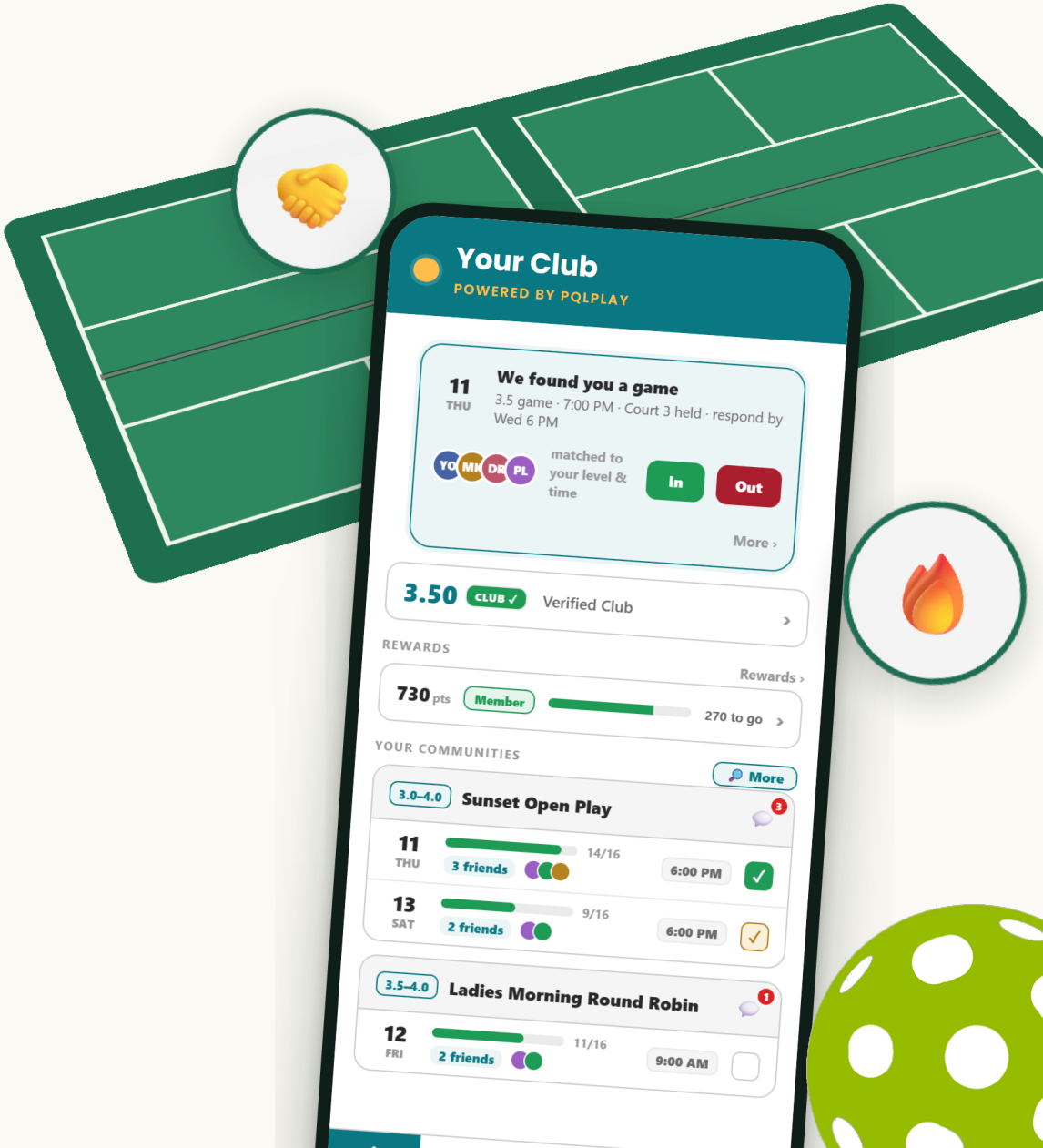
FACILITY MANAGERS & STAFF

Launching your way.

PqlPlay is built to fit your club. This guide informs the configurations and launch methods that can make it work for you.



PqlPLAY

1 Built to fit your club

what you can set

No two facilities run the same way, so almost nothing in PqlPlay is locked down. You have the ability to customize all the elements below in the **Facility Console**…at any time.

