ParMutuel

SETUP GUIDE

ALL ROLES

Get your club on the live board.

Member, club admin, tournament director, and staff.

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ParMutuel

SETUP GUIDE

MEMBER

Get started

For club members and guests

8 STEPS

Your club runs pools on its tournaments, and you're in. Back a team to Win, Place, or Show with club credits, watch the live board, and get your results by text. No app store, no password.

Step by step

1 Join your club

Your invite gets you in. It takes just a few taps.

- Open the link in your club's text, scan the QR code at the credit desk, or enter the invite code.
- The page says you're invited by the club.
- On **Your details**, add your name and a mobile number or email.
- Pick text, email, or both for your tickets and results.

> **WHERE IT LIVES**
> The invite page. This step is done once you land on **Home**.

2 Confirm your age and the house rules

You do one quick check on the same form, and then you're nearly there.

- On that same details form, confirm you meet the club's minimum age and accept the house rules. It's all here, not in a separate wizard later.
- Not signed in yet? The next screen is **Confirm it's you**, with a six-digit code by text, or by email if you didn't give a mobile number.
- If your club approves new members first, you won't reach **Home** yet. **Your clubs** shows that your membership is awaiting approval, and you'll get a text or email when you're in.
- If the house rules change after you join, **Home** asks you to review them under **Settings** before your next entry.

> **WHERE IT LIVES**
> The invite form, then the one-time code. If your club uses approval, you'll see a waiting note on **Your clubs**.

3 Find your event

Everything that's open is one tap away.

- **Home** lists your club's tournaments and open pools.
- **Pools** lists every open pool.
- Nothing open yet? The club texts you when pools open.

> **WHERE IT LIVES**
> **Home** and the **Pools** tab. The empty line on **Home** says pools open ahead of each round.

4 Get credits

Credits are how you play, and there are two easy ways to get them.

- Settle up at the credit desk, or open **Wallet** and use the **Request** section (it uses your club's credit name).
- Staff post the credits, and you get a text when they land.
- The note under the **Wallet** heading is your club's line on what a credit is worth.
- A request reads **Waiting for the organizer** until it's **Posted**.

> **WHERE IT LIVES**
> **Wallet**. The **Request** section is on that page.

5 Back a team

This is the fun part: pick your team and build your ticket.

- On a pool, tap a team and choose **Win**, **Place**, or **Show** (or **Across the board**).
- Add it to **Your ticket**, review the ticket, and place the entries.
- Your tickets arrive by text and email.
- If your balance doesn't cover them, they wait at the credit desk with a ref until staff confirm them.

> **WHERE IT LIVES**
> The pool page, then the **Ticket** tab.

6 Join Team Draft, if your club runs it

On draft night, you pick players. Once the teams are set, you back a team.

- On the tournament page, **Team Draft** appears when your club has turned it on for that event.
- Open it and pick a player when you're on the clock. Picked players drop off **Available** right away.
- When the backing board is open, that page links to **Team Pool**. Teams come up one at a time, and you back the team that's up by raising the credit amount before the timer ends.
- The top backer is the highest amount, and the board shows who backs each team. If your team was sold and buy-back is open, tap **Buy half** to accept your share.

> **WHERE IT LIVES**
> The tournament page links to **Team Draft**. **Team Pool** is the next page, and you can only reach it while that board is open.

7 Watch the live board

Sit back and watch the pool move.

- Every pool page has a live board that refreshes on its own. It works like the clubhouse TV.
- Estimates move as the pool fills.
- They lock when the pool closes.

> **WHERE IT LIVES**
> The pool page. The label is **Live board**.

8 See your results

The scores are in, so here's where to look.

- Once the committee confirms the results, you get a text and an email.
- Your credits land in your **Wallet**.
- **Tickets** lists every entry.
- Settle up with the club at the **Pool desk**.

> **WHERE IT LIVES**
> **Tickets**, plus the text or email the club sends.

