How to Invite Staff and Manage Admin and Coach Access

General Settings · https://a2bmanager.com/docs/staff-invites-admins-and-roles/

Embedded media: https://a2bmanager.com/wp-content/uploads/2026/10/staff-invites-admins-and-roles-v4.mp4

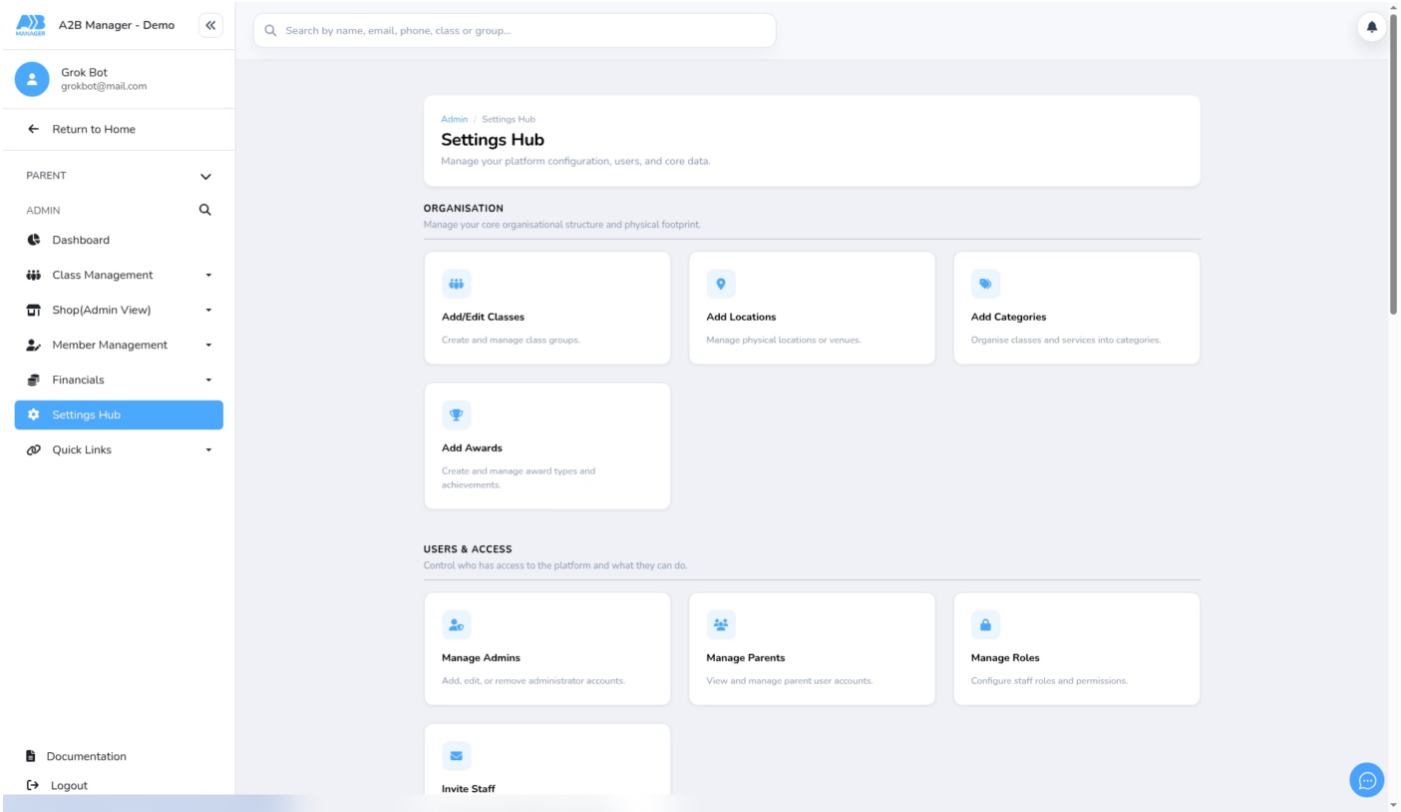
Video walkthrough: inviting staff and managing admin and coach access

Give coaches and admins their own login to A2B Manager by sending them a staff link. This guide covers inviting staff, what Admin and Coach access allows, checking your staff list and removing someone's staff access. Only club admins can do this.

