



SCOREBIRD PRO

ScoreBird Pro User Manual

Document: SB-PRO-MANUAL

Revised: 2026-07-01

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Introduction to ScoreBird

ScoreBird is a live sports scoring platform that captures real-time data directly from physical scoreboards and delivers it to broadcasts, websites, social media, and digital displays — the moment the score changes on the board, it changes everywhere else.

This manual covers the ScoreBird Portal and mobile app. It is intended for the people who operate and configure ScoreBird day-to-day: facility managers, athletic directors, coaches, and broadcast engineers.

How ScoreBird Works

The ScoreBird system has three layers:

- 01 **The NeST device** reads live data from your scoreboard controller.
- 02 **The ScoreBird cloud** receives that data, processes it, and makes it available through the platform.
- 03 **The apps** let you manage devices, schedules, and outputs — and let your audience consume live scores through overlays, virtual scoreboards, and embeds.

Because the data flows from the physical scoreboard, you never have to manually update a score on a screen. If the board shows it, ScoreBird shows it.

The NeST Device

The NeST (Network Scoreboard Transmitter) is a small hardware device that connects to your scoreboard's control panel via RS-232 or USB. It reads the

outgoing score data that your scoreboard controller already produces and sends it to the ScoreBird cloud over your venue's network.

The NeST supports three connectivity options:

CONNECTION	HOW IT WORKS	WHEN TO USE IT
Ethernet	Wired connection to your network switch	First choice — most reliable
WiFi	Wireless, configured via the mobile app or web portal	When running a cable is impractical
Cellular (LTE)	Built-in modem, no configuration needed	Last resort only — cellular is unreliable in crowded arenas

Note: The NeST must be connected to Ethernet at least once before WiFi can be configured. Cellular is a backup and should not be your primary connection.

The NeST is available in three subscription tiers — Facility, Campus, and Travel — to match different venue sizes and usage patterns. Contact sales@scorebird.com or visit scorebird.com/pricing for current pricing.

The Two Apps

ScoreBird has two complementary apps that work with the same account credentials.

Web App — customer.scorebird.com

The web app is the primary control center. You use it to manage devices, build schedules, configure broadcast overlays, manage teams and facilities, and administer users. It is designed for use at a desk, before and after events.

Access it at customer.scorebird.com in any modern browser.

Mobile App

The mobile app is the field companion. It is optimized for on-site operations — checking device status, viewing active schedules, and making quick adjustments while standing at the scorer's table. Available on iOS and Android.

Both apps use the same email and password for sign-in, and reflect the same live data.

Platform Overview

FEATURE	WEB APP	MOBILE APP
Sign in / profile management	Yes	Yes
Device status and reboot	Yes	Yes
Schedule management	Yes	Yes
Broadcast overlay builder	Yes	No
Virtual scoreboard	Yes	No
Teams and facilities	Yes	No
User management	Yes	No
On-site device monitoring	Yes (browser)	Yes (optimized)
WiFi configuration for NeST	Yes	Yes
API access for external integrations	Yes	No

ScoreBird also provides an API for integrating scores and schedule data with external systems — see [Profile & Account](#) for how to access your API key.

Who This Manual Is For

This manual is written for everyone who manages or uses ScoreBird in a facility:

- **Facility managers and athletic directors** — setting up devices, managing schedules, administering users.
- **Broadcasters and production teams** — configuring overlays and virtual scoreboards for livestreams.
- **Coaches and scoreboard operators** — day-of monitoring and schedule oversight.

Technical installation of the NeST device (physical wiring, scoreboard cable pinouts) is covered in the [NeST Hardware Setup](#) guide.

What You Need to Get Started

Before using ScoreBird, make sure you have:

- A NeST device (purchased through scorebird.com/purchase or via your sales rep)
- A compatible scoreboard with an available data output port
- An internet connection at your venue (Ethernet strongly recommended)
- A ScoreBird account (created when your NeST order is processed — check your email for an invitation)

Tip: If you have not received your account invitation after ordering, check your spam folder or contact support@scorebird.com.

Getting Help

If something in this manual does not answer your question, ScoreBird support is available:

- **Email:** support@scorebird.com
- **Phone:** 844-GOT-BIRD (844-468-2473) — press 1 for support
- **In-app:** Click **Tutorials** in the top navigation bar for video walkthroughs

Getting Started

This guide walks you through signing in for the first time, understanding the ScoreBird Portal interface, and setting up your profile.

Signing In

- 01 Open a browser and navigate to customer.scorebird.com.
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02 A **Welcome to Scorebird** splash modal appears on top of the sign-in form. Click **Continue** to dismiss it.

03 Enter your **Enter Your Email** and **Enter Your Password** in the sign-in form.

04 Click **Continue** to sign in.

Note: If you just ordered a NeST device, your account invitation arrives by email. Use the email address and password from that invitation. If you have not received it, check your spam folder or contact support@scorebird.com.

Forgot Your Password

01 On the sign-in page, click **Forgot password?** below the password field.

02 Enter your email address and submit the form.

03 Check your inbox for a password reset link and follow the instructions.

Tip: ScoreBird uses the same credentials for both the web app and the mobile app. Resetting your password here resets it for both.

Your First Login

What You See After Signing In

After a successful sign-in, you land on the **Game Day** screen. If your organization already has NeST devices registered, you will see device cards showing each unit's status, connectivity, and schedule count.

If the app appears empty, your account may not be linked to an organization yet — see the section below.

Joining an Existing Organization

If your facility is already set up in ScoreBird, an admin can invite you directly. If you need to request access yourself:

- 01 Navigate to **/my-requests** (or ask your ScoreBird admin for the direct link).
- 02 Submit an access request for your organization.
- 03 Your organization's Admin or Super Admin receives the request and approves it.
- 04 Once approved, you will see your organization's devices and data when you sign in.

Note: You can belong to multiple organizations. Each organization membership carries its own role — you might be an Admin in one org and a Member in another.

If Your Organization Is Already Set Up

If devices and schedules are already visible on Game Day, you are ready to use ScoreBird. Explore the left sidebar to navigate to **Devices**, **Schedules**, **Teams**, and **Facilities**.

Understanding the Interface

The web app has three main areas: the top header, the left sidebar, and the main content area.

Top Header

The header is visible on every page and contains the following controls:

BUTTON	WHAT IT DOES
Invite User	Opens a form to invite a new user to your organization by email
Order Device	Takes you to the NeST purchase flow at scorebird.com
Tutorials	Opens the ScoreBird video tutorial library in a new tab
Profile avatar (top-right)	Opens the account menu — access My Profile or sign out

Left Sidebar

Click the ☰ (hamburger) button at the top-left to collapse or expand the left sidebar. Collapsing it gives more horizontal space to the main content area, which is useful on narrower screens.

