VERATIME TEAMS

Train Together, Anywhere

OPERATOR MANUAL

One app for the whole ski team

Join a team, plan the season, talk to the right people, send training video feedback and time practice races.

Head Coaches | Coaches | Athletes | Parents

October 2026 edition

Edition: October 5, 2026. Verified against the VeraTime Teams app source (veratime-teams) and the October 2026 Teams PRD. Screen labels and availability can vary by installed build, phone and platform; follow what your screen shows.

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HOW TO READ THIS GUIDE

Text in a blue chip, like **Join a team** or **CONFIRM BIB**, is the exact label on the screen. What you can do depends on your role and on whether your team has Performance.

SECTION 01

Roles and the free / Performance split

Role	Main jobs
Head Coach	Creates the team, approves join requests, manages the roster, Team Settings and seasons, and is the only one who can archive members or hand over the Head Coach role.
Coach	Runs practices, creates events, posts, captures training video, runs Race sessions as Race Director, Start Timer or Finish Timer.
Athlete (13+)	Profile, goals and XP, RSVPs, posts, receives training video, takes part in races.
Parent	Sees what their linked athlete sees, including the athlete's messages; can RSVP and volunteer for them.

One account can hold more than one role (for example Coach and Parent) and can belong to several teams.

Free for every team

Downloading, creating an account, creating or joining teams, the roster, profiles, Messages, Feed, Calendar and normal team administration.

Needs the team's Performance plan

Analysis (capturing and delivering training video), Race timing, and activity tracking (Conditioning, On Snow and Volunteering). Without Performance these areas show a preview and a **View subscription** button. See Section 12.

SECTION 02

Sign in and join a team

1. Sign in with Apple, Google or email, accept the Teams terms and privacy policy, and complete your name and date of birth. Members must be 13 or older.
2. Optionally add About Me text and starter goals.
3. Tap **Join a team**, type the team's **Invite code**, choose your **Role** (**Athlete**, **Coach** or **Parent**). Athletes also enter a **Bib number** (000–999) and male or female for race results.
4. Tap **Join team**. You will see **Request pending** until the Head Coach reviews it.
5. When approved you get a notification and the team opens.

Starting a new team (Head Coach)

Tap **Create a team (Head Coach)** and enter the team name, season label, start date and end date. Icon, banner, home base, description and time zone can be added later in Team Settings. The invite code is shown after creation.

Approving requests (Head Coach)

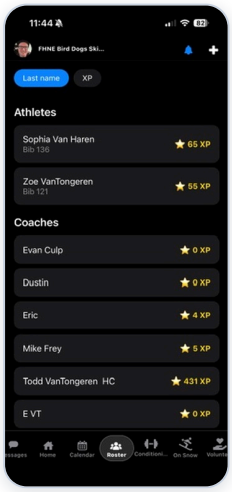
A new request shows on your bell and as a **Review request** alert. Open **Roster**, then **Roster Administration**, then Join requests. Check the role the person chose, correct it if needed, and approve or decline.

> **INVITING PEOPLE**
> Any active member can tap the white **+** in the Roster header to share the invite code and App Store link. The Head Coach can also find the code at **Roster Administration**, then **Invite people**.

