MEETDIRECTOR ONLINE · KNOWLEDGE BASE

Knowledge Base — Entries and payments

The coach's guide to a whole season: setting up your team, taking entry fees by card, putting your meet online from Meet Manager, entering other teams' meets, changing entries before the deadline, and posting results.

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Start here

This guide walks a swim team from "we just heard about MeetDirector" to "our meet is over and the money is in the bank." Every step says where to click and what you should see. You don't need to read it all — find your job in the table and jump to that part.

If you are…	You need	Read
Any team, first time	An account and your team set up	Part 1
A team **hosting** a meet	Card payments, the meet online, then the entries	Parts 2, 3, 6 and 7
A team **swimming** in someone else's meet	To send in entries, pay, and fix them before the deadline	Parts 4 and 5

Most teams do both over a season, so most coaches end up using every part.

> **Hosting with a timing company?** Read Part 8 first. It shows which steps they handle and which only your club can do.

The whole season in eight steps

1. **Set up your team** — one coach creates the team and becomes its team admin (Part 1).
2. **Add your staff** — invite your other coaches, your meet director and whoever handles the money (Part 1).
3. **Connect a bank account** — so entry fees paid by card land in your club's account (Part 2). Hosts only.
4. **Put your meet online** — upload the event file from Meet Manager, set fees and the entry deadline, open entries (Part 3). Hosts only.
5. **Teams enter** — visiting teams upload their entry file from Team Manager and pay (Part 4).
6. **Teams fix their entries** — re-upload or edit any time before the deadline (Part 5).
7. **Entries close** — the host downloads every entry in one file and loads it into Meet Manager (Part 6).
8. **Swim the meet, post the results** — the host uploads the results file and every team's times appear (Part 7).

What to have ready

- An email address you check. Everything starts with a link sent to it.
- Your team's **code** — the short abbreviation you use in Hy-Tek Team Manager (for example **RSR**). Using the same code everywhere is what keeps your swimmers' times together.
- Your **LSC** (USA Swimming) or, for high school, your governing body.

- **Hosts:** your meet's event file exported from Meet Manager, and your club's bank details for card payments.
- **Visiting teams:** Hy-Tek Team Manager, or a list of swimmers and events.

The website is **meetdirector.online**. Wherever this guide says "your team dashboard," it means the page you reach by signing in and clicking **Open** on your team's card (or choosing your team from the **Team** list at the top of the Coach portal). Its address is `/coach/{your-team}`.

PART 1

Part 1 — Set up your team

Applies to: every team, once
Where: `/register`, then `/coach`

One coach does this once, in about ten minutes. That person becomes the **team admin** and can add everyone else.

Step 1 — Create your account

1. Go to **meetdirector.online** and click **Create your team account**.
2. Enter your first name, last name, email and a password. The phone number is optional.
3. Open the email we send you and click the link to verify your address. **Nothing else works until you do this.** No email after a few minutes? Check your spam or junk folder.
4. Sign in. You can use your email address or your username.

Step 2 — Get your team

Until you're on a team's staff, the Coach portal is titled **Claim your club**. Pick the line that fits you:

Your situation	Click	What happens
Your team is **not** on MeetDirector yet	**Create a team**	Your team is created right away and you are its team admin.
Your team **is** already on MeetDirector	**Request access** in the **Request a team** card (choose your team from the list first)	Your request waits under **My requests** until your team admin or a MeetDirector administrator approves it.
You have no club — just your own swimmers	**Enter my own swimmers as unattached**	You get a simple unattached profile.

Creating a team asks for:

- **Team name** — the full name, for example *Riverside Riptide*.
- **Team code** — your short abbreviation. **Use the exact code that is in Hy-Tek Team Manager.** If they don't match, your entry files and results won't line up with your team.
- **LSC / affiliation** — your USA Swimming LSC. High school teams pick their governing body here instead.
- **Head coach name**, **Coach email** and **Coach phone** — all optional.

Click **Create team**. You'll see a green "*Team … created*" message.

> **Not sure your team is already there?** Look for it in the **Request a team** list before you create a new one. Two copies of the same team split your swimmers' times in half and are a pain to merge. If in doubt, open a support ticket (see the last section) and we'll look.