Inviting a member of staff

Step 1: Open Invite Staff (0:00)

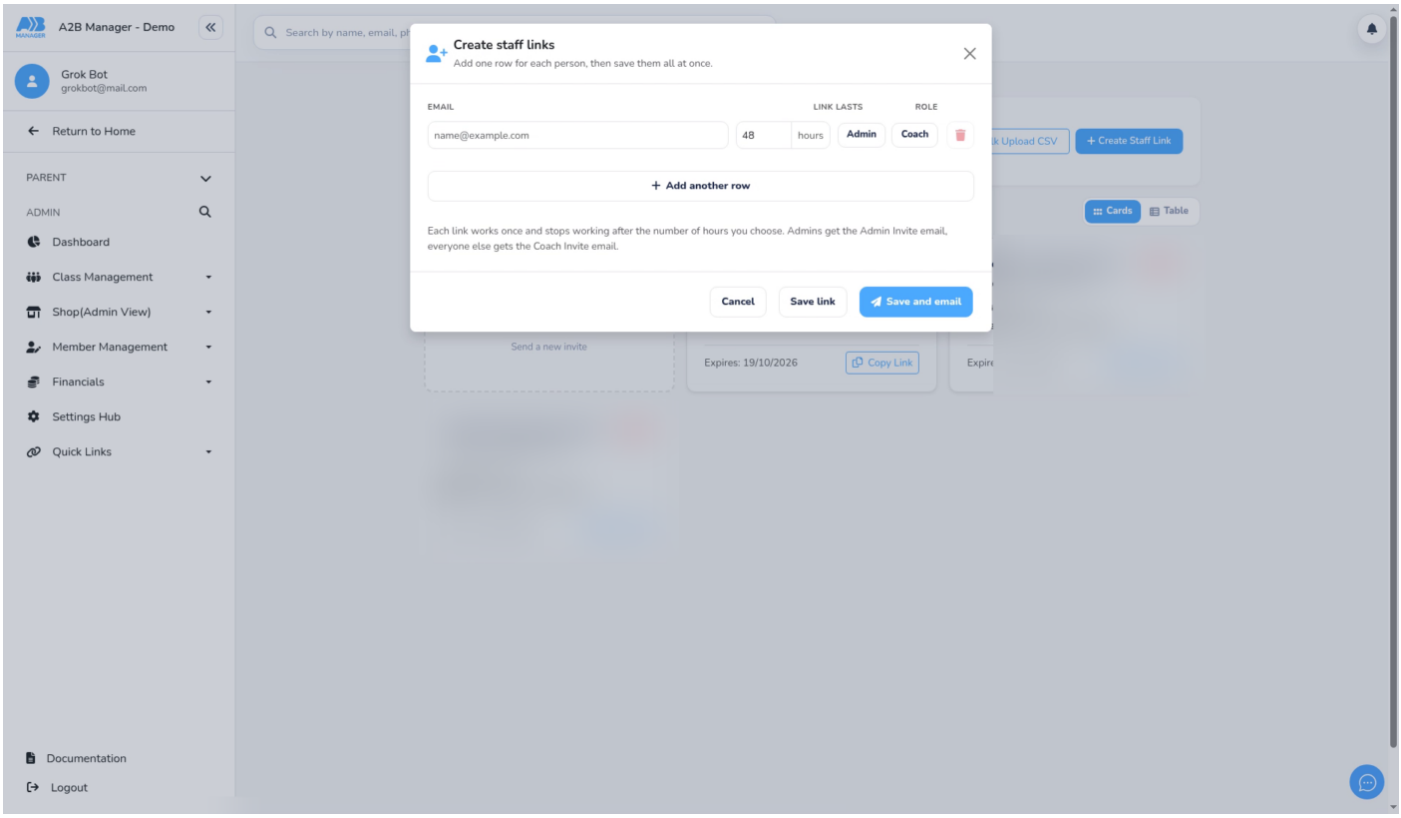
- In the left-hand menu, click **Settings Hub**.
- In the **Users & Access** section, click **Invite Staff**. The page is headed **Invite Staff Members**.