✓ You're all set

Back a team, grab a seat near the TV, and enjoy the round.

Tips and FAQ

What's a credit worth?

Your club decides and announces it. You'll find the club's note at the top of **Wallet**.

Do I settle anything in the app?

No. The club issues credits, and settling up happens at the club.

Why did my estimate change?

It comes from the whole pool, so it moves as entries come in. Your result uses the pool as it stands when it closes.

Can I back my own team?

If your club allows it. The house rules say what's allowed.

A team withdrew. What happens to my ticket?

If a team is scratched before the pool closes, your entry on them comes back in full.

What's club share?

It's a share of each pool that the club keeps for prizes or the club. You'll see it before you enter.

Too many texts?

Reply STOP anytime. Ticket confirmations and results still come by email, because they're your ticket record. Reply START to turn texts back on.

Want to sit an event out?

Ask the committee for a self-exclusion. It stops you entering pools and turns off reminder texts.

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SETUP GUIDE

CLUB ADMIN

Set up your club

For club owners and admins

11 STEPS

You set the club up once, then hand the event to the person who runs the tournament. Members get pools on their phone, a live board in the clubhouse, and results that can come from Golf Genius.

Step by step

1 Finish club basics

Start with the essentials your members will see everywhere.

- Open **Settings → Club**.
- Fill in the club name, time zone, and credit name (what members see, such as "credits" or "chits").
- Set a default club share and save.

> **WHERE IT LIVES**
> Checklist row **Club basics**. The **Credit name** field is on that same form. The checklist counts this step as done after club settings are saved.

2 Say what a credit is worth, in your words

One short note keeps every member on the same page.

- On the same **Club** form, fill in **What a credit is worth**.
- Members see that note on their **Wallet**.
- Your club writes it. Leave dollar amounts out of it.

> **WHERE IT LIVES**
> The field sits under **Credit name**. It isn't its own checklist row.

3 Add your branding

Make every text and email look like it came from your club.

- Paste a club logo into **Logo URL** on the **Club** form.
- Sender setup is optional, under **Advanced (optional)**: **SMS sender name**, **Email from**, **Reply-to**, and a **Twilio messaging service SID**.
- Leave them blank and texts and email go out from ParMutuel's shared sender. This screen doesn't create that SID.

> **NOTE**
> This screen has no color, theme, or logo upload.

> **WHERE IT LIVES**
> The **Club** form, and **Advanced (optional)** on **Settings**. Branding isn't its own checklist row.

4 Accept the Terms and save house rules

This quick step unlocks your first tournament.

- On **Settings**, accept the Terms of Service for the club and save the house rules.
- Members see the house rules on the club and tournament pages.
- A tournament can't open until the Terms are accepted.

> **WHERE IT LIVES**
> The **Terms of Service** and **House rules** panels on **Settings**. While the Terms are still outstanding, the checklist **Open** step says **Accept**.

5 Connect Golf Genius

Link Golf Genius and save yourself some typing.

- In **Settings → Golf Genius**, add the club API key so rosters, pairings, and results can flow in.
- Not ready? Choose **Skip, I'll upload a team list** and connect later.

> **WHERE IT LIVES**
> Checklist row **Golf Genius**, with the same skip button. After a key is saved, **How often to check for results** is on that panel. The defaults are 5 minutes between rounds and 60 seconds while a round is live.

6 Invite your staff

Bring in the people who'll run the desk with you.

- Go to **Members → Invite people**.
- Set **Joins as** to **Staff (credit desk and tickets)** and send the link.
- You can also use **Add member** and pick the role there.

> **WHERE IT LIVES**
> **Members**, in the **Invite people** panel. The **Invite members** checklist row already notes that a staff invite is optional.

7 Set member roles

Give everyone the access they need, and no more.

- There are five roles: **Owner** (everything, including other owners), **Admin** (set up pools, results, settlement), **Staff** (credit desk, tickets, horse race), **Credit collector** (scan a credit request and activate it), and **Member** (no admin access).
- Change a role from the member's **Edit** dialog, or from **Settings → Team and roles**.