Step 3 — Learn your team dashboard

Sign in and click **Open** on your team's card. The top of the dashboard shows what needs attention, upcoming meets and recently published results; everything you *do* for that team starts from the **Actions** tiles below them:

Tile	What it's for	Who uses it
Enter a meet	Sign your team up for a meet that's open	Visiting teams
Upload entries	Send in your entry file from Team Manager, edit entries, pay	Visiting teams
Host a meet	Create a meet from your event file	Hosts
Hosted meets	Open and close entries, see entries and payments	Hosts
Meets	Every meet your team has swum; download your results	Everyone
Upload results	Post a results file after your meet	Hosts
Results uploaded	Results files, yours or another host's, that brought your team's swims	Everyone
Time standards	Your swimmers who've hit a qualifying time	Everyone
Roster	Your swimmers	Coaches (not meet directors)
Staff & club info	Your coaches, their roles, your club's details	The team admin. Other coaches find the same **Coaches & staff** tab on the **Roster** page
Payouts	Connect your bank account for card payments	The team admin and anyone given payouts access

A tile you don't have the access for simply isn't shown. If you coach more than one team, each has its own card and its own dashboard. **Always check which team's name is at the top of the page before you upload anything.**

Step 4 — Add your staff

Open **Staff & club info** (other coaches: **Roster**) and the **Coaches & staff** tab. Any coach of the club can add, approve and deactivate coaches; the rest is the team admin's. Then:

- **A coach who already has an account:** type their email under **Add a coach (account email)** and click **Add coach**.

- **A coach with no account yet:** type their email under **Invite a coach (no account yet)** and click **Send invitation**. When they sign up from the link, they join your team automatically. Until then the invitation is listed under **Invitations sent**.
- **A coach who asked to join:** they appear under **Requests to join**. Click **Approve** or **Turn down**.
- **A meet director** (team admin only): type their email under **Add a meet director (email)** and click **Add meet director**. If they have no account yet, we email them a sign-up link. A meet director can create your meets, open and close entries, and manage payments, but can't see your roster.
- **Your treasurer** (team admin only): in **Roles & payouts access**, click **No** in the **Payouts** column next to their name to switch it to **Yes**. That lets them connect the bank account and see payments. The team admin always has it.

The team admin also uses the **Role** dropdown in that table to mark each person as *Assistant coach*, *Age group coach*, *Senior coach* and so on, then clicks **Save**. Someone who leaves? Click **Deactivate** next to them in **Current coaches**. They move to **Former coaches**, and **Reinstate** brings them back.

> **Handing the team over?** The team admin can click **Make team admin** next to another coach. You stop being the team admin when you do, so do it last.

Step 5 — Check your roster

Open **Roster**. Your swimmers arrive the first time you upload an entry file or someone posts results with your team in them. You can also click **Add athlete** to add one by hand.

For every swimmer, try to have a **date of birth** and **USA Swimming number**. They are how MeetDirector tells two swimmers with the same name apart. Missing them is the number-one cause of duplicate swimmers.

There is no delete button. Click **Deactivate** for a swimmer who has left; their past times stay put.

PART 2

Part 2 — Get paid by credit card (hosts)

Applies to: host clubs that want card payments
Where: team dashboard → **Payouts** (`/coach/{your-team}/payouts`)

Card payments go **straight into your club's own bank account** through Stripe, a payment company. MeetDirector never holds your money. Set this up once, at least **two weeks before** your first meet opens, so Stripe has time to check your details.

You don't have to take cards. If you skip this part, teams pay you by check or cash the way they always have (see Paying by check or cash).

Who can do this

The **team admin**, or anyone the team admin has given **payouts access** (Part 1, Step 4). Everyone else won't see the **Payouts** tile. Usually this is your treasurer.