YOU SET	WHAT THAT COVERS	FOR EXAMPLE
Brand	Your name, icon and three colours. The whole app repaints, with a live preview and a legibility check.	A club with a red-and-black kit gets a red-and-black app.
Communities	Which groups exist, their names and chip labels, **Live / Hidden**, open / level-gated / private, the level band, who owns a private group, and whether private groups book their own courts.	Keep the Tuesday league hidden until its captain is ready to run it.
Check-in	How many minutes before a session check-in opens, when an overdue check-in is flagged, whether players must be on site, the radius, and the map pin it measures from.	A campus with a big car park sets a wider radius; a downtown club keeps it tight.
Requests urgency	When a waiting sign-up or check-in turns yellow, then red, on your front desk's board.	A busy front desk turns red sooner so nothing waits.
Ratings	Which CourtReserve rating category feeds **Club rating**; which coaches assess; when a rating counts as stale.	A coaching-led club routes every request to a coach.
Rewards	Every reward and its price, what earns points and how many, an off-peak boost of ×1.5 to ×3, tier names, thresholds and discounts.	Slow Wednesday mornings earn double.
Kudos & badges	Which kudos members can send, and which badges exist — each with an off switch.	Drop a kudo that does not suit your crowd.
Staff	Who uses the console: **Admin** sees everything; **Front desk** gets the queues, never Settings.	Two admins, four front-desk logins.
Screens	Two live-screen addresses for your TVs, each wide or tall.	One by the courts, one at the front desk.
Partners	Your club's own CourtReserve key (read only, always). Claim now, activate later.	Paste the key when you have it.

NOTHING IS SET IN STONE AT LAUNCH

Every row above stays editable after you go live: a good first guess, not a final answer.

2 Three clubs, three setups

the same app, configured differently

Here is how the same settings come out at three very different facilities. None of these is a rule — they show how far the dials go.

THE MEMBERS' CLUB

Small, private, keen

- Regulars' standing games become **private** communities, each with an owner.
- Private groups book their own courts; the front desk confirms.
- A tight geofence: check-in only from the courts.
- Generous tier discounts — loyalty is the whole story.

THE BIG PUBLIC FACILITY

Many courts, drop-in crowd

- One **open** community per session type, all Live at once.
- An off-peak boost of ×2 to fill weekday mornings.
- Several front-desk logins so the queues always have an owner.
- A live screen by the courts and one at the front desk.

THE COACHING-LED CLUB

Levels first

- **Level-gated** communities in half-point bands.
- Every rating request routed to a coach; ratings go stale after a season.
- Clinics earn points; the reward catalog is clinic credit and guest passes.
- Games switched on only once most members hold a verified rating.

Where the dials land

SETTING	MEMBERS' CLUB	PUBLIC FACILITY	COACHING-LED
Communities Live at launch	3 private	6 open	4 level-gated
Private groups book courts	On	Off	Off
Check-in opens / radius	15 min · 100 m	30 min · 300 m	15 min · 150 m
Off-peak boost	none	×2 weekday mornings	×1.5 midday
Who assesses ratings	the manager	front desk, on request	coaches
Games on at launch	Later	Later	Later

💡 **START FROM THE SUGGESTIONS**

Rewards, kudos, badges and the readiness bars all come with recommended settings already in place. You only have to change what does not fit.

3 Before launch: your setup period

Setup › Preview › Live

Players can find your club in the app and play there from day one; every club collects players. What waits for you is opening claim links to **your members**, through three states.

Setup

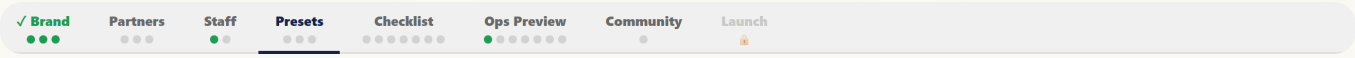
Staff configure; members are imported. Claim links do nothing yet.

Preview

Only testers you pick can claim and log in. Every other claim link shows your **Coming soon** page.

Live

Claim links work for every imported member.



The **Setup** tabs. Each turns green when its items are done; **Launch** stays locked until every other tab is green.