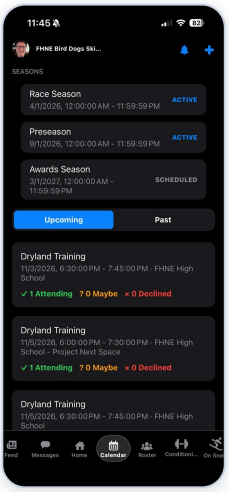
SECTION 03

Find your way around

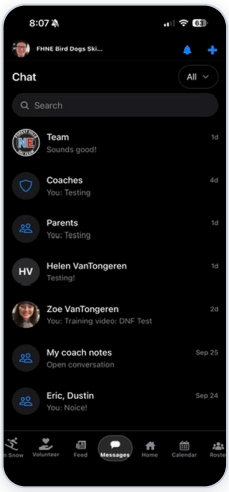
- **Your photo (top left)** opens the account hub: your teams (tap the circle to make a team active), **Join a team**, **Create a team**, **Contact information**, **Profile and account**, **Security**, **Group memberships**, **Push notifications**, **Help Center**, **Privacy Center** and **Log out**. A Head Coach sees a gear on the team card for Team Settings.
- **Bell (top right)** opens notifications.
- **+ (top right)** opens **Create Event**, **Create Post**, **Create Poll**, **New Message** and, for the Head Coach, **Create Season**.
- **Home** has three tabs at the top: **Home** (this week, recent posts, XP, things to do), **Analysis** and **Race**.
- **Menu belt (bottom)** slides sideways: **Home**, **Calendar**, **Roster**, **Conditioning** (during a Preseason), **On Snow** (during a Race Season), **Volunteer**, **Feed** and **Messages**.



Roster: Athletes, Coaches and Parents with XP.



Calendar with seasons and RSVP counts.



Messages: Team, Coaches and Parents chats.

> **ONE TEAM AT A TIME**
> Everything you see belongs to the active team. If something looks missing, check which team is active in the account hub.

SECTION 04

Calendar, RSVP and attendance

Everyone

1. Open **Calendar**. Switch between **Upcoming** and **Past**.
2. Open an event and answer **Yes, attending**, **Maybe** or **No**. Parents can answer for a linked athlete.
3. Check time, place and any dues or volunteer slots.

Creating events (Coaches and Parents)

Tap **+**, then **Create Event**. Pick the type (**Dryland**, **On Snow**, **Race**, **Team** or **Other**), time, place and who is invited (**All Team**, **Athletes + Coaches**, **Coaches**, **Parents**). Events can repeat **Daily**, **Weekly** or **Monthly** for 1–52 times. The creator or the Head Coach can edit, remind people who have not answered (**Send reminder to unanswered**), or cancel or delete **This event** or the **Entire series**, with **Notify Invitees**.

Attendance (Coaches)

Mark each person **On time**, **Late** or **No show**. Attendance earns XP: RSVP yes and on time 15 XP, RSVP yes and late 10 XP, no RSVP but on time 5 XP. Coaches can correct attendance for 48 hours after the event. Head Coaches can change the values in Team Settings.

Dues

A Coach can add a dues amount and deadline. Parents mark themselves paid in the app after paying the coach outside the app; VeraTime does not process dues payments.

SECTION 05

Feed, posts and profiles

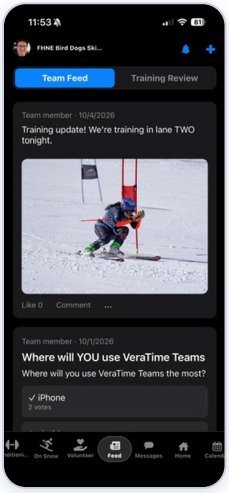
Feed

Feed has two tabs: **Team Feed** for team posts, polls and results, and **Training Review** for coach-captured training video assigned to athletes.

Posting

Tap **+**, then **Create Post**. Write in **What's happening?**, add photos, video or files, and choose who sees it: **Team** (default), Support Circle (the athlete, linked parents and coaches) or Only Me. Check the audience before you post.

Use the three-dot menu to report a post or comment. Coaches can remove an item for the team.



Team Feed and Training Review.

Profiles

Every member has a profile with **Posts**, **Badges & XP** and **About**. In About, add About Me, current focus and your season goals (shown as "Goals for" plus your season label); one goal plus meaningful answers earns XP. An athlete's About tab also shows the latest coach feedback from video, visible only to the athlete, linked parents and coaches.

The Head Coach can give a badge or XP with a note from any profile using **Award Recognition**.

SECTION 06

Messages

- Three fixed chats: **Team** (everyone), **Parents** (coaches and parents) and **Coaches**. Athletes do not see Parents chat.
- Start a group or direct message with **+**, then **New Message**.
- Filter the inbox with **All**, **Coaches**, **Athletes**, **Parents** and, for admitted coaches, **Other Teams**.
- Long-press a message to react or reply. Use the add button to attach photos or files.
- An athlete under 18 must have at least one linked parent before using messaging, and linked parents can see that athlete's messages.
- **Delivered** means the server accepted the message; Read is shown only when it was opened in the app. If something did not send, use **Retry** or **Cancel** on the card.

