
TCU Sports Broadcasting

FrogCrew User Manual

Version 1.0

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| FrogCrew | Version: 1.0 |
| User Manual | Date: 03/16/2025 |
| FrogCrew | |

Revision History

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User Manual

1. Introduction

Welcome to FrogCrew, a web-based scheduling and crew management system designed specifically for TCU Athletics Broadcasting. Whether you are a crew member or an administrator, FrogCrew is built to streamline your scheduling, communication, and assignment management. This manual provides an in-depth guide to all system features and workflows, offering both role-based and system-wide guidance. FrogCrew integrates features such as availability submissions, schedule viewing, automated notifications, shift swaps, and reporting tools, all within a user-friendly interface. The system is optimized for both desktop and mobile use, ensuring access wherever your work takes you.

Before using FrogCrew, ensure that you have access credentials. Crew Members will receive an invitation from the Admin, prompting them to set up a profile. Admins, on the other hand, must coordinate with the TCU IT department for proper role-based access. All users should confirm they are accessing the system on an up-to-date browser (Chrome, Firefox, Edge, Safari) and have a stable internet connection. The platform is secure, adhering to TCU's IT policies with HTTPS encryption, role-based access control, and email notifications. If you're new to the system, take time to explore the dashboard and reference this manual for feature-by-feature instructions.

2. Crew Member Guide

2.1 Creating and Editing Your Profile

Once you receive an email invitation from FrogCrew, click the registration link to begin your profile setup. You'll be prompted to enter your first name, last name, email, phone number (in the format 999-999-9999), role, password, and any positions you're qualified for. All fields are required, and input validation ensures accuracy. After reviewing your information, confirm to finalize your account. You will then be redirected to the login page. After account creation, you can log in and update your profile anytime by navigating to the profile section, where you can modify your personal details or change your password. *To access your profile, click your name or avatar in the upper-right corner of the screen and select "Profile."*

2.2 Submitting and Editing Availability

Crew Members must regularly update their availability to be considered for game assignments. From your dashboard, navigate to "Availability" to view upcoming games. Check off games you are available to work and add any optional comments. Once submitted, Admins are notified. If your availability changes, you may edit it at any time before a game is scheduled by returning to the availability screen and updating your selections. Changes to availability also trigger notifications to Admins, ensuring they always have the latest information. *To access this feature, click the "Availability" tab on the left-hand sidebar.*

2.3 Viewing Schedules

Your personalized game schedule is accessible via the "My Schedule" section. It displays all games you've been assigned to, including opponent, venue, assigned role, reporting time, and location. The schedule is searchable and sortable by date, team, or venue. If you are not currently assigned to any games, the system will notify you. You can also view the full general schedule of upcoming games by selecting "View Game Schedule," allowing you to prepare your availability or view unfilled roles. *To access this feature, click the "Schedule" tab on the navigation menu.*

2.4 Managing Shift Exchanges

If you're unable to work a shift you've been scheduled for, you can request coverage by clicking "Request Coverage" on your schedule. The system will validate your request (must be more than 24 hours before the game) and notify other eligible crew members. Crew members receiving the request can view and choose to accept or decline it. Once

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a shift is picked up, you'll be notified, and the system will await Admin approval to finalize the exchange. *You can manage exchanges by selecting the scheduled game and clicking "Request Coverage."*

2.5 Viewing Crew Lists and Profiles

Crew Members can view the crew list for each game by navigating to the game details in the schedule. This view includes position assignments, names, report times, and report locations. You may also view directory information for other Crew Members (name, role, and contact info) by accessing the Crew Directory. Sensitive information is restricted, and all access is governed by role-based permissions. *To access this feature, click the "Crew Directory" link under the schedule or from the main menu.*

2.6 Receiving and Managing Notifications

All schedule changes, shift assignments, and availability confirmations will trigger notifications. These appear both in your notification panel and as emails sent to your registered address. You can view, mark as read, or delete notifications from the panel. Notifications are automatically removed after 30 days, and deleted notifications cannot be recovered, so review all updates before deletion. *To manage notifications, click the bell icon in the top-right corner of your dashboard.*

