

Icewright

User Manual

ice·wright — *wright*, as in shipwright: one who builds.

August 2026 edition (updated August 14)
icewrightapp.com · served in-app at /manual

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*August 2026 edition (updated August 14). New since August 10: work orders with preventive-maintenance schedules, and the Rink Lights panel (chapter 7); the Bookings Month view, "Other facility assets" shared across a facility, and the facility-wide locker-room pool (chapter 8); Lessons & learn-to-skate (chapter 28); the Door count (chapter 29); the Migration assistant for switching from another system (chapter 30); the Accounts tab renamed **Billing** (chapter 14); the pinned rink header with its Jump-to row and the owner's Rink admin tab (chapter 3); and Record Depth Readings and Rink Lights as installable phone apps (chapters 4 and 7). This chapter and the served PDF are generated from the same text — edit here, then have Claude regenerate the PDF so the two stay in step.*

1. Welcome and First Steps

Icewright turns your drill-check depth readings into topographs (contour maps of your ice), season trends, alerts, and board-ready reports - and now runs the rest of the building too: conflict-checked ice bookings with billing, leagues, competitions in five ice sports, a front-desk register with digital waivers, and memberships with recurring dues. It still carries the painting reference, seasonal checklists, team sharing, a community, and - for after hours - the Rink Grand Prix arcade.

Creating an account

Register with an email address and a password (8+ characters). The form includes a quick automated human-check (Cloudflare Turnstile - usually invisible; occasionally a one-click box), and registering sends a verification link to your email. You can explore the whole app right away; verifying unlocks posting in Community, public sharing, and rendering more than one topograph job. The banner atop the app offers a fresh link any time, and changing your email later re-verifies the new address the same way. Every new account starts with a Demo Rink (sample) - three dates of realistic depth data so you can explore before entering your own. It never counts against your rink limit; delete it whenever you like.

Plans

Right now, every new account gets a full year of Pro at no charge. The prices below are what applies when that year ends. If you signed up before the offer and are still on Free, claim it at /freeyear. A complimentary year unlocks every Pro feature exactly as a paid membership would, with two differences worth knowing: it is not a paid membership, so nothing renews and no card is on file, and the small labelled sponsor card that appears in the margin on wide screens stays visible — paying members are the ones who never see it. Sponsors are what pay for the free tier.

- Free Access: measure & see - build a rink with your real drill-point layout, enter readings at the desk or import a spreadsheet, and view the static topograph of every date - plus community, the sideline concussion checks, the Gear Exchange, the lobby TV board, comparing a building's sheets, and the painting reference. 1 facility and 1 logo.
- Basic Access (\$9.99/mo or \$99/yr): the technician's toolkit - thin-ice alerts & ice-check analytics, the one-page Ice Depth Report, the topograph animation video, Mobile Phone / Bluetooth-caliper capture, the whole Maintenance view (maintenance log & reminders, resurfacer log, ice plant log, supplies), base profile & surface elevation, up to 5 rink logos on your topographs, and the clinical concussion tools - plus 3 facilities, MP4/PNG downloads, and full render history.
- Pro Access (\$99/mo or \$999/yr prepaid): the complete operations platform - Bookings & billing (with linked calendars, self-service requests, and Pay online), Leagues & teams with player stats,

Competitions in all five sports, front-desk Sales with customers, waivers and punch passes, Memberships with recurring dues, playoff brackets, the live Today strip, and the Reports tab (utilization, revenue, top customers, dues aging) - plus the people side: the Staff & credentials suite with weekly scheduling, safety training and quizzes, annual reviews, and the SDS & SOP library (chapters 18-20), Contractors Network connections (chapter 21), and the plant/BMS monitoring link (chapter 7) - plus 10 facilities, unlimited logos, team sharing (5 teammate/multi-rink-admin seats included; extra seats bill automatically at the Basic rate), logo overlays on the painting reference, and - for owners running several rinks - the Multi-Rink view (chapter 17). Compare at \$3,000+/yr for mainstream rink platforms.

Plan limits count facilities, not sheets: a building with several sheets of ice, grouped as one facility (chapter 2), counts once no matter how many sheets it holds - and a stand-alone rink is simply a facility of one.

Units and display settings (do this first)

Under Profile , choose Imperial (inches / feet) or Metric (millimetres / metres). The setting applies everywhere: entry grids, spreadsheet imports, phone capture, topograph labels, reports, rink dimensions, and both painting guides. Your stored data never changes - only the display. Profile also offers a colorblind-safe topograph palette and a dyslexia-friendly reading font.

Finding help

The Help button in the header opens a one-page guide covering every feature, with a glossary, an FAQ, and a support contact. Small info marks throughout the app link straight to the relevant Help section. Help also carries a library of nine short narrated screen recordings - setting up a rink, phone capture on the ice, reading a topograph, taking a payment, the Sales register, leagues, self-service sign-ups, linked calendars, and the Bluetooth caliper - each under a minute, each filmed in the real app; the same videos sit under Community → Files. For step-by-step walkthroughs of common jobs, see Appendix B (A Day at the Rink); for the printable one-page register guide, Appendix C.

Setting up a building from scratch? The app serves a free step-by-step on-ramp at /guide/manager — "The Rink Manager's Guide": create the facility and its sheets, set the operating rules of the ice, add assets and locker rooms, lay the money rails, sign renters to season contracts, schedule the season, bill it, put staff on the schedule, and settle into the daily rhythm, in that order. Each step maps to a chapter here. Working the ice rather than running the building? /guide/technician is the technician's equivalent (chapter 21).

2. Your Dashboard - the Today card

The dashboard is one card, and it runs in the order you work: the **Add a building or a rink** control leads, your rinks follow. The rink grid - search, sort, archive, duplicate, add new - is free for every account; the live Today strip beneath each rink is part of Pro. For each of your rinks it shows chips for today's bookings (with a waiver flag for unfamiliar customers), the latest ice check , overdue maintenance , pending sign-up requests , today's front-desk take , and low supplies - plus that day's schedule.

Two screens per rink

Each rink block carries a pair of labeled mini-view screens. **Schedule** is the rink's live lobby board - the same page the lobby TV shows (chapter 8), clock ticking and locker rooms assigned; click it, or the **Today's board** button, to open it full screen. **Live Ice View** beside it is the rink's LiveBarn feed: once the rink's LiveBarn page is saved (chapter 8), the tile opens the live video; until then it reads **Add LiveBarn**

link and clicking it takes you to the box where the link is saved. The rink grid lives in the same card:

- Search and sort: a search box filters your rinks by name; click column headers to sort.
- Archive: tucks a rink away without deleting anything; restore any time.
- Duplicate: deep-copies a rink - layouts, dimensions, logos, and data.
- Shared with me: rinks teammates have invited you to (see chapter 16).
- Drill check due: an amber banner flags rinks whose reminder cadence has lapsed.

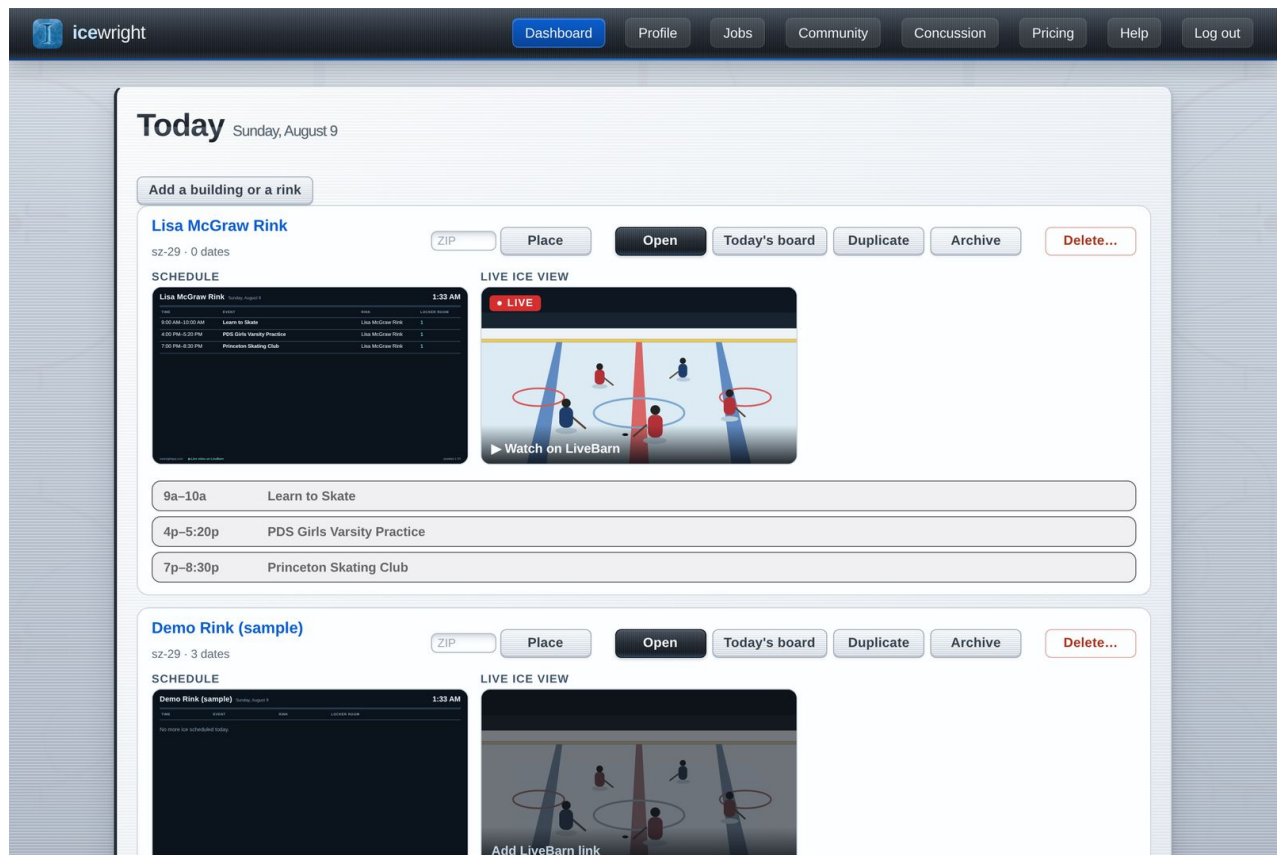
Facilities - one building, several sheets

If your building has more than one sheet of ice, group those rinks into a facility. Create one in the **Add a building or a rink** fold at the top of the Dashboard (name it after the building - "Westside Ice Complex"); its header then appears in the rink grid with a **+ Add a rink here** button that creates each sheet directly inside the building - name, drill-point layout, done. An existing stand-alone rink moves in via the **Move to...** dropdown on its row. Grouped sheets appear together under the building's header, which carries the Side-by-side schedule - every sheet's bookings for one day in parallel columns, the whole building on one screen, with day-by-day paging. Teammates on any of the building's sheets can see it too. Two more things to know: the whole facility counts as one on your plan (limits count facilities, not sheets - add sheets to an existing facility even at your limit), and Ungroup only removes the grouping - no rink data is ever touched.

Compare sheets - the building as ice

Beside the Side-by-side schedule sits a second button, **Compare sheets**, and it answers a different question: not who is on the ice, but how the ice itself is doing. You get one card per sheet - the date of its latest drill check, how many points that check covered, and its mean, minimum and maximum depth, with a line calling out how many points fell under your threshold - and beneath them a single chart with every sheet's season mean drawn on the same axes, colour-keyed to the cards. A sheet with no readings yet says so rather than showing a blank card. It reads whichever units your Profile is set to.

The tiers differ between the two buttons, which surprises people: **comparing is free**, because it reads the same depth data the free grid already gives you. The side-by-side *schedule* is part of the Bookings suite, and so part of Pro.



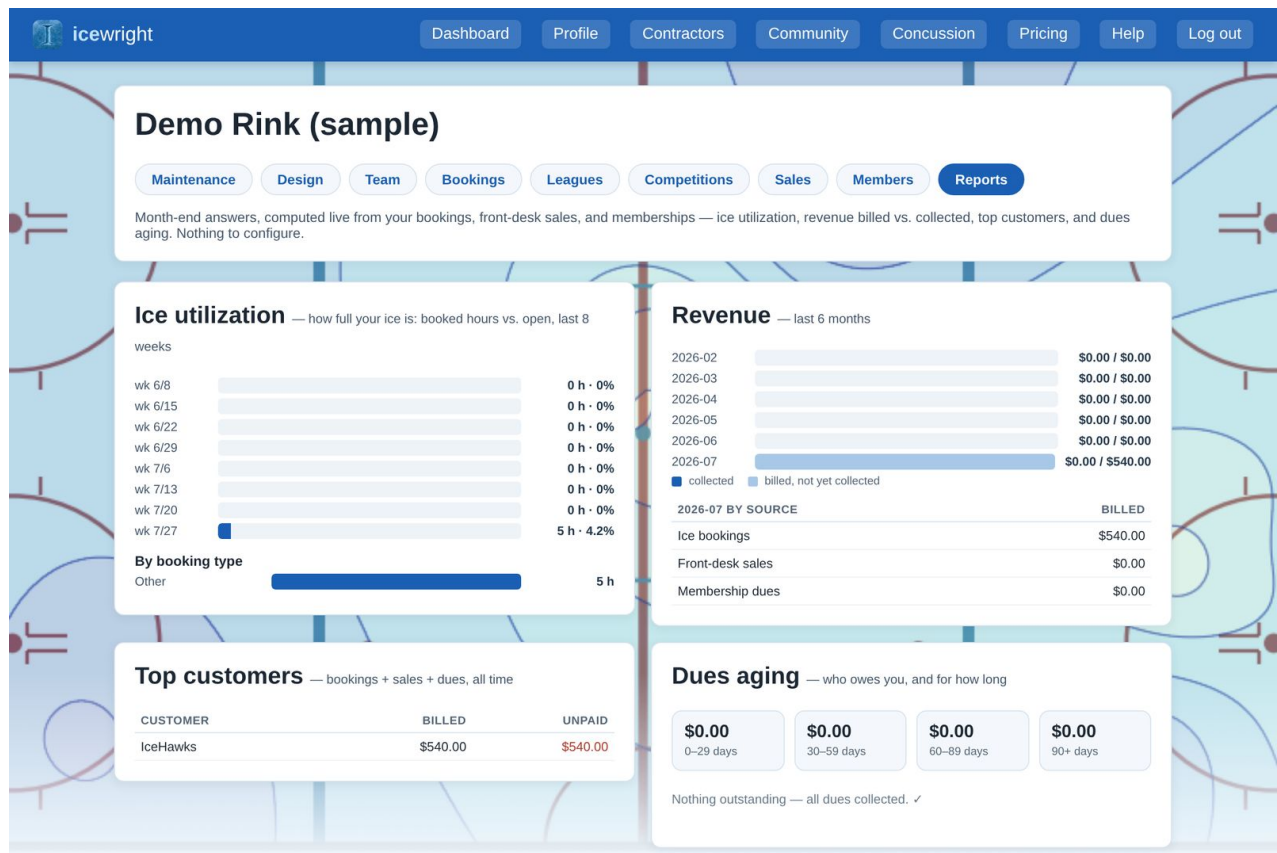
The Dashboard: the Today card with each rink's day, the Schedule and Live Ice View mini-screens, and the rink grid.