Other Teams (coaches)

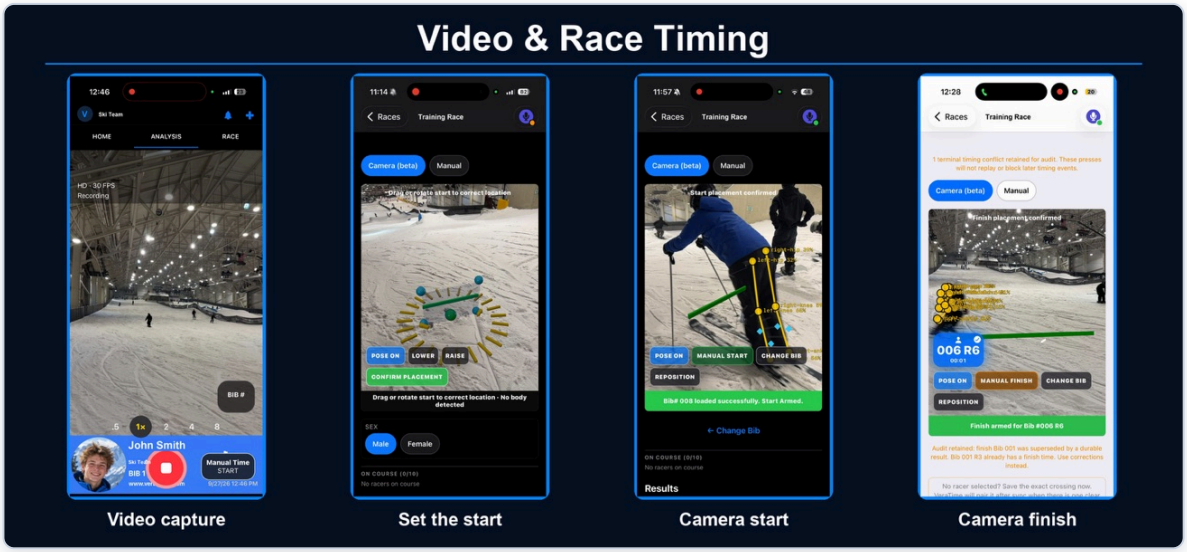
The Head Coach decides which coaches join cross-team conversations. Admitted coaches can send and accept race invitations and receive shared race results there.

SECTION 07

Analysis: training video feedback

Coaches and parents film a run in the app, assign it to an athlete by bib, add feedback and send it.

1. Open **Home**, then the **Analysis** tab. Allow camera and microphone the first time.
2. Tap the red record button. Enter the athlete's bib before, during or after recording with **BIB #**. If your build shows **Auto-Bib**, you can pick a racer currently in a live race instead.
3. Stop recording. Optionally tap to add **Coach feedback**.
4. Tap **SEND**. Not sure who it is? Tap **UNKNOWN**: the clip goes privately to the Head Coach to assign later. Tap **DISCARD** to throw it away.



Analysis capture with identity banner and race-time overlay (presentation).

Who receives it

- A coach's clip goes to the athlete's direct messages, their profile and Training Review (a coach can turn Training Review off).
- A parent's clip goes only to their linked athlete's messages.
- If the athlete is in a live race, the race time can appear on the video. **Manual Time** adds a separate reference timer that is not written to race results.

> **SAVE IT BEFORE IT EXPIRES**
> The cloud copy is deleted after 48 hours. A phone that already downloaded the clip keeps it for one more week, then only a still frame remains. The person who filmed it, the athlete, linked parents and the Head Coach can use **Save to Photos** before then.

SECTION 08

Race: practice timing

Practice timing for Scrimmage and Time Trial sessions. It is not the official backup hand-timing workflow; use the separate VeraTime Race app for that.

Create a race (Coach, Performance team)

1. Open **Home**, then **Race**, then **CREATE RACE**.
2. Choose **Scrimmage** (two runs, team scoring) or **Time Trial** (unlimited runs).
3. Enter **Race Name ***, location, discipline and bib digits. For Scrimmage set scoring (**Points** or **Total Time**), Men/Women (**Combined** or separate), **Athletes per team/group** and **Counting athletes**.
4. For more than one team, set **Number of teams (including host)**, then **Import Other Teams' Info**: **Send Invite to Other Teams** offers **VeraTime Invite**, **Invite External Teams** and **Import External Teams** (Excel roster). Fix any duplicate bibs it warns about.
5. Tap **Save Draft** to keep working later, or **Create Race** to start.

