Running your club on Contendo

For the admin of a club on Contendo. Part 1 gets your members in and your club matches counting on the ladder; Part 2 takes you from a new competition to a completed one.

Part 1 — Members and recording club matches

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PART 1

Members and recording club matches

Getting your members in — including the ones who haven't downloaded the app — and recording matches for them so they count on the club ladder.

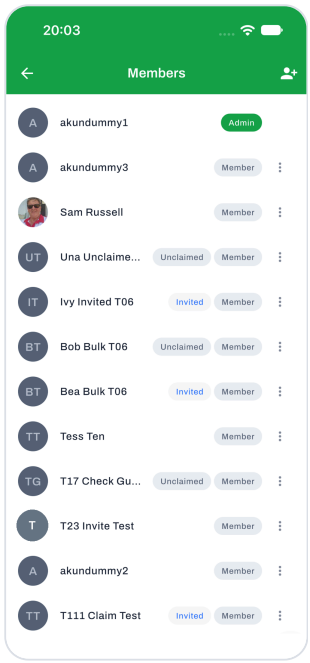
1. Two kinds of people in a match

- **A club member.** Someone on your club's member list. They can be on the ladder, in competitions and in any club match. **They don't need to have the app** — see section 2.
- **A guest.** Someone added on the spot inside the match screen ("New guest Contender"). Guests are for casual games outside a club. **A guest can never be in a club match**, on a ladder or in a competition.

> If you want someone's results to count for the club, add them as a **member** — even if they haven't downloaded the app. Don't create a guest.

2. Adding members

Clubs → your club → **Members** (the "Members ([N]) ›" row on the club's **Overview** tab) → the **add-person icon** top right. It offers three things: **Add Contenders**, **Add member** and **Bulk add**.



Members list — add-person icon top right

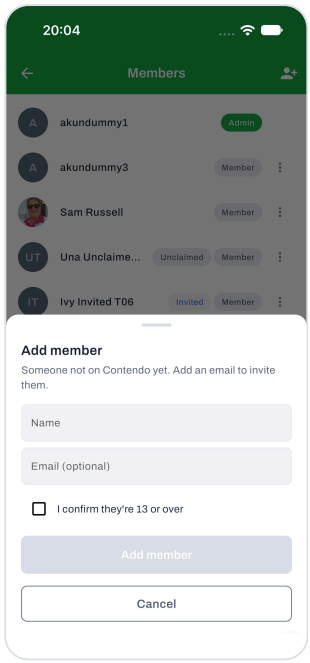
2a. People already on Contendo

- **Add Contenders** — pick from your own Contenders (the people you've already connected with in the app). It only lists your Contenders, not everyone on Contendo; if someone isn't one yet, add them as a Contender first (Search → their name → Add).
- **They join themselves** — Clubs → **Join Club** → find your club. A public club adds them straight away. A private club sends you a **request to join**; you'll get a notification and approve it from the Members screen.
- **Add member with their email** (below) also works: if that email already has a Contendo account, the app adds that account to the club and tells you "[name] already has an account — added to the club". A second account is never created.

2b. People not on Contendo yet

Add-person icon → **Add member**. Type their **name** and, if you have it, their **email**; tick **I confirm they're 13 or over**.

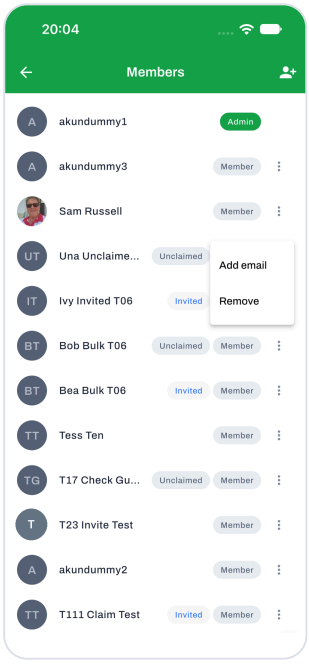
- They go on the member list and the ladder straight away. You can record matches for them and enter them in competitions from today. On your member list they show an **Unclaimed** label; members never see it.