Adding a rink

Name it and pick the drill-point layout your facility uses: SZ-29 , FMC-27 , ORFA-25 , a saved custom scheme, or Custom - click up to 500 points onto the rink yourself. Or skip the typing: **Find it on the map** opens the world rink map right in the form - search for your rink, click its dot, and Create delivers it already named and placed on the map, no ZIP required. (Sixty seconds of watching: *Help links a narrated recording of a rink being set up end to end - name, dimensions, door, layout - at /howto/rink-setup.*)

3. The Rink Page and Its Tabs

Open a rink and you land on its hub: a header card with the rink's name and a row of tabs. Maintenance, Design, Team — and, for the owner, **Rink admin** (the rink backup download, account transfer, and the Migration assistant) — switch views in place; Work orders, Door count, Bookings, Leagues, Competitions, Lessons, Sales, Customers, Billing, and Reports open full pages that keep the same header, so you always know which rink you're working. The header **stays pinned** as you scroll, and a **Jump to** row beneath the tabs lists the sections of whatever page you're on — one tap to any card. There is no separate Members tab - memberships live on the **Customers** tab, as a card inside each customer's record (chapter 13).



The Reports tab: ice utilization, revenue, top customers, and dues aging — computed live from your bookings, front-desk sales, and memberships.

Sheet dimensions

Pick a preset (NHL 200' x 85', IIHF, and others) or enter custom length, width, and corner radius - in feet or metres per your units setting. Everything scales truthfully: renders, analysis, the painting overlay, even the Grand Prix track.

The resurfacers door

Set where the machine enters the ice: 12 standard spots or Custom - click the boards and the door snaps onto the outline. It draws in every image and becomes the start point in the game's Driving Patterns mode.

Logos

Upload PNG, SVG, JPG, GIF, WebP, or BMP; drag to place, resize, rotate, duplicate, delete. Logos appear in every topograph and video. (Free: 1 logo. Basic: 5. Pro: unlimited.)

Measurement points and layout eras

Custom layouts are edited right on the rink image. A rink can hold several schemes, and every date column remembers the layout it was measured with - layout eras. Switch schemes mid-season and old data keeps rendering correctly.

4. Entering Depth Readings

Three interchangeable ways; all honor your units setting.

The grid (at a desk)

One column per date, one row per point. + Add date column , type the readings, Save data . A new column arrives dated today and timed now, with the date selected so a back-entry just types over it; a brand-new rink's first column starts blank and stamps itself with the date and clock the moment you type its first reading. Each column also takes an optional measured by and conditions/notes line - the makings of an auditable log. Entry is smart about shorthand: type .96 and it becomes 0.96, type 1 and it becomes 1.00 - everything displays with two decimals. The column headers and Point # labels stay frozen while you scroll a big grid, so you always know which cell you're in. Columns can be entered in any order - catching up from paper sheets, say - and the Sort columns by date button tidies them afterward: it reorders every column chronologically (using the time-of-day field to break ties on same-day columns) and saves the new order in one click.

Import a spreadsheet

Download the Excel or CSV template, fill one column per date, and import. Values are read in your units. Importing replaces the current layout's columns; other eras are kept.

Mobile Phone Capture (on the ice) - Basic

The phone-first page for the actual drill check: pick the date, then walk the sheet one point at a time on an oversized keypad. Progress autosaves to the phone - a dead battery or dead Wi-Fi at slab level loses nothing. The capture page works offline : add it to your phone's home screen and it installs like an app, opening even in rink dead zones. The Concussion App is offline-capable the same way.

Mobile Phone Capture — Demo Rink (sample)

Big buttons, one point at a time — made for a phone on the ice. Values in inches (change under Profile).

Measurement points

SZ-29 (29 pts) ▼

Measurement date

07/29/2026 📅

Time (optional) — e.g. 2:30 PM, helpful if you measure more than once

manual

Conditions — air temp, humidity, dehumidifier... (optional)

Start measuring

Mobile Phone Capture on the ice — big buttons, one point at a time, offline-capable.

Put it on the crew's phones. Record Depth Readings installs as its own small home-screen app — opens straight into the capture flow, login remembered. The **Add to phone...** button does the right thing per device: Android gets a one-tap install prompt, iPhone gets the Share → Add to Home Screen steps, and on a desktop it shows a QR code any phone can point its camera at.

Thirty seconds of watching beats a page of reading: the Help page links a short screen recording of this exact flow (/howto/phone-capture).

Bluetooth caliper - Basic

Upload Bluetooth readings fills a column point by point from a caliper such as the iGaging EZ-Data - keyboard-wedge pairing (works everywhere) or direct BLE in Chrome/Edge. (*Help links a short recording of a caliper feeding the grid, at /howto/caliper.*)

5. Topographs and Renders

Generate MP4 interpolates each date's readings across the whole sheet and draws contours every 0.10" (2.5 mm). The video opens on your clean rink art and morphs date to date - a season in motion. From/To date pickers beside the button let you animate just a slice of the season (full history is the default), and each frame's header shows the reading's date and time of day. The Depth values style prints the raw numbers at each point instead; Surface elevation (Basic, sand slabs) shows true surface shape against your base profile.

- Every render also produces one static PNG per date.
- Render history keeps your newest renders (count set by plan) with per-render download and delete.
- The progress bar covers the whole job: static images fill 0-20%, video frames 20-90%. Renders queue one at a time.
- If the page loses contact with a running render (it will say so), the server restarted mid-job - try again; see the FAQ.

New to contour maps? Help links a narrated walkthrough of reading a topograph - colors, contour lines, thin spots, and the season animation - at </howto/topograph>.

6. Ice Analysis and Alerts

The ice check strip above the data grid reads your most recent date: mean, min, and max depth, thin-spot alerts naming the affected points, zone breakdowns, the season trend, and flood/cut volume estimates for bringing the sheet level. The Ice Depth Report (PDF) packages it for the board, and every table exports as CSV - your data is never locked in.

7. The Maintenance View

Everything about the physical ice and its machinery, in one long view with a sticky Jump to strip: Readings · Log · Reminders · Resurfacer · Ice plant · Supplies · Base profile · Topograph.

Maintenance log & reminders

Record resurfaces, edging, paint and lines, deep cleans, ice builds, and equipment service - each with optional water temp, a 1-5 ice rating, and notes. Reminders compute next-due dates from your log ("Resurface every 3 days"); overdue items flag red and can drop onto Google Calendar. The drill-check cadence is pinned at the top and drives the Dashboard banner.

Resurfacer log

The "Blade Change and Grease Log" off the Zamboni-room wall, digitized. In a multi-sheet facility the machines belong to the building: all of them appear on every sheet's log page, whichever sheet added them. Add each machine by name; entries record who, when, and the machine's columns - Blade and Grease checkboxes by default. The owner can rename, remove, or add columns (checkbox or text) per machine; renaming keeps old entries. Import rows from a paper sheet accepts lines like SS & AS | 11/13/25 | 11 AM | Yes | No , and Print blank sheet makes a fresh 24-row wall copy.

Ice Plant Log (compressor room)

Refrigeration rounds: temps, pressures, and which compressors are running. A rink can log multiple plants (CO2 rack, Freon chiller, ammonia system), and every plant's columns are fully customizable - number readings, checkboxes, or text. The default template is a real CO2 six-compressor sheet; a second Building systems template covers the rest of the building - air temp, humidity, dew point, dehumidifier and AHU checks, CO and NO2 ppm, main power draw, water pressure, and DHW temp. Same paper-sheet import (columns Date | Time | Staff | readings...) and a printable blank sheet that comes out landscape.

icewright

Dashboard
Profile
Contractors
Community
Concussion
Pricing
Help
Log out

Refrigeration plant rounds — temps, pressures, and which compressors are running. Columns are fully customizable per plant (CO2, Freon, ammonia...); the default template is a CO2 six-compressor sheet. Print a blank landscape sheet for the wall.

Plant: CO2 rack [Print blank sheet](#) [BMS link](#) [Edit fields](#) [Rename](#) [Delete plant...](#)

[Add plant, e.g. CO2 rack](#) [Add](#) [+ Building systems](#)

Staff: Date: 07/29/2026 Time: --:--

TEMPERATURES

Ice Temp Average (Rack)

Cold Glycol Supply (Rack T400)

Cold Glycol Return (Rack T401)

Drop Leg Temp (Rack Condenser)

Sub Floor Temp (lowest) (Ice Loop)

CHW Sup Temp (TC Loop T601)

CHW Ret Temp (TC Loop T602)

PRESSURES

Drop Leg Press (Rack Condenser)

Rec Press (TC Loop P51)

COMPRESSORS

Comp 1 Running

Comp 2 Running

Comp 3 Running

Comp 4 Running

Comp 5 Running

Comp 6 Running

[Log it](#)

[Import rows from a paper sheet...](#)

DATE	TIME	STAFF	ICE TEMP AVERAGE (RACK)	COLD GLYCOL SUPPLY (RACK T400)	COLD GLYCOL RETURN (RACK T401)	DROP LEG TEMP (RACK CONDENSER)	DROP LEG PRESS (RACK CONDENSER)	REC PRESS (TC LOOP P51)	COMP 1 RUNNING	COMP 2 RUNNING	COMP 3 RUNNING	COMP 4 RUNNING	COMP 5 RUNNING	COMP 6 RUNNING	SUB FLOOR TEMP (LOWEST) (ICE LOOP)	CHW SUP TEMP (TC LOOP T601)	CHW RET TEMP (TC LOOP T602)
7/29/26	6:15 AM	SA	-5.9	18.4	24.2	72.8	58.4	41.5	✓	✓	—	—	—	—	—	—	—
7/28/26	6:05 AM	JW	-6.3	18.0	23.8	71.9	57.5	41.0	✓	—	—	—	—	—	—	—	—
7/27/26	6:10 AM	SA	-6.1	18.2	24.0	72.5	58.0	41.2	✓	✓	—	—	—	—	—	—	—

Supplies

Consumables and their par levels — anything below par lands on the order list. Tracking only; buy however you buy today. [Print order list](#)

The Ice Plant Log: custom columns per plant, printable wall sheet, and paper-sheet import.

Connect your plant or BMS (Pro)

If your compressor room already has a monitoring system (CIMCO, a building management system, or a Raspberry Pi running free Node-RED), you can stop hand-copying its numbers: the BMS link button on any plant log generates a secret ingest URL your equipment POSTs readings to over HTTPS. One-way and read-only by design - your system pushes numbers out; Icewright has no path into your building and no control of anything, ever. Entries arrive under staff name "BMS link" and sit in the log like hand-entered rounds.

Optional alert thresholds email you when a reading leaves its min/max range - at most once per field every few hours so a stuck sensor can't flood you, except safety-class fields (labels mentioning CO, CO2, NO2, ammonia, or a gas/refrigerant leak), which re-alert every 30 minutes while in breach with SAFETY in the subject line. The link page includes copy-paste examples (curl and Node-RED) and can be regenerated or disabled any time - regenerating kills the old URL like changing a lock.

Work orders & preventive maintenance

Everything else in Maintenance is a *log* — a record of what already happened. **Work orders** record what hasn't: a job with somebody's name on it, a category, a priority, a due date, and a state that changes (open → doing → done, with notes, parts from Supplies, labour time, and an optional photo that emails out with the completion receipt). Overdue jobs flag red; safety-priority jobs sort first. **Preventive maintenance** schedules recurring jobs ("inspect the dehumidifier every 30 days") that spawn their own work orders a few days before due — calendar-anchored, so a late completion doesn't drift the cadence. Plant readings that

breach an alert threshold, and inspection rounds that log a failed check, open work orders by themselves — deduplicated, so a machine that fails all week makes one job, not seven.

