

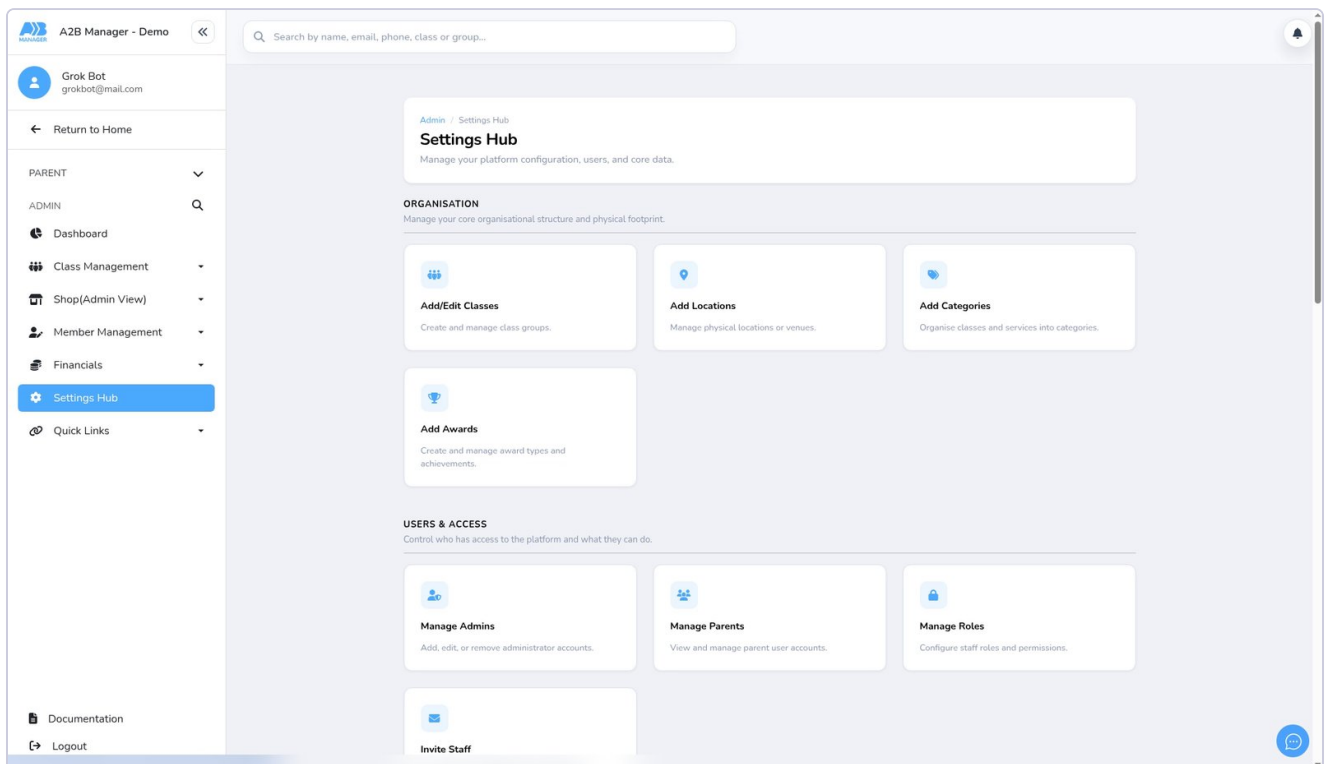
How to Invite Staff and Manage Admin and Coach Access

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

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**.