Step 1 — Connect your bank account

1. On your team dashboard, click **Payouts**.
2. Click **Set up payouts**. You leave MeetDirector and go to Stripe's own secure pages.
3. Stripe asks for your club's details, the name of a person responsible for the account, and the bank account you want deposits in. Have these ready:
   - Your club's legal name and address
   - Your club's **EIN** (tax ID), if it has one
   - The contact person's name, date of birth, home address and last four of their SSN — Stripe is required by law to verify a real person
   - The bank **routing and account number** for deposits
4. When you finish, Stripe sends you back to MeetDirector. You'll see "*Thanks — Stripe is reviewing your details.*"

Step 2 — Check that you're ready

The Payouts page shows one of three badges:

Badge	What it means	What to do
Ready to accept payments (green)	You're done	Nothing
Setup incomplete (yellow)	Stripe needs something more, or is still checking	Click **Refresh status**. Still yellow? Click **Finish setup** and complete what Stripe asks for.
Not set up (grey)	You haven't started	Click **Set up payouts**

The line under the badge shows **Charges**, **Payouts** and **Details**. You want a check mark on all three.

> **Don't skip this check.** MeetDirector will let you switch a meet on for card payments before Stripe is finished. If you do, teams that try to pay will see "*The host club hasn't finished setting up online payments yet.*"

To change the bank account later, come back here and click **Update payout details**. You can also sign in to your own Stripe Dashboard at stripe.com with the email you used to set it up.

Step 3 — Turn on card payments for each meet

Cards are switched on **meet by meet**, not for the whole club.

1. On your team dashboard, click **Hosted meets**.
2. Find the meet. In the **Online payments** column, tick **On**.
3. Decide who pays the card fee (below), then click **Save**.

Who pays the card fee

Stripe charges a fee on every card payment — roughly 2.9% plus 30¢. You choose who covers it with the **Pass fee** box:

Pass fee box	The visiting team pays	Your club receives
Unticked (the starting setting)	The entry fees	The entry fees, minus Stripe's fee
Ticked	The entry fees, plus the card fee	The full entry fees

Visiting teams always see the extra amount before they pay, on a line called **Card processing**.

When the money arrives

- A team pays by card → the payment shows on your **Meet payments** page right away, and your team admin and anyone with payouts access get a **"Payment received"** email.
- Stripe collects your card payments and sends them to your bank **once a week, on Fridays**.
- Your bank usually shows the deposit **1 to 2 business days** after Stripe sends it.
- **Your very first payout takes longer.** Stripe holds a brand-new account's first payout for about **7 to 14 days**. After that, it's weekly.

So for a meet whose entries close on a Wednesday, expect most of the money in your bank about one to two weeks later. Your Stripe Dashboard shows every payout and its expected arrival date.

Refunds

On **Hosted meets**, click **Payments** next to the meet, then **Refund** next to a team's payment and confirm.

- Refunds are **all or nothing** — the team gets the whole payment back. You can't refund part of a payment.
- The team gets a refund email automatically.
- Stripe keeps its original card fee on a refunded payment, so a refund costs your club that fee.
- Any of your coaches or meet directors can issue a refund, so agree among yourselves who does it.

Paying by check or cash

If you leave **Online payments** off, teams see "*This meet isn't taking online payments — pay the host directly.*" Tell them where to send it: open the meet's **Details** page, go to the **Fee schedule** tab and fill in **Make payable to**, **Send payment to** and **Notes** under **On each team's statement**. Those print on each team's statement.

MeetDirector can't record a check as paid, so those teams keep showing **Unpaid** on your Meet payments page. Track checks the way you do now.

PART 3

Part 3 — Put your meet online (hosts)

> **Applies to:** host clubs, their meet directors and timing companies
> **Where:** team dashboard → **Host a meet**, then **Hosted meets**

You build the meet in **Hy-Tek Meet Manager** the way you always do, then upload its event file. MeetDirector reads the events, fees, deadline and limits from that file, so the better the file, the less you type.

> **A timing company runs your meet?** They usually do this part for you. See Part 8 for who does what.

Before you start: is hosting switched on?

Meet hosting is being turned on team by team. Click **Host a meet** on your team dashboard. If you see a yellow box that says **"Meet hosting is in early access,"** your team isn't switched on yet. Open a support ticket asking to turn on meet hosting for your team (see the last section). You'll also need to have verified your email address.

Step 1 — Get the meet right in Meet Manager first

These come **only from your event file**. You can't change them on the website later, so check them before you export:

- **Entry limits** — the most events per swimmer, per meet and per session, and relay alternates
- **Qualifying times**, if your meet has them

These also come from the file, but you **can** fix them on the website: each event's number, gender, age group, distance, stroke and session (see Fixing an event after the upload), meet name, dates, course, entry deadline, entry fees and surcharges, the age-up date, and the pool's address.