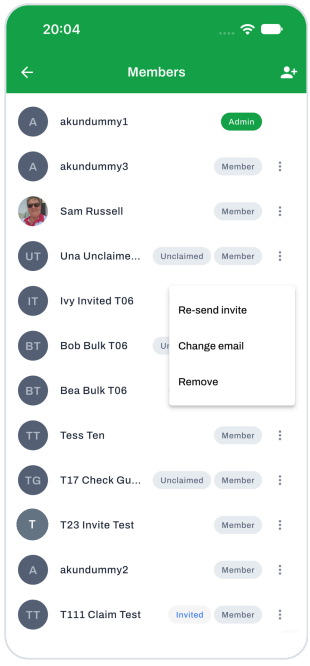
Add member

Inviting them

- The email is what lets you **invite** them: tap the **··· button** at the right-hand end of their row on the member list → **Invite**. They get one email with a link, set a password, and the profile becomes theirs — with every match and rating you've already recorded for them. The label changes to **Invited**; the menu offers **Re-send invite** if they lose it.
- No email, no invite — until you give one, that same ··· menu offers **Add email** instead of Invite (second screenshot).
- If they sign up on their own later with that same email, the app recognises them and sends the invite again instead of making a second account.

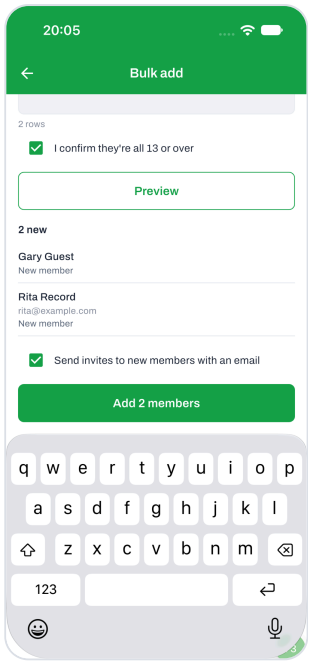


··· menu — no email yet



··· menu — Invite / Re-send

Several at once: add-person icon → **Bulk add**. Paste names and emails, tap **Preview** to see what it would do with each row (new member, already has an account, already in the club), then **Add [N] members**. Invites go out a couple of seconds apart.



Bulk add — preview

3. Three ways to record a match — and what each counts for

Where you start	Who can be in it	Counts for
The fixture — open the competition → **Results** tab → the fixture's **Record result** button	The two players (or pairs) in that fixture	The competition table **and** the club ladder and rating
The club page — your club → **Log a club match**	Club members only, including members not yet on Contendo. You can record a match you weren't in.	Club ladder and rating. **Not** a competition fixture.
The Contendo button (middle of the bottom bar)	Anyone — your Contenders, clubmates, or a guest	Rating; the club ladder too if the club chip is on. **Not** a competition fixture.

A **fixture** is a match the draw has scheduled — "A v B, round 2". Every fixture is listed on the competition's **Results** tab, with a **Record result** button until it's played.

> **A competition result must be recorded from the fixture on the Results tab.** If two players with an open fixture record their match from the Contendo button or the club page instead, it counts on the ladder but the fixture stays unplayed — and someone then has to enter it on the fixture as well. Tell your players: open the competition → **Results** tab → **Record result** on their fixture.

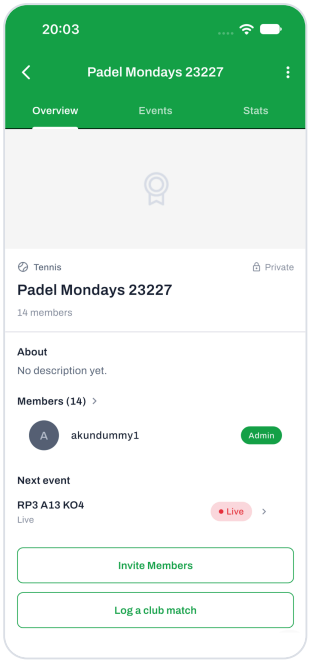
4. Recording matches for other people — club matches and competition fixtures