Rink lights

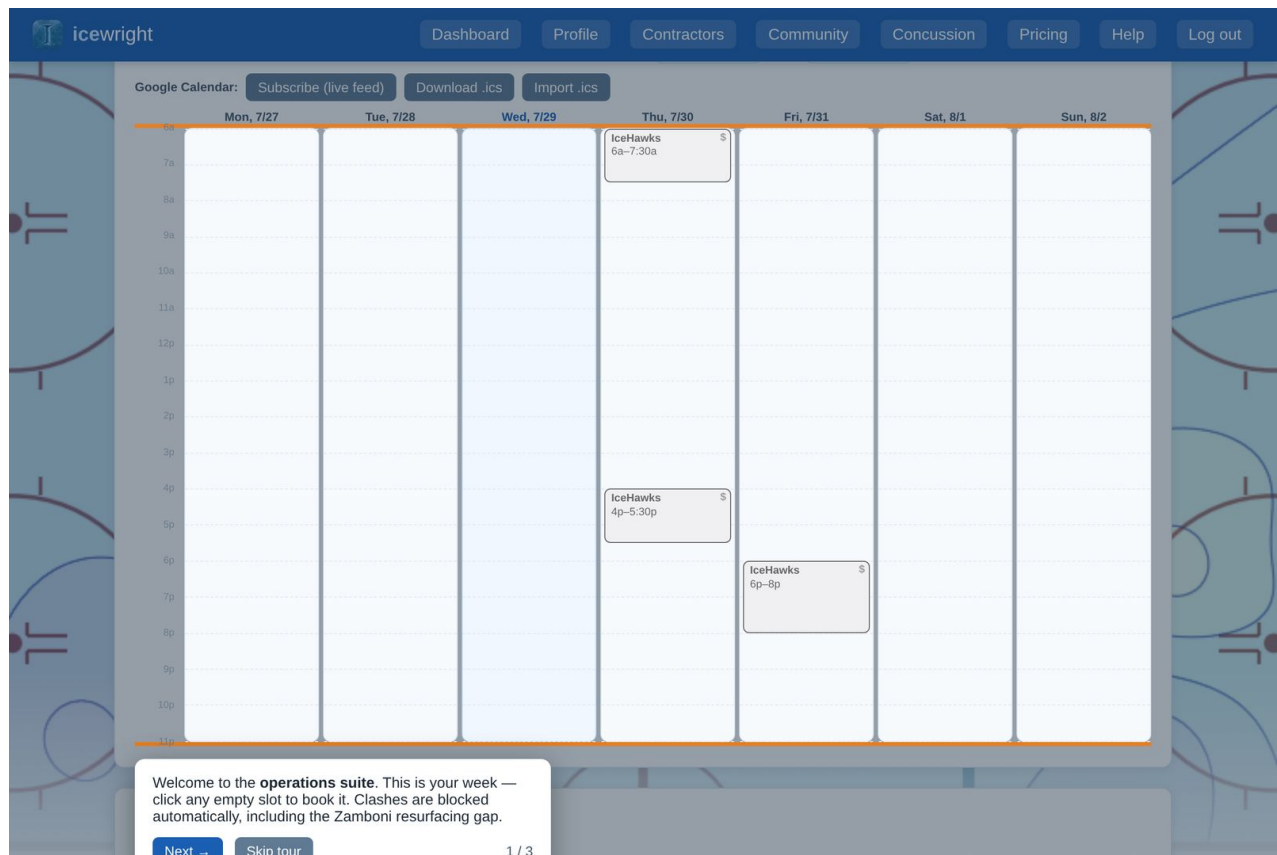
The Work Orders page carries a lights panel: your rink drawn as decorated (logos and all) with every overhead fixture placed where it hangs — the owner lays the fixtures out once, tap-to-place, labeled the way the breaker panel is labeled. Anyone on the team taps a light to walk its state — good → dim → failed → intermittent → good — and bad fixtures pulse with expanding rings, the issue named above the dot (FAILED, DIM, INTERMITTENT). **Open work order** prefills a job listing every bad light; **Reset all to good** clears the panel after the repair. **Download animation** saves the pulsing diagram as a GIF, and **Email it...** sends it directly — the To field opens an address book built from the rink itself (owner, teammates, staff with emails, everyone previously emailed), with **Add contacts...** importing a pasted list or a contacts CSV, reviewed row by row. Like Depths, the Lights panel installs as its own small phone app via **Add to phone...**

Supplies

Par-level tracking for consumables - ice paint, blades, janitorial stock. Adjust on-hand with +/- as things get used; anything below par flips to a red LOW chip and shows on the Dashboard. Print order list and Order CSV cover buying day. Tracking only, by design - the app never places orders.

8. Bookings and Billing

The rink's calendar, kept honest by the ice. Add bookings (league slots, public skates, rentals) to a week grid; clashes are blocked automatically, including the resurfacing gap between bookings - the owner sets rink hours and the gap length. On phones the week becomes an agenda list.



The Bookings week grid — conflict-checked, with the Zamboni resurfacing gap enforced.

- Weekly recurrence: book a slot "until" a date and each week is created and conflict-checked individually - clashing weeks are reported, never silently dropped.
- Billing: each booking carries a flat or hourly rate; the ledger totals what each customer owes, bookings toggle paid/unpaid, and everything exports as CSV. Fee tracking, not card processing - collect however you already do.
- Three views: **Week** is the vertical grid; **Day** lays every resource out as lanes; **Month** shows the whole month as a calendar, each day's bookings as colored chips — click a day to open it in Day view, click a chip to open the booking.
- Undo: deleting a single booking offers a 10-second Undo.
- Requests inbox: customer booking requests from your public link land here for approve/decline (chapter 15).
- Confirmations and receipts: when a booking has a customer email on file, the customer automatically gets a "Booking confirmed" email - and a "Payment received" receipt when they pay through the Stripe checkout. Best-effort and automatic; nothing to configure beyond the app's email being set up.
- Google Calendar: subscribe to a live feed of the rink's calendar, download .ics, or import one; every booking also has an Add-to-Google link.

Click to book, and the Day view

Click any empty slot in the week grid and the booking form opens with that date and time filled in — type the customer and you're done. Next to the Week/Day toggle, the **Day** view lays the schedule out sideways,

one lane per resource: the ice on top, then every facility asset, then each locker room with its dress-and-shower hold shaded. It reads like a train timetable — one glance shows what's free at 4 pm — and empty stretches in any lane are click-to-book too.

Locker-room bars include the dress/shower hold before and after each ice slot. Click an empty stretch of the **Ice** row to start a booking at that time.

The Day view: the ice, every facility asset, and each locker room as horizontal lanes.

Whole-building mode

If your rinks are grouped as one facility (chapter 2), a **Building** toggle folds every sibling sheet into the same calendar — Lawrenceville, Lisa McGraw, and Hobey Baker side by side in both views. Sibling bookings show read-only; each sheet still manages its own.

Other facility assets — booking more than ice

A rink is rarely just a rink — really, a rink is one lane within a facility, and so are the field house and the squash courts. Under **Other facility assets** on the Bookings page, add anything else you book — squash courts, a field house, meeting rooms, outdoor fields — grouped however your building is laid out, with every name yours to choose. Each asset becomes its own lane in the Day view and books exactly like ice: same form, same customer and billing, its own conflict checking (Court 1 never blocks Court 2), and the resurfacing gap applies only to the ice. One reservation can take **several resources at once** (a camp on both courts plus a meeting room): pick multiple resources on the form and the whole set books all-or-nothing, is billed **once**, and deletes as a unit. In a multi-sheet facility these assets belong to the **facility**: every sheet sees and books the same shared lanes, and an asset can never be double-booked from two different sheets — the conflict check spans the whole building.

Setup, teardown, ranges, and all-day

Every booking can carry **Setup** and **Teardown** minutes — transition time held on the calendar either side of the slot (facility-wide defaults live in the owner settings; a per-booking value overrides them). An **End date** books a consecutive-day block — a camp or tournament — with each day conflict-checked, and it composes with weekly recurrence. **All day** fills open-to-close without typing times. **Skip dates** lifts blackout dates out of a series as you book it — "2026-12-25, 2026-12-21..2027-01-02" makes a 26-week season jump Christmas week and the holiday range, instead of booking them and hunting them down to delete. Skipped dates are reported separately from conflicts, so you can see the series did what you

meant.

Locker rooms

List your locker rooms once and every booking automatically receives a free one, assigned lowest number first. In a multi-sheet facility the rooms are **one pool**: sixteen rooms serving four rinks are assigned across all of them, a room held from any sheet is held for every sheet (the longest configured buffer governs), and the Day view shows a sibling sheet's hold in the lane, tagged with that sheet's name — assignment happens on its own for bookings created any way at all (the form, approved requests, league scheduling). Rooms are held for a configurable buffer (default 45 minutes) before and after the ice so teams can dress and shower, and the Day view shades those holds. Change or clear a booking's room from its detail panel; clearing sticks (the auto-assigner won't quietly re-fill it).

A room can also be **dedicated** to one renter for the season — the junior team or college program whose gear lives in it. A dedicated room leaves the general rotation entirely (no other booking is ever parked there), keeps its lane in the Day view labeled with the tenant's name, and is assigned to that tenant's own bookings *first*, before the general pool. Hand-assigning someone else into a leased room asks once, then defers to the desk.

Each room carries a designation — **Any**, **Male**, or **Female** — and a rental can declare what it needs from its detail panel. A rental needing a female room is matched to a female or Any room and never a male one; if nothing suitable is free it gets no room (and is retried later) rather than a wrong one. Redesignating a room releases auto-assigned bookings that no longer fit and finds them a room that does. You can still hand-pick a mismatched room — the app asks once, then lets the human at the desk decide.

The lobby display - today's board on any TV

Rinks post the day's locker assignments to lobby screens with PowerPoint decks and signage subscriptions - a second system somebody re-types the schedule into. **Bookings -> Lobby display** replaces that. It mints a secret URL; open it in any smart-TV browser, Chromecast, or HDMI stick and the TV shows today's remaining ice full screen - times, events, sheet, and the auto-assigned locker room for each slot - refreshing itself every minute with the current slot highlighted and finished slots fading off. No login on the TV, nothing to install; several screens just open the same address, and a rink inside a facility shows every sheet in the building. The manage page has a live preview, a Copy button, and **New link**, which retires the old address instantly if it ever leaks. Anyone on the rink can open the same board from the Dashboard's **Today's board** button.

LiveBarn

If your rink streams on LiveBarn, paste your rink's LiveBarn page into the **Live video** box on the Lobby display page. The link then shows three places: as signage on the lobby board's footer, as a **Watch live on LiveBarn** button on the public sign-up page, and as the Dashboard's **Live Ice View** tile. (LiveBarn has no embed - subscribers watch on livebarn.com - so the integration is the link, honestly labeled.) Clear the box to remove it everywhere.

- Pay online: in the owner-only Payments box, save a payment link (Square checkout, PayPal.me, Venmo - those two get the amount appended automatically) or a restricted Stripe API key from the rink's own Stripe account. Unpaid bookings then offer a payment link, a QR code, and a copyable request message; with a Stripe key it's a real card checkout (card / Apple Pay / Google Pay) for the exact amount that marks itself paid on the next page load. Money settles to the rink's own account - the

platform never holds funds. Create the key in Stripe under Developers → API keys → Create restricted key, granting only Checkout Sessions: Write. This is a one-time, roughly ten-minute setup - nothing breaks if you wait, and it's fine to hand this step to your accountant or a tech-savvy friend. Appendix E walks it through screen by screen, and the Help page links a 15-second screen recording of taking a payment (</howto/take-payment>).

9. Linked Calendars

If your building's schedule already lives in a public Google Calendar - a university athletics page, a club calendar - mirror it instead of retyping it. Paste one URL (the webpage that embeds the calendar, the embed link, a calendar ID, or any .ics address) and the app discovers every calendar it contains and links them all.

- Mirrored events appear as read-only "External" events - dashed outline, \$0, excluded from billing - but they do count in conflict checks, resurfacing gap included.
- Feeds refresh automatically whenever anyone opens the Bookings page and the last sync is more than 6 hours old, plus a manual Sync now . Recurring events, moved instances, and cancellations all follow the source.
- Each feed shows its calendar name, event count, last sync, and status; the owner can remove a feed (its mirrored events go with it). A "Failed: not public" status means that calendar isn't shared publicly at the source.

Help links a short recording of the one-paste linking flow, at </howto/calendar>.

10. Leagues and Teams

Create a league, add teams and rosters, and generate a round-robin schedule - every pairing plays once (or twice), and each game reserves real ice on the Bookings calendar, conflict-checked. Enter scores as games finish; standings (W-L-T, points, goals for/against) update live. Players can join through the league's public link (chapter 15). Regenerating a schedule that already has games asks first; once scores exist, only the owner can regenerate. Per-player statistics: every game's Stats button opens its stat sheet - goals, assists, and penalty minutes for both rosters. The league's Scoring leaders table aggregates automatically (GP, G, A, PTS, PIM, ranked by points then goals). Saving a sheet replaces the previous one; zero rows are dropped. (*Help links a recording of a league going from empty to scheduled, at </howto/leagues>.*)

Playoffs

When the regular season is done, **Playoffs** builds the bracket off the standings you already have. Pick a size - 2, 4, 8 or 16 teams - and the top finishers seed in the standard pattern (1v8, 4v5, 2v7, 3v6), so the best record gets the easiest opening game. Give it a date, a first game time, a game length and a gap between games, and tick *book the ice* if you want the games reserved on the calendar; if the ice isn't free the round is still created, it simply says the ice wasn't reserved rather than forcing a booking over the top of something else.

Next round builds itself from the winners. It refuses twice, both times on purpose: it won't advance a round with an unscored game in it, and it won't advance a tie - somebody has to win, so go and settle it.

Playoff games are badged **PLAYOFF** and take the same score entry and stat sheets as any other game, with one deliberate exception: they are invisible to the standings and the scoring leaders. The standings seeded the bracket, so letting bracket results feed back into them would be circular. Regenerating a bracket asks first, and replacing one that already has scores is owner-only.

Roster entries take an optional jersey number and birth year - worth filling in when two players share a name, and they carry into the Concussion App: its Team dashboard can import any league team (or competition entry list) you have access to in one tap, with a Refresh button for mid-season additions. The link is one-way by design - rosters flow to the device; concussion assessments, baselines, and recovery records never flow back to the rink or to the server.

11. Competitions - Five Ice Sports

One competition shell - a date, an optional automatic ice reservation, an officials pool, printable sheets - with the sport chosen at creation:

Figure skating

Events ("Freestyle 1", "Pairs Bronze"), skater entries with clubs, judges assigned per event. Entries auto-split into warm-up groups; Print judging sheets makes one page per group with score boxes and signature lines. After skating, enter each judge's ordinal card (every skater placed 1..N, no ties on a card) and final placements compute by the classic 6.0 majority-of-ordinals system, live as cards arrive - only complete cards count, and the printable sheets gain a Final Results page with the placement order and every judge's ordinals.

Curling

Teams with skips, optional divisions ("A Event", "B Event"), and a schedule generated round-robin or as a seeded knockout bracket. Games pack into timed draws across your sheets (A, B, C...; set the sheet count at creation). Scores build W-L-T standings (round robin) or advance winners automatically (knockout). Printables: the draw schedule plus a blank end-by-end scorecard per game.

Hockey (tournaments) and broomball

Tournament play: teams, divisions, round-robin or bracket, live standings, and period-based printable scoresheets. Hockey league SEASON play - rosters and ice-reserving schedules - lives in the Leagues tab (chapter 10); this is for weekend cups and jamborees. Broomball uses identical machinery.

Speed skating

Events are distances ("500m Girls 12-14") with a lanes-per-heat setting; entries split into heats in entry order with lane assignments. Type finish times (45.32 or 1:23.45) and results rank instantly. Heat sheets print with lanes, time boxes, and results so far. Knockout notes: brackets are seeded by team entry order, byes promote top seeds, knockout games can't tie, and a game can't be re-scored once the next round's game has a score.

12. Sales, Customers, and Waivers

The Sales tab is a front-desk register: build an item catalog (rentals, admission, concessions, pro shop), tap items into a cart, and Record sale with the payment method - cash, card on your own terminal, comp, or the customer's house account. The today strip splits the take by method; history exports as CSV. Prices are locked at sale time. (*Help links a recording of ringing a sale start to finish, at /howto/pos.*)

Demo Rink (sample)

Maintenance Design Team Bookings Leagues Competitions **Sales** Members Reports

Front-desk register for rentals, admission, and concessions — plus customers, purchase history, and digital pre-arrival waivers. Sales are recorded here; cards are charged on your own terminal.