Step 1: Users & Access in the Settings Hub

Step 2: Create a staff link (0:22)

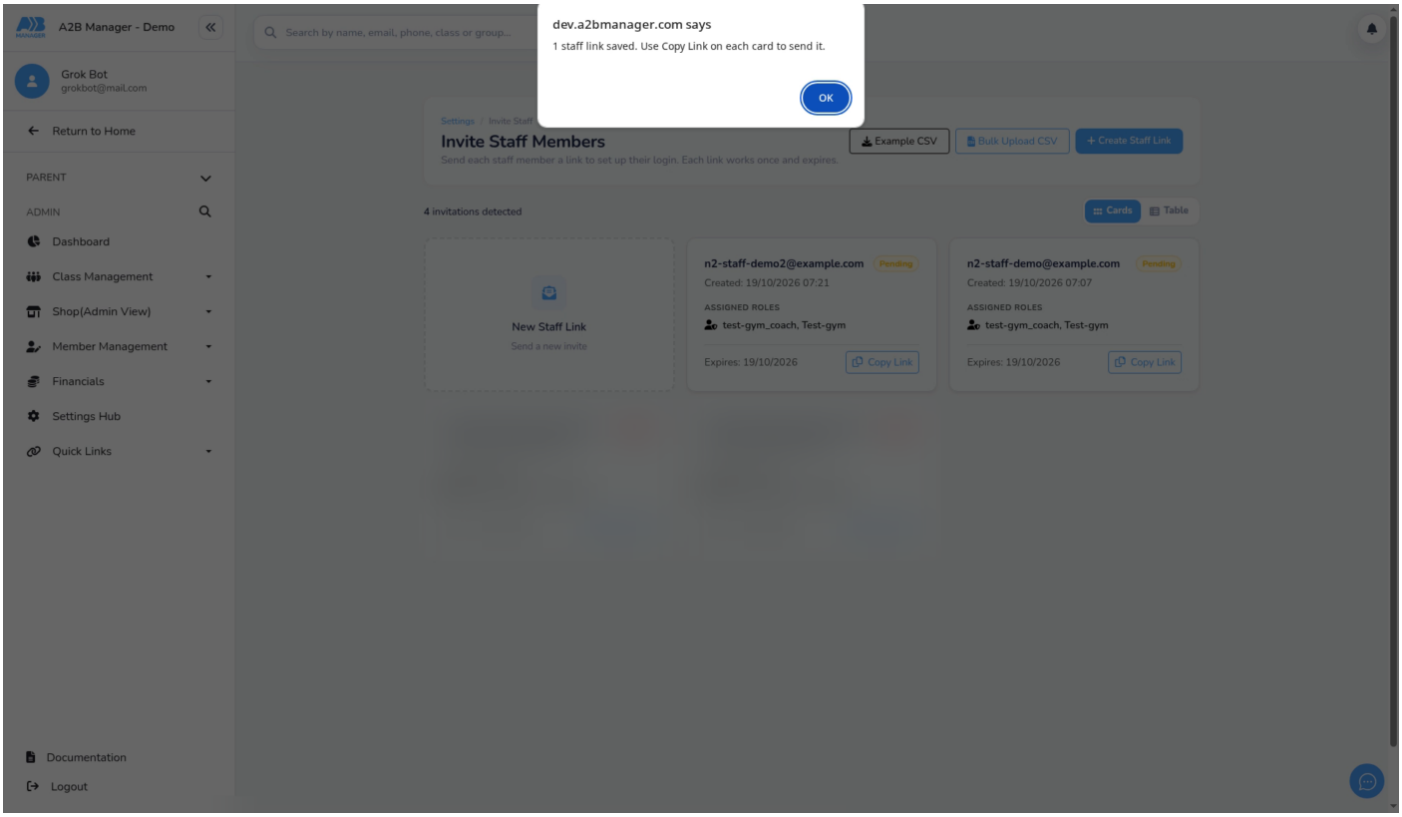
- Click **Create Staff Link**.
- Enter the person's **Email**.
- Choose **Admin**, **Coach** or both. You must choose at least one.
- Set **Link lasts** in hours. The default is 48 hours. Keep it short, because a link can't be cancelled once it's saved.
- To invite more people at once, click **Add another row**.