As an admin you can record a match you weren't in. Where you start depends on what it is:

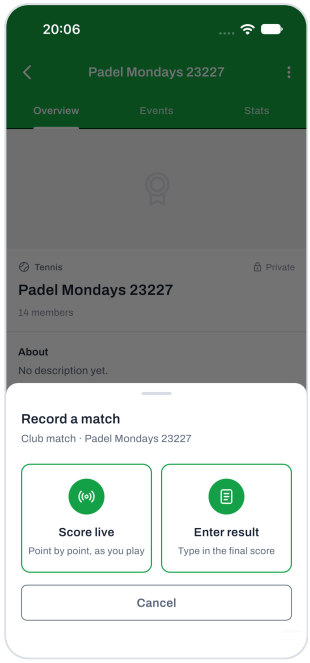
A club match (ladder only): Clubs → your club → **Log a club match** (at the foot of the **Overview** tab) → **Score live** or **Enter result**.

A league or tournament fixture: open the competition → **Results** tab → **Record result** on that fixture → Score live or Enter result. The players are already set. Only you and the two players see that button; other members see "To play". Because you're on neither side, **both** players are asked to confirm — or you confirm for them from the fixture's ⋮ menu. Don't use Log a club match for a fixture — it won't fill it (section 3). Part 2 covers walkovers and skipped fixtures.

- On a club match the player picker shows **your club's members only** — including members not yet on Contendo. There is no guest option here; that's deliberate.
- The club is already tagged. Pick the venue (the club's is pre-filled), enter the score, post.



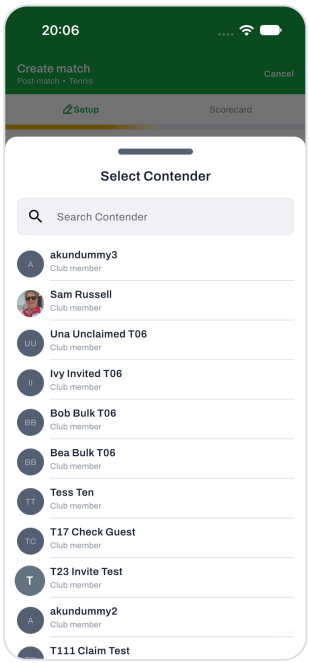
Club — Overview tab



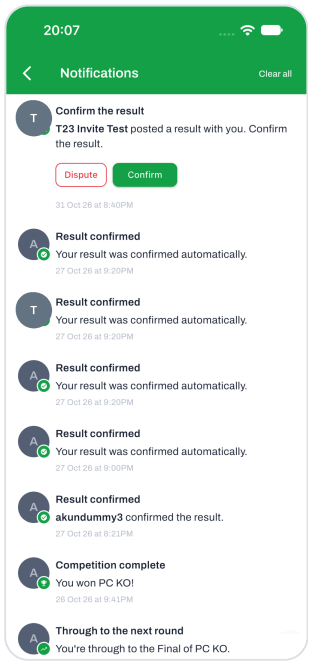
Record a match

What happens next

- Players who have the app get a notification, **Confirm the result**, with Confirm and Dispute. The result counts — ladder and rating — once they confirm. If they do nothing it confirms itself after 24 hours.
- If a player isn't on Contendo yet there's nobody to confirm for them, so their side confirms automatically after 24 hours.
- You can **confirm on a player's behalf** at any time from the match's ⋮ menu. They then see "Confirmed by admin".



Picker — members only



Confirm the result

5. Recording your own matches

Tap the **Contendo button** (the green-and-white circle in the middle of the bottom bar) → pick your opponent from your Contenders and clubmates → Score live or Enter result. If you share a club for that sport, it's tagged automatically and counts on the ladder; if you share more than one, you'll be asked which.

> If you add a **guest** to a match, the club chip withdraws — the match posts as a casual game and won't count on any ladder. The line under the chip tells you why. To make it count, add that person to the club first (section 2).