The sidebar contains the primary navigation. Each item and its purpose:

NAV ITEM	WHAT IT DOES
Game Day	Dashboard view of all NeST devices — status, connectivity, and active schedules at a glance
Devices	Full device list with registration, configuration, and reboot controls
Schedules	Create and manage game schedules assigned to devices
Overlay Builder	Design broadcast overlays that display live score data over video
Virtual Scoreboard	Configure and embed web-based scoreboards for websites and streaming
Teams	Manage the teams that appear in your schedules and overlays
Facilities	Manage venues and courts/fields within each venue
Users	Invite and manage user accounts within your organization (Admin and above)
Profile	View and edit your personal account information

Main Content Area

The main content area fills the rest of the screen to the right of the sidebar. It displays the page selected in the sidebar. On the **Game Day** screen, this area shows NeST device cards. Each card displays:

CARD FIELD	DESCRIPTION
NeST serial number	Unique identifier for the physical device
Schedule count	Number of schedules currently assigned
Facility	The venue this device is associated with
Connected	Current connection type — Ethernet, Cellular, or WiFi

CARD FIELD	DESCRIPTION
SB Config	Scoreboard make and model
Status	Online or Offline
Last Online	Timestamp of most recent activity

Three action buttons appear on each device card: **Edit** (open device settings), **Reboot** (send a remote reboot command), and **+ Add Schedule** (create a new schedule for this device).

User Roles

ScoreBird has three access roles. Your role is set per organization — if you belong to multiple organizations, you may have different roles in each.

Member — *standard access*

View schedules and read-only access to the organization's data. Cannot make changes to devices, users, or settings.

Admin — *organization manager*

Everything a Member can do, plus: manage teams, facilities, and schedules; invite and manage users within their organization.

Super Admin — *platform administrator*

Everything an Admin can do, plus: manage all organizations, approve user access requests, send system-wide notifications. Super Admins have access to all organizations they oversee.

Tip: If you need to perform an action and find it grayed out or missing, your role may not have permission for it. Contact your organization's Admin or Super Admin to request a role change.

Accessing Your Profile

Your profile page shows your personal information and your membership status across all organizations.

01 Click your **profile avatar** in the top-right corner of the header.

02 Select **My Profile** from the dropdown menu.

Profile Fields

FIELD	DESCRIPTION
First Name	Your first name
Last Name	Your last name
Country	Your country
State	Your state or province
Organization	Organizations you belong to
User Role	Your role (Broadcaster, Admin, etc.)
Association Admin	Whether you have association-level admin rights
Email Address	Your sign-in email
Mobile Phone	Your phone number

Organization Memberships Panel

The right panel on your profile page shows **Organizations** with the count of organizations you belong to (for example, "Organizations (5)"). Each organization entry lists your role within it — for example, Member or Admin.

This is useful when you belong to multiple organizations and need to confirm which role you have in each one.

Changing Your Password

01 On the **My Profile** page, click the **Change Password** button.

02 Enter your current password, then enter and confirm your new password.

03 Click **Save** to apply the change.

Note: Your new password applies to both the web app and the mobile app immediately.

Game Day

Game Day is the default homepage of the ScoreBird Portal. It is your central hub for monitoring all NeST devices, managing schedules, and launching live scoring sessions across every facility you oversee.

Understanding the Device Cards

Every NeST device in your account appears as a card on the Game Day screen. Cards update in real time via a persistent WebSocket connection — you do not need to refresh the page to see current status changes.

Each card displays the following information:

NeST # — The device's serial number, shown in the card header (e.g. "NeST #30649").

Schedule count — Number of schedules currently assigned to the device, shown next to the serial number (e.g. "(0 Schedules)").

Facility — The venue name associated with this device (e.g. "Checcoloco - Signature Softball").

Connected — How the device is connected to the internet: **Ethernet**, **WiFi**, or **Cellular**.

SB Config — The scoreboard make and model this device is configured to read (e.g. "ElectroMech Baseball Linescore5 for Baseball and Softball").

Status — Online (green) means the device is connected and actively streaming. **Offline** (red) means the device cannot be reached.

Last Online — The date and time the device last communicated with ScoreBird servers, shown in CDT.

The "Complete Activation" Badge

Devices that have not yet been fully set up display a **Complete activation** badge in the card header. These devices are not yet ready to score games. See [Completing Device Activation](#) for step-by-step instructions.

Online vs. Offline Status

- **Online (green):** The device is connected to the internet and able to send scoreboard data. Games can be scored from this device.
 - **Offline (red):** The device cannot be reached. Check the network connection at the facility, or use the **Reboot** button to attempt a recovery.
-

Filtering Your View

When you manage multiple facilities or sports programs, the filter bar at the top of Game Day helps you focus on what matters right now.

Date range picker — Shows devices with schedules for the selected date range. Defaults to today. Change it to view past or upcoming game days.

Sport — Narrows the view to a single sport (e.g. Baseball, Basketball, Football).

Gender — Filters by Boys, Girls, Men, Women, or Co-Ed.

Level — Filters by competitive level (e.g. Varsity, JV, Middle School).

Search — Find a specific device by team name, facility name, or NeST serial number.

Refresh — Manually polls the server for the latest device and schedule data. Real-time updates arrive automatically, but use this if you suspect a display issue.

Tip: Combine filters to isolate exactly what you need — for example, set **Sport** to "Basketball" and **Level** to "Varsity" before a tournament day to see only those devices.

Adding a Schedule to a Device

Each NeST device can have one or more schedules assigned to it. A schedule links a specific game or event to the device so ScoreBird knows which team data to associate with live scores.

- 01 Locate the device card for the facility where the game will be played.
- 02 Click **+ Add Schedule** in the bottom-right area of the card.
- 03 Complete the schedule form with the sport, teams, date, and time.
- 04 Save the schedule — it appears under the device card immediately.

Tip: For full details on creating and managing schedules, see the [Schedules](#) section of this manual.

Starting a Live Game

Once a schedule is assigned to an Online device, you can begin scoring in a few steps.

- 01 Locate the device card for your facility on the Game Day screen.
- 02 Confirm that **Status** shows **Online** (green). If the device is offline, scoring is not possible until connectivity is restored.
- 03 Expand the schedule list on the device card by clicking the scheduled game entry.
- 04 Click **Score** (appears in the top-right of the schedule list) to open the live scoring modal.
- 05 Enter scores as play progresses. Each update is broadcast immediately to all connected overlays and virtual scoreboards.
- 06 When the game ends, close the scoring modal. The final score remains available in your game history.

Tip: The **Score** button only appears when a schedule is attached to the device. If you do not see it, verify that a schedule has been added using **+ Add Schedule**.

Editing a Device from Game Day

You can open a device's configuration directly from its card without navigating to the Devices screen.

- 01 Find the device card you want to update.
- 02 Click **Edit**.
- 03 The device configuration panel opens. From here you can update the facility assignment, scoreboard config, and network settings.
- 04 Save your changes. The card on Game Day reflects the update immediately.

Rebooting a Device

If a device shows as **Offline** or has stopped sending data, a reboot often restores connectivity.

- 01 Locate the device card.
 - 02 Click **Reboot**.
 - 03 Confirm the reboot when prompted.
-

Note: Reboot takes 30–60 seconds to complete. The device status will briefly show **Offline** while it restarts. If the device does not come back Online after 90 seconds, check the physical network connection at the facility or contact support at support@scorebird.com.

Devices

The Devices page (`/devices`) is your complete inventory of all NeST hardware associated with your account. Use it to inspect device details, configure network settings, set up WiFi, and verify scoreboard connections.

Physical Setup

IT / Installer: This section covers first-time hardware setup. If your NeST is already installed and online, skip ahead to [The Devices Table](#).

