ClubOps

Operations Manual

Premium Gentlemen's Club Management Platform

Version 2.0 | December 2025

Live Application: https://clubops-saas-frontend.vercel.app
Demo Login: admin@clubops.com / password

ClubOps Operations Manual

Complete User Guide with Visual Walkthrough

Version 2.0 - With Screenshots
Last Updated: December 18, 2025
Application Version: 3.0.5

📖 Table of Contents

Welcome to ClubOps

ClubOps is a **premium, all-in-one club management SaaS platform** designed specifically for gentlemen's clubs. Our system streamlines operations, ensures compliance, and provides real-time insights to maximize your revenue.

What ClubOps Does for You

✅ **Automated Compliance Tracking** - Never worry about expired licenses again
✅ **Real-Time Operations** - WebSocket-powered live updates across all devices
✅ **Revenue Intelligence** - Comprehensive financial analytics and reporting
✅ **Multi-Device Access** - Full desktop and mobile responsive design
✅ **Fraud Prevention** - Built-in verification and audit logging
✅ **Role-Based Access** - Secure permissions for owners, managers, DJs, and staff

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Part 1: Getting Started

System Requirements

Supported Browsers

✅ Google Chrome (Recommended) - Version 90+

✅ Mozilla Firefox - Version 88+

✅ Safari - Version 14+

✅ Microsoft Edge - Version 90+

Device Requirements

Desktop/Laptop: 1920x1080 or higher resolution

Tablet: iPad (6th gen or later), Android tablets with 10" screens

Mobile: iPhone (X or later), Android phones (2020+)

Internet: Minimum 5 Mbps connection (10+ Mbps recommended)

Hardware Recommendations

Processor: Intel i5 or equivalent (for optimal performance)

RAM: 4GB minimum, 8GB recommended

Storage: Modern SSD for faster load times

Accessing ClubOps

Production URLs

Service	URL
Frontend Application	https://clubops-saas-frontend.vercel.app
Backend API	https://clubops-backend.vercel.app
Status	✅ Live & Operational

Test Credentials (Demo)

```
Email: admin@clubops.com
Password: password
```

⚠️ **Security Note:** Change default credentials immediately in production environments.

Chapter 1: Your First Login

Authentication Portal

ClubOps Login Screen

Professional login interface with social authentication options

Login Steps

Navigate to your ClubOps URL

Enter your email address

Enter your password

Click the gold "Sign In" button

First-Time Login

If this is your first time accessing ClubOps:

Check your email for a **welcome message** from support@clubops.com

Click the **"Set Your Password"** link

Create a strong password (minimum 8 characters, mix of letters/numbers/symbols)

Save your credentials in a password manager

Return to login page and sign in

Forgot Password

Click **"Forgot Password?"** link on login page

Enter your email address

Check inbox for password reset link

Click link and set new password

Log in with new credentials

Part 2: Core Features

Chapter 2: Dashboard Overview

ClubOps Main Dashboard

Real-time command center with metrics, activity feed, and quick actions

Dashboard Layout

The dashboard is organized into **four key sections**:

1. Metrics Cards (Top Row)

Metric	Description	Updates
Active Dancers	Currently checked in	Real-time
VIP Booths	Occupied vs. Available	Real-time
Today's Revenue	Bar fees + VIP income	Live calculation
Compliance Alerts	Licenses expiring/expired	Daily

2. Activity Feed (Center)

Shows recent system events in chronological order:

- ✅ Dancer check-ins/check-outs
- 🎵 DJ queue updates
- 🏠 VIP booth sessions started/ended
- 💰 Revenue transactions

Features:

- Real-time WebSocket updates (no page refresh needed)
- Timestamped entries
- User attribution (who performed the action)
- Filterable by event type

3. Quick Actions Panel (Right Sidebar)

One-click access to common tasks:

- **+ Add Dancer** - Open onboarding form
- **View Queue** - Jump to DJ interface
- **Financial Report** - Generate revenue summary
- **Settings** - Access configuration

4. Navigation Menu (Left Sidebar)

```
📊 CLUB MANAGEMENT
├── Dashboard (Home)
├── Dancers (Roster & Compliance)
├── DJ Queue (Stage Management)
├── VIP Booths (Session Tracking)
└── Revenue (Financial Analytics)

⚙️ PLATFORM
├── Subscription (Plan & Billing)
├── Billing (Payment Methods)
└── Admin (System Configuration)

🔧 SETTINGS
└── Profile, Club Info, Preferences
```