6. Fixing a result

- **Players** can edit or delete a casual match for 24 hours after it's recorded. Editing re-opens it for confirmation.
- **Competition results** lock once confirmed; only an admin can change them (Part 2).
- **Void** (⋮ on the match → Void): wipes the result and reverses any rating movement. For a result that's simply wrong.

7. Who sees what

Privacy settings are on by default. Club members always see each other on the club's roster, ladder, competitions and club matches, whatever their settings. Under-18s and members not yet on Contendo appear to outsiders as a first name and initial with no photo.

PART 2

Running a competition

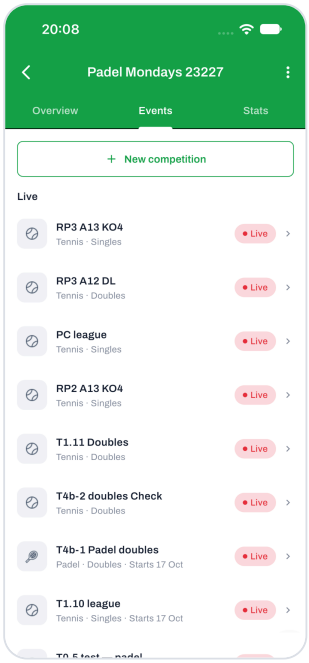
A competition is a **league** (everyone plays everyone, table decides), a **knockout** (single elimination, up to 64), or **groups then a knockout**.

8. Create it

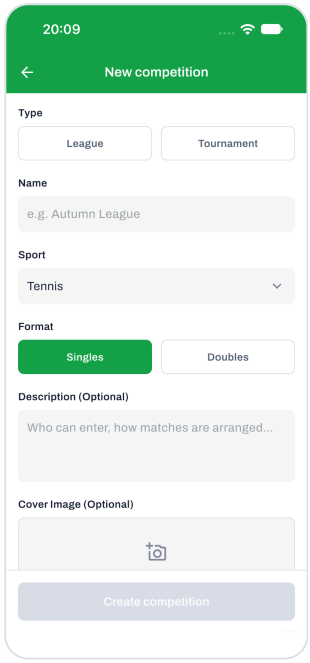
Clubs → your club → **Events** tab → **New competition** (also under the ⋮ menu → Manage club).

Field	What to pick
Type	League · Tournament. For a tournament, **Group stage first** makes it groups then knockout.
Name	What members see — "Autumn Tennis League".
Sport / Format	The club's sport; Singles or Doubles (padel is doubles-only). Fixed once created.
Venue	Required — pre-filled with the club's location. Every fixture and any walkover is recorded against it.
Dates	Start and finish-by. No per-round deadlines — you pace it. **Registration closes** (optional) stops self-entry after that date.
Groups	Group size (group stage only). Qualification and extra draws are chosen at the draw.

Name, sport, format and type are fixed after creating; dates, venue, description and cover can be edited.



Events tab



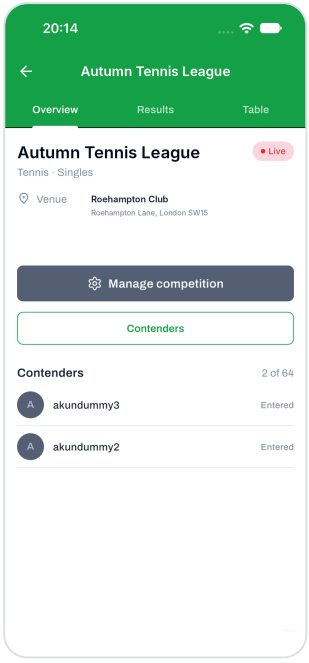
New competition

9. Entries

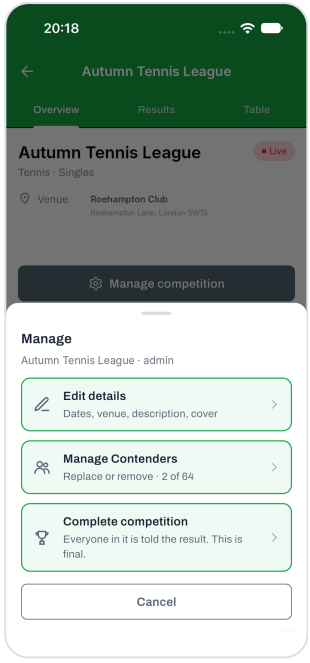
On the competition's **Overview** tab, the grey **Manage competition** button opens the admin sheet: **Edit details**, **Manage Contenders**, **Complete competition**, plus **Open registration** / **Close registration** while registration is in play.