> **WHERE IT LIVES**
> The **Role** menu on **Add member** and on **Edit**. **Approve new members before they can play** is a checkbox on **Settings → Club**.

8 Invite members

Get your members in with one link, a code, or a quick scan.

- Create a **Whole club** invite to get a link, a short code, and a QR code for the credit desk.
- **Import people** handles an existing list and matches on phone, email, or Golf Genius ID.

> **WHERE IT LIVES**
> Checklist row **Invite members**. While nobody is on the roster yet, **Members** says they join from the invite link or QR, or from an import.

9 Issue credits

The Credit desk is where credits get posted, and it only takes a moment.

- When a member settles up with the club, open the **Credit desk**, find them, enter the amount, and tap **Post credits**. They get a text.
- Open requests from members show on this page too.
- **Bulk credit**, on the same page, posts a spreadsheet with name, phone, email, amount, and note.

> **WHERE IT LIVES**
> **Credit desk** in the admin menu. **Bulk credit** is a panel on that page, not a separate screen.

10 Check your pass

Here's what covers each event.

- Open **Billing**. Your first Club Event is included, with the full field and no side games. After that, buy a pass.
- A comped club opens without a pass.
- Drafts stay free, and a pass is used when the tournament opens.

> **WHERE IT LIVES**
> Checklist row **Pass or plan**, and the **Billing** page. The page lists **Club Event**, **Member-Guest**, and **Season Pass**.

11 Put the live board on the clubhouse TV

This is where the clubhouse gets lively.

- Tap **Open big screen** at the top of the tournament page, next to the tournament name.
- While the tournament is still a draft, that button is grayed out until you open the tournament.
- On the board, tap **Full screen** in the corner, or press **F**. It works on iPad Safari and on desktop browsers. iPhone Safari doesn't support it, so no **Full screen** button shows there. Use an iPad or a computer for the clubhouse TV.
- There's no login, and the board doesn't show member names.
- It keeps refreshing, so if the connection drops, it picks up again on the next check.

> **WHERE IT LIVES**
> **Open big screen**, at the top of every tournament page. **Full screen** is in the corner of the board. It isn't a checklist row.

✓ You're all set

Your club is ready. The tournament director builds the first event from Tournaments.

Good to know

How your club gets Team Draft

Team Draft is an add-on. It sits on top of your tournament pass and isn't part of the pass itself.

- The add-on is arranged with ParMutuel. A platform owner records it. Club owners and admins can't grant it, and the app has no request control and no price for it.
- Until the add-on is on, the **Team Draft** tab on a tournament shows the closed gates, and Team Draft can't be switched on for any event.
- With the add-on on, the event switch still starts off. The tournament director turns Team Draft on event by event (Tournament Director guide, step 6).
- **Billing** doesn't list a price for the add-on. A Season Pass does not include it.

Tips and FAQ

Do members settle anything in the app?

No. The club issues credits. Funding and settling up happen at the club, offline.

What is a credit worth?

Whatever the club sets and announces. Write it in **What a credit is worth** so members see the same note on their **Wallet**.

Do we have to use Golf Genius?

No. A Word or CSV team list works too. Golf Genius just saves typing and can pull results in.

Can admins enter pools in their own event?

Only if **Admins may buy their own tickets** is on in **Settings → Club**. It's off by default.

A member wants to sit out. What do I do?

Edit the member and set a self-exclusion. That stops them entering pools and turns off reminder texts. You can also set an exposure limit on the member.

Someone mistyped a credit amount.

Use **Adjustments** to correct a balance with a reason. Every change lands in the **Audit log**.

Who can see the TV board?

Anyone with the link. It shows pools and boards only, never member names or balances. Share it with the clubhouse.

What's club share?

It's the share held out of a pool before it's split, for prizes or the club. You set it per pool, from 0 to 30 percent, and members see it before they enter.