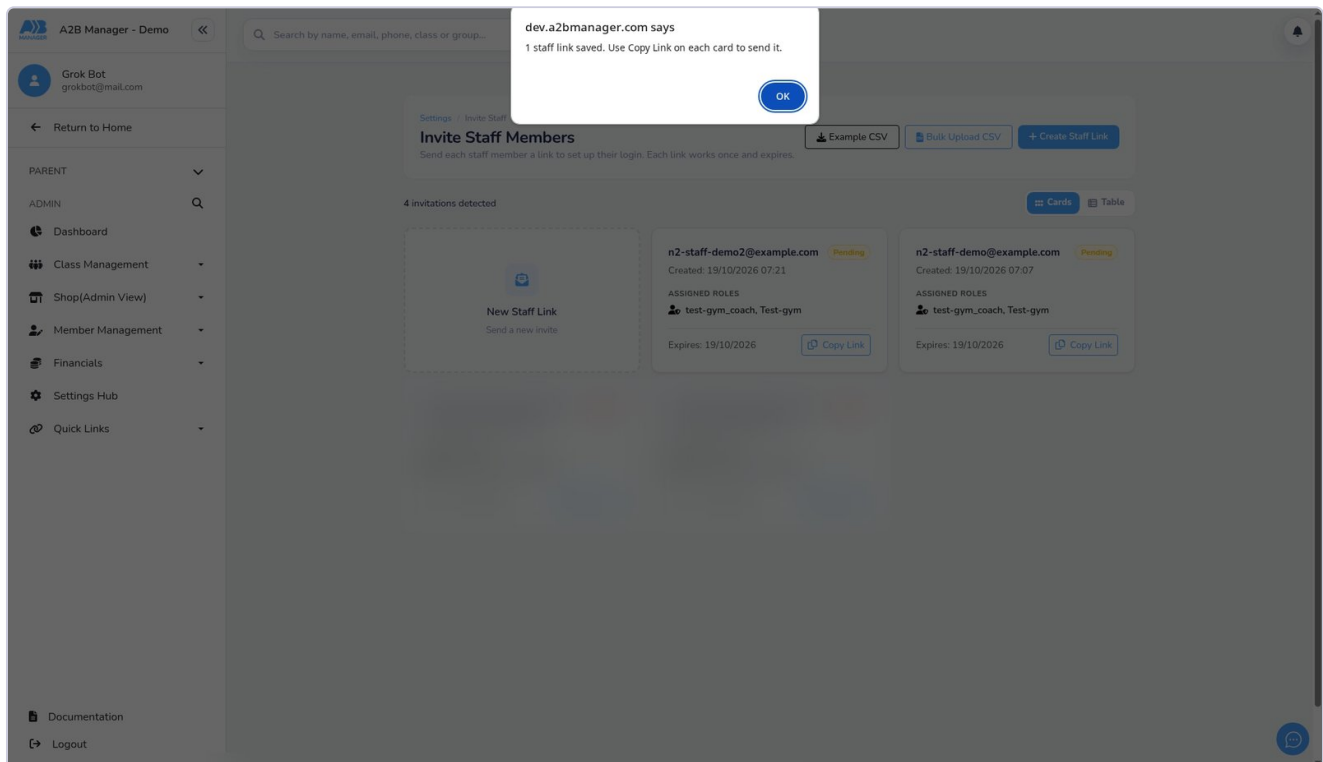
2. Create a staff link (0:22)

- 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**.

The screenshot displays the A2B Manager - Demo web application. A modal window titled "Create staff links" is open, allowing users to create invite links. The modal includes a search bar at the top with the text "Search by name, email, phone". Below this, there's a table with columns for EMAIL, LINK LASTS, and ROLE. The first row shows "name@example.com" in the EMAIL column, "48" in the LINK LASTS column, and "Admin" and "Coach" in the ROLE column. Below the table, there's a button labeled "+ Add another row". At the bottom of the modal, there are three buttons: "Cancel", "Save link", and "Save and email". A note at the bottom of the modal states: "Each link works once and stops working after the number of hours you choose. Admins get the Admin invite email, everyone else gets the Coach Invite email." The background of the application shows a sidebar with navigation links like "Return to Home", "Dashboard", "Class Management", "Shop(Admin View)", "Member Management", "Financials", "Settings Hub", and "Quick Links". The main content area shows a table with columns for "Send a new invite", "Expires: 19/10/2026", and "Copy Link".