- **Members enter themselves** once registration is open. Doubles: they pick a partner as they enter; the partner is told and can withdraw.
- **You can add anyone** from the member list (Manage Contenders → **Add members**) — including members not yet on Contendo — and, for doubles, a pair. Someone you add shows as **Entered** on the Overview tab; someone who entered themselves shows as **Confirmed**.
- Anyone can **withdraw** before the draw with no consequence; you can **Remove** anyone.

When you have everyone: **Close registration**. You can still add people while closed; members can't.



Overview tab — Manage competition



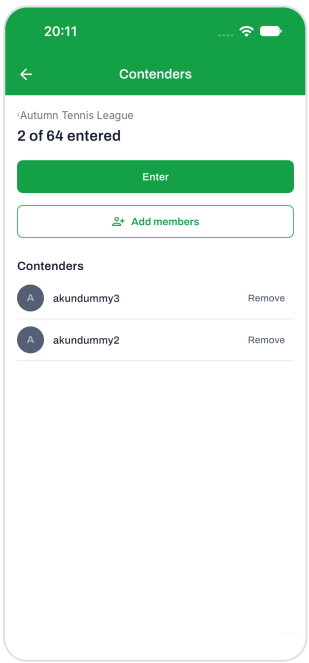
Manage sheet (live)

10. The draw

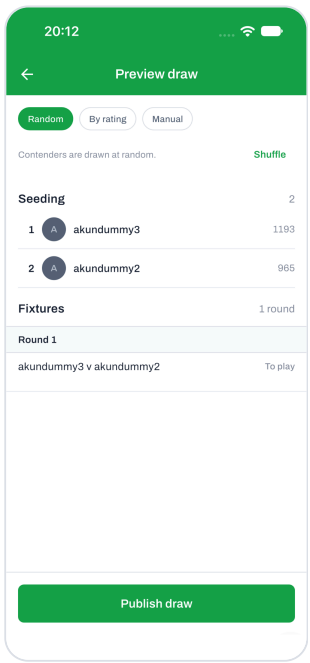
Manage competition → **Preview draw**:

- **Seeding:** Random, By rating, or Manual. Doubles seeds by the pair's average doubles rating.
- **Group stage:** set how many qualify per group and whether to run a **Plate** and/or **Bowl** for the lower positions.
- If entries change after you preview, preview again — a stale draw can't be published.

Publish draw. Fixtures go to every contender with a competition badge and the competition is **Live**. Entries now change only through withdrawals and replacements.



Manage Contenders



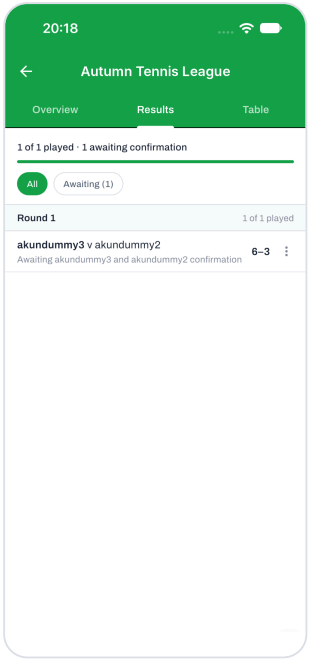
Preview draw

11. Playing and results

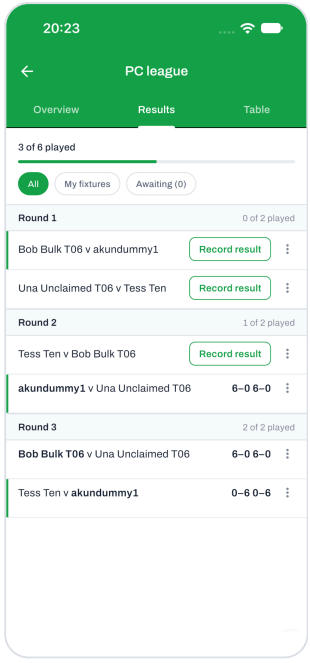
Players arrange their own matches. Each fixture sits under the competition's **Results** tab, with a **Record result** button, until it's played. **The result must be recorded from that button** — a match recorded from the Contendo button or the club page doesn't fill the fixture, even between the right two players. The **Awaiting** filter shows results waiting for a confirmation.