Then export the event file from Meet Manager (**File** → **Export** → **Meet Events**). You'll get an `.ev3` file or a `.zip` — either one works.

Step 2 — Create the meet

1. On your team dashboard, click **Host a meet**.
2. Under **Event file**, choose your `.ev3` or `.zip`.
3. Under **Who is hosting?**, leave **One of my teams** selected.
4. Under **Where is it?**, pick a pool from **Use a venue you've used before** or type the pool's name and address. Visiting teams use this to find the meet.

5. Click **Create meet**.

You'll see: "*Your meet has been created as a draft.*" **A draft is private.** Nobody else can see it or enter it yet.

> **Uploaded the wrong version?** Fix it in Meet Manager, export again, and upload it with **Update my existing meet if one with this name and date already exists** ticked. That replaces the events instead of making a second meet.

Step 3 — Check the details

Click **Hosted meets**, then **Details** next to your meet. The page keeps each part of the meet on its own tab. On the **Details** tab, check:

- **Entry deadline** — the last day visiting teams can enter or change entries. Entries stop automatically at the **end of that day**, in the meet's time zone. **If this is blank, entries never close,** so always set it.
- **Name**, **Course**, **Lanes**, **Start**, **End** — should match your meet announcement.
- **Venue** and address — what visiting teams see.

Click **Save** at the bottom of the tab when you're done. Then:

- **Meet setup** tab — meet style, class, sanction number and age-up date. Click **Save meet setup** if you change anything.
- **Officials** tab — your referee and admin referee. Only your own staff see these. Click **Save officials**.
- **Events** button at the top — every event your file created. See Fixing an event after the upload.

> **Someone else running this meet?** On the **Meet director** tab, type their email under **Hand the meet to** and click **Make meet director**. They must already have a MeetDirector account. They get the nightly entry report.

Step 4 — Check the fees

Still on the meet's **Details** page, open the **Fee schedule** tab. Your file's fees are already filled in; check them against your meet announcement.

Section	What goes there
Entry fees	The price of an individual event and a relay, for events with no fee of their own. Events with their own price in your file keep it.
Late entries	What you charge for an entry added after the deadline — or tick **Instead, charge the entry fee again**.
Per swimmer	A swimmer fee, a pool / facility fee and an LSC fee — charged once per swimmer, not per event.
Per team	A team surcharge and a heat-sheet charge.
On each team's statement	**Make payable to**, **Send payment to** and **Notes** — for teams paying by check.

Click **Save fee schedule**. The **As entered right now** box beside it shows what teams owe so far.

- **One event priced differently?** Open the **Event fees** tab, change it in the **Fee by event** table and click **Save event fees**. To give many events the same price, use **Set every event at once**: type the fee, choose **All events**, **Individual events only** or **Relay events only**, and click **Apply**.
- **Anything else to charge?** The **Custom fees** tab adds a fee per entry, per swimmer or per team.

Step 5 — Turn on card payments (optional)

On **Hosted meets**, tick **On** under **Online payments**, decide on **Pass fee**, and click **Save**. Make sure your **Payouts** page says **Ready to accept payments** first (Part 2).

Step 6 — Open entries

On **Hosted meets**, click **Open for entries**. The meet's badge changes from **Draft** to **Open for entries**.

Your meet now appears on the public meet list and in every team's **Enter a meet** list. **MeetDirector doesn't email visiting teams for you.** Send your usual meet announcement and tell teams: "*Enter online at meetdirector.online — look for [your meet name] under Enter a meet.*"

The meet's three states

Badge	Who can see it	Can visiting teams enter?	Button to move on
Draft	Only you	No	**Open for entries**
Open for entries	Everyone	Yes, until the end of the deadline day	**Close entries**
Entries closed	Everyone	No	**Re-open entries**

The deadline stops visiting teams on its own, even if the badge still says *Open for entries*. Click **Close entries** when you want the badge to match.

Fixing an event after the upload

If your file got an event wrong — the wrong gender, the wrong age group, an age band missing — fix it yourself. Click **Hosted meets**, then **Details** next to your meet, then **Events** at the top of the page.