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.**



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

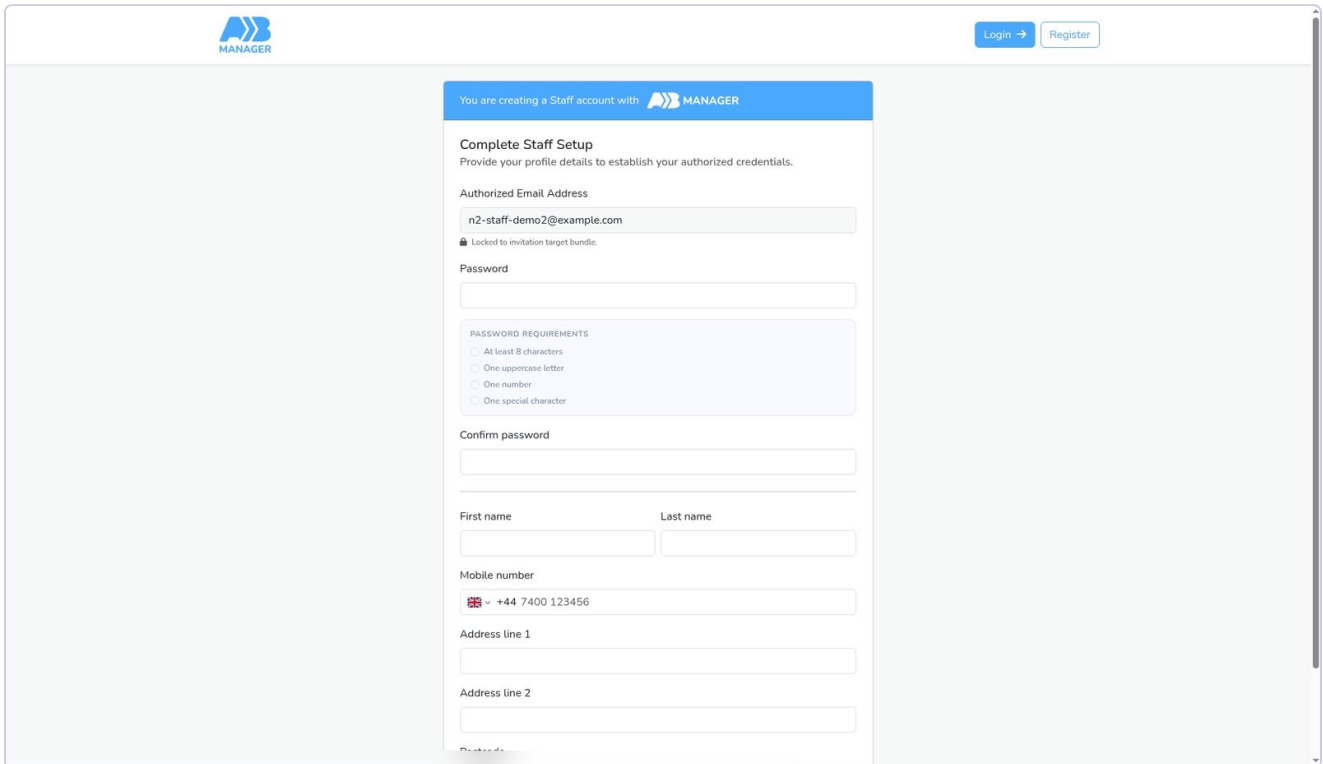
- The invitation appears in the list. Click **Table** to see Email, Role, Status, Created and Expires / used.
- Status is **Pending** until it's used, **Actioned** once the person has set up their login, and **Expired** after the time runs out.
- Click **Copy link** to copy the link so you can send it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

The screenshot shows the A2B Manager - Demo interface. The sidebar on the left contains navigation links: Return to Home, PARENT, ADMIN, Dashboard, Class Management, Shop(Admin View), Member Management, Financials, Settings Hub, and Quick Links. The main content area is titled 'Invite Staff Members' and includes a search bar, buttons for 'Example CSV', 'Bulk Upload CSV', and 'Create Staff Link'. Below this, a table displays 4 invitations detected. The table has columns for EMAIL, ROLE, STATUS, CREATED, and EXPIRES / USED. Each row includes a 'Copy link' button.