Register

\$0.00 today 0 sales [Sales CSV](#)

No items yet — open "Manage items" below.

Cart is empty — tap items above.

\$0.00

Payment: Cash Customer — opt. —

[Record sale](#) [Clear cart](#)

► **Manage items**

Recent sales

No sales yet.

Customers

New customer name [Add](#)

Search customers...

No matching customers.

Digital waiver

Save your waiver text, then share the signable link — skaters sign on their phone before they arrive, and land in your customer list.

Paste your liability waiver text here (have your counsel approve the wording).

[Save waiver text](#) [Get signable link](#)

The Sales register: item catalog, cart, today's take by payment method, customers, and the digital waiver.

- Voids are soft: anyone can void a mistake; the sale stays on the books, struck through, so the till reconciles. Un-void is owner-only.
- Customers are a light CRM: contacts, notes, front-desk spend, and any unpaid ice time pulled from Bookings automatically.
- House accounts — "charge it to my account": a fifth tender for customers the owner has given a credit limit (set on their Accounts page; 0 means no limit, and customers without one can't charge at all — so a record created by a waiver signature is never chargeable by mistake). The sale is recorded, nothing lands in the drawer — the today strip says so, "\$30.00 in drawer · \$46.00 on account", so the till never reads short — and the charge appears on the customer's account ready to invoice (chapter 14). The register refuses any charge that would push a customer past their limit, and tells you the numbers.
- Digital waivers: paste your waiver text once, share the signable link; signatures land in the customer list, deduped by email, with a timestamp. Have counsel approve the wording; editing it is owner-only.

Punch passes

"Ten public skates for eighty dollars" is the oldest product at a rink and normally lives on a piece of cardstock that gets lost. Icewright keeps the count and hands out the card. **The design rule is worth**

stating once: the count lives in Icewright, and the card is the key to it. Lose the card and the punches are still there.

Sell a pass from the Sales register and it rings as an ordinary paid sale - cash, card, comp or house account - so the till and the day's take are right without anything special. Set the number of punches (1 to 100) and the price; a price of zero makes a comp pass, which is how you hand one to a sponsor or a volunteer.

The customer gets a **card** at its own web address: the rink's name, their name, the punches left, and a QR code of that same address so they can show it at the desk from a phone. **Print card** produces a paper version that still points back at the live count, for the customer who would rather carry something.

At the desk, open the card and press **Punch**. That button and its **Undo** appear only to signed-in staff - a customer looking at their own card sees the count, not the controls. Undo removes the most recent punch with no time limit, because the mistake you find at closing is as worth fixing as the one you catch immediately. When two punches or fewer remain the count turns red, which is your cue to offer a renewal. A pass can be retired and reinstated.

One consequence for the books: punches are stored as rows rather than as a number counted down, so outstanding punches are real deferred revenue - money taken for skating that hasn't happened yet - and the register can tell you what it is. One caveat worth knowing: the card's link is a bearer token. Anyone who has the address can see the pass, so treat it like the card it replaces.

13. Memberships and Recurring Fees

The membership desk. The owner defines plans - name, price, billed monthly, quarterly, or yearly. Anyone on the team enrolls customers (the same person records the Sales tab uses, so waiver status shows in the roster; typing a new name creates the customer).

- Dues post themselves: when a membership's next-due date arrives, a charge lands in the ledger and the date advances - month-end dates clamp correctly (Jan 31 → Feb 28 → Mar 31). Missed periods catch up automatically.
- Mark charges paid as money comes in; members with unpaid dues flag overdue. The ledger exports as a Dues CSV. Each unpaid charge also has a card button - a payment link or own-Stripe checkout if the owner has set up the Payments box (chapter 8); Stripe checkouts mark themselves paid and, when the member's customer record has an email, send a "Payment received" receipt automatically.
- Pause stops dues; Resume restarts from today (no back-billing). Cancel keeps history; reinstating is owner-only, as are plan changes and deleting charges.
- Dues can also ride on an invoice: tick them into one on the customer's Accounts page (chapter 14) and they're billed there — never in both places at once.
- The summary strip shows active members, monthly-equivalent revenue, and dues outstanding.

14. Billing and Invoicing (Pro)

Audit Arena

Maintenance Design Team Bookings Leagues Competitions Sales Members **Accounts** Reports

One account per customer: what they owe across ice time, dues and anything charged to their account at the front desk, the invoices that carry it, and every payment received. A charge put on an invoice is owed by that invoice and nowhere else — so nothing is ever counted twice. ⓘ

\$360.00 **\$380.00** **\$0.00** **\$0.00** **\$20.00**
 Owed to the rink On open invoices Past due Not yet invoiced Credit on account

Customers **Audit Team** team@example.com [Statement](#)

Search customers...

NAME	BALANCE
Audit Team	\$360.00

[Export CSV](#) [Add a customer](#)

House account limit
 [Save](#) The register refuses a charge that would push their balance past this. Blank it to withdraw the account.

\$360.00 **\$380.00** **\$0.00** **\$20.00**
 Account balance Open invoices Not yet invoiced Credit

Invoices

INVOICE	ISSUED	DUE	TOTAL	PAID	BALANCE	
INV-0001 3 lines	Jul 31, 2026	Aug 30, 2026	\$580.00	\$200.00	\$380.00	sent Email

New invoice
 Nothing is waiting to be invoiced — every booking and due for this customer is either paid or already on an invoice. You can still raise one from the lines below.

Other lines (anything not already in the app — late cancel, deposit, board ad)
 Description 0.00
[Add a line](#)

Issued Due

Notes on the invoice (optional)

[Create invoice](#)

A customer's account: balances, invoices, the invoice builder, and payments.

The **Accounts** tab is one page per customer: what they owe across ice time, membership dues, and anything charged to their house account at the front desk; the invoices that carry it; and every payment received. The page opens with the whole rink's position — owed in total, on open invoices, past due, not yet invoiced, and credit held — then one click on a customer shows theirs.

The rule that keeps the math honest: a charge put on an invoice is owed by that invoice and nowhere else. It stops counting as separately owed, it can never be on two live invoices, and it can't be paid individually while an invoice carries it (the app points you at the invoice instead). Nothing is ever counted twice — the same discipline in both directions when things change, as you'll see below.

Month-end in one click

Generate invoices (drafts) collates one invoice per customer holding every charge they owe that isn't invoiced yet — chronological lines, standard terms, numbered in sequence — and leaves them as **drafts** for review: the machine does the collating, you do the billing. Tick **Auto-draft on the 1st** and the drafting happens by itself on the first page load of each month, once. Because of the ownership rule, generation is safe to run any time — a charge already on a live invoice can't be picked up twice, so a second click simply finds nothing.

Getting paid online

Open invoices carry a **Pay online** button once the rink's Payments box (chapter 8) is set up: a payment link or your-own-Stripe card checkout for exactly the balance due — not the total, the *balance*, so a

half-paid invoice asks for the half — with a QR code and a copyable request message. Stripe checkouts mark the invoice paid automatically, recording a real payment that settles the invoice and flows back to its bookings, dues, and sales. When a static payment link is saved, emailed invoices carry the pay link too.

Building an invoice

Open the customer and tick the unpaid charges that belong on it — ice slots, dues periods, house-account sales, in any mix — and add free-typed **manual lines** for anything not already in the app: a late-cancel fee, a dasher-board ad, a tournament deposit. Set issued and due dates (terms default to net 30) and create. Invoices number themselves (INV-0001, INV-0002 ...), print as a clean letter-format page, and can be marked **sent** with an optional email to the customer.

Payments, credit, and statements

Record payments in full or in part — a partial payment leaves the balance open and the invoice unpaid. Money can also sit **on account** as credit (a season deposit) and be applied to an invoice later; overpayment survives as credit rather than vanishing. Paying an invoice in full marks the bookings, dues, and sales it carries as **paid** everywhere else in the app; deleting that payment brings the debt back and un-marks them, because the invoice owns those balances. **Void** releases an invoice's charges to be owed — and re-invoiced — on their own; an invoice with payments on it can't be voided until the payments are removed, so money never vanishes. A printable **statement** per customer shows all activity plus anything not yet invoiced, and the whole desk exports as CSV.

The Reports tab

Reports is the fourth full page on the rink header, and everything on it is computed live from what you have already recorded - there is nothing to run and nothing to schedule.

- **Utilization** — booked versus open hours, week by week, broken down by booking type, so you can see which nights actually sell.
- **Revenue** — six months of billed versus collected across bookings, front-desk sales and dues. The gap between the two lines is your receivables problem, drawn.
- **Top customers** — who is worth the most across every source, not just the one you happened to be looking at.
- **Dues aging** — who is behind on memberships, and by how long.

Everything downloads: the whole page as a workbook, or any single section as CSV.

One rule worth knowing, because it surprises people: events mirrored in from a linked calendar (chapter 9) **count as ice use in utilization but never as revenue**. The ice was occupied - that is a fact about your building - but Icewright did not bill it, so claiming it as income would be a lie.

Names without customer records

If ice was ever booked under a free-typed name with no customer record, the page lists those names with what they owe — real money that would otherwise never reach an account. Link each name to a customer once and every past and future booking under it follows.

Season contracts

Every renter signs a seasonal ice agreement — hours, rates, insurance, cancellation terms — and the customer's account now holds it. Write the contract once (placeholders {customer}, {rink} and {today} fill in at creation), **Duplicate** it to every renter, and **Send** each a signable link: it opens on a phone, they type their full name, and the signature records the timestamp, network address, and a SHA-256 fingerprint of the exact text signed. The signer gets a copy by email.

The lifecycle is what makes the signature worth something. Only a **draft** is editable, and a draft's link is dead. **Sending** locks the text and lights the link — the signer signs exactly the document you reviewed; to change anything, pull it back to draft (killing the link) and re-send. **Signed** is immutable forever — no edit, no delete, no second signature. **Void** marks an agreement no longer in force while keeping the signature record intact: void means terminated, never "never happened." The print view produces a clean letter-format copy with the signature block filled in — or blank lines for a renter who prefers pen and paper.

House-account limits

The customer's **credit limit** lives here too (owner-only): blank means no house account at all — the safe default — and 0 means unlimited. The Sales register enforces it live (chapter 12).

15. Self-Service Links

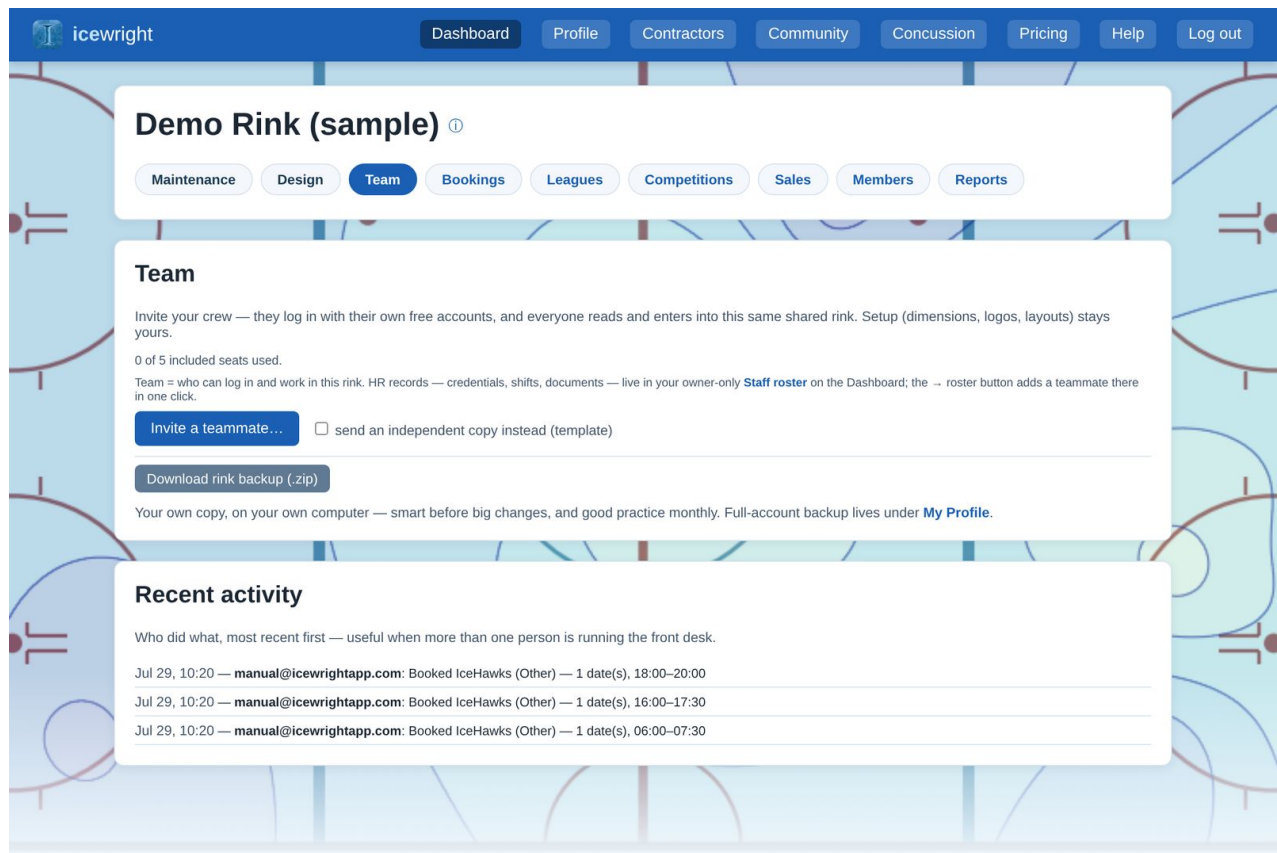
Public, signed links let customers come to you - share by text, email, QR, or your website. Nothing executes without staff approval:

- Ice requests: customers propose a booking; it lands in the Bookings requests inbox, re-checked for conflicts at approval.
- League sign-up: players pick a team and join on approval.
- Competition entry: skaters pick events (figure skating and speed skating); approved entries flow into groupings, heats, and sheets.
- Waiver signing: read and e-sign on a phone (chapter 12).
- Calendar feed: a signed .ics URL anyone can subscribe to in Google Calendar - treat it like a share link.

When a request, sign-up, or entry arrives, the owner also gets a heads-up email automatically - a tap on the shoulder, so the inbox never waits silently. It's on by default and can be switched off with one checkbox on the Profile page (chapter 27). (*Help links a recording of the whole loop - customer requests, staff approves - at /howto/signups.*)

16. Working as a Team

Team sharing is part of Pro. Invite teammates from the rink page's Team view - send a join link, or a copy link that hands over a duplicate instead (copies are always available on any plan, since a copy is the recipient's own independent rink). Teammates log in with their own free accounts.