ParMutuel

SETUP GUIDE

TOURNAMENT DIRECTOR

Run the tournament

For admins who run the event. Owners can do this too.

14 STEPS

You run the event. This guide takes you from a blank tournament to settled results: load the field, build teams with Team Draft if you use it, open the pools, put the live board on the TV, and settle with one confirmation.

Step by step

1 Create the tournament

Start from Golf Genius, or enter it yourself.

- Go to **Tournaments → New tournament**.
- **Create from Golf Genius** is first when the club's key is connected. Pick the event, check the name, dates and team size, then create it. The rounds are added and mapped.
- **Create by hand** asks for the name, dates, team or individual format, players per team, and how entries are funded.

> **WHERE IT LIVES**
> Checklist row **Create your first tournament**.

> **HEADS-UP**
> If you turn on Team Draft later, it always builds teams of 4, even when this event's players per team is different.

> **NOTE**
> Not sure which funding choice to pick? See **How entries are funded** below.

2 Add your rounds

One round for each day of play.

- A tournament created from Golf Genius already has its rounds. Check the first tee time on each one.
- Otherwise, on **Overview**, open **Rounds and events** and add a round for each day.
- The first tee time matters, because pools close 10 minutes before it.

> **WHERE IT LIVES**
> **Overview → Rounds and events → Add a round**. The **First tee time** hint says importing a tee sheet can set it.

3 Link to Golf Genius

Point each round at the right scoring tournament.

- Open the **Golf Genius** page and pick the event. Saving adds any rounds that are missing and maps them.
- Check the scoring tournament on each round. Results pull from the one you pick.
- You can still change a mapping before you save.

> **WHERE IT LIVES**
> Tournament menu, **Golf Genius**. If the club has no key yet, the page links back to **Settings**.

4 Import the pool entries

Get the teams people back in from a tee sheet or a team list.

- On **Pool entries**, use **Pull from Golf Genius** when the event is linked and a round is mapped. Or upload a tee sheet (PDF or CSV, where each group becomes a team) or a Golf Genius team list (Word or CSV).
- Pool entries are the teams people back in Win, Place, and Show. The Team Draft roster is the player list, and drafted teams become the pool entries once teams are locked.
- Fix anything under **Lines the reader couldn't place**.
- Then run **Sync roster from Golf Genius** so each player on a pool entry lines up with a Golf Genius ID.

> **WHERE IT LIVES**
> Checklist row **Load the field**. The file hint shows the team-list shape: Last, First / Last, First (combined HI / HI diff).

5 Add pools and save the event rules

Set up the pools, then lock in your rules.

- On **Pools**, use **Create pools from a template** for a Win, Place, and Show pool on each round, plus an overall set when the tournament has one.
- Then on **Overview → Event rules**, replace every [BRACKETED] item and save.

> **WHERE IT LIVES**
> Checklist row **Pools and rules**. Club share on a pool is 0 to 30 percent, and members see it before they enter.

6 Turn on Team Draft

If your club runs Team Draft, switch it on here.

- Open the **Team Draft** tab. It stays off until the club has the add-on and the event switch is on, and the panel names whichever is still missing.
- Turn on Team Draft, then **Open the draft room**.
- A platform owner records the add-on. This screen doesn't show a price for it.

> **WHERE IT LIVES**
> Tournament menu, **Team Draft**. Clubs without the add-on see the closed gates, not a locked checklist row.

> **NOTE**
> The Club Admin guide explains how a club gets the Team Draft add-on.

7 Load the draft roster and set flights

Bring in your players and sort them into four even flights.