EMAIL	ROLE	STATUS	CREATED	EXPIRES / USED
n2-staff-demo2@example.com	Coach	Pending	19 Oct 2026, 07:21	Expires 19 Oct 2026
n2-staff-demo@example.com	Coach	Pending	19 Oct 2026, 07:07	Expires 19 Oct 2026
	Admin	Expired	13 Oct 2026, 10:02	Expired 15 Oct 2026
	Admin	Expired	13 Oct 2026, 10:02	Expired 15 Oct 2026

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

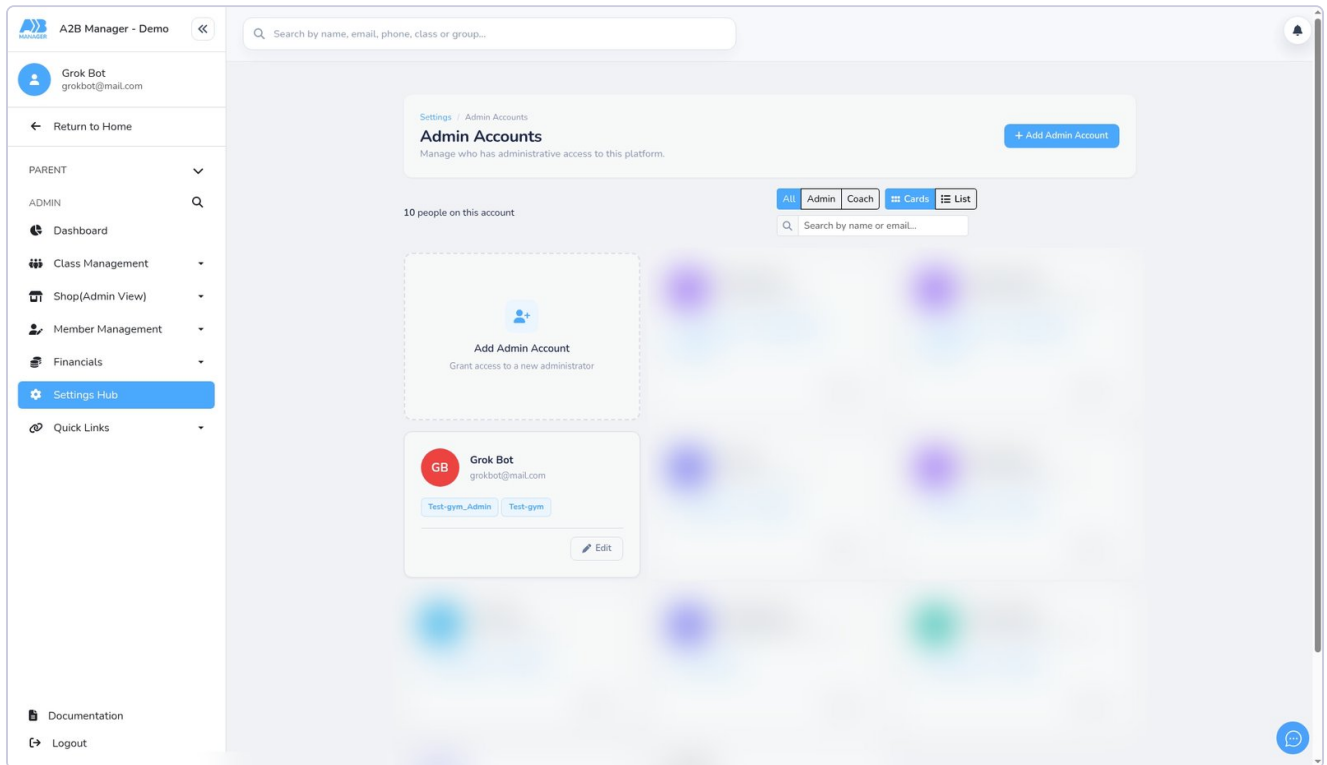
- The link opens a sign-up page with their email already filled in. They enter their name, choose a password and add their contact details.
- Each link works once. After that, they sign in normally.
- Staff with **Admin** access are asked to set up two-step sign-in the first time they sign in. Coaches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