The Team view: invite links and the shared seat count.

Seats

A Pro account includes 5 team seats, shared across all your rinks and counted per person: the same teammate on three of your rinks uses one seat, and read-only multi-rink admins (chapter 17) draw from the same pool. The Team view and your Profile page both show how many seats are in use. Going past 5 is allowed and automatic - each extra seat is billed at the Basic rate (\$9.99/mo or \$99/yr, matching your billing cycle) as an added line on your existing subscription, prorated by Stripe, and removed the same way when the count drops back. Teammates invited before sharing became a Pro feature were left in place - only new invites go through the gate.

What teammates can and can't do

Day-to-day work is open to every member: readings, maintenance and equipment logs, supplies, bookings, scores, sales, enrollment, recording payments. Owner-only (configuration and irreversibles): rink hours and the resurfacing gap, waiver text, plan management, payment setup (links and the Stripe key), machine/plant renames and deletes, log field schemas, deleting leagues/competitions, regenerating scored schedules, un-voiding sales, reinstating cancelled memberships, and deleting dues charges.

The activity log

Every rink page carries a Recent activity card - who did what, most recent first, across bookings, sales, enrollments, plant logs, and sign-up approvals. Useful when more than one person runs the front desk; logging is automatic and never blocks the action itself.

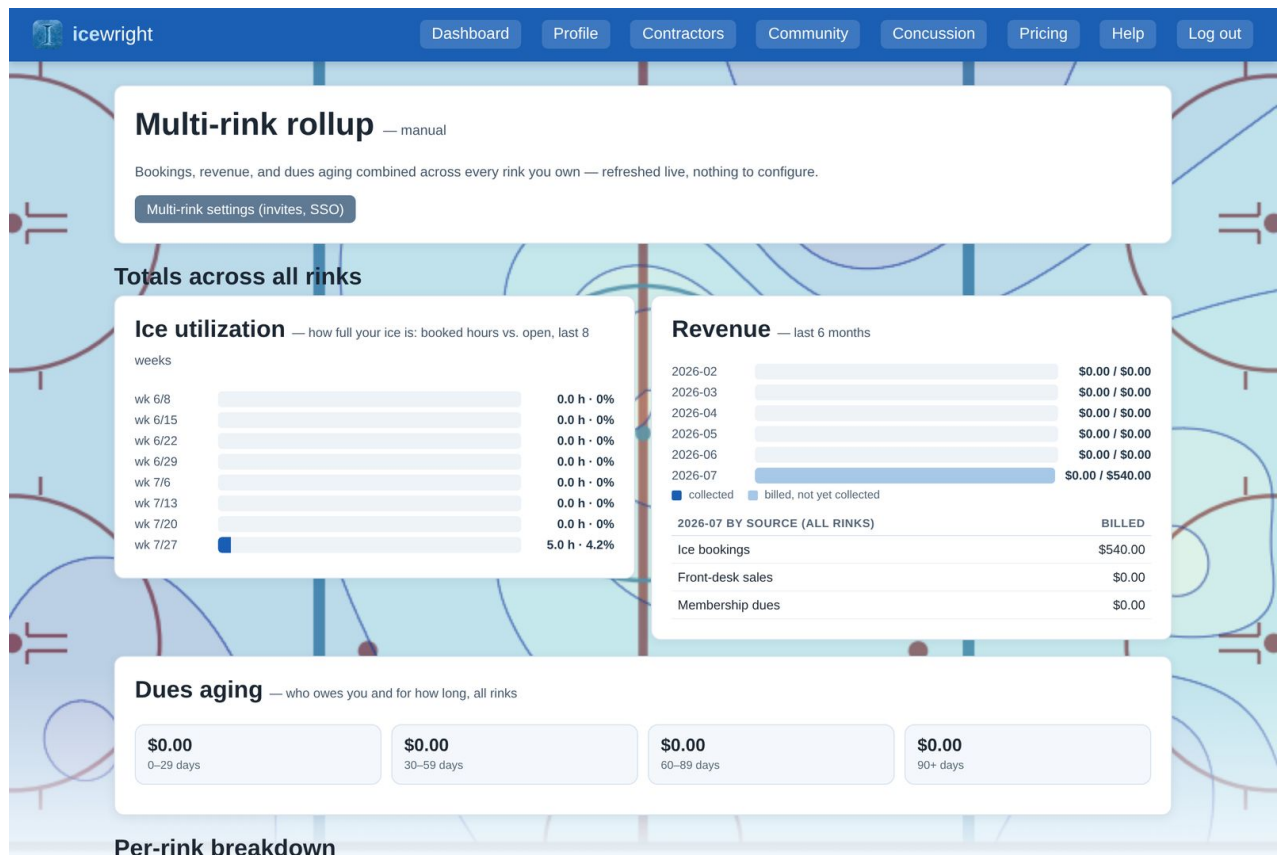
Rink backup (owner)

The owner's **Rink admin** tab carries the Download rink backup button - this one rink, complete, as a single zip file on your own computer (chapter 27 explains exactly what's inside). Smart before big changes like regenerating a schedule or reworking your plans, and good practice monthly.

17. The Multi-Rink View (Pro)

Run more than one rink under your account and the Dashboard shows a Multi-rink card - the door to a rollup page combining bookings, revenue, and dues-aging across every rink you own, computed live. From its Settings page you can also:

- Group name: an optional display name for your rink group (say, "Hobey Baker Rinks"), shown atop the rollup.
- Multi-rink admins: invite someone - a regional manager, an accountant - to view the rollup and every rink read-only, by share link. They can look at everything and touch nothing, and they never need their own paid plan. Each admin uses one team seat (chapter 16).
- Single sign-on: if you don't know what an identity provider is, you don't need this - it's for larger organizations with an IT department, and everything else works without it. Otherwise: point Icewright at your organization's own identity provider (any OpenID Connect provider - paste the issuer URL, client ID, and secret, and register the redirect URI it shows you). Your staff then sign in through your provider instead of an Icewright password. SSO never creates accounts - it signs people into accounts that already exist.



The Multi-rink rollup: utilization, revenue, and dues aging combined across every rink you own.

18. Staff, Credentials, and Scheduling (Pro)

The Staff & credentials page (linked from the Dashboard) is your facility's roster - and it is private to you alone: teammates and multi-rink admins never see it. Most rink staff never log in, so an employee here is a record, not an account - name, role, facility, hire date, contact and emergency-contact details, and private notes.

Staff & credentials: the roster with per-employee credentials, expiry countdowns, and filed documents.

Credential tracking - the crown jewel

Each employee carries credentials: USIR certifications (CIRM, CIT, CRA and the course codes), CPR/First Aid, licenses - anything with an expiry date, each with an optional certificate photo or PDF attached. You get one email digest when anything comes within 60, 30, and 7 days of expiring - escalating, never double-sending. The roster page banners anything expiring within 60 days the moment you open it.

Documents

Each employee also has a private file drawer - offer letters, signed policies. Deleting an employee permanently purges every stored file.

Linked accounts

If an employee also has a login (a Team seat on your rink, chapter 16), link the two on their roster card - the "has app access" chip shows the connection. HR data stays owner-only either way; the link is bookkeeping, not access.

The weekly schedule

The Schedule page is When-I-Work-style staff scheduling that lives where your ice calendar already lives: build a week of shifts per employee (day, start/end, role, note), copy last week forward, print a wall copy, and publish - publishing emails each scheduled employee their week. Because it's native, the schedule can see what no outside scheduler can: the rink's booked ice.

19. Safety Training, Quizzes, and Annual Reviews (Pro)

The training library

The Safety page carries 22 free training modules curated for rink work, in three groups: nine from OSHA's own materials (carbon monoxide, ammonia refrigeration, lockout/tagout, slips & trips, cold stress, PPE, machine guarding, electrical, emergency action plans), nine grantee-built courses from OSHA's Susan Harwood program (including two temporary-worker modules that pair with the Contractors Network, plus hazcom/GHS, confined space & fire, heat illness, hearing conservation, ergonomics, fall protection, and bloodborne pathogens - many bilingual), and a shelf of video & course picks led by the two rink-specific ammonia resources born of the 2017 Fernie arena tragedy, plus Oregon OSHA's free online courses, whose emailed completion certificates file neatly into the credential tracker. One honest caveat, printed on the page: this is awareness training for your own records - it never confers an OSHA card.

The screenshot shows the Icewright web application interface. At the top is a navigation bar with links: Dashboard, Profile, Contractors, Community, Concussion, Pricing, Help, and Log out. The main content area is titled "Safety training" and includes sub-tabs: Roster, Schedule, Annual reviews, and SDS & SOPs. Below this, a paragraph explains the free training curated for rink work, mentioning OSHA's materials, Susan Harwood program, and a shelf of videos. A note states that completing these tracks is for awareness training only and does not confer an OSHA 10- or 30-hour card. The "The module library" section lists various training modules, each with buttons for "Open OSHA material", "Toolbox-talk sheet", and "Preview quiz", along with a "refresh: 12 mo" indicator. The modules listed are: Carbon Monoxide Awareness, Ammonia Refrigeration Safety, Lockout / Tagout (Hazardous Energy), Slips, Trips & Walking Surfaces, Cold Stress, Personal Protective Equipment, and Machine Guarding. Each module has a brief description of its content.

Safety training -- Roster Schedule Annual reviews SDS & SOPs

Free training curated for rink work — nine modules from OSHA's own materials, nine grantee-developed courses from OSHA's Susan Harwood program, and a shelf of standout videos and free online courses. Assign them, track completions, and get refresher reminders in the same email digest as credential expiries. Print a toolbox-talk sheet for crew sign-off after a talk. Every module also carries a **short 6-question quiz** (freshly drawn from a 10-question bank each try): send the employee their no-login quiz link, they retake until they pass (5/6), and passing marks the module completed — which starts the annual refresher clock, so next year's nag and retake come around by themselves.

Not OSHA certification: completing these tracks awareness training for your own records. It does not confer an OSHA 10- or 30-hour card (those come only from authorized trainers) and doesn't replace your obligations as an employer under OSHA standards.

The module library

OSHA materials
OSHA's own fact sheets, eTools, and topic pages.

Carbon Monoxide Awareness Open OSHA material Toolbox-talk sheet Preview quiz refresh: 12 mo
The rink hazard: resurfacer and edger exhaust in an enclosed building. Symptoms, sources, prevention — pairs with the CO threshold on your BMS link.

Ammonia Refrigeration Safety Open OSHA material Toolbox-talk sheet Preview quiz refresh: 12 mo
OSHA's full eTool for ammonia plants — general safety, receiving, and emergency response. Essential for anyone who enters the compressor room.

Lockout / Tagout (Hazardous Energy) Open OSHA material Toolbox-talk sheet Preview quiz refresh: 12 mo
De-energizing before service: compressors, pumps, resurfacer maintenance, scoreboard and door motors.

Slips, Trips & Walking Surfaces Open OSHA material Toolbox-talk sheet Preview quiz refresh: 12 mo
A building whose floors are literally ice: rubber matting, spill response, bleacher and mezzanine fall protection.

Cold Stress Open OSHA material Toolbox-talk sheet Preview quiz refresh: 12 mo
Hours on the ice and in the plant room: recognizing hypothermia and frostbite, work/warm-up cycles, proper layering.

Personal Protective Equipment Open OSHA material Toolbox-talk sheet Preview quiz refresh: 12 mo
Gloves for blade changes, eye protection for paint and glycol, hearing protection in the plant room — selection, fit, and when it's required.

Machine Guarding Open OSHA material Toolbox-talk sheet Preview quiz refresh: 12 mo
Resurfacer blades and augers, edgers, skate sharpeners, shov equipment — keeping guards on and hands out

The Safety page: the module library in three groups, quiz links per assignment, and refresher countdowns.

Assign, quiz, done - annually, by itself

Assign any module to any employee and the assignment generates a no-login quiz link - copy it, or email it from the page. The employee reviews the material and takes a short 6-question quiz (3 multiple-choice + 3 true/false, drawn fresh each try from a 10-question bank; passing is 5 of 6, retakes unlimited). Passing marks the module completed and starts a 12-month refresher clock that rides the same reminder digest as credential expiries - so next year's nag and retake happen by themselves, on the same link. You see every attempt and score; a Preview quiz button on each library module shows you a sample draw before you assign it (graded, recorded nowhere). Toolbox-talk sign-off sheets print for crew talks, and custom entries

cover your own materials and the how-to videos.

Annual reviews and the transcript

The Reviews page keeps two dated records per employee, each on its own 12-month clock in the digest: the annual safety review (print the employee's training transcript - credentials, trainings, quiz scores, review history, signature lines - check it over together, sign, file, record) and the performance review (a rating roll-up plus notes). History is kept; only the newest of each kind drives reminders, and the page calls out anyone with no review yet on record.

20. The SDS & SOP Library (Pro)

Two binders under one page: Safety Data Sheets - one per hazardous chemical on site (glycol, ice paint, cleaners, treatment chemicals), which OSHA's hazcom standard requires to be readily accessible to employees - and Standard Operating Procedures, your written how-we-do-it-here documents. Upload PDFs (or photos) with a title, manufacturer or category, revision date, and notes.

Each binder gets its own no-login share link - post it, print it, or QR it in the break room, and any staff member can read the documents from a phone, with a filter box once a binder grows. The links are separate on purpose: most rinks publish SDS while keeping SOPs internal. Regenerate a link any time to kill the old one; a shared binder keeps serving even if your plan later changes, because cutting staff off from safety sheets over billing would be wrong.

The screenshot shows the 'SDS & SOP library' page in the Icewright application. The top navigation bar includes links for Dashboard, Profile, Contractors, Community, Concussion, Pricing, Help, and Log out. The main content area is divided into two sections: 'Safety Data Sheets (3)' and 'Standard Operating Procedures (2)'. The 'Safety Data Sheets' section includes a description, a share link, and a list of existing entries with their details and a 'remove' button. Below this is a form to add a new SDS, with fields for product name, manufacturer, revision date, and a file upload button. The 'Standard Operating Procedures' section has a similar description and a button to 'Enable share link'.

SDS & SOP library Staff roster Safety training

Two binders: **Safety Data Sheets** for every hazardous chemical on site, and **Standard Operating Procedures** for how your building runs. Each binder has its own no-login share link — post it, print it, or QR it in the break room and any staff member can read the documents from a phone. Share links can be enabled, regenerated (killing the old link), or disabled per binder, so you can publish SDS while keeping SOPs internal.