Step 2: The Create staff links form

Step 3: Save the link, or save and email it (0:54)

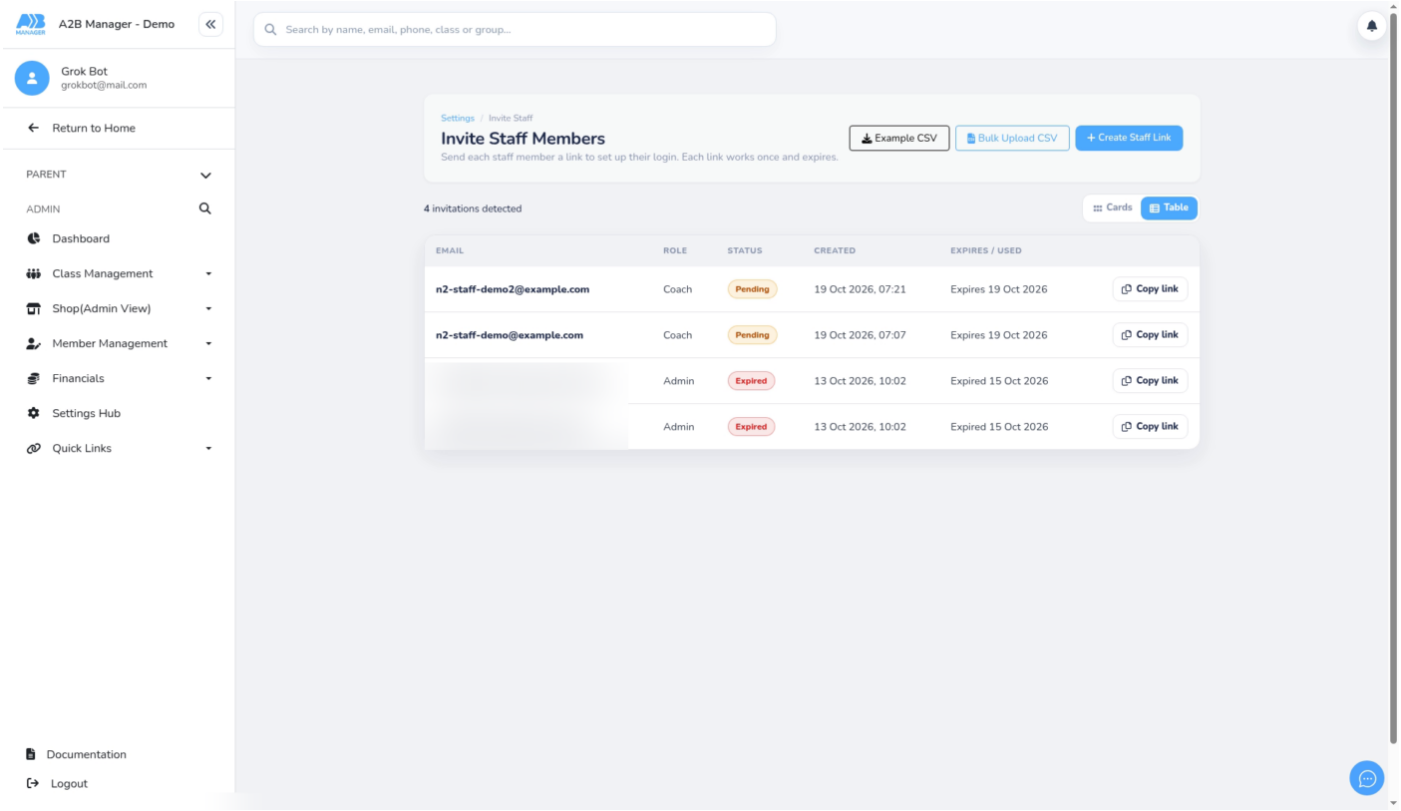
- Click **Save and email** to send the invitation straight away. Admins get the Admin Invite email; everyone else gets the Coach Invite email. The email tells them they've been invited to join your club as a coach or an admin, gives them a link to set up their account, and says the link can only be used once and will expire.
- Or click **Save link** to save it without sending an email. You'll see **1 staff link saved. Use Copy Link on each card to send it.** Then send the link yourself.
- If anything is wrong, nothing is saved and the row is marked, for example **Enter an email address.** or **Choose Admin, Coach, or both.**