The screenshot shows the A2B Manager staff registration interface. At the top left is the A2B MANAGER logo. At the top right are 'Login →' and 'Register' buttons. The main content area has a blue header bar that says 'You are creating a Staff account with A2B MANAGER'. Below this is the 'Complete Staff Setup' section with the instruction 'Provide your profile details to establish your authorized credentials.' The form includes the following fields: 'Authorized Email Address' (pre-filled with 'n2-staff-demo2@example.com' and a lock icon indicating it is locked to the invitation target bundle), 'Password' (with a text box and a 'PASSWORD REQUIREMENTS' box listing: At least 8 characters, One uppercase letter, One number, and One special character), 'Confirm password' (with a text box), 'First name' and 'Last name' (with separate text boxes), 'Mobile number' (with a text box pre-filled with '+44 7400 123456' and a UK flag icon), 'Address line 1' (with a text box), and 'Address line 2' (with a text box). The 'Dob' field is partially visible at the bottom.

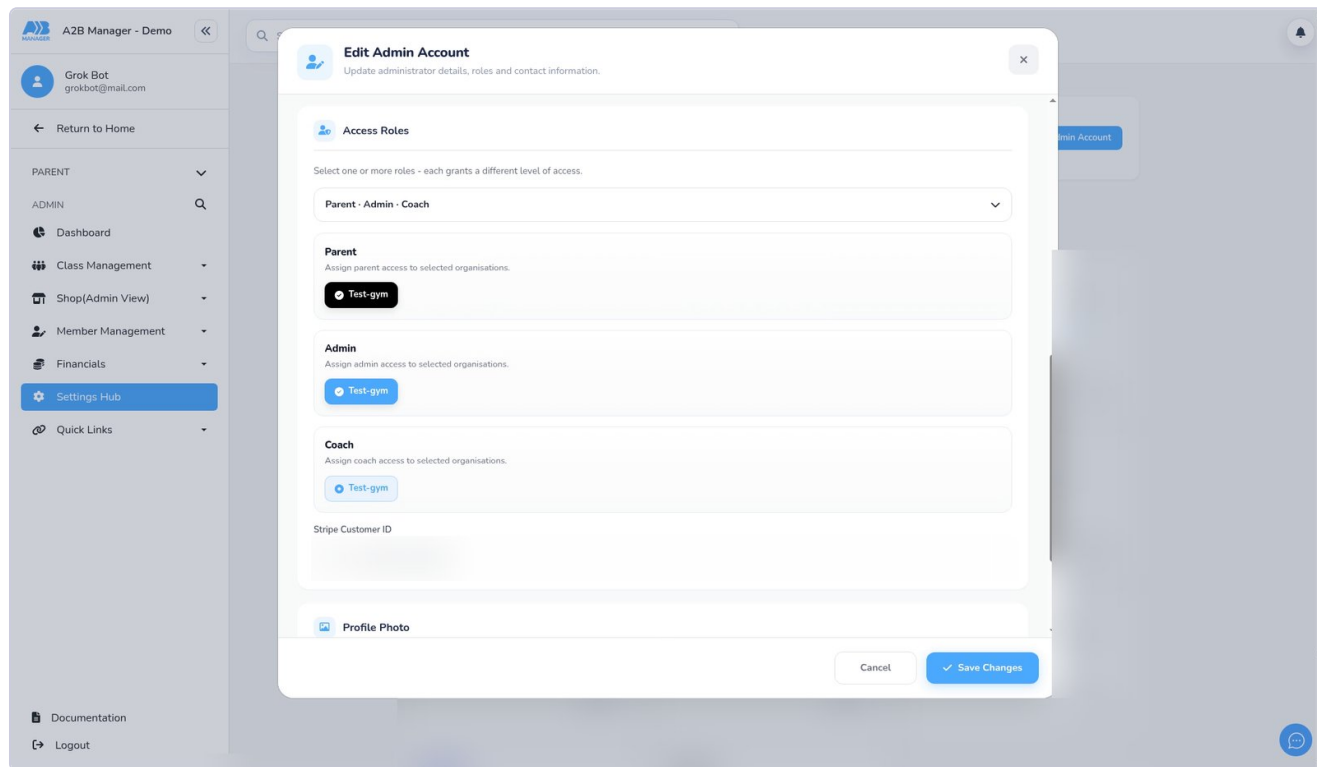
6. View your staff in Manage Admins (1:30)

- 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.



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.



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.