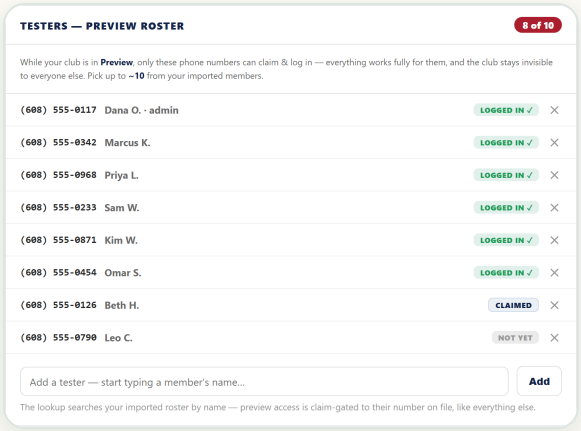
While your club is in Setup or Preview, the console opens on **Setup**. Work through the tabs in any order:

Brand	Name, icon, colours.
Partners	Your club's **own** CourtReserve key; another club's is refused. Once it confirms, PqlPlay pulls your members, events and ratings history. No key yet? Claim now, activate later (see **Activating your club**).
Staff	At least one admin and one front-desk login.
Presets	The handful of numbers that matter most: map pin, check-in window and radius, your two rewards ratios, your screens. What you type here is real — it lands on the Settings pages.
Communities	Confirm a name and a short name for every community, and set each one open, gated or private.
Full Sets	Your sign-off: each Settings page opens beside the checklist with your entries already in place. Check it, confirm it, move to the next.
Preview Ops	Your testers, and the dress rehearsal (page 4).
Launch	Request launch (page 4).

> **TAKE THE TIME IT TAKES**
>
> Setup is not a race. A week or two deciding which communities to show first, who rates and what a reward should cost means far fewer surprises on launch day.

4 Preview: the dress rehearsal

Before you invite your members, run the club for real with a handful of people you trust. Everything works for them; nobody else's claim link opens yet.



The preview roster: up to about ten of your imported members. It shows who has claimed and who has logged in.

Who to pick

- **Your front-desk staff**, so they learn the Requests board before it is busy.
- **Two or three regulars** who will say what confuses them, and a coach if coaches will rate.
- **One person from each community** you plan to launch with.

The six drills

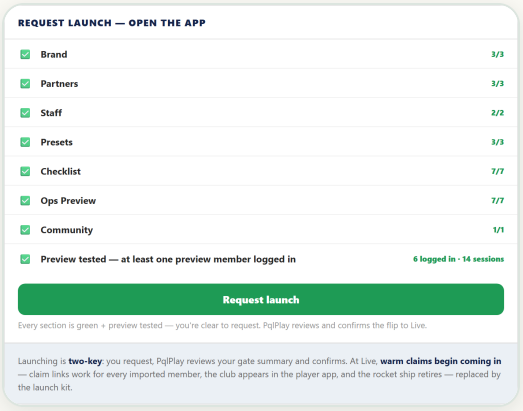
Each one proves a seam end to end. Mark it done as it happens.

1. **Sign-up.** A tester signs up in the app; the front desk keys it into CourtReserve on **Requests**; it flips to Confirmed.
2. **Check-in.** A tester checks in on site; the front desk confirms it.
3. **Broadcast.** Send one to the roster; see it land.
4. **One whole session.** Sign-up, check-in, kudos after.
5. **A reward at the front desk.** Redeem a test reward on **Redeem**; check the tier price shows.
6. **Your launch email.** Drafted and ready to send the day you go live.

Then: request launch

When every tab is green and at least one tester has logged in, **Request launch** lights up. Launching is **two-key**: you request, PqlPlay reviews your setup and confirms. At Live, claim links work for every imported member.