- **To change an event**, click **Edit** next to it, correct it and click **Save event**. Leave **High age** blank for no upper limit.
- **To add an event**, click **Add event**. Age bands that share an event number each take a **Letter** — 1A, 1B, 1C. Two events can't have the same number and letter.
- **To delete an event**, click **Delete**. An event with entries or results can't be deleted, so its **Delete** button is greyed out.

> **Entries stay put.** Changing an event never moves its entries to another event. If a change would leave swimmers outside the event's gender or ages, MeetDirector says how many from each team and waits. Click **Save anyway** to go ahead, or **Cancel**. Entries that belong in a different event are changed on the meet's **Entries** page.

An event you add here has no qualifying times. Every change goes on the meet's **Change log**, with who made it. **Fix the event in Meet Manager too:** if you upload the event file again, each event in it goes back to what the file says.

PART 4

Part 4 — Enter a meet (visiting teams)

Applies to: any team swimming in someone else's meet
Where: team dashboard → **Enter a meet**, then **Upload entries**

There are three moves: **sign your team up** for the meet, **send in your entries**, then **pay**. Most teams send entries straight from Hy-Tek Team Manager, the same file you'd email to a host.

Step 1 — Sign your team up for the meet

1. On your team dashboard, click **Enter a meet**.
2. You'll see **Meets accepting entries**, with each meet's dates and entry deadline.
3. Find your meet and click **Enter [your team name]**.
4. You'll see: "*[Your team] is registered. You can submit entries before the deadline.*"

Don't see the meet? The host may not have opened it yet. If the row says **Restricted — contact host**, call or email the host.

Step 2 — Send in your entries from Team Manager

1. In **Team Manager**, import the host's meet events and enter your swimmers the way you always do. Team Manager checks your entry limits, ages and qualifying times here, so fix anything it flags now.
2. Export your entries (**File** → **Export** → **Meet Entries**). You'll get a `.zip`. Leave it zipped.
3. On your team dashboard, click **Upload entries**. Each meet you signed up for has its own box.
4. In your meet's box, choose your zip under **Entry file (HY3, CL2 or SD3)**.
5. Click **Review & upload**.

Step 3 — Check the review page, then apply

The **Review entries** page compares your file with what's already on file for your team:

You'll see	It means
Adding	New entries in this file
Seed time changes	Same swimmer and event, different entry time
Removing	Entries on file that are **not** in this file — they will be deleted
… not matched to an event	Entries that don't fit any event in this meet and will be skipped

Read the **Removing** list every time. Then click **Apply these changes**.

You'll see "*Your entries have been applied,*" and a confirmation email goes out listing every swimmer, event and entry time, plus what you owe. **Check that email.** If something on it is wrong, fix it now (Part 5) or tell the host.

> **"Not matched to an event"?** Usually your Team Manager has an older copy of the meet's events. Re-import the host's events file into Team Manager, re-export, and upload again.

> **"This file is for X, but you're uploading entries for..."** You picked the wrong team's file, or you're on the wrong team's dashboard. Nothing was saved. Check the team name at the top of the page and try again.

Entering on screen instead

No Team Manager? In your meet's box on **Upload entries**, click **Edit**. Under **Add an entry**, choose a **Swimmer**, an **Event** and a **Seed** time, then click **Add**. Leave the seed blank for no time (NT). A swimmer who isn't on your roster yet? Add them in the **Add a swimmer** box first.

The screen checks each entry as you add it: the right gender, the right age group and the meet's entry limits.

Relays can't be entered on screen yet. If you have relays, send them in a Team Manager file, or ask the host to add them.

Step 4 — Pay

> **Pay once, after your entries are final.** Once you've paid by card, MeetDirector can't take a second payment for entries you add later. Make your changes first (Part 5), then pay. If you do add entries after paying, settle the difference with the host directly.

1. On **Upload entries**, click the green **Pay** button in your meet's box.
2. The **Pay entry fees** page shows your entry fees, any surcharges and the **Amount due to the host**. If the host passes the card fee on to you, you'll also see **Card processing (only if you pay by card)** and the **Total charged to your card**.
3. Click **Pay $...**. You go to Stripe's secure checkout page.
4. Pay with any credit or debit card.
5. Back on MeetDirector you'll see "*Thanks! Your payment is being confirmed,*" then **Paid $... on [date]**. A receipt goes to your email.