- When the tournament is linked to a Golf Genius event, open the draft room and tap **Pull roster and flights** on the **Golf Genius** panel. The club's Golf Genius key has to be saved. Names, contact info, and handicaps land on the same player list the draft uses.
- The pull recuts the field from those handicap indexes into flights A, B, C, and D. A is the lowest. Golf Genius's own flight groupings stay in Golf Genius.
- Review the flights. To switch someone, open **Roster and flights**, pick the flight (or an index), fill in **Reason for overrides and mappings**, and tap **Save**. That override is kept on the next pull. An index override recuts the flights on that pull.
- When the four flights are the same size, tap **Lock roster**.
- No Golf Genius event linked? Under **Upload roster**, upload the player list (CSV, Excel, or Word), tap **Preview roster**, fix any **Rows to fix**, then **Import roster**. **Sort into flights** splits players into flights A, B, C, and D by handicap (A is the lowest).
- After the roster is in, open **Invite players who have not joined** on this screen. It lists roster players who are not in the club yet. Review that list, then confirm to send. Pulling the roster or uploading the file does not send on its own. A player with no email and no mobile is not messaged. They can scan the join QR on the clubhouse TV once the tournament is open.

HEADS-UP
A draft always uses those four flights. They have to be the same size, so the player count has to divide by 4. If a pull leaves the earlier flights one player long, move players until the flights match. Flights must be equal before the roster can lock.

NOTE
A player with no Golf Genius roster id is skipped. A player with no handicap index sorts last in the cut, then stays off the draft list.

WHERE IT LIVES
The draft room, before the draft starts. After **Lock roster**, roster pulls pause until the roster is unlocked.

8 Set the picking order

Decide who drafts, and you're ready for draft night.

- Under **Who drafts**, choose **A flight drafts**, **A named list drafts**, **Team captains draft**, or **A custom pick order**. You need one drafter per team.
- Tap **Save who drafts**.
- The order snakes, and each pick has a 90-second timer. If time runs out, the lowest handicap still available in that flight is picked.

> **NOTE**
> Those two defaults (snake order and the 90-second timer) aren't settings on this screen.

> **WHERE IT LIVES**
> The draft room, under **Who drafts**. The four choices are the only controls there.

9 Run draft night

It's showtime. Put the board on the clubhouse TV.

- Tap **Start the draft**. **Open big screen** is at the top of the tournament page, next to the tournament name. Put that board on the clubhouse TV once the tournament is open.
- On the board, tap **Full screen** in the corner, or press **F**. It works on iPad Safari and on desktop browsers. iPhone Safari doesn't support it, so no **Full screen** button shows there.
- The board shows a join QR for the club, so someone who missed the text or email can scan it from the TV and join.
- Drafters pick from their phones when they're on the clock, and each player drops off **Available** once picked.
- Use **Pick for the drafter**, **Undo last pick**, or **Pause the clock** if you need to.
- **Lock teams** when every team is full.

> **WHERE IT LIVES**
> **Open big screen**, at the top of every tournament page, next to the tournament name. While the tournament is still a draft, the button is grayed out until you open the tournament. **Full screen** is in the corner of the board.

10 Open the Team Pool

Bring teams up one at a time while members back them from their phones.

- After teams are locked, tap **Open the backing board**. Teams go up one at a time, in a shuffled order, and **Put the next team up** brings the next one on.
- Members back the team that's up from their phones by raising the credit amount while a timer runs (30 seconds, unless a later amount adds time).
- The top backer is the highest amount, and the board shows who backs each team. Tap **Sold to the top backer** to close that team on the highest amount.
- Buy-back is optional. Players on a sold team can tap **Buy half** on their phones while the window is open, or the desk can record a split. Choose **No buy-back** to skip it. Tap **Close the backing board** when every team has had a turn.

HEADS-UP
This isn't one open pool where every team can be backed at once.

WHERE IT LIVES
The **Team Draft** tab, in the **Team Pool** section. Members open **Team Pool** from the tournament's **Team Draft** page. **Open big screen** at the top of the tournament page is the clubhouse board.

11 Open the pools

When everything looks right, open it up to members.

- When the field and pools look right, open the tournament from **Overview → Status** so members can see the pools and send tickets.
- Pools close on their own 10 minutes before the first tee.
- You can **Extend** or **Close** any pool from the **Pools** tab.