Interpreting Metrics

Active Dancers Count:

> Shows dancers currently checked in
>
> Color-coded: Green (normal), Yellow (nearing capacity), Red (at capacity)

VIP Booth Status:

> Format: "X/Y Active" where X = occupied, Y = total booths
>
> Click to view detailed booth breakdown

Today's Revenue:

> Real-time calculation from all sources
>
> Includes: Bar fees (paid + deferred), VIP booth sessions, cover charges
>
> Refreshes every 30 seconds

Compliance Alerts:

> 🔴 **Red Badge** = Expired licenses (action required)
>
> 🟡 **Yellow Badge** = Licenses expiring within 14 days (warning)

🟢 **Green** = All compliant (no badge)

Chapter 3: Dancer Management

Dancer Management Roster

Comprehensive dancer profiles with compliance tracking and search

Dancer Roster Overview

The dancer management screen provides a **bird's-eye view** of your entire roster with:

Search and filter capabilities

Compliance status at-a-glance

Quick action buttons

Summary statistics

Key Features

1. Search & Filter Bar

Search by:

Stage name

Legal name

Email address

Phone number

Filter by:

Status: Active | Inactive | On Break

Compliance: Valid | Expiring Soon | Expired

Bar Fee: Paid | Unpaid | Deferred

2. Dancer Cards

Each card displays:

```
┌─────────────────────────────────┐
| 💃 [Avatar] STAGE NAME          |
|    Legal Name                   |
|                                 |
| 🪪 License: [✓ Valid | ⚠ Expires | ✗ Expired] |
| 💵 Bar Fee: [✓ Paid | ✗ Unpaid]      |
| 📄 Contract: [✓ Signed | ○ Pending]|
|                                 |
| [👁 View]  [⚠ Fix Issues]        |
└─────────────────────────────────┘
```

Status Indicators:

✓ Green Checkmark = Compliant/Paid

⚠ Yellow Warning = Action needed soon

✗ Red X = Immediate action required

○ Gray Circle = Pending/Not applicable

3. Compliance Status Colors

Status	Color	Badge	Action
All Valid	Green border	✓ All documents valid	None required
Expiring Soon	Yellow border	⚠ Expires in X days	Send reminder
Expired	Red border	✗ Action required	Update immediately

4. Summary Statistics (Bottom)

Four metric cards showing:

Active Now (Green) - Dancers currently checked in

Expiring Soon (Yellow) - Licenses expiring within 30 days

Non-Compliant (Red) - Expired licenses or missing documents

Total Dancers (Blue) - Complete roster count

Adding a New Dancer

Method 1: Manual Entry (Recommended)

Click **"+ Add Dancer"** button (top right)

Fill out the dancer information form:

    Legal Name (required)

    Stage Name (optional but recommended)

    Email Address

    Phone Number

    License Information

    Photo (optional)

Click **"Add Dancer"** to save

Method 2: Application Link (Self-Service)

Click **"+ Add Dancer"** → **"Send Application Link"**

Enter dancer's email address

Click **"Send Invitation"**

Dancer receives email with secure application link

They complete the application remotely

Review and approve from **"Pending Applications"** tab

Viewing Dancer Details

Click **"View"** button on any dancer card to see:

Personal Information:

    Legal name & stage name

    Contact details (email, phone)

    Date of birth

    Emergency contact

Compliance Documents:

    License number & expiration date

    State of issuance

Scanned ID/license image

Contract signature & date

Performance History:

Total shifts worked

Average shift length

Bar fee payment record

VIP booth sessions

Financial Summary:

Total bar fees paid

Outstanding deferred payments

VIP revenue generated

Payment history timeline

Handling Compliance Issues

Scenario 1: License Expiring Soon (Yellow)

Click the dancer card with yellow border

Review expiration date

Click **"Send Reminder"** button

Email sent to dancer with renewal instructions

Follow up 7 days before expiration

Scenario 2: License Expired (Red)

Dancer card shows red border with "✗ Action required"

Automatic System Block: Cannot check in until resolved

Click **"Fix Issues"** button

Options:

Upload New License: If dancer has renewed

Mark as Inactive: If dancer is on leave

Send Urgent Notice: Email with deadline

Manual License Update:

Click **"View"** → **"Edit License Info"**

Enter new license number

Upload scanned license image

Set new expiration date

Click **"Save Changes"**

System automatically updates compliance status

Dancer Check-In/Check-Out Workflow

Checking In a Dancer:

Go to **Dashboard** or **Dancers** page

Search for dancer by name

System displays license status:

🟢 **Green** = Good to check in

🟡 **Yellow** = Warn about expiration

🔴 **Red** = BLOCKED (cannot proceed)

If green/yellow, click **"Check In"**

System prompts for bar fee payment:

Paid Now (default)

Defer Payment (tracked automatically)

Click **"Confirm Check-In"**

Checking Out a Dancer:

Go to **"Currently Checked In"** tab
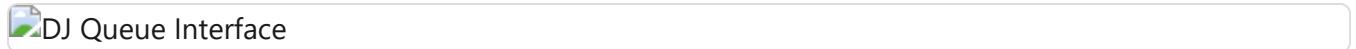
Find the dancer

Click **"Check Out"**

If deferred payment exists:

System prompts to collect bar fee

Options: **Collect Now** | **Keep Deferred** | **Waive (Manager Only)**

Click **"Confirm Check-Out"**

Chapter 4: DJ Queue System

DJ Queue Interface

Drag-and-drop stage management with real-time timers and music player

DJ Interface Overview

The DJ Queue is designed for **fast, fluid stage rotation management** with three main panels:

Left Panel: Available Dancers

- Shows all checked-in dancers not currently in queue
- Alphabetically sorted
- Search/filter capabilities
- Drag-and-drop source

Center Panel: Stage Queues

- One column per stage (if multi-stage club)
- Drag-and-drop reordering
- Position numbers auto-update
- Next-up dancer highlighted

Right Panel: Now Performing

- Current dancer on each stage
- Countdown timer (or stopwatch)
- Performance duration tracking
- End performance button

Managing the Queue

Adding Dancers to Queue:

Method 1: Drag and Drop

- Click and hold dancer card in "Available Dancers"
- Drag to desired position in stage queue

Release to drop

Queue automatically renumbers

Method 2: Quick Add

Click **"+"** button at bottom of queue

Select dancer from dropdown

Dancer added to end of queue

Rearranging Queue Order:

Click and hold any dancer in queue

Drag up or down to new position

Release to confirm

Changes sync across all devices instantly (WebSocket)

Removing from Queue:

Hover over dancer in queue

Click **"X"** icon (top right of card)

Dancer returns to "Available Dancers" pool

Starting a Performance

Automatic Flow:

Dancer at top of queue is highlighted as "Next Up"

Click **"Send to Stage"** button

Dancer moves to "Now Performing" panel

Timer starts automatically

Next dancer moves to top of queue

Manual Timer Control:

Pause/Resume: Click timer to pause/resume

Add Time: Click **"+1 min"** to extend performance

End Performance: Click **"End"** button
　　　Dancer removed from stage

　　　Duration logged to system

Next dancer ready to go

Music Player Integration

Player Controls (Bottom Bar):

▶ Play / ⏸ Pause

⏮ Previous Track

⏭ Next Track

🔊 Volume Slider

🔀 Shuffle Toggle

🔁 Repeat Mode

Song Queue:

View upcoming songs

Drag to reorder playlist

Remove songs with **"X"** icon

Search library to add songs

Dancer Playlists:

Each dancer can have preferred songs

Auto-load when dancer goes to stage

Override with custom selection if needed

Multi-Stage Management

For clubs with multiple stages:

Each stage has its own queue column

Drag dancers between stage queues

Each stage's timer runs independently

Color-coded stage names (customizable)

Stage Status Indicators:

Green = Available (no dancer performing)

Blue = Dancer performing

Red = Performance time exceeded

Chapter 5: VIP Booth Tracking

VIP Booth Management

Real-time booth occupancy with session timers and revenue tracking

VIP Booth Overview

Track all VIP booth sessions with precision timing and automatic revenue calculation.

Booth Status Grid

Visual Layout:

```
┌─────────┬─────────┬─────────┬─────────┐
│ Booth 1 │ Booth 2 │ Booth 3 │ Booth 4 │
│ Available│ Occupied │ Available│ Occupied │
│ (Green) │ (Red)   │ (Green) │ (Red)   │
│         │ 🕐 12:34 │         │ 🕐 45:12 │
│         │ Dancer A │         │ Dancer B │
└─────────┴─────────┴─────────┴─────────┘
```

Status Colors:

Green = Available for booking

Red = Currently occupied

Yellow = Reserved/pre-booked

Gray = Closed/unavailable

Starting a VIP Session

Click on a **green (available)** booth

Session start modal appears:
  Select Dancer (dropdown of checked-in dancers)

Session Duration (15 min | 30 min | 1 hour | Custom)