If the page says "*This meet isn't taking online payments — pay the host directly,*" the host wants a check. Your confirmation email has the **Make payable to** and **Send payment to** details.

PART 5

Part 5 — Change your entries before the deadline

Applies to: visiting teams
Where: team dashboard → **Upload entries**

You can change your entries as often as you like until the **end of the deadline day**. After that they're locked, and only the host can change them.

There are two ways to make changes. **Pick one and stick with it** for a meet, because they don't mix well.

Way 1 — Upload a new file (best if you use Team Manager)

1. Make your changes in Team Manager — add swimmers, scratch events, change entry times.
2. Export your entries again, the same way as before.
3. On **Upload entries**, choose the new file in your meet's box and click **Review & upload**.
4. The review page shows exactly what will change: **Adding**, **Seed time changes** and **Removing**.
5. Click **Apply these changes**. You'll get a fresh confirmation email.

> **Your new file replaces everything.** MeetDirector treats each file as your team's complete entry list. Anything that is **not** in the new file is removed — including entries you or the host added on screen. Always upload your **whole** team's entries, never just the changes.

Way 2 — Change entries on screen (best for one or two quick fixes)

On **Upload entries**, click **Edit** in your meet's box. You'll see **Current entries**:

- **Change an entry time** — type the new time in the **Seed** box and click **Save**.
- **Scratch an entry** — click **Drop** and confirm.
- **Add an entry** — use the **Add an entry** box.

On-screen changes don't send a confirmation email. If you use Team Manager, make the same change there too, so your next upload doesn't undo it.

What about money I've already paid?

You paid by card, then…	What happens
Added entries	The extra isn't collected online. Pay the host the difference by check or cash.
Scratched entries	No automatic refund. Ask the host. Card refunds are for the whole payment, so the host may refund it all and ask you to pay again.
Changed entry times only	Nothing — the cost doesn't change.

This is why we suggest paying **once, after your entries are final**.

After the deadline

The upload and edit pages lock and say "*The entry deadline has passed.*" Need a late change or a scratch? **Contact the host.** The host can still add, change and remove entries for you (Part 6). Entries the host adds after the deadline are marked late, and the meet's late fee applies unless the host waives it.

PART 6

Part 6 — After entries come in (hosts)

Applies to: host clubs, their meet directors and timing companies
Where: team dashboard → **Hosted meets**

Your job between the deadline and meet day: handle late changes, collect the money, and get every entry into Meet Manager in one file. No more retyping entries from emailed files.

> **A timing company runs your meet?** They usually load entry files and download the Meet Manager file for you. See Part 8.

While entries are open: keep an eye on things

- **Nightly report email.** Every evening around 9 pm, your meet director gets **"[Meet] — entries and session estimate"**. It lists every team's entries, what each owes and has paid, and an estimate of how long each session will run.
- **Entries page.** On **Hosted meets**, click **Entries** next to your meet. You'll see each team with its number of swimmers, entries and relays.
- **Payments page.** On **Hosted meets**, click **Payments**. You'll see **Outstanding**, **Collected** and **Total entry fees**, and each team's status: **Paid**, **Awaiting**, **Unpaid** or **Refunded**.

Step 1 — Close entries

The deadline stops visiting teams automatically at the end of the deadline day. On the morning after, click **Close entries** on **Hosted meets** so the badge says **Entries closed** and the meet drops off every team's **Enter a meet** list.

Step 2 — Make late changes for teams

After the deadline, teams can't change their own entries — they'll ask you. You can still change anything, right up to meet day:

1. On **Hosted meets**, click **Entries**, then **Manage** next to the team.
2. Click **Edit** next to a swimmer to open their entries.
   - **Add an event** — in **Add an entry**, pick the **Event**, type the **Seed time**, click **Add entry**.
   - **Change a time** — type it in the seed box and click the check mark.
   - **Scratch** — click the trash can.
3. A swimmer who isn't on the team's list? On the team's page, use **Add a swimmer**, then add their events.

4. Entries you add after the deadline are marked **Late** and charged the late fee. To let one off, change its **Late fee** box to **Late, fee waived** and click the check mark.