Your NeST box contains the NeST device, a power adapter, and connection cables.

Warning: Use only the included 5VDC, 2.5-amp power adapter. Using the wrong adapter damages internal components and is not covered under warranty. Replacement

cost is \$150.

Connect in this order:

01 Connect the Ethernet cable to the NeST and to your network switch.

02 Wait until the Ethernet link light is active.

03 Connect the power adapter.

The NeST must have an active Ethernet connection before WiFi can be configured. Do not skip to WiFi during initial installation — connect via Ethernet first, configure WiFi through the app, then disconnect the Ethernet cable if a permanent wire run is not practical.

Network Requirements

IT / Installer: Your network must allow outbound traffic on the following ports and to the following domains for the NeST to communicate with ScoreBird services.

Required Ports

PORT	PROTOCOL	PURPOSE
53	UDP	DNS
80	TCP	HTTP software updates
443	TCP	HTTPS — all encrypted communications

Domain Whitelist

If your network uses hostname-based filtering, allow the following domains:

Core device services

- `iotcore.imtdesign.biz`
- `a2u9gya9azl3fe.iot.us-east-1.amazonaws.com`

System updates

- `ports.ubuntu.com`
- `apt.armbian.com`
- `apt.fury.io`

MAC Address Filtering

If your network restricts access by MAC address, add the NeST's MAC address to the allowlist. The MAC address is visible in the device detail view under the **Details** tab.

IP Whitelisting

Note: Do not use IP address whitelisting to control NeST access. ScoreBird services run on cloud providers, including AWS, where IP addresses change without notice. Use hostname/domain whitelisting instead.

Cellular

The NeST has a built-in cellular modem. Use cellular only as a last-resort backup — cellular data is unreliable in sporting arenas and should never be your primary connection.

The Devices Table

Navigate to **Devices** in the main menu to see all NeST units in a sortable, searchable table.

Table Columns

COLUMN	DESCRIPTION
NeST #	The device serial number. Click to open the device detail view.

COLUMN	DESCRIPTION
Organization	The organization that owns the device.
Tx	Transmission type indicator.
NB Coding	Internal coding reference used during provisioning.
Facility	The venue where the device is physically installed.
Address / Location	Physical address or location notes for the facility.
Date	The date associated with the device's last recorded event.
Time (EDT)	The time of the last recorded event, shown in Eastern Daylight Time.
Notes	Free-form notes added during setup or by support staff.

Sorting

Click any column header to sort the table by that column. An arrow (↑ or ↓) indicates the current sort direction. Click the same header again to reverse the sort order.

Searching

Use the **Search** bar in the top-right corner of the table to filter rows by any text value — serial number, facility name, organization, or notes. The table updates as you type.

Pagination

Large accounts may have hundreds of devices. Use the pagination controls at the bottom of the table to move between pages. The total device count is displayed alongside the page controls.

Device Details

Click any row in the Devices table to open the detail view for that device.

The detail view is organized into three sections:

General

FIELD	DESCRIPTION
NeST #	The device serial number.
Organization	The organization that owns this device.
Facility	The venue this device is assigned to.
Allowed Sports	Sports this device is configured to detect.
NeST Type	Subscription type: Facility, Campus, or Travel.
SB Config	The scoreboard make and model the device is configured to read.

Details

FIELD	DESCRIPTION
Connection Type	Ethernet, WiFi, or Cellular.
IP Address	Current IP address of the device on the local network.
Last Online	Date and time the device last communicated with ScoreBird.
MAC Address	Hardware MAC addresses for WiFi and Ethernet interfaces.
Firmware	Current firmware version installed on the device.
Swap Home/Away	When enabled, reverses the home and away score outputs.

Internal (visible to Admins and Super Admins)

FIELD	DESCRIPTION
Sim Card	Cellular SIM card identifier, if equipped.
Last IP Address	Last known IP address.
User	The account user associated with this device.
Sport / Manufacturer / Model	Internal configuration references.
Notes	Free-form notes from setup or support.

Tabs

The detail view includes three tabs for device configuration:

Device Details — General info, network details, and internal hardware fields (MAC address, firmware version, SIM card, etc.). This is the default view.

WiFi Setup — Connect the device to a wireless network. See [Setting Up WiFi](#) below.

Test/Change Scoreboard — Select the scoreboard manufacturer and model, and send a test signal to verify the connection. See [Testing Your Scoreboard Connection](#) below.

Native Video Integrations — Configure native video output settings and integrations for this device.

Editing a Device

Click **Edit** in the device detail view to modify the device name, facility assignment, or other configuration fields. Save your changes when done — updates take effect immediately.

Setting Up WiFi

WiFi is the recommended connection type when a permanent Ethernet run is not practical. Before you begin, confirm that the NeST device is powered on and has an active internet connection via Ethernet (required for the initial configuration push).

- 01 Open the device detail view by clicking the device row in the Devices table.
 - 02 Click the **WiFi Setup** tab.
 - 03 The device scans for wireless networks in range. Available networks appear in a list.
 - 04 Select your network from the list.
 - 05 Enter the WiFi password in the field provided.
 - 06 Click **Connect**.
-

- 07 Wait up to 60 seconds for the device to associate with the network. When the connection succeeds, **Status** updates to **Online** and the **Connected** field changes to **WiFi**.

Tip: If your network does not appear in the scan results, confirm the device is within range of the access point. Hidden SSIDs are not shown; contact support@scorebird.com for manual configuration options.

Testing Your Scoreboard Connection

Before a game, confirm that the NeST device can communicate with your physical scoreboard.

- 01 Open the device detail view.
- 02 Click the **Test/Change Scoreboard** tab.
- 03 Select your scoreboard **manufacturer** from the dropdown.
- 04 Select the specific **model** from the second dropdown. The model list updates automatically when you change the manufacturer.
- 05 Click **Test**. The device sends a test signal to the scoreboard.
- 06 Observe the physical scoreboard to confirm it responds correctly (displays test data or acknowledges the signal).
- 07 If the scoreboard does not respond, verify the cable connection between the NeST output port and the scoreboard controller, then repeat the test.

Tip: If you are switching from one scoreboard manufacturer to another at the same facility, use this tab to update the configuration before the next game. The change takes effect immediately.

Supported Scoreboard Manufacturers

The NeST is compatible with scoreboards from the following manufacturers:

NEVCO, Fair-Play, Daktronics, Electro-Mech, All American, OES, Spectrum-Watchfire, Varsity, PC Scoreboards, ScoreVision, ESA, Kazo Vision

If your scoreboard manufacturer is not listed, contact support@scorebird.com — compatibility is added regularly and the support team can confirm whether your model is supported.

Completing Device Activation

Devices that are powered on but have not been fully configured appear with a **Complete activation** badge on the Game Day screen and in the Devices table.

Activation requires assigning the device to a facility and confirming the sport configuration.

- 01 Open the device detail view by clicking the device row in the Devices table.
 - 02 Click **Edit**.
 - 03 In the **Facility** field, select or create the venue where the device is installed.
 - 04 Select the primary **Sport** the device will be used for.
 - 05 Confirm the **SB Config** (scoreboard make and model) is correct, or update it using the **Test/Change Scoreboard** tab.
 - 06 Click **Save**.
-

Once all required fields are complete, the **Complete activation** badge is removed and the device is ready to score games.