Rate (auto-filled from settings, editable)

Customer Name (optional)

Customer Phone (optional)

Payment Method (Cash | Card | Deferred)

Click **"Start Session"**

Timer begins immediately

Session appears on all screens (real-time sync)

Calculated Revenue:

System auto-calculates: `Duration × Song Rate`

Example: 30 min session at $30/song (3.5 min songs) = 8.57 songs × $30 = $257

Displayed in real-time on booth card

Active Session Management

During a Session:

Booth Card Shows:

Dancer name & avatar

Countdown timer (HH:MM:SS)

Revenue accumulating

Extend button

End button

Extending a Session:

Click **"Extend Time"** on active booth

Select additional time

Additional fee calculated automatically

Click **"Confirm Extension"**

Timer adds time, revenue updates

Ending a Session:

Click **"End Session"** button

Confirmation modal shows:

      Session duration (actual)

      Total songs (calculated)

      Total revenue

      Payment method

Click **"Confirm & End"**

Revenue logged to system

Booth returns to available status

Session Timer Alerts

Built-in Warnings:

Time Remaining	Alert	Action
5 minutes	🟡 Yellow warning	Notify dancer/customer
1 minute	🟠 Orange alert	Prepare to end session
Time's up	🔴 Red alert + Audio	End session or extend

Audio Notifications:

Configurable in Settings

Gentle chime (not disruptive to customers)

Can be disabled per-booth

VIP Revenue Dashboard

Summary Panel (Top Right):

Tonight's VIP Total: Real-time calculation

Sessions Completed: Count of ended sessions

Active Sessions: Current occupied booths

Average Session: Mean duration across all sessions

Session History:

Scrollable list of all VIP sessions

Filter by: Today | This Week | This Month | Custom Range

Export to Excel/PDF

Chapter 6: Revenue Dashboard

Revenue Analytics Dashboard

Comprehensive financial tracking with charts, trends, and transaction history

Revenue Overview

The revenue dashboard provides **real-time financial intelligence** with multiple views:

1. Revenue Summary Cards (Top Row)

Card	Metric	Updates
Today's Total	All revenue sources combined	Live
Bar Fees	Collected + Deferred	Live
VIP Revenue	Booth session fees	Live
Cover Charges	Door/entry fees	Live

2. Revenue Chart (Center)

Chart Types:

Line Graph: Daily revenue trends (7-day, 30-day, 90-day)

Bar Chart: Revenue by source comparison

Pie Chart: Revenue distribution breakdown

Interactive Features:

Hover for exact values

Click legend to toggle data series

Zoom in/out on time ranges

Download chart as image

3. Recent Transactions (Bottom)

Transaction Table Columns:

Timestamp: Date & time

Type: Bar Fee | VIP Session | Cover | Other

Dancer: Associated performer (if applicable)

Amount: Dollar value

Payment Method: Cash | Card | Deferred

Recorded By: Staff member who logged it

Status: Completed | Pending | Disputed

Table Features:

Sort by any column

Filter by transaction type

Search by dancer or amount

Export selected rows

Running Reports

Report Types:

Daily Summary

Single day financial snapshot

Breakdown by revenue source

Comparison to previous day

Busiest hours analysis

Weekly Report

7-day rolling window

Day-over-day comparison

Peak days identified

Trend analysis

Monthly Report

Full month breakdown

Week-over-week growth

Dancer performance rankings

Seasonal trends

Custom Range

Select any start/end date

Flexible for special events

Quarter/year-end reporting

Generating a Report:

Go to **Revenue → Reports**

Click **"Generate Report"** button

Select report type

Choose date range (if custom)

Click **"Generate"**

Report displays in ~2-3 seconds

Options:

Export PDF: Print-ready format

Export Excel: For further analysis

Email Report: Send to recipients

Schedule: Auto-generate weekly/monthly

Understanding Financial Metrics

Bar Fee Tracking:

Collected: Cash-in-hand from dancers

Deferred: Fees to be paid later (tracked per dancer)

Outstanding: Total deferred across all dancers

Collection Rate: (Collected / Total) × 100%

VIP Revenue Calculation:

```
Session Revenue = (Duration in minutes / Avg Song Duration) × Song Rate
```

Example:

> 45-minute session
>
> 3.5 minute average song length
>
> $30 per song rate
>
> Calculation: (45 / 3.5) × $30 = **$385.71**

Revenue Trends:

> **Daily Average:** Total revenue / Days in period
>
> **Peak Day:** Highest revenue day
>
> **Growth Rate:** (This Period - Last Period) / Last Period
>
> **Forecast:** Projected revenue based on trends

Part 3: Settings & Configuration

Chapter 7: Settings

Settings & Configuration

Customize your ClubOps experience with club info, preferences, and team management

Settings Navigation

```
⚙ SETTINGS
├── Profile (Your account details)
├── Club Information (Name, address, logo)
├── Operations (Bar fees, rates, hours)
├── Team Members (Staff management)
├── VIP Booth Setup (Booths & pricing)
```

```
├── Notifications (Email & alerts)
└── Security (Password, 2FA, sessions)
```

Profile Settings

Personal Information:

Name (First, Last)

Email address

Phone number

Profile photo

Password Management:

Current password required

New password (8+ characters, mixed case, numbers, symbols)

Confirm new password

Change Password button

Two-Factor Authentication (2FA):

Enable/Disable toggle

Setup via QR code (Google Authenticator, Authy)

Backup codes (download and store securely)

Club Information

Basic Details:

Club name

Address (street, city, state, ZIP)

Phone number

Email address

Website URL

Branding:

Upload Logo: Drag-and-drop or click to browse
    Recommended size: 512×512px

Formats: PNG, JPG, SVG

Max file size: 2MB

Color Theme: Primary/secondary brand colors

Tagline: Displayed on dashboards

Operations Configuration

Bar Fee Settings:

Default bar fee amount

Waiver requires manager approval (toggle)

Deferral period limit (days)

Auto-reminder for deferred payments

VIP Booth Settings:

Default song rate ($/song)

Average song duration (seconds)

Session time presets (15, 30, 60 minutes)

Overtime alert timing

Business Hours:

Opening time

Closing time

Days of operation

Holiday schedule

Team Member Management

Current Team:

List of all staff members

Role badges (Owner, Manager, DJ, Door Staff)

Last login timestamp

Edit | Remove actions

Adding a Team Member:

Click **"+ Add Team Member"**

Enter name and email

Select role from dropdown:

> **Owner:** Full access to everything

> **Manager:** Operations + financials, no system config

> **DJ:** Queue management only

> **Door Staff:** Check-in/check-out only

Click **"Send Invitation"**

User receives email to set password

They appear in team list after signup

Role Permissions:

Feature	Owner	Manager	DJ	Door Staff
Dashboard	✓	✓	✓	✓
Dancers (View)	✓	✓	✓	✓
Dancers (Edit)	✓	✓	✗	✗
DJ Queue	✓	✓	✓	✗
VIP Booths	✓	✓	View	✗
Revenue	✓	✓	✗	✗
Settings	✓	Partial	✗	✗
Subscription	✓	✗	✗	✗

Notification Preferences

Email Notifications:

☐ Dancer check-in/out

☑ License expiring (7 days before)

☑ License expired

☑ Daily revenue summary

☐ Weekly report

☑ Payment issues

In-App Alerts:

☑ VIP session ending soon

☑ Queue position updates

☑ Compliance issues

☐ New dancer applications

SMS Notifications (Pro+):

Critical alerts only

Phone number required

Carrier rates may apply

Part 4: Subscription Management

Chapter 8: Subscription & Billing

Subscription Plans

Flexible pricing tiers with usage tracking and seamless upgrades

Current Plan Display

Plan Card Shows:

Plan name (Starter, Professional, Business, Enterprise)

Status badge (Active, Trial, Expired)

Monthly/annual pricing

Billing cycle end date

Upgrade button (if not on Enterprise)

Usage Metrics

Three Key Metrics:

Dancers Used

Current: X dancers in system

Limit: Y dancers (per plan)

Progress bar (green < 70%, yellow 70-90%, red > 90%)

VIP Booths Used

Current: X active booths

Limit: Y booths (per plan)

Progress bar with same color coding

Storage Used

Current: X.X GB

Limit: Y GB (per plan)

Progress bar for file uploads (photos, docs)

Usage Warnings:

80% Capacity: Yellow warning badge

90% Capacity: Orange alert badge

100% Capacity: Red block (upgrade required)

Available Plans

Plan Comparison Table

Feature	Starter	Professional	Business	Enterprise
Price (Monthly)	$0 forever	$49/month	$149/month	$399/month
Price (Annual)	-	$39/month*	$119/month*	$319/month*