Every change you make is recorded in the **Change log** on the Entries page — who, what and when.

> **Wait until the deadline has passed** before editing a team's entries. Until then, a team that uploads a new file replaces everything, and your changes would be wiped out.

Step 3 — Collect the money

- **Card payments** come in on their own (Part 2). Check the **Payments** page for anyone still **Unpaid**.
- **Check payers** stay **Unpaid** on that page, because MeetDirector can't record a check. Use the **Fees by team** report — the button at the top of the meet's **Details** page — to see exactly what each team owes, then match it against the checks you receive. Click a team to see the charge for every swimmer.
- **A team added entries after paying by card?** Their card payment covers only what they had when they paid. Collect the difference by check, or refund the payment and have them pay again.

Step 4 — Download every entry for Meet Manager

1. On **Hosted meets**, click **Entries file** next to your meet. (The button appears once the meet has entries.)
2. Check the counts under **What's in this file** — teams, athletes, entries and relays.
3. Click **Download entries zip**.
4. In **Meet Manager**, import it the same way you import a team's emailed entries (**File** → **Import** → **Entries**). The zip has the same entries three ways (`.hy3`, `.cl2`, `.sd3`) — use whichever your Meet Manager prefers. MDO Swim Meet Manager reads it too.
5. Relays sent with no swimmers named come in as empty relays. Fill in the legs in Meet Manager at the meet.

Do your late changes **before** this download. Any change after you've imported, make it straight in Meet Manager.

Step 5 — Check entry times (optional)

If your meet requires proof of times, use the **Proof of times** report. Export the SWIMS times file from Meet Manager and upload it; the report flags any entry time that MeetDirector can't find on record. The Meet Directors guide has step-by-step instructions.

Then run your meet. When it's over, go to Part 7.

PART 7

Part 7 — After the meet: post the results

> **Applies to:** the host uploads; every team receives
> **Where:** team dashboard → **Upload results**

Only the host posts results. One results file holds every team's swims, so the host (or the host's timing company) uploads it once and everyone's times appear. Visiting coaches: you don't upload anything — you get an email when it's done.

Hosts: upload the results file

1. In Meet Manager, export results the usual way. The zip it makes is fine as-is — MeetDirector reads `.hy3`, `.cl2`, `.sd3` and `.zip` files.
2. On your team dashboard, click **Upload results**.
3. Choose the file.
4. Choose the **Meet LSC** for a USA Swimming meet. Leave it as *none* for high school or rec-league meets.
5. Click **Upload & import**.

The import may stop and ask one question first:

- **"Which meet is this?"** — pick your meet from the list so the results join the meet you set up for entries.
- **"Which of your clubs hosted this meet?"** — only if you coach more than one club in the file.

When it finishes you'll see a summary of what was added. Found a mistake after posting? Fix it in Meet Manager and upload the corrected file. It updates the meet; it does not make a second copy.

Everyone: what happens next

- Within about an hour, every coach of every team in the meet gets an email titled **"Results posted: ..."** with a **Download your team's results** button.
- That download is a zip with just your team's swims as `.hy3` and `.cl2` files, ready to import into Team Manager. You can also get it any time from **Meets** on your dashboard → **Download results**.
- Swimmers and parents see the new times on their profiles straight away.
- Results posted for your team also show under **Results uploaded**, with who uploaded them and how many of your swims arrived. If something looks wrong, open a support ticket naming the meet.

PART 8

Part 8 — If a timing company runs your meet

Applies to: host clubs that hire a timing company
Where: Coach portal (`/coach`) → **Timing vendors** and **Requests** tabs

Many clubs hire a timing company (MeetDirector calls them **timing vendors**) to run their meets. Once you connect them to your club, the timing company can do most of Parts 3, 6 and 7 for you. **Your club still owns the bank account and the money.** The timing company's MeetDirector fee is billed to them, never to your club or your families.

Step 1 — Connect your timing company to your club

Pick whichever fits:

How	What you do
You invite them	Ask the timing company for their **vendor code**. Sign in, go to the **Coach portal** home page (`/coach`) and open the **Timing vendors** tab. Under **Invite a timing vendor**, type the code, click **Search vendors**, choose your club, then click **Invite**. They're connected right away.
They ask you	A **Timing-vendor requests** box appears on your **Requests** tab, showing the company and a note from them. Click **Approve**.
They set your club up for you	If your club isn't on MeetDirector yet, the timing company can create it and email you an invitation. Click the link, create your account (or sign in), and accept. You become the team admin; the club is yours, not theirs.