IT / Installer: This section is relevant during initial hardware setup. If you are deploying multiple devices at once, complete activation for each device before handing off to the coaching or operations staff.

Device Status Reference

Online — *device is connected and streaming*

The device is connected to the internet and streaming scoreboard data. No action needed.

Offline — *device cannot be reached*

The device cannot be reached by ScoreBird servers. Check the network connection at the facility. If the connection appears healthy, try the **Reboot** button on the Game Day screen or the device detail view. If the device remains offline after 90 seconds, contact support@scorebird.com.

Complete activation — *setup is incomplete*

The device is powered on but has not been assigned to a facility or had its sport configured. Follow the steps in [Completing Device Activation](#) above.

Virtual NeST

The Virtual NeST gives you the same capabilities as a physical NeST device without requiring traditional scoreboard hardware — useful when you want to schedule games, use HTML5 broadcast overlays, or access native integrations at a facility that does not have a supported physical scoreboard.

- **What it replaces:** the physical NeST hardware connection to a scoreboard controller.
- **What it provides:** all ScoreBird platform features — game scheduling, broadcast overlays, and native video integrations.

- **Availability:** subscription-based add-on, available on both iOS and Android.
 - **How to get it:** contact sales@scorebird.com or call 844-GOT-BIRD (844-468-2473) for pricing and provisioning.
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Schedules

Schedules are the bridge between your games and your NeST devices. Each schedule record associates a specific game — teams, date, time, sport, and venue — with the NeST device at that facility. Without a schedule, the NeST has no context for whose scores it is sending, so overlays and virtual scoreboards cannot display team names, logos, or game metadata.

Navigate to **Schedules** in the left sidebar to manage all of your organization's upcoming and past games.

The Schedules List

The Schedules screen opens to the **Schedules** tab showing every game scheduled within the current date range. The page title — **Schedules (N)** — shows how many schedules fall within that range.

Date Range

The date range picker at the top-left defaults to today. Click it to enter a custom range in MM/DD/YYYY format and browse past or future game days. All counts and table rows update to reflect your selection.

Filters

Click the **FILTERS** button to expand the filter panel. Use filters to narrow the list by sport, team, gender, level, facility, or device. Filters stack — you can

combine them to isolate exactly the games you need. Click **FILTERS** again to collapse the panel when you are done.

Use the **Search** bar at the top-right to find a specific game by team name, opponent, facility, or any other text in the table.

Schedule Table Columns

Mer... (*Merge*) — Merge status indicator. See [Merging Schedules](#).

Date — Date of the game.

Time — Scheduled start time.

Status — Current state of the game (Scheduled, In Progress, Final).

Home Team / Away Team — Team names for the home and away sides.

Gen (*Gender*) — Gender designation for the game (Boys, Girls, Men, Women, Co-Ed).

Level — Competitive level (Varsity, JV, Middle School, etc.).

Sport — The sport being played.

Facility — The venue where the game is taking place.

Device — The NeST serial number assigned to score this game.

Home / Away (*Score*) — Current or final score for each side.

Note: A loading skeleton appears in place of rows while the table is fetching data. If you see the skeleton for more than a few seconds, check your internet connection or try refreshing the page.

Creating a Schedule

You can create a schedule from the Schedules screen or directly from a device card on the Game Day screen. Either path opens the **Add Schedule** modal.

The form is divided into four columns:

01 Click the blue **+** button at the top-right of the Schedules screen.

02 In **General Information**, fill in:

- **Date** — click the calendar icon to pick a date and time. Click **Set time as "TBA"** to leave the time unconfirmed.
 - **Country** — defaults to US.
 - **Sport** — select the sport being played.
 - **Level** — Varsity, JV, Middle School, etc.
 - **Gender** — Boys, Girls, Men, Women, or Co-Ed.
-

03 In **Additional Information**, fill in:

- **Facility** — select the venue. The NeST device assigned to that facility links automatically.
 - **Live Stream URL** — (optional) paste a stream link to associate with the game record.
 - **Tournament** — (optional) link this game to an existing tournament.
 - **Description** — (optional) any notes about the game.
-

04 In **Home Team**, select:

- **Home State** → **Home Association** → **Home Organization** → **Home Team** (each dropdown narrows based on the previous selection).
-

05 In **Away Team**, select the same hierarchy for the visiting team.

06 Click **Add** to save. The schedule appears in the table immediately.

Tip: If the Facility dropdown does not show the venue you need, it has not been configured yet. Go to **Facilities** in the left sidebar to add it and assign a NeST device before creating the schedule.

Tip: If a team does not appear in the Home Team or Away Team dropdowns, make sure it has been created under the correct organization in the **Teams** section.

Season Schedules

The **Season Schedules** tab groups an entire season of games under a single record. Instead of creating individual games one by one, a season schedule lets you import or bulk-manage a team's complete schedule and reference it from one place.

Creating a Season Schedule

- 01 Click the **Season Schedules** tab at the top of the page.
- 02 Click the blue + button.
- 03 Select the **Team**.
- 04 Enter the **Season** name or year (e.g. "2025-2026 Varsity Basketball").
- 05 Set the season **Start Date** and **End Date** to define the date range that encompasses all games.
- 06 Click **Save**.

Assigning Games to a Season Schedule

Once a season schedule exists, individual game schedules can be linked to it:

- 01 Open the game schedule you want to assign (click its row to expand details).
 - 02 In the schedule details panel, locate the **Season Schedule** field.
-

- 03 Select the season schedule from the dropdown.
- 04 Save the change. The game now appears under that season schedule's record.

Tip: Use season schedules when importing or bulk-managing a team's full schedule.

Editing and Deleting Schedules

Editing a Schedule

- 01 Click any row in the schedule table to expand its detail panel.
- 02 Click the **pencil (edit) icon** to open the schedule form with all fields editable.
- 03 Update any field — team, opponent, date, time, facility, home/away, or notes.
- 04 Click **Save** to apply your changes.

Deleting a Schedule

- 01 Expand the schedule row by clicking it.
- 02 Click the **trash (delete) icon**.
- 03 Confirm the deletion when prompted.

Note: Deleting a schedule removes its live scoring history. Past scores associated with the schedule will no longer be accessible. This action cannot be undone.

Merging Schedules

The **Mer...** (Merge) column in the schedule table shows whether a schedule has been merged with a duplicate from another source. Merging is used when the same game is imported from multiple systems — for example, when a school's athletic management software and ScoreBird both create a record for the same game.

Why Merges Happen

ScoreBird may automatically detect that two schedule records represent the same game based on matching team names, date, time, and facility. When a potential duplicate is detected, the merge icon on the row activates.

Initiating a Merge

- 01 Locate the schedule row showing the merge indicator in the **Mer...** column.
- 02 Click the merge icon on that row.
- 03 Review the duplicate records shown in the merge dialog — confirm which details are correct for each field.
- 04 Confirm the merge. ScoreBird combines the two records into one, preserving the most complete data from both sources.

Note: Merged schedules retain the live scoring history from both source records.

Scoring a Live Game

The Schedules screen gives you quick access to live scoring without navigating away from your schedule list.