Step 3: The message after Save link

Step 4: Check the invitation and copy the link (1:05)

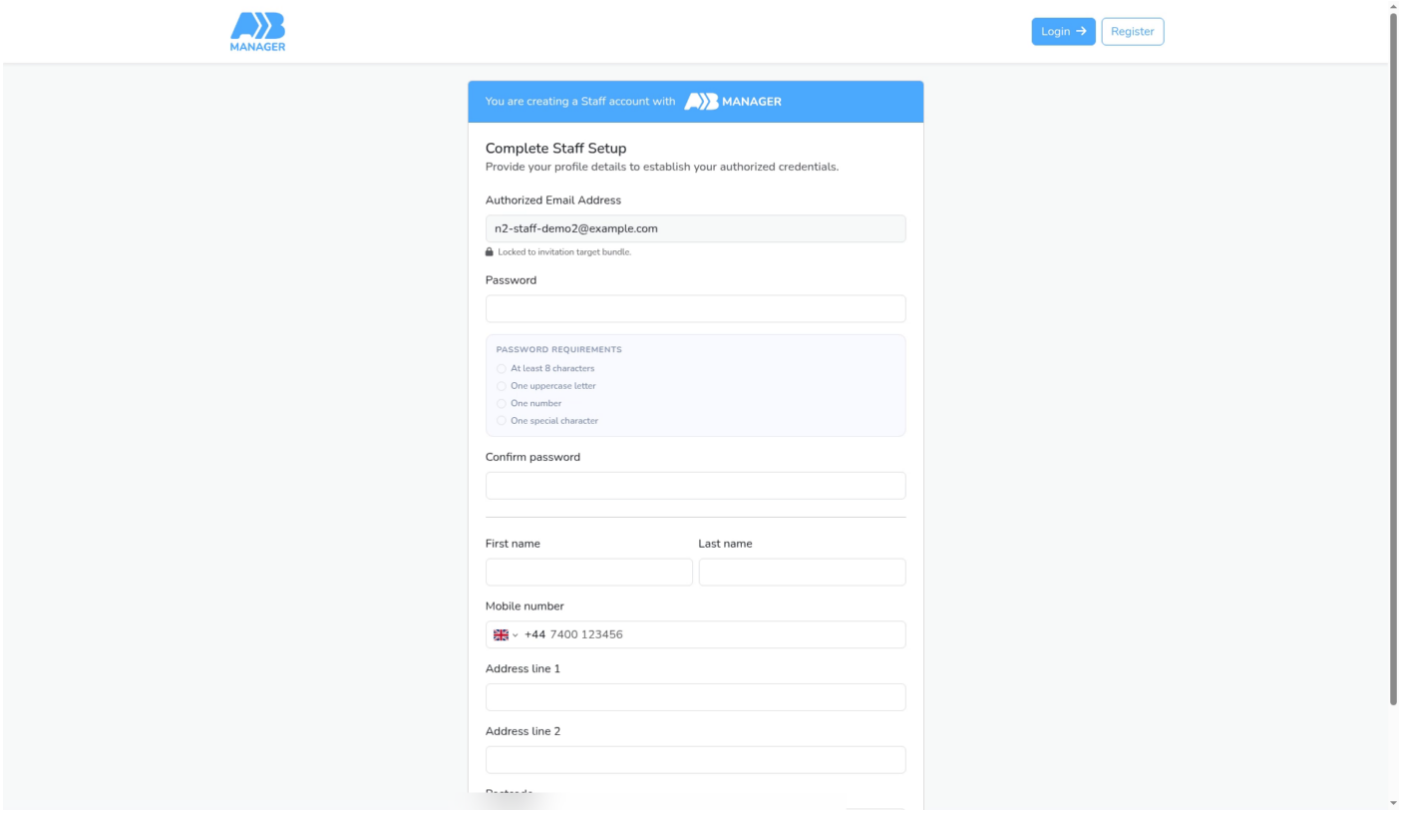
- The invitation appears in the list. Click **Table** to see Email, Role, Status, Created and Expires / used.
- Status is **Pending** until it's used, **Actioned** once the person has set up their login, and **Expired** after the time runs out.
- Click **Copy link** to copy the link so you can send it yourself, for example by text message.