Safety Data Sheets (3)

One sheet per hazardous chemical on site — glycol, ice paint, cleaners, treatment chemicals. OSHA's hazard-communication standard requires these to be readily accessible to employees; the share link makes the whole binder readable from any phone, no account needed.

Share link on: Copy Preview Regenerate Disable link

Glycol (propylene) Dow rev. 2026-06-01 uploaded 07/29/2026 remove

Ice paint — white Jet Ice rev. 2026-06-01 uploaded 07/29/2026 remove

Rink glass cleaner Zep rev. 2026-06-01 uploaded 07/29/2026 remove

Product / chemical name Manufacturer Revision date ☐ File (PDF best) No file chosen Add SDS

Notes (optional)

Standard Operating Procedures (2)

Your written how-we-do-it-here procedures — resurfacing, plant rounds, edger use, opening/closing, emergency shutdown. Share the binder with staff, or keep it internal and use this page as your master copy.

Share link is off — this binder is visible only to you. Enable share link

The SDS & SOP library: two binders, per-binder share links, and the phone-ready public view.

21. The Rink Map, the Job Board, and the Contractors Network

Three public-facing surfaces work together: the Map, a directory of the world's ice rinks; the Job Board, for permanent hiring; and the Contractors Network, for temporary coverage. The Job Board and the Contractors Network are reached from the header; the Map lives at the bottom of the Jobs page, or full screen at /jobs/map. The Map is where the other two show up geographically.

The Rink Map

The Map is public - no account, no plan, nothing to sign up for. It carries every ice rink we can find, drawn from OpenStreetMap and topped up with rinks Icewright members have added: nearly twelve thousand of them across 94 countries, about a third with a website on record. (The Help page shows the live count; a number printed in a manual is wrong the week after it is printed.) The search toolbar above the map takes a rink name, city, state/province, or country, and two dropdowns filter by sport (hockey, figure skating, curling, speed skating - the Olympic ovals included) and by seasonal vs. permanent ice. Pick a result to fly to it, or press Enter to light up every match at once - matches pulse so they stand out, the rings button starts and stops the pulsing, and Reset returns the map to its default view. Rinks that OpenStreetMap mapped but never named are searchable by town only, because the name shown is a label we wrote rather than theirs. Clicking a rink that has a website opens it in a new tab and leaves its panel open behind.

Dots gather into clusters as you zoom out; click a cluster to zoom into it, and at world zoom a click always zooms rather than opening a rink, because at that size a click meant for Wisconsin lands on Latvia. The legend hides and shows each layer - public rinks, listed contractors, discreet listings, coverage needed, full-time postings - and folds away when you want the map to yourself. There is a full-screen button, and country names are shown in English wherever OpenStreetMap has an English name.

The map is only as good as what people tell us, so every entry has a way to say something about it. Signed in with a verified email, you get four:

- **Missing a rink?** - click the spot, name it, add a website if you know one. Anything already on the map within a quarter mile is shown to you first, so you can check it is not the same building under another name.
- **Know its website?** - two thirds of the directory has no website on record, which says more about how rarely that field is filled in on OpenStreetMap than about ice rinks.
- **Not the right website?** - a link can be wrong as easily as missing. For a rink OpenStreetMap never named, ours is matched by position, so a tenant of the building 250 m away can win.
- **Not an ice rink?** - a building is on the map because somebody tagged it an ice rink, and roller rinks, ponds, sports shops and rinks demolished years ago all arrive that way. Say what it actually is.

All four go into one queue and nothing changes on the map until an admin has looked: a published link that sends people somewhere wrong is worse than no link at all. Once approved it appears for everyone straight away, including people who already have the map open. Nothing is destroyed - a rink taken off can be put back. If the error is in OpenStreetMap itself, fixing it there is the better repair, and it reaches us at the next rebuild.

The Job Board

Full-time and permanent openings, posted free by Pro rinks - title, pay, start date, location, an optional wanted-credential, and the role description. Reading the page needs no account at all: deciding whether you want a job comes before being asked to sign up for anything. Applying needs a free account with a confirmed email address, and the rink sees that confirmed address rather than whatever was typed into the form. The trade was the other way round for a while - anyone could apply, no login - and it turned out badly: an anonymous application is a name and an address typed into a box, and neither the rink nor we could tell it from a bot with better manners. Registration is a small ask of somebody who wants the job. There is still no fee, and Icewright never takes a recruiter cut. Applications land in the posting rink's queue beside responses from listed contractors, each tagged APPLICANT or CONTRACTOR, with accept/pass management and an email per response. Listed contractors whose credentials and radius match get an email when an opening goes up. Postings auto-close after 90 days; share the page link anywhere - it works for candidates who have never heard of Icewright. US openings are topped up automatically from USIRA's board, and a **Job boards elsewhere** list links the national boards beyond that feed - ORFA and AARFP in Canada, Planet Ice in the UK, and more.

New to Icewright as a technician (rather than a rink)? The app serves a free step-by-step on-ramp at /guide/technician — "The Technician's Path": verify your email, check the Job Board, list yourself (a complete listing adds a month of Pro), join Community, and walk the Concussion App, in that order. It's public — send it to a colleague who's never signed up.

The Contractors Network

The temporary-work arm - rink-operations people findable by the rinks that need them. Any signed-in account, any tier, can list themselves free: name, distance you'll travel, USIR certifications and courses, day rates, and a LinkedIn profile button.

Every credential on a listing is the contractor's own statement, and the app says so wherever one appears. Icewright does not check them. There was an admin queue that opened uploaded certificates and stamped individual credentials "sighted [date]", and it is retired: no issuing body will confirm a ticket for us, so the stamp only ever established that somebody here had looked at a JPEG, while to a rink reading the listing it looked like an endorsement. Contractors may still upload their certificates, and those files stay private - visible to them, and to a rink that has connected and is deciding whether to hire. The rink confirms the ticket with the body that issued it, which is the only place a credential can be confirmed. A complete listing adds one month of Pro to your account - once per account, ever, marked on the user rather than the profile so deleting and rebuilding a listing cannot earn a second. (This replaced the original perk, a free year of Basic, on Aug 9, 2026: the universal free year of Pro had made that offer worthless and, because its guard required an un-comped account, unreachable in code.) The larger incentive is not the month - complete listings rank ahead of thin ones when a rink searches, since distance decides only to a 10-mile granularity and completeness decides inside the band. Browsing and searching by ZIP radius and credential is open to every signed-in user; connecting - revealing contact info - is part of Pro, with 1 included connection per month and prepaid 5-packs (\$199) after that. A connection is permanent: once revealed, that contractor is yours to call forever.

- Discreet mode: contractors moonlighting past a day employer can list anonymously - "CIT, 40 miles from 16801" with no name. Connecting with a discreet profile is double-opt-in: they see who's asking and accept or decline; a decline auto-refunds the connection. A block list keeps chosen employers from ever seeing the listing.

- Coverage requests - the flipped board: rinks post temporary needs ("need a CIT the weekend of Aug 8") with dates and pay; matching contractors by credential and radius get an email, and respond with accept/pass. Posts expire on their own after 30 days.
- Share your profile: every contractor gets a public share-link profile page, and a Résumé (PDF) button that builds a clean one-page résumé embedding uploaded certificate images.

Independent Contractors Network

Credential-checked rink professionals — managers, ice technicians, resurfer operators — available for scheduled coverage, emergencies, and projects. Credentials follow the US Ice Rinks Association's certifications and courses. Any Icewright account can list as a contractor, free. Rinks on **Pro** connect with contractors directly: 1 connection included each month. Work and payment are arranged directly between rink and contractor — Icewright makes the introduction and steps out of the way.

Find a contractor near you

1 of 1 included connection left this month · 0 purchased connections on account

ZIP Within miles State Credential Availability

Coverage requests

The other direction: rinks post what they need; contractors choose what to answer. Responding shares your contact info with that one rink only — even a fully unlisted or discreet profile can respond, which makes this the most private way to pick up work.

Your requests

Need a CIT for tournament weekend · 0 responses · open · auto-closes 08/28

Open requests are also on a public page — [share it](#) with contractors who aren't on Icewright yet.

Open requests from rinks

The Contractors Network: search by ZIP radius and credential, the coverage board, and contractor profiles.

22. Painting Reference and Paint Calculator

Dimensioned USA Hockey and IIHF marking guides that scale to your sheet, plus a paint calculator for whites and lines. **Pro** accounts can overlay their saved rink logos on the reference to plan sponsor placement.

23. Seasonal Checklists

Printable Ice-In / Ice-Out checklists; ticks are saved on your device. Public - share them with the crew.

24. Community

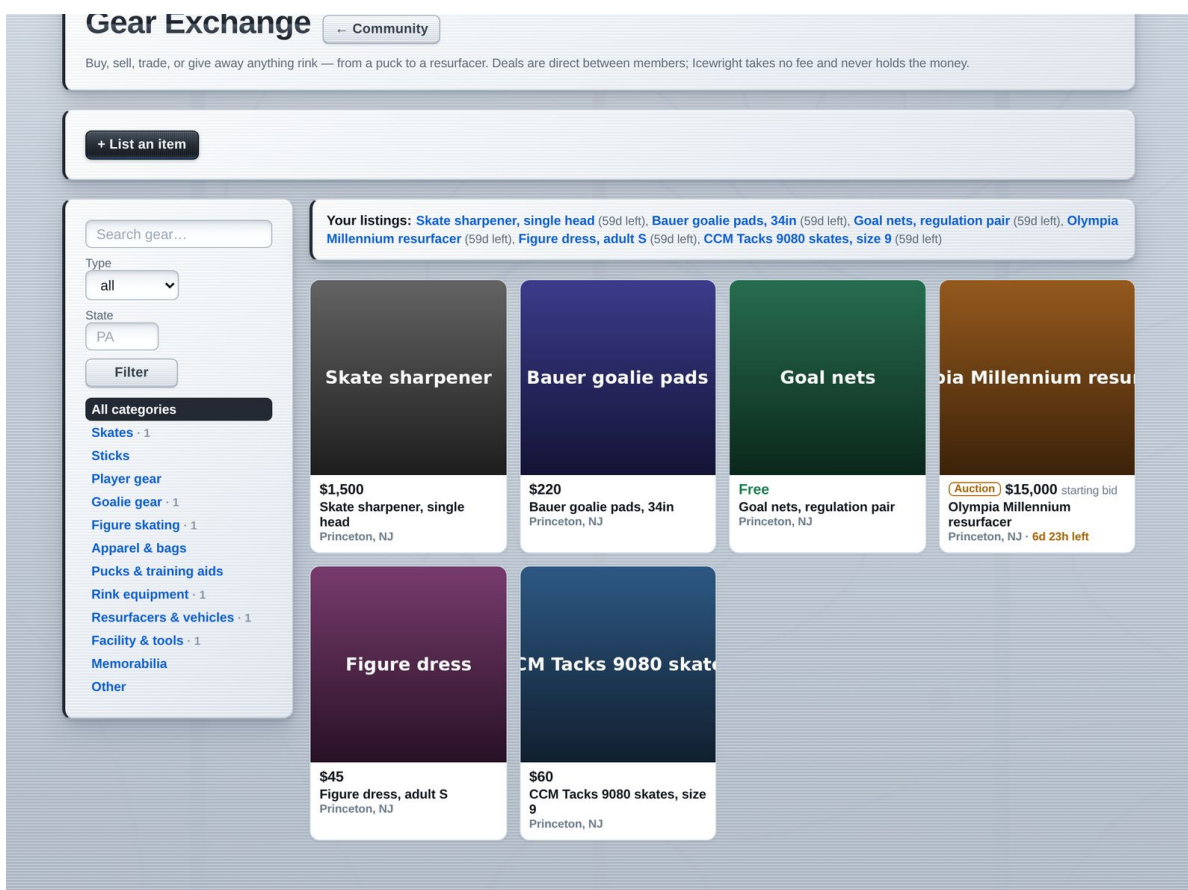
Everything the community does, under one roof: Discussion (which carries the **Live Chat** box - a two-way Discord bridge - as a card inside it, not as a tab of its own), Gallery, Games, the Gear Exchange (chapter

25), Events for industry training, Files (the printable guides and a 3×3 grid of 15-second how-to videos), People, and About. Share renders to the public gallery (with a benchmark strip of anonymized depth norms), chat in Live Chat (a two-way Discord bridge), and browse what other rinks are making. Sharing is always opt-in, per render.

The Resource library and Industry Links

Two reference pages sit beside Community. **Resources** is the document shelf: operating guides, printable log sheets, and manufacturer documents - Zamboni Circle Check sheets (fuel, electric, and IZO 612/712) and Olympia Millennium, Millennium-E, and Millennium-H operators' manuals - each a direct download. **Links** is the ice world in one page: suppliers grouped by type, industry associations, national federations, leagues, hockey halls of fame, player-gear brands, and the trade press, every entry its own hyperlinked row. Missing one? **Suggest a link** at the top sends it for review; approved suggestions join the page credited to readers.

25. The Gear Exchange - Buy, Sell, Trade, and Auction



The Gear Exchange: browse by category, list anything from a puck to a Zamboni, standard or auction.

Under Community, the **Gear Exchange** is a marketplace for anything rink-related — a pair of skates, a figure-skating dress, dasher boards, a Zamboni, a skid-steer, a mobile elevated work platform. Free for every signed-in account, any tier, with no fees and no cut taken: browse by category and condition in a photo grid, and list your own gear with up to six photos in a couple of minutes.

Two listing types, chosen when you list:

- **Standard** — a price (or Free, or open to trades) and a Contact-seller button. Interested buyers reveal contact details and you arrange the rest between you.
- **Auction** — eBay-style open ascending bidding: a starting price, an optional hidden **reserve**, an optional **Buy It Now**, and an end time anywhere from **30 minutes to 30 days** out. Buy It Now has to beat the starting price to mean anything, and it disappears once bidding reaches it. Bid increments scale with price — **\$1 under \$50, \$5 under \$250, \$10 under \$1,000, \$50 under \$10,000, and \$100 above that** — except the first bid, which is simply the starting price. You cannot bid against yourself, and you cannot bid on your own auction. The page shows a live countdown and the bid history, and a bid in the final five minutes extends the clock by five minutes (anti-sniping), so auctions end by running out of interest, not by stopwatch. When it ends, the winner and seller are introduced by email — above the reserve only, if one was set.

On a standard listing, **I'm interested** needs a verified email address and fires once per member, so a seller gets one introduction rather than a stream of them.