Opening the Score Modal

- Click the **Score** button at the top-right of the schedule table to open a scoring session for the most relevant active game.
- Alternatively, click the **score cells** (the Home or Away score columns) on any individual row to open the score modal for that specific game.

Using the Score Modal

The score modal displays the current home and away scores with increment and decrement controls.

- Tap **+** to add a point to a team's score.
- Tap **–** to subtract a point.
- All changes broadcast instantly — overlays and virtual scoreboards update in real time the moment you change a value.

When the game ends, close the modal. The final score is saved automatically to the schedule record and remains visible in the schedule table and game history.

Tip: You can also score games directly from the Game Day dashboard. Both paths open the same scoring modal and sync to the same NeST device output.

Overlay Builder

The Overlay Builder generates a URL that you add to your broadcast software as a Browser Source. Once added, the overlay appears on top of your video feed and updates automatically — every score change on the physical scoreboard appears on your broadcast within seconds, with no manual intervention required.

Navigate to **Overlay Builder** in the left sidebar to get started.

Choosing a Source

The first step is telling the overlay where to get its live data. Two source options appear as radio buttons at the top of the page.

SOURCE	HOW IT WORKS	WHEN TO USE IT
NeST	Reads live data directly from a NeST device in real time	Best for games in progress — data flows directly from the scoreboard
Scheduled Game	Ties the overlay to a specific scheduled game record	Use when you want the overlay linked to a particular game entry in your schedule list

NeST mode is the default and the most common choice. It connects the overlay directly to a device's live output, so the overlay is active any time that NeST is scoring a game.

Scheduled Game mode is useful when you have multiple games at the same facility across a day and want each overlay URL to correspond to a specific game record rather than the device as a whole.

Sport Detection

After selecting your source, choose how the overlay determines which sport it is displaying. Two tabs appear: **Select Sport** and **Detect Sport**.

Select Sport

You manually choose the sport from a dropdown menu. This overrides whatever sport is configured on the physical scoreboard or in the NeST settings. Use this when you know the sport in advance and want to lock the overlay to it regardless of what the scoreboard is doing.

Detect Sport

ScoreBird reads the sport setting directly from the NeST device and scoreboard configuration and selects the appropriate display template

automatically. No manual selection is needed. This is the recommended mode for facilities that host multiple sports, because the overlay adapts as the sport changes on the board.

Tip: Use Detect Sport if your facility hosts multiple sports. Use Select Sport if the auto-detection picks the wrong sport.

Generating Your Overlay URL

Once you have chosen a source and detection mode, the overlay URL is generated automatically. Follow these steps to get your URL:

- 01 Select your source: click **NeST** or **Scheduled Game**.
- 02 Choose your sport detection mode: click the **Select Sport** or **Detect Sport** tab.
- 03 Select your **NeST Serial** from the dropdown. The dropdown lists all NeST devices registered to your organization.
- 04 If you are using **Select Sport** mode, choose the **Sport** from the sport dropdown that appears below the NeST Serial field.
- 05 The overlay URL generates automatically and appears in the URL output field — it begins with
`https://widget.scorebird.com/broadcast-overlay.html?...`
- 06 Click the **copy icon** (clipboard) next to the URL field to copy it to your clipboard.

Adding the Overlay to OBS

OBS Studio is the most common broadcast software used with ScoreBird overlays. The overlay is added as a Browser Source on your scene.

- 01 In OBS, click the + button under the **Sources** panel.
- 02 Select **Browser** from the source type list.
- 03 Give the source a name (for example, "ScoreBird Overlay") and click **OK**.
- 04 Paste your overlay URL into the **URL** field.
- 05 Set **Width** to 1920 and **Height** to 1080 to match a standard 1080p stream resolution. Adjust these values if your stream uses a different resolution.
- 06 Click **OK**.
- 07 The overlay layer appears in your scene. Position and resize it as needed using the standard OBS transform controls.

Tip: For other broadcast software (vMix, Streamlabs, TriCaster), see the integration guides in the Broadcast Overlays section of this documentation.

Customizing the Overlay

The overlay can be customized to match your school's or team's branding. Customization is saved to the NeST device record and persists across all overlay URLs that reference that device.

- 01 Click the **Customize** button (gear icon) on the Overlay Builder screen.
- 02 The customization panel opens. Available options include:
 - **Home team name** — override the team name shown on the overlay

- **Away team name** — override the opponent name
 - **Primary and secondary colors** — set hex values to match your school colors
 - **Logo upload** — upload a team or organization logo to display on the overlay
-

03 The preview updates in real time as you make changes — you can see exactly how the overlay will look before saving.

04 Click **Save** to apply the customization. Changes take effect immediately for all active overlay sessions using this NeST device.

Note: Customizations apply to the specific NeST device you selected when generating the URL. If you generate overlay URLs for multiple devices, customize each one separately.

Virtual Scoreboard

The Virtual Scoreboard is a web-based score display that updates live as the physical scoreboard changes. You can embed it on your school website, a conference portal, a digital display, or a broadcast stream — anywhere that accepts a URL, JavaScript snippet, or iFrame. One virtual scoreboard can serve multiple surfaces simultaneously.

Navigate to **Virtual Scoreboard** in the left sidebar to get started.

Choosing a Sport Source

At the top of the page, two tabs control how the virtual scoreboard determines which sport to display: **Detect Sport** and **Select Sport**.

MODE	HOW IT WORKS	WHEN TO USE IT
Detect Sport	Reads the sport setting directly from the NeST device and scoreboard configuration	Recommended for most facilities — the widget adapts as the sport on the board changes
Select Sport	You manually choose the sport	Use when auto-detection picks the wrong sport or you want to lock the display to a specific sport

Set Default Sport

The **Set Default Sport** toggle appears below the source tabs. When enabled, a **Default Sport** dropdown appears — choose the sport that should display when no game is actively being scored. This keeps the virtual scoreboard looking correct between games rather than showing a blank or generic state.

Getting Your Embed Code

- 01 Select your **NeST Serial** from the dropdown. The list shows all NeST devices registered to your organization.
- 02 Choose **Detect Sport** or **Select Sport** at the top of the page.
- 03 If you selected **Select Sport**, choose the sport from the **Sport** dropdown that appears.
- 04 Optionally, enable **Set Default Sport** and select the default sport from its dropdown.
- 05 Three embed options appear — choose the right one for your use case (see the table below).
- 06 Click the **copy icon** on your chosen embed method to copy the code or URL to your clipboard.

EMBED METHOD	BEST FOR
Link	Opening the scoreboard directly in a browser, or adding it as a Browser Source in OBS or similar software

EMBED METHOD	BEST FOR
JavaScript Method	Embedding on a school website or conference portal (recommended over iFrame — better sizing and responsiveness)
iFrame	Website environments that block JavaScript or have strict content security policies

Note: ScoreBird recommends the JavaScript method for website embeds. iFrames can have sizing and responsive layout issues that the JavaScript method avoids.

Adding to Your Website (JavaScript Method)

The JavaScript method embeds the live scoreboard directly into your web page with full control over sizing and colors.

01 Open the HTML of the page where you want the scoreboard to appear.

02 Add a container `div` where the scoreboard should render:

HTML

```
<div id="scorebird_sg_widget"></div>
```

03 Copy the full script tag from the **JavaScript Method** section in the Virtual Scoreboard screen and paste it immediately after the `div`.