Step 4: The invitations list in Table view

Step 5: What your staff member sees (1:14)

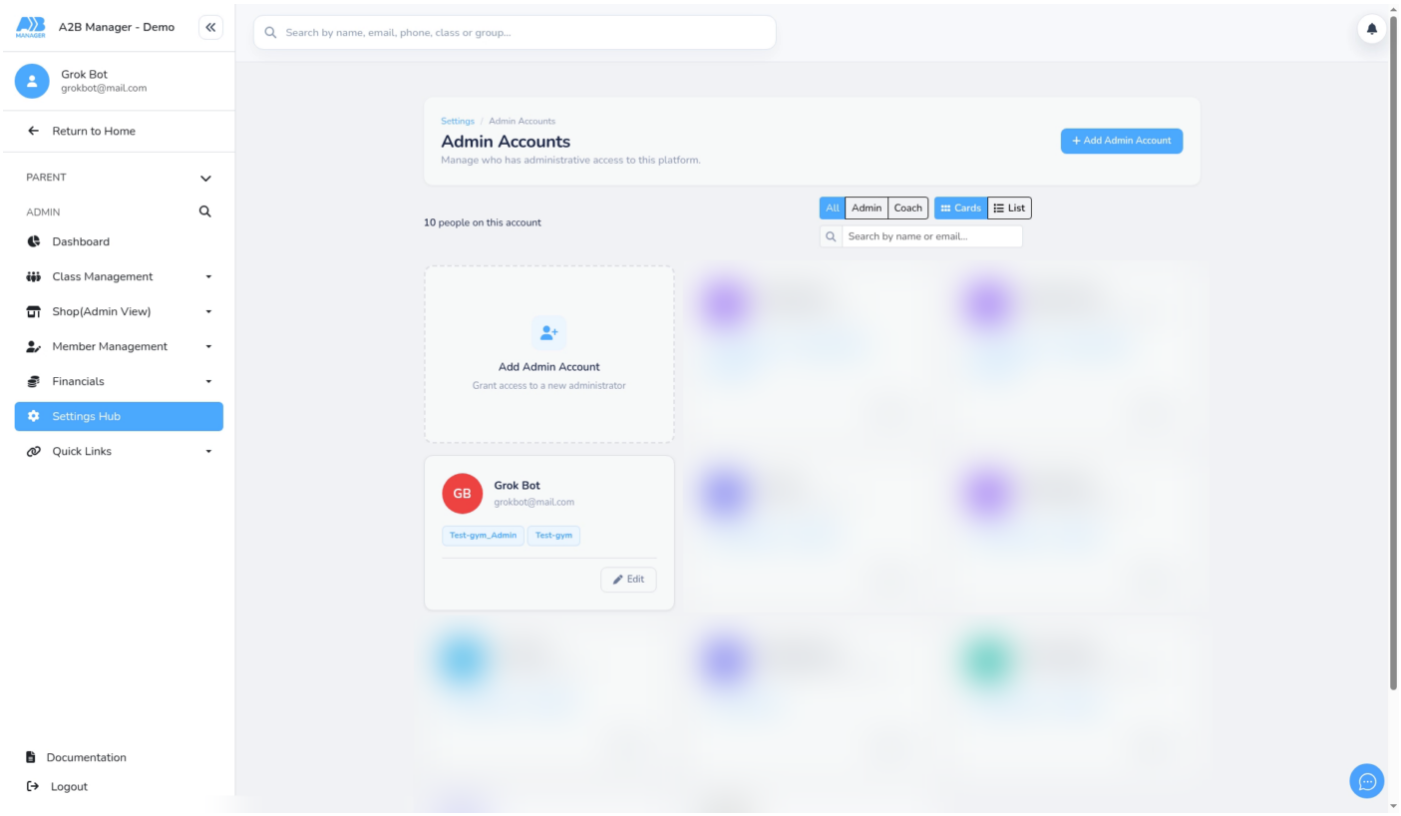
- The link opens a sign-up page with their email already filled in. They enter their name, choose a password and add their contact details.
- Each link works once. After that, they sign in normally.
- Staff with **Admin** access are asked to set up two-step sign-in the first time they sign in. Coaches aren't.