WHERE IT LIVES
Checklist row **Open the tournament**. **Extend** is on each pool.

12 Run the live board on event day

Get the screens up and the desk running.

- Use **Open big screen** at the top of the tournament page and put it on the clubhouse screen. The board address is also on **Overview**.
- Tap **Full screen** in the corner, or press **F**. It works on iPad Safari and on desktop browsers. iPhone Safari doesn't support it, so no **Full screen** button shows there.
- **Open big screen** is grayed out while the tournament is still a draft. It goes live when you open the tournament.
- Staff post credits at the **Credit desk** and issue waiting tickets from **Payments & issuance** by matching the member's ref (such as **K7QX**).

> **WHERE IT LIVES**
> **Open big screen** at the top of every tournament page, **Full screen** in the corner of the board, **Credit desk**, and **Payments & issuance**. Staff can use these.

13 Confirm results and settle

The scores are in, so confirm the results once and everything settles together.

- When Golf Genius marks the round complete, open **Results** and tap **Pull from Golf Genius** (or upload a CSV).
- Match any row that didn't line up. A missing name shows as **Unknown entrant**.
- Check the **Settlement preview** and confirm.
- Nothing is posted until you confirm, and every pool on that event settles in one transaction.

> **WHERE IT LIVES**
> Tournament menu, **Results**. **Enter results** on **Overview** shows a count when a round is waiting.

14

Pool desk

Square everyone up, then close it out.

- Open **Balances & payouts** to see each member's final balance, and mark each one off as the club settles up in person.
- Once every pool is settled, use the **Close** tab to close the tournament and export the reconciliation.
- Team Draft has its own **Pool desk** on the **Team Draft** tab after the backing board is closed.

> **WHERE IT LIVES**
> The tournament tabs **Balances & payouts** and **Close**. **Overview** calls the first one **Pool desk**.

✓

You're all set

The field is in and the pools can open. Put the live board up, then settle from Results when the scores are in.

Good to know

How entries are funded

Each tournament has a funding setting. It decides whether members pay for entries up front or at the table.

- You pick it under **Funding** on the **New tournament** form (step 1). You can change it later on the same tournament form. The change applies to new tickets.
- The choices are **Either (recommended)** (the default), **Pay at the table**, and **Prepaid credits**.
- **Prepaid credits:** a member's Wallet has to cover the ticket, or the entry can't be placed until they get more credits.
- **Pay at the table:** every entry waits at the credit desk with a short ref (such as **K7QX**) until staff collect and issue it in **Payments & issuance**.
- **Either (recommended):** entries the balance covers issue right away, and the rest wait with a ref. Entries still unpaid when the pool closes are canceled, unless the tournament has a grace period. During that window the desk can still collect. Anything unpaid after it ends is canceled. Members get a reminder before the close.

NOTE
Team Pool in Team Draft always uses credits already in members' Wallets, whatever this setting says.

HEADS-UP
The funding choice is on every tournament, including a Club Event. It is not limited to Member-Guest or Season Pass.

The horse race board

The horse race is a side game: a shootout where the field starts together and someone drops out on each hole until one is left.

- Create it on **Side games** with **Create side game**. The form asks for **Game**, **Name**, **Start time** (with the club time zone), **Club share %**, **Holes** (it starts at 9), **Out per hole** (it starts at 1), and **Ties broken by Chip-off** or **Scorecard**. You can turn on **Same-hole exits dead-heat** and **"First eliminated" pool for fun**. Pick the field from the tournament entrants, or add names.
- The pools are **Win** (last one standing), **Place** (top 2), and **Show** (top 3), plus that optional first-eliminated pool. Pools close at the shootout start time.
- On the tournament form, **Side-game wallets** is **Separate from the main pools** (the default) or **Shared with the main pools**. You can change it on the same form later.
- On each hole, open **Horse race** and tap who's out. The button reads **Pick who's out** until it names them out on that hole. The finishing order builds itself (last eliminated = first). The live elimination board updates on the pool page and the clubhouse TV board. An admin confirms the final order, and the race pools settle.