04 The `primaryColor` and `secondaryColor` parameters in the script accept hex color values — set them to match your school's branding (for example, `"#003366"` for navy blue).

05 The `serial` parameter is pre-filled with your NeST serial number — do not change it.

06 Optionally, set `team_id` to pin the widget to a specific team, or `schedule_id` to pin it to a specific scheduled game.

- 07 Save and publish your page. The scoreboard appears live whenever a game is active on that NeST device.

Tip: Use `primaryColor` and `secondaryColor` to match your school's colors (hex values, for example `"#003366"`).

The JavaScript snippet follows this pattern:

JAVASCRIPT

```
window.addEventListener('load', function() {
  ScorebirdWidgetV2.init({
    selector: "scorebird_sg_widget",
    primaryColor: "",
    secondaryColor: "",
    serial: "",
    team_id: "",
    schedule_id: ""
  });
});
```

The `selector` value must match the `id` attribute on your container `div` . Do not change `selector` unless you also rename the `div` id to match.

Adding to a Livestream

The **Link** embed method produces a direct URL you can use as a Browser Source in any streaming software that supports them.

- 01 Copy the **Link** URL from the Virtual Scoreboard screen — it begins with `https://widget.scorebird.com/single-game-widget.html?`

- 02 In OBS Studio, click + under the **Sources** panel and choose **Browser**.
-

03 Paste the URL into the **URL** field.

04 Set the dimensions based on how you want to display it:

- For a horizontal ticker across the bottom of the screen: 1920 wide × 200 tall
 - For a compact side panel or corner scoreboard: 300 wide × 400 tall
-

05 Click **OK** and position the source on your scene as needed.

The same URL works in vMix, Streamlabs, TriCaster, and any other broadcast tool that supports Browser Sources or web page inputs.

Customizing the Appearance

Customization options let you match the virtual scoreboard to your school's visual identity. Like overlay customization, these settings are saved to the NeST device record and apply across all embed methods using that device.

01 Click the **Customize** button (dark blue, gear icon) on the Virtual Scoreboard screen.

02 The customization panel opens with the following options:

- **Primary color** — main brand color (used for headers, team names, score backgrounds)
 - **Secondary color** — accent color (borders, highlights)
 - **Logo** — upload a team or organization logo
 - **Layout** — choose from available display layout styles
-

03 The preview updates live as you adjust settings.

04 Click **Save** to apply. Customization takes effect immediately across all active embeds using this NeST serial — the Link URL, JavaScript

embed, and iFrame all reflect the saved appearance.

Note: If you change the NeST Serial selected on the Virtual Scoreboard screen, you are working with a different device's settings. Each NeST device has its own customization record.

Web Tickers

A web ticker displays a scrolling horizontal feed of all your district's live and final scores on any web page — ideal for athletic department homepages, conference portals, and digital signage. Embed it using a JavaScript snippet or an iFrame.

JavaScript Parameters (Horizontal Ticker)

`selector` — String, Required. The `id` of the container `div` where the ticker renders.

`district` — String, Optional. ScoreBird district identifier — limits the ticker to schedules in that district. One of `district` or `association` is required.

`association` — String, Optional. ScoreBird association identifier — limits the ticker to schedules in that association. One of `district` or `association` is required.

`level` — String, Optional. Limit the ticker to a specific level (e.g. `varsity`, `freshman`).

`sublevel` — String, Optional. Limit the ticker to a specific sublevel (e.g. `blue`, `A-Team`).

`live_final_only` — Boolean, Optional. When `true`, shows only live and final schedules — upcoming games are excluded.

`auto_navigate_timeout` — Integer, Optional. Milliseconds before the next set of schedules animates in.

sport — String, Optional. Limit to a single sport. Accepted values:

basketball , baseball , football , softball , volleyball , wrestling ,
soccer , field hockey , lacrosse , ice hockey .

all_sports — Comma-separated String, Optional. Exhaustive list of sports to show. Use when you want to display a specific subset of sports rather than all.

Note: The vertical ticker uses the same parameters except `live_final_only` and `auto_navigate_timeout` , which do not apply. The iFrame version uses the same parameters except `selector` , which is not applicable to iFrames.

School Schedules Embed

The School Schedules embed displays a team's full season schedule on any web page — useful for school websites and athletic department portals that want a live, automatically updated schedule rather than a manually maintained list.

JavaScript Parameters

selector — String, Required. The `id` of the container `div` where the schedule renders.

school_id — String, Required. The unique ScoreBird identifier for the school. Contact support@scorebird.com to obtain your school ID.

gender — String, Optional. Filter the schedule by gender.

level — String, Optional. Filter by level (e.g. `varsity` , `freshman`).

sport — String, Optional. Filter by sport.

Note: The iFrame version uses the same parameters except `selector` .

District / Multi-School Scoreboard Embed

The District Scoreboard embed displays live and final scores across your entire district or association on a single web page — useful for conference websites, local news portals, and any page that needs a broad view of all active games.

JavaScript Parameters

`selector` — String, Required. The `id` of the container `div` where the scoreboard renders.

`tag` — String, Required. A ScoreBird-generated identifier representing the list of schools to include. Contact support@scorebird.com to get your tag.

`max_schedules` — Integer, Optional. Maximum number of schedules to display at once.

`partner` — String, Optional. ScoreBird integration partner identifier. Provided by ScoreBird — contact support if you are embedding as an integration partner.

`primary_color` — String, Optional. Main accent color in hex format (e.g. `#FF0000`).

Note: The `tag` and `partner` values are generated by ScoreBird and cannot be self-configured. Contact support@scorebird.com to have these created for your district or association. The iFrame version uses the same parameters except `selector` .

Teams & Facilities

Teams and Facilities are the organizational backbone of ScoreBird. Teams give every schedule a named roster entry — the data that powers overlays, virtual scoreboards, and score feeds. Facilities define your physical venues and create the critical link between a venue and the NeST device installed there.

Setting both up correctly before your first game day makes everything downstream easier.

Managing Teams

The Teams List

Navigate to **Teams** in the left sidebar to open the Teams screen. The screen displays all teams in your organization in a sortable, searchable table.

COLUMN	DESCRIPTION
Organization	The school or club this team belongs to.
Sport	The sport the team competes in.
Gender	Boys / Girls / Men's / Women's / Co-ed.
Level	Competitive level — Varsity, JV, Freshman, or Other.
Name	The full team display name (e.g. "Eagles Varsity Basketball").
Actions	Edit (pencil) and Delete (trash) icons.

Use the **search bar** (top-right) to filter teams by any column value. Click any column header to sort. The table paginates automatically when your roster grows.

Tip: Create teams before building schedules. The schedule form pulls from this list, so a team that does not exist here will not appear as an option.

Adding a Team

- 01 Click the blue **+** button (top-right of the Teams screen).
- 02 Fill in all required fields in the Add Team form.
- 03 Click **Save**.

The new team appears in the table immediately.

School (*required*) — The organization this team belongs to. Choose from the organizations in your account.

Team Name (*required*) — The display name used in schedules and overlays (e.g. "Eagles Varsity Basketball").

Sport (*required*) — The sport this team plays. Determines which scoreboard data fields are available at game time.