3. Admin Guide

3.1 Inviting and Managing Crew Members

Admins can invite new Crew Members from the Admin Dashboard by entering the individual's email, name, and assigned role. An invitation email will be sent automatically, and the system will monitor whether the profile is completed within 7 days. Admins can also view, edit, or delete crew profiles as needed. Deletion is only allowed if the crew member is not assigned to future games or tied to financial reports. Historical records are retained even after deletion for reporting compliance. *To access this feature, click "Manage Crew" from the Admin Dashboard.*

3.2 Creating, Editing, and Publishing Game Schedules

To create a game schedule, navigate to the Schedule Management section. Input sport type, date, time, venue, and opponent. Games can be added individually or in bulk, saved as drafts, and later edited before publication. The Admin must confirm that all required fields are completed before publishing. Once finalized, the system sends automated emails and texts to crew members about their assignments. Edits post-publication are tracked and require confirmation to ensure consistency. *To access this feature, click "Schedule Manager" in the Admin Dashboard.*

3.3 Scheduling and Assigning Crew

Admins assign crew to games by selecting a game and viewing the open positions and available crew members. Assignments are based on role qualifications and submitted availability. The system prevents scheduling conflicts and double-booking. Once roles are assigned, Admins confirm the assignments, triggering automated notifications. Admins may also use crew list templates to streamline assignments based on previous configurations for sports like football or basketball. *To begin assigning, click on a scheduled game under "Schedule Manager" and then select "Assign Crew."*

3.4 Approving Shift Exchanges

When a shift exchange request is initiated by a Crew Member and accepted by a peer, Admin approval is required to finalize the change. Admins receive a notification, review the eligibility of both crew members, and approve or deny the request. If denied, a reason must be provided, and notifications are sent to both parties. The schedule is updated upon approval. *To access shift approvals, go to "Notifications" and filter for "Pending Shift Approvals."*

3.5 Generating Reports

FrogCrew allows Admins to generate three types of reports: financial, position-based, and individual. Financial reports show total pay per game or season, pulling data from crew profiles. Position reports summarize which crew

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filled which roles during selected games. Individual reports detail a specific Crew Member's work history and total earnings. Reports are downloadable in Excel or PDF format. *To access this features, click “Reports” in the Admin Dashboard to choose from the report types.*

3.6 Managing Positions and Crew List Templates

Admins can create and edit positions used in scheduling (e.g., Director, Camera, Utility) and ensure each has a unique name. Templates allow Admins to predefine sets of positions used in repeated event types. Templates can be created, edited, viewed, or deleted, but cannot be recovered once deleted. Admins must ensure each template includes at least one valid position. *To manage these options, go to “Settings” > “Positions & Templates” from the Admin Dashboard.*

3.7 Admin Notifications and Communication

Admins receive notifications for all key actions—availability submissions, shift swaps, schedule changes, and report generations. These appear in the dashboard and via email. Actionable notifications must be reviewed within 24 hours. Admins can archive or delete notifications, but deleted items are permanent. Automated messages help ensure no communication is missed, enhancing crew coordination and event preparedness. *Click the bell icon at the top right or visit the “Notifications” tab from the Admin Dashboard.*

4. System Behavior & Support

FrogCrew is designed to be responsive, reliable, and easy to use. Crew Members can expect real-time validation when submitting availability or shift requests, with confirmation prompts after major actions. Admins will experience seamless scheduling tools with built-in checks for conflicts and missing data. Both roles will receive automatic email notifications for updates, approvals, and system alerts.

System support will be handled by TCU IT following the transition from the senior design team. IT will manage server hosting, regular maintenance, database backups, and security patches. Any critical errors, outages, or escalated user issues will be addressed through TCU’s existing support ticket system. Training materials and documentation will be made available to assist with onboarding and troubleshooting.