clicking on the link in the email.

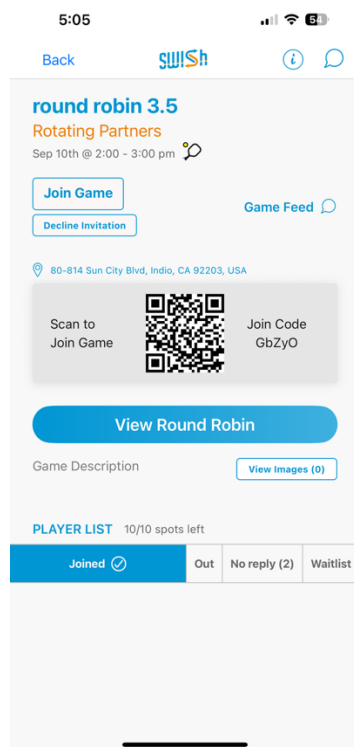
On our end, we will see on the app that you requested to join a group. We accept your request and you are added to the group. Once you are added, you can go to the bottom of the home page on the app, click on GROUPS and you will see the group you joined. Click on the group and you will see your name along with the list of players in that group.

Please allow time for us to accept the request so you may not see your name right away.

2nd Step – Join a Game

Going forward, you will receive invitations to JOIN GAMES that include your group.

- The court host running the round robin will send the invitation and you will receive a notification (it comes as an alert on your phone).
- Click on the alert or go to Your Games on the home page of the app and you will see the game details. (See the screen shot below).
- Either JOIN GAME or DECLINE INVITATION.
- Please do not ignore. It helps the court host to know how many players to expect so either join or decline. If the maximum number of players has joined the game, it will give you the option to be added to the waitlist.



Once you join the game, when you go to YOUR GAMES you will see the game you joined along with the list of players who have signed up. If you need to cancel, click Leave Game. **Please cancel early if you know you cannot play so someone on the waitlist can then join the game. Please don't wait until the last minute.**

Another way to check for invitations is on the home screen go to Your Games where you will see both the upcoming games you joined and any invites you may have.

IMPORTANT NOTE: it's ideal to bring your phone with you to the courts. When the court host starts the round robin you can easily see on the app each round, what court you're on and who your partner is. It is very helpful to have your phone so please try to remember to bring it when you play.

GENERAL INFO

THE 3 DOTS: You will not see the 3 dots next to your name in the group or game list. When you click on the dots it allows other people to view your profile or send you a message. When you are viewing the list in your account, the dots do not appear next to your own name because you do not need to view your profile or send yourself a message.

ALERTS: When an invitation is sent an alert comes through from Swish. Make sure you have notifications turned on for the app.

- Go to Settings
- Scroll down and select APPS
- Select the Swish app then select notifications
- Turn it on to allow notifications

WAITLIST: If you are on the waitlist for a game and a spot becomes available, you will receive an alert. **Please note you will only have 1 hour to join the game** so be sure to check for alerts or check YOUR GAMES; open the game and click the Join Game button. If you do not join the game within 1 hour, an alert will go to the next person on the waitlist.

If you are not at the top of the waitlist and you try to join the game, the app will show a message box saying you need to wait for players higher on the list to respond. It will prompt you to try again after a specified number of hours, i.e. if you are 3rd on the list, the wait time will be 2 hours.

If you are on the waitlist and know you cannot play, please remove yourself from the list so others can move up.

WACKY APP: If the app stops responding or is doing weird things, just delete it and download it again. You will not lose anything but it's like rebooting your computer or phone where you turn it off then back on.