Gender (*required*) — Boys / Girls / Men's / Women's / Co-ed. Used for filtering on Game Day and in schedule reports.

Level (*required*) — Varsity / JV / Freshman / Other. Helps separate teams when multiple levels share a facility.

School Year (*required*) — The academic year this team is active (e.g. 2025–2026).

Sport Season (*required*) — Fall / Spring / Summer. Used to group schedules by season.

Coach (*recommended*) — Assign a user from your organization as head coach. The assigned coach can monitor game-day scoring and receive schedule notifications.

Editing and Deleting Teams

To edit a team: Click the pencil icon in the **Actions** column for that row. The same form used during creation opens with the existing values pre-filled. Make your changes and click **Save**.

To delete a team: Click the trash icon in the **Actions** column, then confirm the deletion when prompted.

Note: Deleting a team does not delete its schedules, but those schedules will no longer be associated with a team. Review and update any affected schedules after removing a team.

Managing Facilities

What Is a Facility?

A Facility is a physical venue — a gymnasium, stadium, field, or natatorium — where games are played. Every NeST device is assigned to exactly one Facility. The Facility → Device relationship is how ScoreBird knows which scoreboard hardware to read for a given venue. Without this link, game-day scoring cannot route data from the right device to the right schedule.

Facilities are also used to label device cards on the Game Day screen, so descriptive facility names make it easy to identify venues at a glance.

The Facilities List

Navigate to **Facilities** in the left sidebar. The table lists every facility in your organization.

COLUMN	DESCRIPTION
Organization Name	The school or club that owns this venue.
Facility Name	The venue display name.
Type	Facility type: Baseball Field, Football Stadium, Gymnasium, Soccer/Lacrosse Field, Multi-Facility, etc.
Device	The NeST device number assigned to this facility, if any.
State	The US state where the facility is located.
Action	Delete (trash) icon. Click the row to open the full edit view.

Adding a Facility

01 Navigate to **Facilities** in the sidebar.

02 Click the blue + button (top-right).

03 Complete the form using the field reference below.

04 Click **Save**.

Facility Name (*required*) — A clear, descriptive name for the venue (e.g. "Main Gymnasium" or "Varsity Football Stadium"). Appears on Game Day device cards.

School (*required*) — The organization that owns or operates this facility.

Facility Type (*required*) — The venue category: Stadium, Field, Gymnasium, Natatorium, or another applicable type.

Sport(s) — The sport or sports played at this facility. Multi-select — choose all that apply.

At School Location — Indicates whether this facility is located on the school's campus. Affects some scheduling and routing options.

Internet Type — The connectivity method used by the NeST device at this venue: WiFi, Ethernet, or Cellular.

Scoreboard Manufacturer — The brand of the scoreboard installed at this facility (e.g. Daktronics, ElectroMech, Nevco).

Scoreboard Model — The specific model of the scoreboard. The model dropdown populates based on the selected manufacturer.

Assigned Device — The NeST serial number installed at this facility. This field can be set during creation or added later by editing the facility.

Tip: The **Scoreboard Manufacturer** and **Scoreboard Model** fields here are for facility reference. The NeST device's active scoreboard configuration is managed separately in the Devices section. Both should match for clarity, but the device setting is what controls data parsing.

Assigning a NeST Device to a Facility

Assigning a device is the step that activates the Facility → Device relationship. Until a device is assigned, the facility exists in ScoreBird but cannot score live games.

01 From the **Facilities** list, click the pencil icon for the facility you want to configure.

02 Locate the **Assigned Device** field in the edit form.

03 Select the NeST serial number from the dropdown. The dropdown shows all devices in your account that are not already assigned to another facility.

04 Click **Save**.

Once assigned, the Game Day screen shows this device under the facility's name, and the **Status** column in the Facilities list reflects the device's live connectivity state.

IT / Installer: The device assignment is the critical link between hardware and scheduling. Verify this is set correctly before a game day. If a device is not showing up in the dropdown, confirm it has been activated in the Devices section and is not already assigned elsewhere.

Editing and Deleting Facilities

To edit a facility: Click the pencil icon in the **Actions** column. Any field — including the Assigned Device — can be updated. Click **Save** when finished.

To unassign a device: Open the facility for editing, clear the **Assigned Device** field, and click **Save**. The device becomes available to assign to a different facility. The facility remains in your list without a device.

To delete a facility: Click the trash icon and confirm. Deleting a facility does not delete the NeST device that was assigned to it, but the device loses its

facility association and will appear unassigned on the Game Day and Devices screens.

Users & Access

ScoreBird uses role-based access so each person in your organization has the right level of control — nothing more, nothing less. Coaches and operators can monitor games without accidentally changing facility configurations.

Administrators can manage the full platform. Understanding roles before you start inviting people saves cleanup work later.

User Roles

Every ScoreBird user is assigned one role per organization. A user can belong to multiple organizations and hold a different role in each.

Member — *Coaches, scoreboard operators, broadcast technicians*

View schedules and live game scores. Monitor device status.

Admin — *Athletic directors, facility managers, IT coordinators*

All Member capabilities, plus: manage teams, facilities, users, and schedules within their organization.

Super Admin — *ScoreBird staff, multi-school administrators*

All Admin capabilities, plus: manage all organizations, approve user access requests, and receive system notifications.

Note: Super Admin is not a role you assign yourself. It is granted by ScoreBird to accounts that need cross-organization oversight. Contact support@scorebird.com if your account requires this level of access.

Inviting a User

You can invite a new user from the global page header or from the Users screen. The flow is identical either way.

- 01 Click **Invite User** in the top header (or navigate to **Users** in the sidebar and click **Invite User** from there).
- 02 Enter the user's **email address**.
- 03 Select their **Role** — Member or Admin.
- 04 Select which **Organization** they are joining. If you manage multiple organizations, confirm you have selected the correct one.
- 05 Click **Send Invite**.
- 06 The user receives an email with a link to create their ScoreBird account.

Note: Invited users must complete sign-up using their invitation link before they appear as active in your Users list. Until sign-up is complete, their entry may show as pending. Invite emails occasionally land in spam — ask the user to check if the email does not arrive within a few minutes.

Managing Existing Users

Navigate to **Users** in the left sidebar. The screen shows a table of all users in your organization.

COLUMN	DESCRIPTION
Organization	The organization this user belongs to.
First Name	The user's first name.
Last Name	The user's last name.

COLUMN	DESCRIPTION
Email	The email address associated with their account.
Phone	The user's phone number, if provided.
Email Sent	The date the invitation email was sent to this user.
Last Logged In	The date and time this user last signed in to ScoreBird.

Changing a User's Role

- 01 Click the pencil icon in the **Actions** column for the user you want to update.
- 02 Change the **Role** dropdown to the new role.
- 03 Click **Save**.

The change takes effect immediately. If you are downgrading an Admin to Member, they lose management access as soon as you save.

Removing a User

- 01 Click the trash icon in the **Actions** column for the user you want to remove.
- 02 Confirm the removal when prompted.

Removing a user from an organization revokes their access to that organization's data, devices, and schedules. If the user belongs to multiple organizations, their access to the other organizations is not affected.