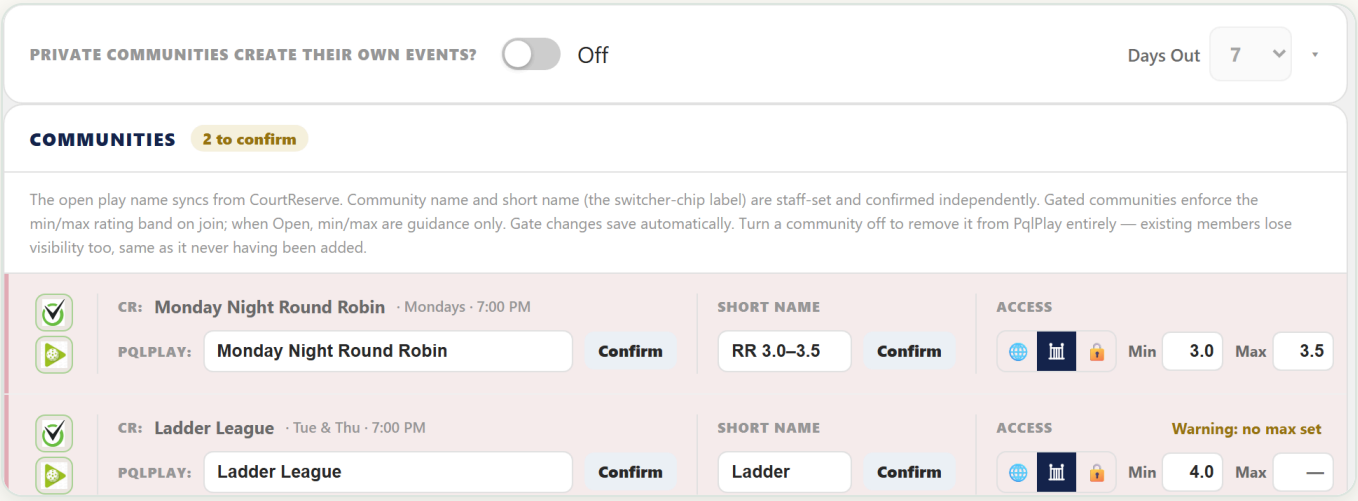
Until then, nothing breaks. A claim link that reaches someone who is not a tester lands on your branded **Coming soon** page: **"Hold onto that link — it goes live the day we open the doors."**



5 Start with a few kinds of community

best practice 1

Every community has a **Live / Hidden** switch. Use it: launch two or three groups of **different kinds**, see what works for each, and launch the rest with what you learned.



Settings › **Community**. Name, short name and access for every group synced from CourtReserve. Turn one off to keep it out of the app entirely.

A good first three

- **One open community** — your busiest open play. It tests sign-ups, check-ins and the front-desk queue at volume.
- **One level-gated community** — a band where you already have ratings on file. It tests whether members trust the gate.
- **One private community** — handed to your keenest regular as owner. It tests the owner tools, and they will fill it for you.

What to watch, for a month

- Which group filled fastest, and which needed a nudge.
- Whether the gated band was right, or members sat **Out of band**.
- Whether the private owner needed help, or ran it alone.
- How long sign-ups waited on the Requests board.

Then launch the rest

Flip the remaining communities **Live** a few at a time, each set up like the one of its kind that worked. If the private group ran itself, hand out more owners. If the gated band was too narrow, widen the next one before it opens.

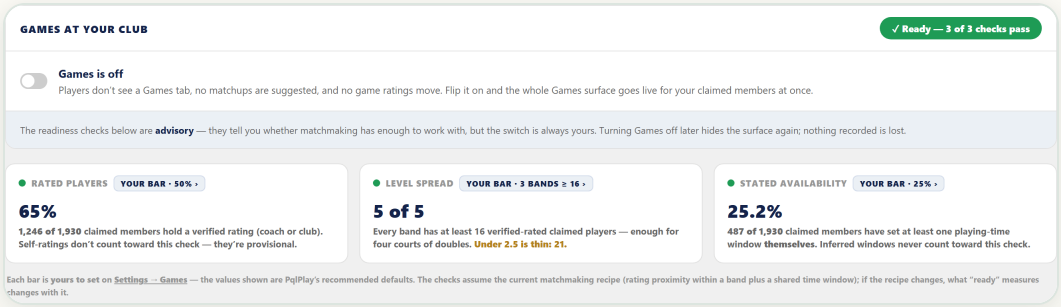
> **EXAMPLE**
>
> A facility with fourteen groups in CourtReserve launches with Sunday open play, a 3.5–4.0 ladder and the Thursday regulars' private game. A month later it opens the other eleven — and gives every standing game an owner, because the Thursday group never once needed the front desk.