Step 5: The staff sign-up page

Step 6: View your staff in Manage Admins (1:30)

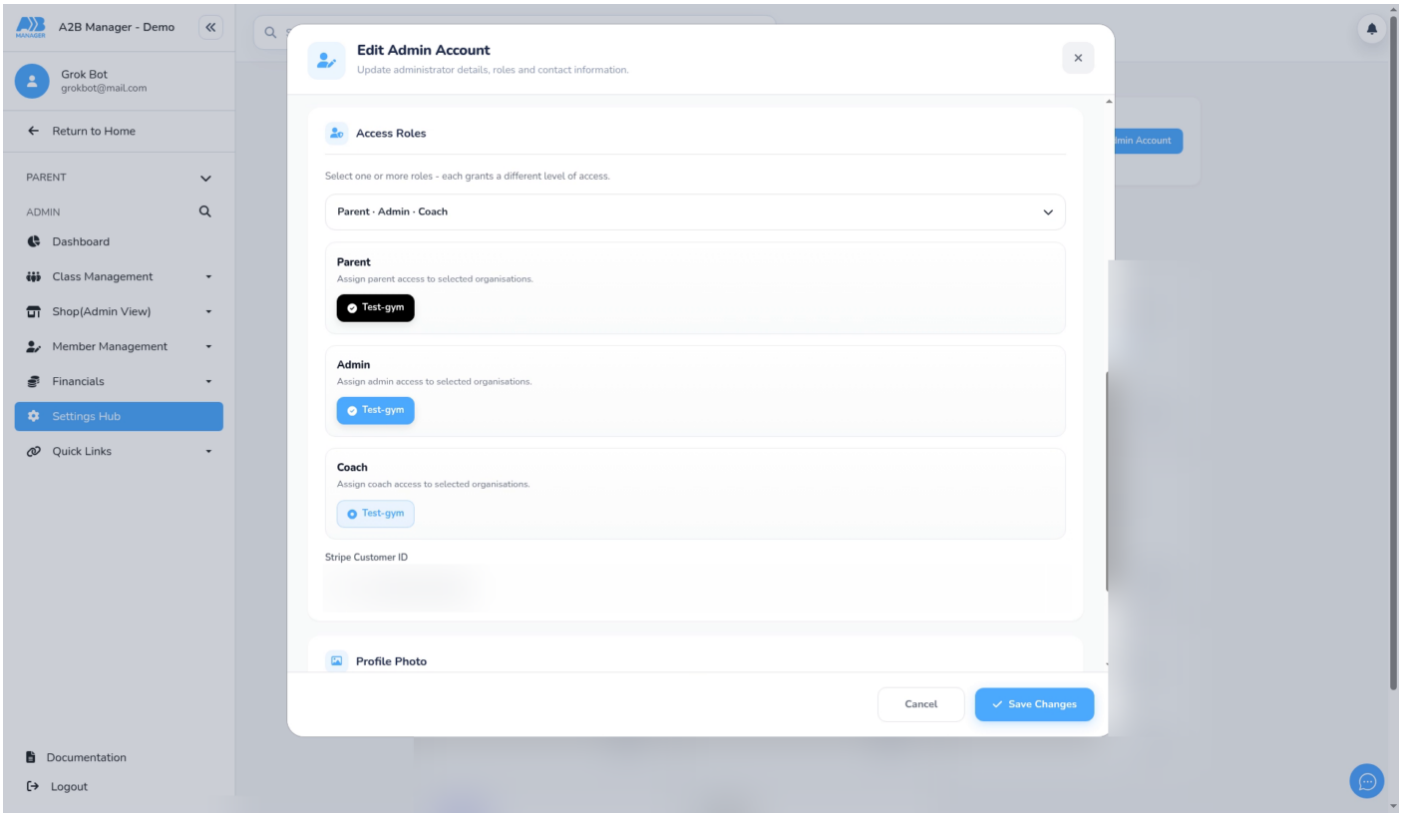
- Go back to **Settings Hub** and click **Manage Admins**. The page is headed **Admin Accounts**.
- Use **All**, **Admin** and **Coach** to filter the list, switch between **Cards** and **List**, or search by name or email.



Step 6: Admin Accounts

Step 7: Remove someone's staff access (1:42)

- On the person's card, click **Edit**.
- Under **Access Roles**, untick **Admin** and **Coach**. Leave their parent role in place.
- Click **Save Changes**. They lose staff access straight away and drop off the Admin Accounts list, but can still sign in as a parent. There's no delete button.



Step 7: Edit Admin Account and Access Roles

Admin or Coach: what's the difference?

- **Admin** gives full access to your club's admin area, including settings, members and payments. Admins must use two-step sign-in.
- **Coach** gives access to **Register by day** and **Classes** only, so coaches can take registers.
- Staff can still book classes as parents with the same login.

Inviting several people from a file

- **Bulk Upload CSV** lets you upload a list of email addresses (use **Example CSV** for the format) and set roles and link times for every row.
- **Warning:** Bulk Upload has no save-only option. Every row you add is emailed an invitation, so check the list carefully first.

Good to know

- Invitation links expire after the time you set and can't be cancelled or deleted before then. If you sent one to the wrong person, wait for it to expire. If they've already signed up, remove their staff access as in Step 7.

- An expired invitation still shows **Copy link**, but the copied link won't work. Create a new link instead.
- The invitation can't be used by an email address that already has an A2B Manager account, for example an existing parent. To give an existing parent staff access, please contact A2B Manager support.
- **Manage Roles** isn't used by clubs. Use Admin and Coach as described above.

> **Tip:** Use **Save link** and a short **Link lasts** time if you'd rather send the link yourself, for example by text message.

Download the PDF guide (optional)