Confirmation. The recorder's side is confirmed; the other side gets "Confirm the result" and taps **Confirm** or **Dispute**. No action → confirms itself after 24 hours. Nothing counts — table, ladder, rating — until both sides have confirmed. If a player isn't on Contendo yet there's nobody to confirm for them, so their side confirms automatically after 24 hours.

- **Disputed:** it waits for you. Open the fixture's ⋮ → **Confirm on their behalf** (it stands) or **Change result**.
- You can confirm on a player's behalf at any time; they see "Confirmed by admin".
- Once confirmed, a fixture result is final for the players. Only you can change it.



Results — Awaiting filter



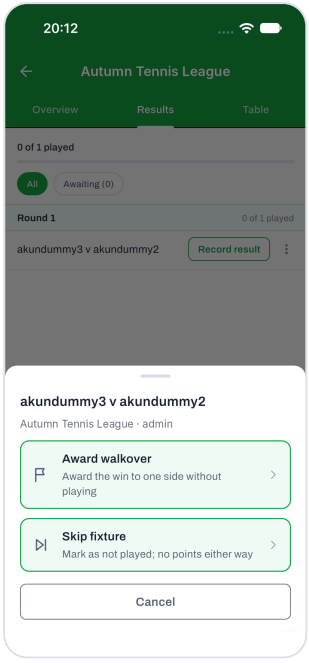
Results tab

12. When a fixture isn't played, or a result is wrong

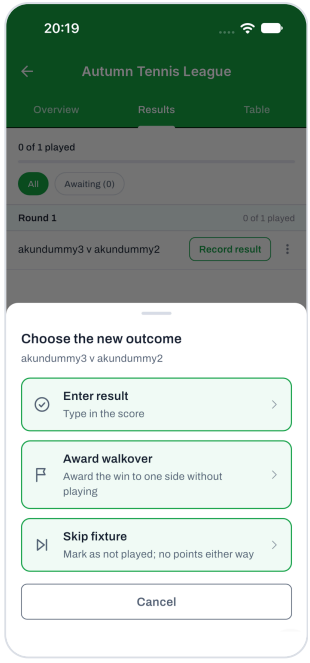
Tap ⋮ **on the fixture**. What you see depends on whether it's been played:

Fixture	Action	Effect
Unplayed — one player didn't show or won't play	**Award walkover** → pick who wins	1–0 win in the table, **half** the usual rating points, no sets or games recorded.
Unplayed — never will be (end of season)	**Skip fixture**	Nobody wins, no points, both have one fewer match. Fixture closed.
Played — result wrong or disputed	**Change result** → Clear result → choose the new outcome	Re-opens it: enter the right score, award a walkover or skip. Ratings are corrected.

A league completes only when every fixture is played, walked over or skipped. In a knockout, use walkover or Change result so the bracket always has a winner.