6 Save Match-ups for post launch

best practice 2

Match-ups put four people of the same level on a court at a time they all said they could play. That only works with **enough people in the app** — so switch Games on second, not first.

A group forms from members at one level who are available at the same times. With a handful of members in the app, most groups sit waiting — and a member who waits once may not look again. With a few hundred, games form within days.



Games › **Ready**. The switch is yours; the three checks tell you whether matchmaking has enough to work with.

The three readiness checks

Rated players	The share of claimed members with a verified club or coach rating. Self-ratings never count.
Level spread	How many half-point bands hold enough rated players — the default bar is four courts of doubles in a band.
Stated availability	The share of claimed members who set at least one playing time themselves.

The bars are yours. Set them on **Settings** › **Games**. The checks are advisory; nothing flips the switch but you.

How to get there

- **Communities first** bring the claims; **ratings first** (page 7) fill the first bar before Games even exists.
- **Ask for playing times** in your launch email and on the front-desk cards — a one-minute step in the app.
- When the checks pass, flip the switch. The Games tab appears for every claimed member at once.

On the free Match-ups tier the same rule applies: promote sign-ups before you promote games. Groups fill faster the more who join.

7 Ratings & Rewards from the front desk

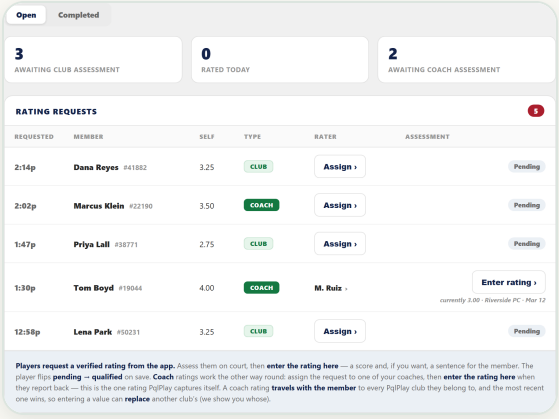
best practice 3

Not ready to launch communities? Start with two features your staff run **behind the scenes**. Members hear about them at the front desk; the app does the bookkeeping.

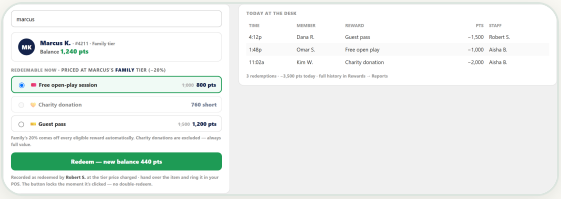
Club ratings, announced as a new club feature

1. Tell members the club now rates. A poster and a desk line is enough.
2. Assess them on court: a manager, the front desk or a coach.
3. Record the rating in the CourtReserve category that **Settings** › **Ratings** names as your club rating source. PqlPlay reads it back.

Nothing for the member to do. When they open the app later, their rating is already there, and your level-gated communities are ready to open. The **Ratings** board then takes requests and flags stale ratings.



The **Ratings** board, once members start asking from the app.



Redeem: balance, tier and what they can have today.

Rewards, told to them at check-in

1. Announce Rewards as a new club feature: points for the play they already pay for.
2. Have each member **claim their account once**, from the link your front desk hands them. That is the only thing they ever have to do — it gives the points somewhere to land, and play from earlier in the year counts toward their tier from that day.
3. From then on, points arrive from CourtReserve on their own. When a member checks in, look them up on **Redeem** and tell them where they stand.

THE "ADD YOUR CLUB?" OFFER

Once your club is activated, a roster member already on PqlPlay gets one in-app notice: **"Your Club is now on PqlPlay. Add to your club locations?"** Tell them to tap **Add**.

💡 THE FRONT-DESK LINE, WITH THE SUGGESTED SETTINGS

"You're at 1,400 points — a free session is 1,000, so that one's yours whenever you want it. At 5,000 for the year you're Local, and everything is 10% off."

Set it up your way.
Launch it your way.

Every setting is yours before launch and after. Start with a few communities, keep Match-ups for after launch, or let your front desk run Ratings & Rewards first — and change your mind as you learn.