Feature	Starter	Professional	Business	Enterprise
Max Dancers	5	25	100	Unlimited
VIP Booths	0	5	Unlimited	Unlimited
Storage	1 GB	10 GB	100 GB	1 TB
Monthly Reports	1	10	Unlimited	Unlimited
Support	Email	Priority Email	Phone + Email	Dedicated Manager
Fraud Prevention	✗	✗	✓	✓
API Access	✗	✗	✗	✓
Multi-Location	✗	✗	✗	✓
Custom Integrations	✗	✗	✗	✓
White-Label	✗	✗	✗	✓

*Annual pricing saves 20%

Plan Highlights

Starter (Free Forever):

Perfect for new clubs or testing

Up to 5 dancers

Basic dancer management

Simple reporting

Email support

Professional ($49/mo):

Small to medium clubs

Up to 25 dancers

VIP booth tracking (5 booths)

Revenue analytics

Priority email support

Business ($149/mo): ⭐ MOST POPULAR

Growing operations

Up to 100 dancers

Unlimited VIP booths

Advanced analytics

Fraud prevention suite

Priority phone support

Custom reports

Enterprise ($399/mo):

Large operations & chains

Unlimited everything

Multi-location support

Full API access

Custom integrations

Dedicated support manager

White-label options

SLA guarantee

Upgrading Your Plan

Upgrade Process:

Click **"Upgrade Plan"** button on current plan card

OR click **"Upgrade to [Plan]"** on any plan card

Upgrade modal appears showing:

New plan name & features

Price (monthly or annual based on toggle)

Prorated credit (if mid-cycle)

New billing date

Review highlighted features

Click **"Confirm Upgrade"**

Enter payment information (if first time)

Upgrade processes immediately

Confirmation email sent

Prorated Billing:

Charged only for remaining days in current cycle

Example: Upgrade on day 15 of 30-day cycle
    Credit: 15 days of old plan

    Charge: 15 days of new plan difference

Billing Cycle Toggle:

Switch between Monthly and Annual

Annual saves 20% (~2 months free)

Toggle at top of subscription page

Prices update dynamically

Managing Payment Methods

Saved Payment Methods:

Credit/Debit cards (Visa, MC, Amex, Discover)

Last 4 digits displayed

Expiration date shown

Default badge on primary card

Adding a Payment Method:

Go to **Billing → Payment Methods**

Click **"+ Add Card"**

Enter card details (Stripe secure form)

Set as default (optional)

Click **"Add Card"**

Updating Billing Information:

Click **"Edit"** on existing card

Update name, address, or expiration

Cannot edit card number (add new card instead)

Click **"Save Changes"**

Billing History

Invoice Table:

Date

Amount

Plan

Status (Paid, Pending, Failed)

Download PDF button

Transaction Details:

Each invoice expands to show:
Line items

Tax breakdown

Total paid

Payment method used

Part 5: Mobile Access

Chapter 9: Mobile Responsive Design

ClubOps is **fully optimized for mobile devices**, allowing you to manage your club from anywhere.

Mobile Login

Touch-optimized login with clean, spacious design

Mobile Login Features:

Large, easy-to-tap input fields

Password visibility toggle

"Remember me" checkbox

Forgot password link

Social login buttons

Best Practices:

Use landscape mode for better visibility

Save credentials in phone's password manager

Enable biometric login (Face ID, Touch ID) if supported

Mobile Dashboard

Mobile Dashboard

Key metrics accessible on-the-go with hamburger navigation

Mobile Dashboard Layout:

Top Bar:

☰ Hamburger menu (opens sidebar)

ClubOps logo

Notification bell

Profile icon

Metrics Cards:

Stack vertically (one per row)

Swipe left/right to scroll

Tap to expand for details

Activity Feed:

Infinite scroll

Pull down to refresh

Tap any item for full details

Quick Actions:

    Floating action button (+ icon, bottom right)

    Quick access to:
        Check in dancer

        View queue

        End VIP session

Mobile Dancer Management

![Mobile Dancer List]

Swipe-friendly dancer cards with status badges

Mobile Dancer Features:

Search Bar:

    Fixed at top (stays visible while scrolling)

    Autocomplete suggestions

    Clear button

Dancer Cards:

    Full-width cards

    Swipe left for actions:
        🖊 Edit

        👁 View Details

        ✉ Send Message

    Swipe right to check in/out

    Tap to expand full profile

Filter Menu:

    Tap filter icon (top right)

    Slide-out panel with options

    Apply button updates results instantly

Mobile VIP Booth View

Mobile VIP Booths

Monitor booth status and sessions from anywhere

Mobile VIP Features:

Booth Grid:

2 columns on phones

3 columns on tablets (landscape)

Color-coded status (green/red)

Tap booth to expand

Session Details (Modal):

Dancer name & photo

Countdown timer (large, easy to read)

Revenue counter

Extend button (full width)
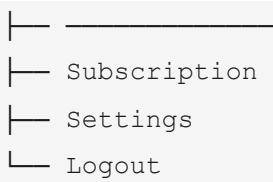
End Session button (full width, red)

Timer Notifications:

Browser notification when 5 min remaining

Requires notification permission (prompt on first use)

Vibration alert (if device supports)

Mobile Navigation

Hamburger Menu (☰):

```
▦  MENU
├── Dashboard
├── Dancers
├── DJ Queue
├── VIP Booths
├── Revenue
```

```
├── ─────────────
├── Subscription
├── Settings
└── Logout
```

Gestures:

> **Swipe right** from left edge: Open menu
>
> **Swipe left** from right edge: Close menu
>
> **Tap outside menu:** Close menu
>
> **Pull down:** Refresh current page

Mobile Best Practices

For Owners/Managers:

> Check dashboard 2-3 times per shift
>
> Review compliance alerts in morning
>
> Use mobile for quick check-ins
>
> Generate reports on desktop (better for analysis)

For DJs:

> Desktop mode recommended for queue management
>
> Mobile for monitoring timers
>
> Use landscape mode for better view

For Door Staff:

> Mobile perfect for check-in/check-out
>
> Keep phone charged (use power bank)
>
> Connect to Wi-Fi for faster performance

Battery Optimization:

> Lower screen brightness in dark club
>
> Close unused background apps
>
> Enable battery saver mode if needed
>
> Carry portable charger for long shifts

Part 6: Troubleshooting

Chapter 10: Common Issues & Solutions

Login & Authentication

"I can't log in"

Troubleshooting Steps:

Verify Credentials

Check email address (no typos)

Ensure CAPS LOCK is off

Try copying password from password manager

Reset Password

Click "Forgot Password?" link

Check email (including spam folder)

Follow reset link (expires in 1 hour)

Create new password

Clear Browser Cache

Chrome: Settings → Privacy → Clear browsing data

Firefox: Options → Privacy → Clear Data

Safari: Preferences → Privacy → Remove All Website Data

Try Different Browser

If issue persists, try Chrome or Firefox

Disable browser extensions (especially ad blockers)

Check 2FA

If 2FA enabled, ensure code is current

Use backup codes if phone unavailable

Contact support to disable 2FA if locked out

"Session expired" message

Cause: Security timeout after 24 hours of inactivity

Solution:

Click "Login Again" button

Re-enter credentials

Session resumes where you left off

Prevention:

Enable "Remember Me" on login

Keep browser tab open during shift

Activity resets timer (any click/action)

Dancer Management

"Dancer can't check in"

Check These:

License Status

Is license expired? (Red alert)

Update license if renewed

Cannot override expired license (compliance rule)

Dancer in System

Search in Dancers list

Check spelling of name

Look under Legal Name vs. Stage Name

Application Status

Was application approved?

Check "Pending Applications" tab

Approve if ready, deny if not

Account Status

Is dancer marked inactive?

Reactivate in dancer profile

Check for suspension notes

"Can't add new dancer"

Possible Issues:

Plan Limit Reached

Check Subscription page for dancer limit

See current usage (e.g., 25/25 on Professional plan)

Solution: Upgrade plan or remove inactive dancers

Duplicate Email

Email already exists in system

Search for existing dancer

Use different email or update existing record

Required Fields Missing

Legal name is required

Email or phone (at least one required)

Fill all red-asterisk fields

DJ Queue

"Queue not updating on all screens"

Cause: WebSocket connection interrupted

Solutions:

Refresh Page

Press F5 or Ctrl+R (Windows)

Press Cmd+R (Mac)

Changes sync immediately after refresh

Check Internet Connection

Verify Wi-Fi connected

Run speed test (should be 5+ Mbps)

Restart router if slow

Check Browser Console

Press F12 → Console tab

Look for WebSocket errors

Screenshot and send to support if errors found

Offline Mode

Yellow "Offline" banner indicates no connection

Changes save locally

Auto-sync when connection restored

"Drag-and-drop not working"

Try These:

Browser Compatibility

Update browser to latest version

Chrome 90+ recommended

Disable conflicting extensions

Touch Devices

Press and hold for 1 second before dragging

Use stylus for precision

Enable "Touch Mode" in settings

Alternative Method

Use **"+"** button to add dancers

Use up/down arrow buttons to reorder

Works identically to drag-and-drop

VIP Booths

"Timer not counting down"