Your team's active athletes are imported automatically, so results show real names, sex and team. Only bibs that actually start appear in results.

Join a race and pick a role

Tap **JOIN** (or **Join race**), enter the race code, tap **Look Up Race**, then **Select Your Role**: **Race Director**, **Start Timer**, **Finish Timer** or **Spectator**. Tap **Enter Role Code** for a timing role. If spectators are on, team members can watch live results without a code. The Director uses **Share Race**, **Add Starter Role** and **Add Finish Role** to hand out codes.

SECTION 09

Race: timing, corrections and results

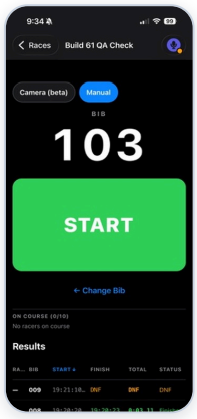
Start Timer

1. Type the bib (and run, sex or team if asked).
2. Tap **CONFIRM BIB**.
3. Tap **START** as the feet leave the start. **Change Bib** goes back.

Finish Timer

1. Tap the racer in On Course.
2. Tap **FINISH** as they cross.
3. Unknown bib: tap **RECORD FINISH TIME** and assign it later, or **Leave Unresolved**.
4. Stopped: **Did Not Finish (DNF)**.

START and FINISH in Teams record on tap.



START after CONFIRM BIB (Race app shown; Teams uses the same controls).

Camera (beta) and Auto-Arm

On supported iPhones the Start and Finish screens offer **Camera (beta)** next to **Manual**. Placement works like VeraTime Race: place the line, adjust it, confirm placement, then time. On Finish, the **Auto-Arm** pill (on by default) selects the racer who started earliest so you do not need to tap each tile. Manual is always available. On Android, race timing is manual.

Corrections

Long-press a result: **Change Bib**, **Swap Times with Another Bib**, **View Raw Timestamps** or **Return finish to unassigned**. Times are never deleted; a correction only moves a time to the right bib.

Race Radio

During a live race, use **Race Radio** to hold-to-talk with the crew. Messages are transcribed and disappear after 24 hours. **Play radio in silent mode** keeps playback on when the phone is silenced.

Close and share

The Director taps **Close Race**. Results go to the coaches' conversation for review, not straight to the Feed. From there a coach can post to their own team's Feed, use **Export CSV** or **Export XLS**, or forward the result card to an allowed conversation. Race results are kept for two seasons.

SECTION 10

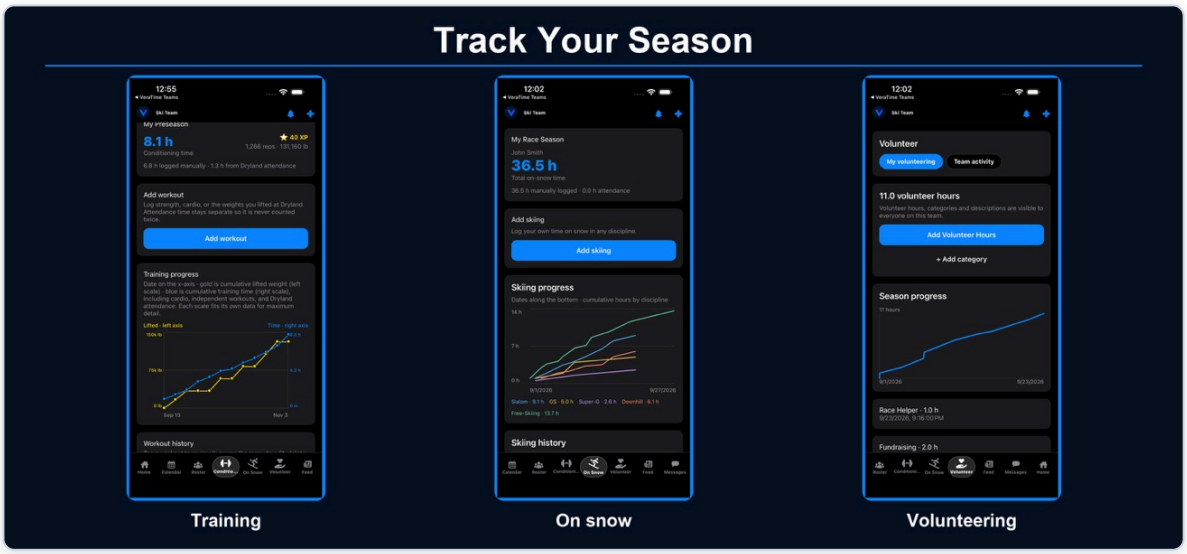
Seasons, Conditioning, On Snow and Volunteer