Step 2 — Agree who does what

Write this down with your timing company before entries open. It stops two people doing the same job, or nobody doing it.

Job	Your club	Your timing company
Set up your team and add your coaches (Part 1)	**Always you**	Can create the club and invite you, but can't add staff once you're the team admin
Connect your bank account for card payments (Part 2)	**Always you** — it's in your club's legal name	Can't do this for you
Create the meet from the event file (Part 3)	Can	**Usually them**
Set the entry deadline and fees (Part 3)	**Check them**	Usually them
Turn on card payments for the meet	Can	Can — but only works once your Payouts page says **Ready to accept payments**
Open and close entries	Can	**Usually them**
Load entry files that teams email in	Can't in bulk	**Them** — they can upload every team's file at once
Late changes and scratches (Part 6)	Can	Can
Refunds	Can	Can
Download every entry for Meet Manager (Part 6)	Can	**Usually them**
Post the results (Part 7)	Can	**Usually them**

The meet appears on your **Hosted meets** page either way, so you can always see its entries and payments.

Things to know

- **Who gets the nightly report.** It goes to the meet's **meet director**. If the timing company created the meet, that may be them. To get it yourself, open **Hosted meets** → **Details** → the **Meet director** tab and hand the meet to yourself. Your timing company can also email the report to you, or a confirmation to every entered team.
- **One way in for each visiting team.** If a team emails its file to the timing company *and* uploads its own, whichever arrives last replaces the other. Tell visiting teams in your meet announcement which one you want.

- **Teams the timing company enters by file don't get a confirmation email** automatically. Ask your timing company to send the confirmation to every entered team once entries close.
- **Ending the relationship.** The team admin can click **End relationship** on the **Timing vendors** tab at any time. The timing company can finish any meet already in progress, but can't start new ones for you.

When something goes wrong

Common problems

What you see	Why	What to do
Never got the verification email	It went to spam, or the address had a typo	Check spam and junk. Still nothing? Open a ticket.
"Invalid email/username or password"	Wrong password, or a different email than you signed up with	Use **Forgot password** on the sign-in page.
My team isn't in the **Request a team** list	It isn't on MeetDirector yet, or it's under a different code	Open a ticket before creating a new one, so you don't end up with two copies.
"Meet hosting is in early access"	Hosting isn't switched on for your team yet	Open a ticket asking to turn on meet hosting.
My meet isn't in **Enter a meet**	The host hasn't opened it, or the deadline has passed	Ask the host.
"No entries found"	The file isn't a Team Manager entry export	Re-export from Team Manager with **Export → Meet Entries**.
"This file is for X, but you're uploading entries for…"	Wrong file, or wrong team's dashboard	Check the team name at the top of the page. Nothing was saved.
Entries "not matched to an event"	Team Manager has an old copy of the meet's events	Re-import the host's events into Team Manager, then export again.
Entries I added on screen disappeared	You uploaded a new file, which replaced everything	Add them in Team Manager and upload again.
I added entries after paying and can't pay for them online	Only one card payment per meet	Pay the difference to the host directly.
"The host club hasn't finished setting up online payments yet"	The host's Stripe setup isn't complete	Tell the host. They should check their **Payouts** page.
"The entry deadline has passed"	It's after the end of the deadline day	Ask the host to make the change for you.

What you see	Why	What to do
Paid, but the page still says "being confirmed"	Stripe takes a moment to confirm	Refresh in a minute. Check your email for the receipt.

Getting help

Open a support ticket at **support.meetdirector.online**.

1. Sign in with **the same email address you use on MeetDirector**. That lets us find your team straight away.
2. Click **Submit a ticket** and pick the topic that fits.
3. Tell us your **team name and code**, the **meet**, the **page you were on**, what you expected, and what happened. A screenshot of the error helps.
4. Replies come by email. Reply to that email to add more.

> **Please don't send swimmers' birth dates or USA Swimming numbers in a ticket.** A swimmer's name and the meet are enough — we'll look up the rest.