> **NOTE**
> Your first included Club Event has no side games. The horse race is included with Member-Guest, and a Season Pass covers the side games your club runs that season.

Tips and FAQ

A player withdraws before the pools close.

Scratch them on **Pool entries**. Tickets on that pool entry are returned in full.

Golf Genius changed a score after I confirmed.

Results shows **Result changed in Golf Genius**. Submit a corrected result. The earlier payouts are reversed, and members are told.

A pool didn't fill.

Refund all on the **Pools** tab returns every ticket. **Void** is for an abandoned game. No club share is kept.

The draft clock ran out.

The lowest handicap still available in that flight is picked. Use **Undo last pick** with a reason if the room disagrees.

Uneven flights?

The roster can't lock until flights A, B, C, and D are the same size. A Golf Genius pull gives the earlier flights one extra player when the count doesn't divide by 4. Move a player on **Roster and flights** (a reason is required) until they match. A field that doesn't divide into four equal flights can't be drafted.

Can I back teams in my own event?

Not in Team Draft. Owners and admins are blocked there. For regular pools it depends on **Admins may buy their own tickets**.

Is anything settled in the app?

No. Credits are issued by the club. Funding and settling up happen at the club.

ParMutuel

SETUP GUIDE

STAFF

Run the credit desk

For club staff: the pro shop, assistant pros, and volunteers at the table

6 STEPS

You're the friendly face at the table on event day. You post credits, get waiting tickets issued, run the horse race board, and help square everyone up at the end. The committee sets up the event and confirms the results, so you can focus on the members in front of you.

Before you start: how entries are funded

Each tournament has a funding setting, and it changes what happens at your table. Ask your tournament director which one this event uses. The field is labeled Funding.

- **Prepaid credits:** a member's Wallet has to cover the ticket first. Members with too few credits come to you for more.
- **Pay at the table:** every entry waits with a short ref (such as **K7QX**) until you collect and issue it.
- **Either (recommended)** is the default. Entries the balance covers issue right away, and the rest wait with a ref.
- Entries still unpaid when the pool closes are canceled, unless the tournament has a grace period. During that window the desk can still collect. Anything unpaid after it ends is canceled. Members get a reminder before the close.

Step by step

1 Accept your staff invite

Your admin sends you an invite, and you'll be set up in a minute.

- Your club admin invites you from **Members → Invite people** with **Joins as** set to **Staff (credit desk and tickets)**, or adds you directly with **Add member**.
- Open the link. If you aren't signed in yet, the page says **Confirm it's you** and sends a six-digit code, the same one-time code members use. Later sign-in uses that same code.
- As Staff, you can post credits, issue tickets, see balances, record horse race eliminations, and use **Bulk credit**.
- Creating tournaments, confirming results, settling, marking members paid, **Adjustments**, and voiding tickets stay with the club's admins.

> **WHERE IT LIVES**
> The invite link your admin sends.

2 Get the screens up

Put the live board on the clubhouse TV so everyone can follow along.

- Use **Open big screen** at the top of the tournament page and put it on the clubhouse screen.
- Tap **Full screen** in the corner, or press **F**. It works on iPad Safari and on desktop browsers. iPhone Safari doesn't support it, so no **Full screen** button shows there.
- There's no login, and the board never shows member names or balances.
- It keeps refreshing on its own, so if the connection drops, it picks up again on the next check.
- **Open big screen** is grayed out while the tournament is still a draft. It goes live when you open the tournament.

> **WHERE IT LIVES**
> **Open big screen**, at the top of every tournament page. **Full screen** is in the corner of the board. Staff can use both.

3 Post credits at the Credit desk

A member settles up with the club, and you put the credits in their Wallet.

