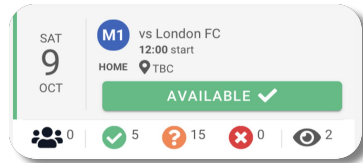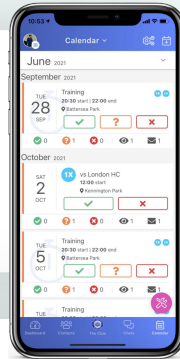# Teamo Players Guide

Getting Started

Welcome to all our members. As we have now moved some of our processes to Teamo for club management, please take some time to read the following information. It will allow the managers and coaches to organise and publish fixtures and training seamlessly, as well as allowing easy channels of communications across the club.

SAT 9 OCT · M1 vs London FC · 12:00 start · HOME · TBC
AVAILABLE ✓
👥 0 ✓ 5 ❓ 15 ✗ 0 👁 2

SAT 9 OCT · M1 vs London FC · 12:00 start · HOME · TBC
UNAVAILABLE ✗
👥 0 ✓ 4 ❓ 15 ✗ 1 👁 2

Availability

Please give us your availability for a few weeks in advance where possible for both training and matches. You can scroll through the events weeks in advance in your **Calendar** tab at the bottom of the app. You will also see your upcoming events on you **Dashboard.**

- Indicate your availability by making yourself available or unavailable for training and matches
- If you are available a green box will appear with a tick
- If you are unavailable a red box will appear with a cross
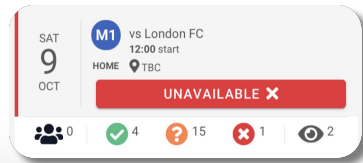
Selection for Fixtures

You may be playing across multiple teams. Please make sure you mark your availability for **all** the teams assigned to you so captains and coaches can make informed decisions about selection across teams.

If you are selected for that match, a coloured box will appear on the event and you will receive a notification that you've been selected. You can click on the event for information about the match venue, meet time, and any other information you may need.

M1 vs Canterbury 1 · HOME · Teddington School Floodlit (TSFL)
SELECTED 👥
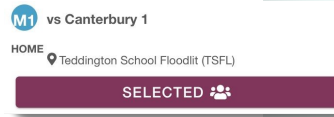
FAQs

How do I leave note to explain my unavailability?
- When you select 'unavailable' you will be asked if you want to give a reason. This can be left blank. Some clubs will also have this turned on for when you select 'available'
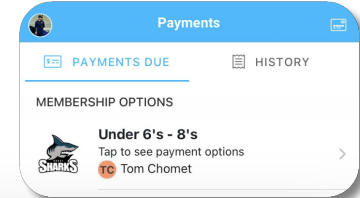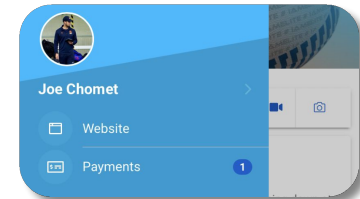
How do I change my availability status?
- Tap/click on your registered response, you'll then be asked if you want to change your availability status. Tap 'yes' and you'll be able to re-select a response

Teamo Players Guide

Paying Memberships

Club membership payments are also paid via the app.
.
1) Just go into the app and your profile in the top left.
2) Then click on the Payments option and you will see the membership options available
3) You can pay directly via the app by simply entering your card details when prompted.
4) If you have multiple children/fees, you can pay all fees at once
5) You can view all of your previous payments in the History tab

Joe Chomet · Website · Payments 1

Payments · PAYMENTS DUE · HISTORY
MEMBERSHIP OPTIONS
Under 6's - 8's · Tap to see payment options · TC Tom Chomet

Payment FAQs

My payment says 'Pending', how long until it is paid?
- Depending on the payment provider your club uses, it can take up to five working days for your payment to be processed. Once processed, it will say 'PAID' next to your payment. If it is still showing as 'Pending after 5 working days, get in touch with Teamo support.

Do I need to re-enter my card details in the app every time I need to make a payment?
- No. Your payment details are securely stored within the app so that once you've set up your first payment, you can make future payments with just one click.

Other FAQs

How do I add a second guardian to my child's account?
- Tap on your profile picture/initials in the top corner of the home page > Tap on your name > Tap on your child's name > Use the 'Add' to add a guardian.

I need more help, who can I speak to for help?
- If you need help using the app, you can use the in app support chat. This can be found by tapping on 'Chats' at the bottom of the app > Select Support Chat form the options.

How do I see other results from the club's teams?
- You can see the latest results by tapping on 'The Club' at the bottom of the screen in the app. Here you can also see upcoming club fixtures.