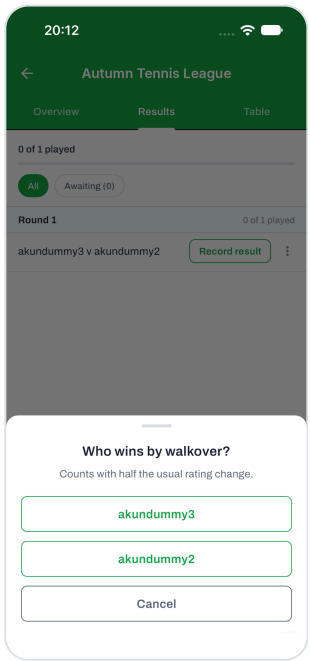
⋮ unplayed



Change result → new outcome

13. Withdrawals and replacements

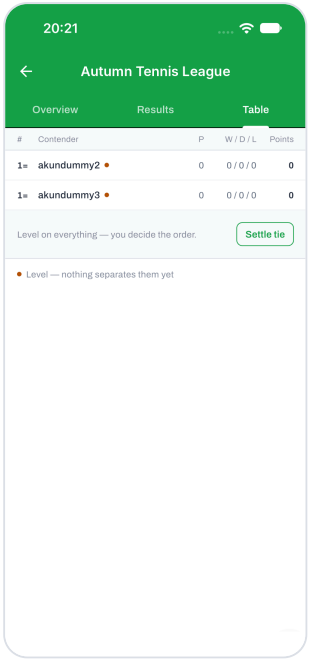
- **Before the draw:** anyone can withdraw; nothing to do.
- **Live league or groups:** a withdrawal skips that player's unplayed fixtures; played results stand; they drop to the bottom of the table.
- **Replace** (Manage Contenders → the player → Replace): swaps someone out for another member for the fixtures still to play. Results already played stay. Works for singles players and for one half of a doubles pair. Live competitions only.
- **Remove** (admin) is the same as a withdrawal.



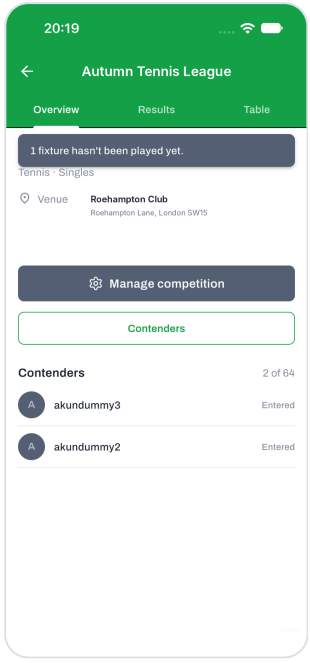
Who wins by walkover?

14. Tables, ties, knockout, completion

- **Table** updates as results confirm: points → head-to-head → set difference → game difference. A tie the app can't break shows "Level on everything — you decide the order" and a **Settle tie** button: drag the players into order and save.
- **Groups then knockout:** when every group fixture is done, a **Generate draw** button appears on the competition's **Overview** tab. Qualifiers are seeded across groups (A1 v B2 …); Plate and Bowl at the same time if chosen. Brackets are fixed once generated.
- **Complete** (Manage competition → Complete competition) when the final result is in. Everyone is told; the winner shows on the Overview tab. If fixtures are still open you'll see "[N] fixtures haven't been played yet" — resolve them first (section 12).



Settle tie



Complete — blocked

15. What players see

- **Events tab:** Live / Upcoming / Finished competitions.
- **Competition:** three tabs — **Overview** · **Results** (by round) · **Table** (**Rounds** for a knockout).
- **Feed:** fixture results with the competition badge; "Confirm the result" only to the players on the match.
- **Bell:** entered · registration open · draw published · confirm the result · confirmed · disputed · voided · walkover · you're through / out · competition finished. Competition pushes can be muted in Settings; the bell row still appears.
- **Ratings:** every confirmed result moves the club ladder and the Contendo rating. Singles and doubles are separate; Analysis has a toggle.

16. Checklist — new club to finished competition

1. Create the club and set its **location** (a competition needs it).
2. Add members — by name and email for anyone without the app. Send invites when they're ready; chase the ones who haven't claimed.
3. Record club matches from the club page for anyone who can't yet.
4. New competition — right type and format. Open registration; add anyone who hasn't entered.
5. Chase the ones still showing Entered. Close registration.
6. Tell players: record results **from the fixture** (Results tab → Record result), not the Contendo button.
7. Preview — seeding, qualifiers, Plate/Bowl — then Publish.
8. Chase confirmations; settle disputes.
9. Last week: walkover the no-shows, skip the never-played. Settle any tie.
10. Groups → Generate draw.
11. Complete.