- Open the **Credit desk**, find the member, enter the amount, and choose **Received by**. The choices are **In person**, **Venmo**, **Member account**, and **Other**. Then tap **Post credits**.
- The member gets a text right away with their balance.
- Open requests from members show on this page too. On the member's side, a request reads **Waiting for the organizer** until you post it.
- **Bulk credit**, on the same page, is available to Staff. It posts a spreadsheet with name, phone, email, amount, and note.

> **WHERE IT LIVES**
> **Credit desk** in the admin menu.

4 Run the table at Payments & issuance

A member has a waiting ticket. Find their ref and get it issued.

- Open **Payments & issuance**. Each member has one card with what they owe and their ref, and you can search by name, phone, or ref.
- Match the member's ref (such as **K7QX**), collect from them the way your club does, and tap **Collected**. That posts the credits they're short and issues their ticked entries in one go. If the balance already covers the lines, the button reads **Issue all** or **Issue N selected** instead.
- Two staff can't issue the same entries twice, so it's safe for more than one person to work the table.
- The member's ticket arrives by text and email as soon as it's issued.

> **WHERE IT LIVES**
> **Payments & issuance**, next to the **Credit desk**.

> **HEADS-UP**
> Entries still unpaid when the pool closes are canceled, unless the tournament has a grace period. The Payments card shows when that window ends, in the club's time zone. Anything still unpaid then is canceled, so try to clear the queue before it ends. Pools close on their own 10 minutes before the first tee, unless the director extends them.

5 Run the horse race board

The shootout is on, and the whole clubhouse is watching your board.

- When the tournament has more than one wallet, the **Credit desk** shows a **Wallet** field. Choose the race wallet, then tap **Post credits**. Staff can post those credits. The hint says side-game wallets are separate from the main pools, unless the tournament's **Side-game wallets** setting is **Shared with the main pools**.
- Race pools close at the shootout start time.
- On the **Horse race** screen, each hole says **Tap who's out on hole** and the hole number. Tap the one that's out. The button reads **Pick who's out** until it names them out on that hole. **Undo** takes the last one back. **Out so far** lists them with the hole.
- The live elimination board updates on the pool page and the clubhouse TV board. Staff can record and undo eliminations. An admin confirms the finishing order with **Build the finishing order and preview payouts**. Until then, the screen tells staff that an admin confirms the result and settles the pools.

> **WHERE IT LIVES**
> The **Horse race** screen, from the side game on your phone.

6 Square up at the Pool desk

The results are in. Help each member settle up with the club.

- After the committee confirms the results, open **Balances & payouts**. On **Overview** it's called **Pool desk**. You can see each member's final balance and tickets won.
- Settle up with each member in person the way your club does. Marking a member paid is an admin action: the button is **Mark paid**, the confirm is **Mark paid out**, and **Paid by** records how the club settled. Staff see the balances and can't mark them paid.
- Team Draft has its own **Pool desk** on the **Team Draft** tab after the backing board is closed. That tab is for admins.

> **WHERE IT LIVES**
> The tournament tab **Balances & payouts**. **Overview** calls it **Pool desk**.

You're all set

Credits posted, tickets issued, everyone squared up. Nice work at the desk.

Tips and FAQ

Do members pay anything in the app?

No. The club issues credits. Funding and settling up happen at the club, offline. ParMutuel holds nothing and processes no payments.

A member says their ticket is "waiting."

Find their ref on **Payments & issuance**, collect, and issue it. If they'd rather top up first, post credits at the **Credit desk**.

Someone mistyped a credit amount.

Staff can't open **Adjustments**. An admin corrects it there, and a reason is required. Every change lands in the **Audit log**.

A team withdrew.

The tournament director scratches them on **Pool entries**. Tickets on that team come back in full, automatically.

A member asks to void a ticket.

Voids are an admin job, so send the member to your tournament director.

Can I confirm results?

No. Confirming results and settling pools stay with the club's admins.

What's a credit worth?

Whatever your club sets and announces. Members see the club's note at the top of their **Wallet**.