Seasons (Head Coach)

Tap **+**, then **Create Season**. Season types are **Preseason**, **Race Season**, **Championship Season**, **Awards Season** and **Fundraising Season**. They can overlap. A Preseason adds **Conditioning** to the menu belt; a Race Season adds **On Snow**.

Tracking activity

- **Conditioning**: **Add workout** to log strength, cardio and other training.
- **On Snow**: **Add skiing** to log time on snow.
- **Volunteer**: everyone can **Add Volunteer Hours** with start time, duration, category and description. Volunteer details are visible to the team. Each volunteer hour earns 25 XP.



Track your season: conditioning, on-snow and volunteering (presentation).

> **PERFORMANCE**
> Conditioning, On Snow and Volunteer tracking are part of the team's Performance plan.

SECTION 11

Roster administration and Team Settings

- **Roster Administration** (from **Roster**): join requests, **Invite people**, roles, linking parents to athletes (**Link family**) and archive requests.
- Any coach can add athletes and parents. Athletes, linked parents and coaches can request an archive; only the Head Coach approves it. Archiving an athlete removes their training video and coach feedback immediately; race results stay for two seasons.
- The Head Coach can hand over the role with **Make Head Coach**. Nobody else can remove or demote the Head Coach.
- **Team Settings** (gear on the team card): team name, icon, banner, colors, time zone, season dates and XP values. Saving uses **Save team configuration**.

> **DELETING A TEAM**
> Team deletion is separate from account deletion and has a recovery window. Read the on-screen effects carefully before confirming.

SECTION 12

Performance plan, account and privacy

- Each team's Performance plan is purchased separately. Any adult team member can sponsor the team, including a parent. Athletes do not buy individual plans.
- On iPhone, open a Performance preview (for example the Analysis or Race tab) and tap **View subscription**, then **View plans and subscribe**. Plans are purchased on the VeraTime Teams website; the plans and terms shown there are authoritative.
- On Android, open the account hub, then **Subscription**. The Android app shows website subscription information but no purchase button.
- Once coverage is verified, Performance works for the team's authorized members on every signed-in device. If it has not appeared yet, tap **Refresh subscription status**.
- Account data export and deletion: account hub, then **Profile and account** (**Export all my data**) or **Privacy Center**. Deleting your account does not cancel a subscription; manage that separately.

SECTION 13

Troubleshooting and first-week checklist

Symptom	What to do
Team or content missing	Check the active team in the account hub, then **Refresh my teams**.
Stuck on Request pending	The Head Coach has not approved yet. Ask them to open Roster Administration.
Analysis or Race shows a preview	The team needs Performance, or you do not have the role for that action.
Message or post not sent	Wait for the automatic retry or tap **Retry**. Permanent errors explain what is wrong.
Video not saved	Use **Retry** on the card. Keep the app open on Wi-Fi until it uploads.
Race connection lost	Tap **Reconnect**. Times recorded on the phone are kept and sync later.

First week

- ☐ Everyone joined and approved with the right role
- ☐ Parents linked to their athletes
- ☐ Athlete bibs and sex correct
- ☐ Season dates set in Team Settings
- ☐ First events created and RSVPs in
- ☐ Notifications allowed
- ☐ Coach test video sent and watched
- ☐ Practice race rehearsed with test bibs

Help

Open the account hub, then **Help Center** for the VeraTime Teams guides (vera-time.com on iPhone, vera-time-teams.web.app on Android).