Check:

Session Actually Started

Booth should show "Occupied" status

Timer should display HH:MM:SS

If shows "Available", session didn't start

Refresh Page

F5 or Ctrl+R

Timer syncs with server time

Browser Tab Active

Browsers throttle inactive tabs

Keep ClubOps tab in foreground

Or use dedicated monitor

"Can't end VIP session"

Solutions:

Verify You Have Permission

Owners/Managers can end any session

VIP Hosts can only end their own sessions

DJs can view only (no end button)

Complete Required Fields

Payment method must be selected

Total amount must be confirmed

Notes (if required by your settings)

Check Network

Session end requires server confirmation

Retry if "Network Error" appears

Changes save when connection restored

Revenue & Reports

"Revenue numbers don't match"

Verify:

Date Range

Check report start/end dates

"Today" = current calendar day (midnight to midnight)

Time zone: Reports use club's local time

Pending Transactions

Deferred payments show separately

Check "Outstanding" vs. "Collected"

Filter table by status

Session Status

VIP sessions must be ended to count

Active sessions show as "Pending"

End all sessions before running end-of-day report

Browser Cache

Hard refresh: Ctrl+Shift+R

Clears cached numbers

Fetches latest from server

"Can't export report"

Try:

Pop-up Blocker

Allow pop-ups for ClubOps domain

Chrome: Click address bar icon → Always allow

Check browser notification area

File Download Permissions

Check browser download settings

Ensure download folder has write permissions

Try different download location

PDF vs. Excel

If one format fails, try the other

Excel requires Microsoft Excel or compatible app

PDF works universally

Performance Issues

"App is slow or laggy"

Optimizations:

Close Unused Tabs

Each tab uses memory

ClubOps performs best as only active tab

Aim for < 10 total browser tabs

Clear Cache & Cookies

Browsers accumulate cached data

Clear monthly for best performance

Note: May need to re-login

Disable Unused Features

Settings → Notifications → Disable non-critical alerts

Reduces background activity

Improves responsiveness

Hardware Check

Close other applications

Check RAM usage (Task Manager / Activity Monitor)

Restart computer if used for multiple days

Network Speed

Run speed test: speedtest.net

Need 5+ Mbps for smooth operation

10+ Mbps recommended for real-time features

"Images/photos not loading"

Solutions:

Check Internet

Photos load from cloud storage

Requires stable connection

May load slowly on < 3 Mbps

Browser Cache Full

Clear cache (see above)

Restart browser

Re-login to ClubOps

Ad Blocker Interference

Disable ad blocker for ClubOps

Add to whitelist/allowlist

Some blockers interfere with image CDN

Appendix: Quick Reference

Keyboard Shortcuts

Action	Windows/Linux	Mac
Refresh page	F5 or Ctrl+R	Cmd+R

Action	Windows/Linux	Mac
Hard refresh	Ctrl+Shift+R	Cmd+Shift+R
Search dancers	Ctrl+K	Cmd+K
Open menu	Alt+M	Opt+M
Go to dashboard	Alt+H	Opt+H
Logout	Alt+L	Opt+L

Common Tasks Reference

Task	Quick Path
Check in dancer	Dashboard → Search → Check In
View license alerts	Dashboard → License Alerts panel
Add to DJ queue	DJ Queue → Drag dancer to queue
Start VIP session	VIP Booths → Click booth → Start
Run revenue report	Revenue → Reports → Generate
Add team member	Settings → Team → Add Member
Upgrade plan	Subscription → Upgrade button
Export data	Any table → Export button (top right)

Status Icon Legend

Icon	Meaning
✓ Green Check	Compliant, Paid, Valid
⚠ Yellow Warning	Expiring soon, Action needed
✗ Red X	Expired, Unpaid, Error
○ Gray Circle	Pending, Not applicable
🔵 Blue Dot	Active, In progress
🟢 Green Badge	Available, Good status
🔴 Red Badge	Occupied, Critical

Support Contact

Email: support@clubops.com
Hours: Monday-Friday, 9AM-6PM PT
Emergency: 24/7 via email (4-hour response)

When Contacting Support, Include:

- Club name
- Your email address
- Description of issue
- Screenshots (if applicable)
- Browser & device info
- Steps to reproduce problem

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Thank you for choosing ClubOps. We're committed to making your club operations smoother, simpler, and more profitable.

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