Listings expire on their own after 60 days; renewing one restarts the 60 days, and you can mark yours sold (or ended) anytime. The exchange lists gear and introduces people — payment, shipping, and inspection happen between buyer and seller, so meet, inspect, and pay the way you would on any local marketplace.

26. The Rink Grand Prix and the Concussion App

The after-hours arcade: drive the resurfacers on your actual rink geometry - Pro and Novice leaderboards, hazards, instant replay (saved as MP4). Your rink, your door position, your corner radius.

The Concussion App

A separate tool that lives at /concussion, installable on a phone and usable with no signal - because the place you need it is rinkside, and rinkside is where the wifi ends.

Free to everyone, no account needed: the **Sideline Appraisal**, a structured what-to-check-right-now for the person standing over an athlete who has just been hit, and the **Clinical Assessment**, the longer screening for someone with the training to use it.

Included with Basic and above: the **Neurocognitive Evaluation**, **Athlete records** holding a preseason baseline against a post-injury result so the comparison is with that athlete rather than with a population average, and a **Team dashboard**. The Concussion App calls this membership "Pro" in its own wording; in Icewright's terms it is Basic and up, and a complimentary year covers it.

Team rosters import one-way from any league team or competition entry list you have access to (chapter 10), with a Refresh for mid-season additions. Assessments, baselines and recovery records never travel back to the rink or to the server.

It is not a diagnosis. Nothing here replaces a physician, and the tools say so. If anything about the athlete's condition worsens, call emergency services.

27. Profile, Plans, and Data

Units, topograph palette, reading font, password, email, avatar, and plan management (Stripe checkout and billing portal for Pro). Pro accounts also show a Team-seats line - how many of the 5 included seats are in use and any extra seats currently billed (chapter 16). An "Email me when a request arrives" checkbox controls the heads-up emails for self-service booking requests, league sign-ups, and competition entries - on by default; untick it if the front desk owns the inbox (chapter 15). Every calendar-bearing feature offers Google Calendar links - live feeds, .ics downloads, per-event add links.

Your rink of record

Profile carries one more field worth filling in: **the rink you work at**. Pick it off the world map in the embedded picker and save. It is what lets Icewright put you alongside the colleagues who work in the same building, and it costs nothing to set.

Sponsors, and why the free tier exists

On wide screens, guests, free accounts and complimentary-year accounts carry a single small labelled sponsor card in the page margin. Paid members do not see it. There is one placement and one product — no units inside the content of a page, anywhere — and sponsors are counted in aggregate only: how many times a card was shown and clicked, per sponsor and month. No tracking cookies, and no personal information goes to a sponsor, ever. This is written out in the Privacy Policy rather than left to be discovered, because it is the honest answer to how a free tier this large gets paid for.

The **Privacy Policy** — plain-English, covering exactly what the app stores and what it never does with it — is at /privacy, linked from the Help page and the site footer. The **Terms of Service** are at /terms, linked from the Help page and agreed to (required checkbox) at registration.

Backing up your data

Your data lives on the app's server, and the server keeps its own automatic backups - but the copy you download to your own computer is the one nobody can take away from you, and we make that easy at two levels:

- Full-account backup (this page): the Download full backup button saves one zip holding every rink you own - the rink setups, every depth reading (as JSON and as one spreadsheet-ready CSV per rink), your logo files, and every operations record: bookings, linked-calendar feeds, leagues with teams, players, games and stat lines, competitions with events, entries, judges and ordinals, front-desk sales with items and line details, customers and signed waivers, memberships and dues, the maintenance, resurfacers and ice-plant logs, supplies, sign-up requests, and the activity log.
- One-rink backup (each rink page - Team view, owner only): the same idea scoped to a single rink, stamped with the date. Grab one before big changes.

What's never in a backup: credentials. Your Stripe key, SSO secret, and void PIN are deliberately left out (marked REDACTED) so a backup file on a shared computer can't leak them - you re-enter those on a restore, from their sources. Backups also skip community posts and rendered videos (re-renderable from your readings).

A good habit: download a full backup monthly - calendar reminder, first of the month - and keep the last few. The file is plain JSON and CSV, readable by any spreadsheet or by the administrator for a restore; your data is never locked in.

28. Lessons and Learn-to-Skate (Pro)

Programs (Learn to Skate, hockey school, figure academy) with levels, sessions, and public registration. Define a program's levels once; sessions book real ice through the same conflict-checked calendar as everything else, and families sign up through a public link — no account needed. Placements move a skater level to level with the history kept, and the roster prints for the boards. Same billing pattern as the rest of the app: fee tracking against customers, invoiced through Billing.

29. Door Count

A tally counter for walk-ins — the number the board, the insurer, and the grant application all ask for. Open the Door count tab on any device at the desk, tap for each head, and sessions total by day with a CSV export. A secret capability URL lets a device count without logging in — tape a tablet to the desk and it just works; regenerate the link any time to retire the old one.

30. Switching from Another System — the Migration Assistant

Moving to Icewright from EZFacility, DaySmart, TeamSnap, or anything that exports a spreadsheet? The Dashboard's **Migration assistant** imports their export files instead of making you retype. The client list becomes Customers; the schedule export becomes Bookings; team rosters land in Leagues with goalies flagged automatically; and each customer's current balance becomes a **draft invoice** in Billing, reviewed before anything sends.

Every step previews each row with a checkbox before anything is written, and running a step twice never duplicates what's already in. A facility export that names its resources splits across your rinks — and a field house or meeting room routes onto its own bookable asset lane, created on the spot if needed. Billing *history* deliberately doesn't migrate (no two systems agree on its shape); opening balances carry the receivables forward. Imported bookings carry no dollar amounts, so old sessions never read as money owed.

31. Glossary

- Layout era - the point scheme a date column was measured under; columns keep theirs forever.
- Resurfacing gap - enforced buffer between bookings for the machine to do its work.
- External event - a read-only booking mirrored from a linked calendar.
- Draw - a timed round of curling games played simultaneously across sheets.
- Sheet - one curling lane (A, B, C...); also the printable page kind.
- End - one scoring segment of a curling game (scorecards print 8).
- Heat / lane - a speed-skating race group and a skater's starting position in it.
- Dues - the recurring membership charge posted each billing period.
- Dues aging - who owes you and for how long: unpaid dues bucketed 0-29 / 30-59 / 60-89 / 90+ days.

- Facility - one building holding one or more sheets of ice; grouped on the Dashboard, counted once on your plan, with a side-by-side schedule. A stand-alone rink is a facility of one.
- Multi-rink admin - a read-only viewer granted access to an owner's rollup and all rinks; sees everything, edits nothing.
- Team seat - one person with shared access to your account (teammate or multi-rink admin); Pro includes 5, extras bill at the Basic rate.
- Par level - the supply count you never want to dip below; below par = LOW.
- Punch pass - a prepaid book of visits sold at the register; the count lives in Icewright and the customer's card is the key to it.
- Playoff bracket - the postseason tree seeded from the final standings; playoff results never feed back into those standings.
- Compare sheets - the free side-by-side view of every sheet in a building as ice: latest depth stats per sheet plus their season means on one chart.
- Rink of record - the rink you work at, saved on your Profile by picking it off the world map; it is what groups you with colleagues.
- Comped year - a complimentary year of Pro granted rather than bought. It unlocks everything a paid Pro gets, renews nothing, and does not hide the sponsor rail.
- Lobby display - the signage board: today's schedule and locker room assignments, full screen on any TV via a secret URL (Bookings -> Lobby display).
- Live Ice View - the Dashboard tile that opens a rink's LiveBarn feed once its LiveBarn page is saved.
- Soft void - a cancelled sale that stays on the books, struck through, so the till reconciles.
- Facility asset - anything bookable that isn't ice: a squash court, meeting room, or field; its own lane in the Day view, its own conflict checking.
- Building mode - the Bookings toggle that shows every sheet in a facility on one calendar.
- House account - a customer's permission to charge front-desk purchases to their account, up to a credit limit the owner sets; collected later by invoice.
- Invoice ownership - the Accounts rule: a charge on a live invoice is owed by that invoice and nowhere else, so nothing counts twice.
- Reserve - an auction's hidden minimum; below it, the item simply doesn't sell.
- Anti-sniping - a bid in an auction's final five minutes extends the clock five minutes.
- Dedicated room - a locker room leased to one renter for the season: out of the rotation, theirs by default, still drawn in the Day view.
- Blackout dates - dates a season series skips as it books (holidays, tournaments), reported separately from conflicts.
- Auto-draft - the Accounts setting that drafts each month's invoices by itself on the first page load of the month.
- Contract lifecycle - draft (editable, link dead) → sent (locked, link live) → signed (immutable, hash-stamped); void ends an agreement without erasing its signature.
- Drill check - the physical depth measurement walk; its cadence drives reminders.
- Employee - a roster record on the Staff & credentials page; a person, not a login. May optionally link to a Team seat.

- Refresher clock - the 12-month countdown that starts when a safety module is completed (by quiz or by hand); feeds the reminder digest.
- Quiz link - the private no-login URL an assignment generates; the employee takes (and annually retakes) their quiz there.
- Toolbox talk - a short crew safety talk; the printable sign-off sheet records who attended.
- Training transcript - the printable per-employee summary of credentials, trainings, quiz scores, and reviews - the paper the annual safety review signs.
- SDS - Safety Data Sheet: the standardized hazard document for one chemical; OSHA requires employee access to one per hazardous chemical on site.
- SOP - Standard Operating Procedure: your written steps for one job.
- Binder link - the no-login share URL for an SDS or SOP binder; each binder has its own.
- Claimed credential - a certification or course a contractor states they hold. Every credential in the Contractors Network is one of these. Icewright does not check them; the hiring rink confirms with the issuing body. (Until August 2026 an admin inspected uploaded certificates and marked credentials "sighted [date]" - that role is retired.)
- Connection - a Contractors Network contact reveal; 1/month included on Pro, then prepaid packs. Permanent once made.
- Discreet listing - an anonymous contractor profile; connecting is double-opt-in and a decline auto-refunds.
- BMS link - the secret ingest URL a plant or building system POSTs readings to; one-way, read-only, revocable.
- Safety-class field - a monitored reading whose label names CO, CO2, NO2, ammonia, or a gas leak; breaches re-alert every 30 minutes.

32. FAQ and Troubleshooting

Void PIN: the owner can set a 4-8 digit PIN (under Manage items). When set, voiding a sale requires the PIN - standard practice for shared front-desk computers.

Can I use millimetres?

Yes - Profile → Metric. Display-only; stored data never changes.

Who can see my rink data?

You, and teammates you invite. If you have granted anyone read-only multi-rink admin access (chapter 17), they can see it too. The site administrator can reach it for support and backups. Community sharing is opt-in per render; public links are signed tokens you hand out.

Is my data backed up? What if the server is lost?

Your data is stored on the app's server (not on your device), and the server keeps automatic database backups on a schedule, with the administrator downloading copies off the server as well. The hosting provider additionally snapshots the server's disk daily. Belt and suspenders: download your own backup - the full-account zip under Profile, or the per-rink zip on the Rink admin tab (chapter 27) - monthly. Your

copy on your own hard drive is the one no outage, provider, or account mishap can touch.

My render sits at 0%, or says it lost contact

Static images fill 0-20% before video frames start, so early progress is normal - give it a minute. "Lost contact" means the server restarted mid-render (memory pressure on small hosting plans); try again, render fewer data columns at once, or see Appendix A's RENDER_WIDTH setting. The operator can confirm in the hosting logs.

A linked calendar says "Failed: not public"

That source calendar isn't shared publicly. Ask its owner to enable public sharing in Google Calendar, then Sync now.

Why can't I edit or delete an "External" event?

It mirrors a linked calendar and would reappear on the next sync. Fix it at the source, or remove the linked calendar.

Regenerate schedule warns me about scores

Regenerating deletes existing games. Once scores are recorded, only the rink owner can confirm it.

Do paused memberships accrue dues?

No. Pause stops billing; Resume restarts from today without back-billing the gap.

How do card payments work - does the app take a cut?

No cut, ever. Payments run on the rink's own accounts: a saved payment link (Square, PayPal.me, Venmo) or the rink's own Stripe key for hosted card checkout. Stripe's standard processing fee applies (it goes to Stripe); the platform never holds funds, so refunds and disputes are handled in the rink's own Stripe or payment app, exactly as if the app weren't involved.

A Stripe payment finished but the item still shows unpaid

Reconciliation runs when the Bookings or Members page loads - refresh the page. Sessions are checked for 25 hours; after that, verify in your Stripe dashboard and mark the item paid by hand.

What happens if I invite more than 5 people?

Nothing to manage: the 6th seat simply starts billing at the Basic rate on your existing subscription, prorated, and stops when you drop back to 5 or fewer. The Team view shows the count before you send an invite.

My teammate's invite link says the owner's plan doesn't allow sharing

Join-style invites need the rink OWNER to be on Pro at the moment the invite is accepted - the teammate's own plan never matters. Copy links keep working on any plan.

My custom points don't match my grid

Check which layout era the column uses - the grid shows each column's scheme, and eras render independently.

I registered but can't post or render a second topograph

Check your inbox for the verification email (and spam); the banner atop the app resends it. Verifying unlocks Community posting, public sharing, and unlimited render starts.

Where are the safety quizzes?

On assignments, not in the library. Assign a module to an employee and the quiz link, score line, and email button appear on that row under the employee's name - each assignment gets its own private link so scores track to the right person. The library's Preview quiz button shows you a sample draw first (recorded nowhere).

Can my teammates see the staff roster, reviews, or documents?

No. Everything under Staff & credentials - the roster, credentials, documents, the schedule, safety records, reviews, and transcripts - is visible to the owner alone. Staff see only what you hand them: a quiz link, a published-schedule email, a binder link.

Does completing a safety module make my staff OSHA certified?

No, and the app says so wherever it matters. These modules track awareness training for your own records; OSHA 10- and 30-hour cards come only from authorized trainers.

My BMS link stopped accepting readings

If someone clicked Regenerate, the old URL is dead by design - paste the new one into your sender. Also check the response body: unknown field names are ignored and reported back.

Can a customer punch their own pass?

No. The Punch and Undo buttons appear only to signed-in staff. A customer opening their own card sees the rink, their name and the punches left.

Why don't playoff games show in the standings?

By design. The standings are what seeded the bracket, so letting bracket results feed back into them would be circular. Playoff games are badged PLAYOFF and take the same score entry and stat sheets as any other game.

I was given a free year - am I a paying member?

Not yet, and that is fine. A complimentary year unlocks every Pro feature exactly as a paid membership would; nothing renews and no card is on file. The one visible difference is the small labelled sponsor card in the margin on wide screens, which paid members don't see.

Something else?

The Help page's FAQ is longer, and the support contact reaches the administrator.

Appendix A. Operator Settings

Environment variables read at startup (Render dashboard Environment). All optional.

- ADMIN_EMAILS - comma-separated admin accounts. SIGNUP_CODE - require a registration code (unset since 6 Aug 2026 - registration is open; set any value to re-gate). TURNSTILE_SITE_KEY / TURNSTILE_SECRET - the Cloudflare Turnstile human-check on registration (absent = check skipped).
- Tier gating: BOOKINGS_MIN_TIER, LEAGUES_MIN_TIER, COMPS_MIN_TIER, POS_MIN_TIER, MEMBERS_MIN_TIER, TODAY_MIN_TIER (default pro), and ANIMATION_MIN_TIER, CAPTURE_MIN_TIER, ALERTS_MIN_TIER, REPORT_MIN_TIER, MAINT_MIN_TIER (default basic); each accepts free / basic / pro. TIER_MIGRATE_PRO_TO_BASIC=1 for one deploy moves legacy \$4.99 accounts to Basic (it exists but has never been fired). Note two switches one letter apart: REPORT_MIN_TIER (basic) gates the per-render Ice Depth Report, REPORTS_MIN_TIER (pro) gates the month-end Reports tab. MAINT_MIN_TIER exists but stays off on the live site - the maintenance suite is free. Every gate is evaluated at effective rank, so a complimentary year passes them all.
- CALENDAR_TZ - IANA timezone for calendar features (default America/New_York).
- Rendering: RENDER_WIDTH (canvas px, default 1200; 900 recommended on 512 MB hosts), RENDER_TRANSITION_FRAMES (morph smoothness, default 20), RENDER_CONCURRENCY (default 1).
- Plan tuning: GUEST_MAX_RINKS, GUEST_RENDERERS_KEEP, GUEST_STORAGE_MB, GUEST_DOWNLOADS, PRO_MAX_RINKS, PRO_RENDERERS_KEEP, PRO_STORAGE_MB.
- Server backups: BACKUP_EVERY_DAYS (how often the app zips its own database using SQLite's safe online-backup; default 30 - set 1 for daily) and BACKUP_KEEP (how many zips to retain; default 3). Zips land on the server disk and are downloadable from the Admin page - download one off-server on a schedule.
- Integrations: SMTP_HOST/PORT/USER/PASS + MAIL_FROM (password resets and sign-up notices); STRIPE_SECRET_KEY, STRIPE_WEBHOOK_SECRET, STRIPE_PRICE_BASIC_MONTHLY/YEARLY and STRIPE_PRICE_PRO_MONTHLY/YEARLY (checkout); DISCORD_BOT_TOKEN, DISCORD_CHAT_CHANNEL_ID, DISCORD_CHAT_WEBHOOK_URL (Live Chat); REDDIT_CLIENT_ID/SECRET (Topic Radar's r/Zamboni capture); TIP_URL / TIP_LABEL / TIP_MESSAGE (tip jar).
- Staff & safety suite: HR_MIN_TIER (default pro), HR_REMINDER_STAGES (default "60,30,7"), HR_QUIZ_PASS (quiz pass mark of 6, default 5), DOCS_MIN_TIER (SDS & SOP library, default pro), PLANT_LINK_MIN_TIER (BMS link, default pro).
- Promotions and mail (added August 2026): ICEWRIGHT_FREE_YEAR - **on by default**, so every new signup receives a year of complimentary Pro and /freeyear lets an existing free account claim one; set 0 to end the offer, and years already granted keep running. REFERRALS_ENABLED - **off by default**, so Refer-a-Friend is built but dark. ICEWRIGHT_MAIL_USER / _PASS / _HOST - the admin@icewrightapp.com mailbox behind Admin → Mail, which also files a Sent copy of every message the app sends. SUPPORT_EMAIL now defaults to admin@icewrightapp.com rather than needing to be set.
- Map and imports: MAP_STYLE_LIGHT / MAP_STYLE_DARK / MAP_WATER_DARK point the basemap at a different tile host; USIR_JOBS_URL / USIR_GEAR_URL and USIR_IMPORT_HOURS (default 12) govern the industry job import.

- Contractors Network: `CONTRACTOR_MIN_TIER` (connections gate, default pro) and `STRIPE_PRICE_CONNECT_PACK` (the \$199 5-pack price ID); connection allowances and board expiries have sensible defaults tunable by env (see `render.yaml` comments).

Appendix B. A Day at the Rink — step-by-step recipes

Numbered walkthroughs for the jobs that come up most. One action per step; chapter references in parentheses for the full detail.

Sign a renter for the season, start to invoiced

1. Create the customer on the Sales tab if they're new (chapter 12).
2. On their Accounts page, write the season contract — or Duplicate last year's — and Send it; they sign on their phone (chapter 14).
3. Book their weekly series on the Bookings page: day, time, rate, Repeat weekly until March, and Skip dates for the holiday weeks (chapter 8).
4. Dedicated room in the deal? Set it on the room's chip in the Locker rooms card — it leaves the rotation and auto-assigns to their bookings (chapter 8).
5. Buying at the pro shop on account? Set their credit limit on the Accounts page (chapters 12, 14).
6. Tick Auto-draft on the 1st. Each month their invoice drafts itself — review, Mark sent with an email, and the invoice carries a Pay online link (chapter 14).

Book a birthday party, start to paid

1. Open the rink page and click the Bookings tab (chapter 8).
2. Add the booking on the week grid: date, time, "Private rental." Clashes and the resurfacing gap are checked for you.
3. Type the customer's name and email, and set the fee (flat or hourly).
4. Save. If the email is on file, they get a "Booking confirmed" email automatically.
5. Collecting later? Open the booking and hit Pay online — send the link or show the QR code. A card checkout marks itself paid.
6. Day-of: the party shows on the Today strip. A waiver flag means someone unfamiliar hasn't signed — send the waiver link before skates touch ice (chapter 12).

Close out the till at night

1. Open the Sales tab at end of shift (chapter 12).
2. Read the today strip: the take, split by method — and when anything was charged to house accounts, the strip shows the drawer figure separately, so you count what the till should actually hold (chapter 12).
3. Count the drawer against the drawer figure (or Cash, if no house charges today).
4. A sale rung by mistake? Void it — it stays on the books, crossed out, so the drawer still reconciles. (Un-void is owner-only.)
5. If the bookkeeper wants detail, export the Sales CSV.

Set up a league in an afternoon

1. Open the Leagues tab and create the league (chapter 10).
2. Add the teams.
3. Add players yourself — or share the league sign-up link and let them register (chapter 15); approve them as they arrive.
4. Generate the round-robin schedule: the games reserve real ice on the Bookings calendar, conflict-checked.
5. After each game, enter the score — standings and stat leaders keep themselves.

Onboard a new hire, day one

1. Add them on Staff & credentials: name, role, email, emergency contact (chapter 18).
2. Record their credentials with expiry dates - photograph the cards and attach them. The reminder digest takes it from here.
3. On the Safety page, assign the modules their role needs - start with Carbon Monoxide, Slips & Trips, and Emergency Action for anyone; add Ammonia and Lockout/Tagout for plant-room roles (chapter 19). Click Email quiz link on each.
4. Text or post them the SDS binder link (chapter 20) so they know where the chemical sheets live.
5. Put them on next week's schedule and publish it - they get their week by email (chapter 18).
6. In 12 months the refresher and review reminders arrive on their own; print the training transcript for the annual safety review (chapter 19).

Your first week as the new operations manager

1. Day 1 — log in and open the Demo Rink. Push every button; it's sample data and you can't break anything. Set your units (and the dyslexia-friendly font if it helps) under Profile (chapter 1).
2. Day 2 — set up your real rink: sheet dimensions, resurfacers door, and your drill-point layout (chapter 3).
3. Day 3 — enter this week's bookings, and set rink hours and the resurfacing gap (owner settings, chapter 8).
4. Day 4 — build the Sales item catalog, paste the waiver text (have counsel approve the wording), and print the cheat sheet in Appendix C for the register.
5. Day 5 — invite your staff from the Team view (chapter 16) and walk them through the cheat sheet.
6. Monday — open the Reports tab on the rink page (chapter 14; the tab on the rink page) with a coffee and see your first full week.

Appendix C. Front-Desk Cheat Sheet

A one-page register guide — ring a sale, void a mistake, take a payment, waivers, requests, and what to do when stuck. Designed to be printed and taped by the till. Download it any time from the Help page, the Community page's Files tab, or /cheatsheet on the site.

Appendix D. Every printable sheet, and where it lives

- Front-Desk Cheat Sheet — Help page, Community → Files, or /cheatsheet. One page for the register (Appendix C).
- Ice-In / Ice-Out Checklists — /checklists, public, no login; ticks save on the device doing the checking (chapter 23).
- Rink Painting Guide — the rink's painting reference scales to your sheet and prints; the dimensioned USA Hockey / IIHF guide is also under Community → Files (chapter 22).
- Ice Resurfacers Circle Check — Community → Files; the pre-run walk-around for fuel or electric machines.
- Zamboni Circle Check sheets (fuel, electric, IZO 612/712) and Olympia Millennium / Millennium-E / Millennium-H operators' manuals — Resources → Manufacturer documents.
- Ice Plant blank sheet — each plant's "Print blank sheet" button makes a landscape wall copy matching that plant's exact columns (chapter 7).
- Ice Depth Report — the one-page, board-ready depth summary from a rink's analysis view (Basic and up, chapter 6).
- Weekly staff schedule — the Schedule page's Print button makes a wall copy of the week (chapter 18).
- Toolbox-talk sign-off sheet — one per safety module (and for custom talks), with name/signature rows for the crew (chapter 19).
- Training transcript — the per-employee credentials-and-training summary with signature lines, from the Reviews page (chapter 19).
- Invoice — letter-format print of any invoice, from the customer's Accounts page (chapter 14).
- Customer statement — full account activity plus anything not yet invoiced, from the same page (chapter 14).
- Season contract — letter-format print of any contract, signature block filled in for signed ones or blank lines for pen and paper (chapter 14).
- Contractor résumé — a contractor's one-page PDF résumé with certificate images, from the Contractors page (chapter 21).
- Punch pass card — the customer's phone card, printable, with a QR code that still points at the live count (chapter 12).
- Playoff bracket and its game sheets — from the Leagues page once a bracket exists (chapter 10).

Appendix E. Card payments, step by step — the Stripe key

This is the one setup job with scary words in it, so here it is one click at a time. It takes about ten minutes, you can't break anything, and you can stop halfway and finish later. (In the PDF edition each step is pictured. The pictures are illustrations, not screenshots — Stripe moves its furniture now and then, but the words you're looking for stay the same.)

What you're making: a special key that lets Icewright start a card checkout on the rink's own Stripe account — and do nothing else. It can't move money, see balances, or issue refunds. Money goes straight to the rink; Icewright never holds it.

The steps

Step 1. Sign in at dashboard.stripe.com. (This is the rink's own Stripe account — creating one is free.)

Step 2. Click **Developers** in the top bar.

Step 3. Inside it, click **API keys** in the left-hand list.

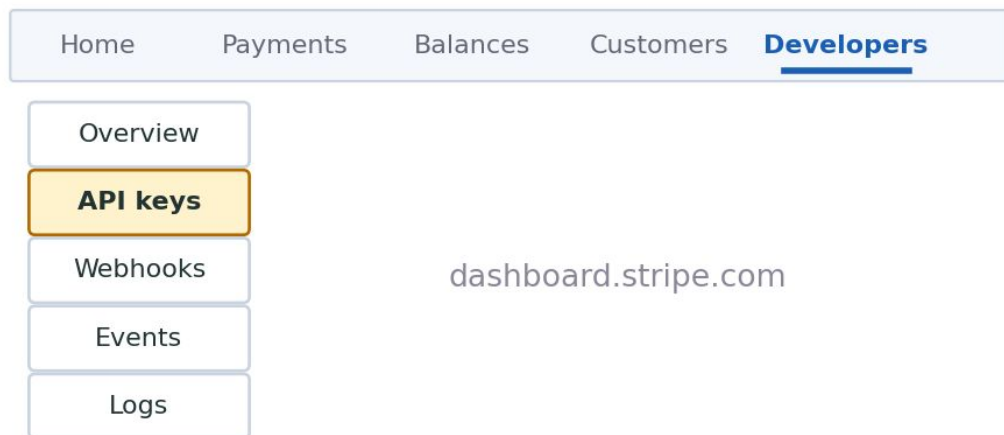


Illustration — the words to look for.

Step 4. Ignore the two keys already on the page. Click **+ Create restricted key**.

Home
Payments
Balances
Customers
Developers

API keys

Publishable key pk_live_..... (ignore)

Secret key sk_live_..... (ignore)

+ Create restricted key

Illustration — the words to look for.

Step 5. Name the key so future-you knows what it is: "Icwright — your rink's name."

Step 6. Scroll the permissions list to the row called **Checkout Sessions**. Set it to **Write**. Leave every other row on **None** — that's the whole point of a restricted key.

Create restricted key — permissions

Charges	None	Read	Write
Customers	None	Read	Write
Checkout Sessions	None	Read	Write
Payment Links	None	Read	Write

Illustration — the words to look for.

Step 7. Click **Create key**, then **Copy** the new key. It starts with rk_live_ — the "r" is for restricted.

Key created

rk_live_51M..... [Copy](#)

The "r" is for restricted — this key can start a checkout and do nothing else.

Illustration — the words to look for.

Step 8. Back in Icewright: rink page → **Bookings** → the owner-only **Payments** box → paste the key into the **restricted Stripe API key** field → **Save**.

Icewright — rink page › Bookings › Payments (owner only)

Payment link (Square / PayPal.me / Venmo)

restricted Stripe API key rk_live_...

Save

Illustration — the words to look for.

Check it worked

Open any unpaid booking and hit **Pay online** — a real card page should appear, with the exact amount filled in. You don't have to pay it; seeing the page means everything is wired.

If something goes wrong

- Lost the key, or pasted it somewhere you shouldn't have? Go back to Stripe → Developers → API keys and roll it (make a fresh one), then paste the new one into Icewright. Nothing else breaks.
- The card page won't open? Almost always the permission: recreate the key and make sure **Checkout Sessions** is the one row set to **Write**.
- Nothing you do on this page can touch money the rink has already collected.