Tip: Removing a user does not delete their ScoreBird account. They can still sign in and access any other organizations they belong to. To fully deactivate an account, contact support@scorebird.com.

Approving Access Requests

Admins and Super Admins only.

Users can request to join an organization directly from their ScoreBird account, without needing an invitation. When a request arrives, organization Admins are notified.

- 01 Navigate to **User Management** in the sidebar.

- 02 Click the **Awaiting** tab to see all pending access requests.

- 03 Review each request — the requestor's name and email are shown.

- 04 Click **Approve** to grant access at the Member role, or **Deny** to reject the request.

Approved users become active immediately and appear in the standard Users table. Denied users receive a notification that their request was not approved.

Note: Approved users are added at the **Member** role by default. If they need Admin access, edit their role after approving.

My Requests (Non-Admins)

If you need access to an organization you are not currently a member of, you can submit a request rather than waiting for an invitation.

- 01 Navigate to **My Requests** (`/my-requests`) in the sidebar.

- 02 Click **Request Access**.

- 03 Search for the organization by name.

- 04 Select the organization and submit the request.

Your request will show one of three statuses:

STATUS	MEANING
Pending	The organization's Admin has not yet acted on the request.
Approved	You have been added to the organization as a Member.
Denied	The Admin declined the request.

You can resend a pending request if you have not heard back, or delete it if you no longer need access. Once approved, the organization appears in your profile's organization list and in your sidebar navigation.

Profile & Account

Your ScoreBird profile holds your personal information and a record of every organization you belong to. You can update most fields yourself at any time — your email address is the one exception, since it is tied to your account identity and login credentials. This section also covers password changes, signing out, and API key access.

Viewing Your Profile

Click your profile avatar (top-right corner of any screen) and select **Profile**, or navigate directly to `/profile`.

The profile screen is split into two panels:

- **Left panel** — your personal information and role settings.
- **Right panel** — a list of every organization you belong to, grouped by state or province, with your role at each.

Updating Your Information

01 Navigate to **Profile**.

02 Edit any of the fields in the left panel. All fields except **Email Address** are editable.

03 Click **Save Changes**.

First Name — Your given name. Displayed in the Users list for your organizations. Editable.

Last Name — Your family name. Editable.

Country — Your country of residence. Select from the dropdown. Editable.

State — Your state or province. Populates based on the selected country. Editable.

Organization — The organizations you belong to. Shown as your primary org name plus a count of additional memberships (e.g. "Saginaw High School +4"). Read-only here — managed via the Users & Access flow.

User Role — Your primary role description: Broadcaster, Admin, Coach, or other. Used to describe your function across organizations. Editable.

Association Admin — If you administer a sports association, select it here. Used for association-level reporting and access. Editable.

Email Address — The email you use to sign in. Tied to your account identity. Read-only. Contact support@scorebird.com to change.

Mobile Phone — Your mobile number, used for account notifications. Include country code if outside the United States. Editable.

Your Organizations

The right panel of the Profile screen — labeled **Organizations (N)**, where N is your total count — lists every organization you belong to. Entries are grouped

by state or province.

Each entry shows:

- The organization's name.
- Your **Role** at that organization: Member or Admin.

This panel is read-only. To join an additional organization, see [My Requests](#) in the Users & Access section. To leave an organization, contact that organization's Admin or reach out to support@scorebird.com.

Changing Your Password

- 01 Navigate to **Profile**.
- 02 Click **Change Password** (link in the top-right area of the profile page).
- 03 Enter your **Current Password**.
- 04 Enter your **New Password**. Passwords must be at least 6 characters.
- 05 Re-enter your new password in **Confirm New Password**.
- 06 Click **Save**.

Note: You will remain signed in after changing your password. All other active sessions (for example, if you are signed in on another device) will be signed out and will need to sign in again with the new password.

If you have forgotten your current password, sign out and use the **Forgot Password** link on the sign-in page to reset it via email.

Signing Out

01 Click your profile avatar (top-right corner of any screen).

02 Select **Sign Out**.

You are returned to the ScoreBird sign-in page. Any unsaved changes on the current screen are discarded, so save your work before signing out.

API Key

Your ScoreBird API key gives third-party software and integrations authenticated read access to your organization's data — scores, schedules, device status, and more.

01 Navigate to **API Key** in the left sidebar.

02 Your API key is displayed on the page.

03 Click the copy icon to copy it to your clipboard.

Note: Keep your API key private. Anyone who has it can read your organization's ScoreBird data. Do not paste it into public documents, commit it to source control, or share it in chat. If you believe your key has been compromised, contact support@scorebird.com to request a reset.

ScoreBird provides a full API for integrating scores, schedules, and other data with external systems — including websites, digital signage platforms, and custom applications. API documentation is available upon request. Contact support@scorebird.com to request access.

Mobile App

The **ScoreBird Admin** app is the field companion to the ScoreBird Portal at customer.scorebird.com. It is designed for the people who are physically at the

venue: scoreboard attendants, coaches, and facility managers who need mobile access during game day.

Both the mobile app and the web app share the same login credentials and reflect the same live data. Changes made in either app are immediately visible in the other.

Overview

Use the mobile app for:

- Starting and managing live scoreboards from the sideline or scorer's table
- Tracking pitch counts for baseball and softball
- Checking NeST device status and configuring WiFi in the field
- Viewing the day's schedule without opening a browser
- Making quick edits to teams, facilities, and users on site

Use the **web app** for:

- Building broadcast overlay templates
- Setting up virtual scoreboards and embed widgets
- Detailed account and billing administration
- Bulk schedule imports

Tip: Think of the web app as your office tool and the mobile app as your game day tool. Both are needed for a complete ScoreBird setup.

Download

PLATFORM	STORE	SEARCH FOR
iOS	Apple App Store	"ScoreBird Admin"
Android	Google Play Store	"ScoreBird Admin"
iOS (beta)	Apple TestFlight	Contact support@scorebird.com for a TestFlight invite

Signing In

The mobile app uses the same email address and password as your ScoreBird web account at customer.scorebird.com. There is no separate mobile password.

01 Open the **ScoreBird Admin** app.

02 Enter your **Email** and **Password**.

03 Tap **Sign In**.

```
+-----+
|      ScoreBird Admin      |
|                           |
|      [ logo ]             |
|                           |
| Email                     |
| [-----]                |
|                           |
| Password                  |
| [-----]                |
|                           |
|      [ Sign In ]          |
|                           |
|      Forgot Password?     |
+-----+
```

Permissions on First Launch

On first launch, the app requests several device permissions. Each permission enables a specific feature:

PERMISSION	WHY IT IS REQUESTED
Location	Helps identify nearby NeST devices during setup
Camera	Used for scanning QR codes on NeST devices
Notifications	Sends alerts for device status changes and game reminders
Calendar	Allows game schedules to be added to your device calendar

You can grant or deny each permission individually. Denying a permission only disables the feature that uses it — you can still use the rest of the app. To change permissions later, go to your device's **Settings > ScoreBird Admin**.

First-Time Setup

The first time you sign in, the app walks you through a brief onboarding flow to connect your account to a school.

Step 1 – Join or Create a School

You will be asked whether you want to **Create New School** or **Join Existing School**.

- **Create New School** — use this if your organization is not yet in ScoreBird. You will enter the school name, location, and other details.
- **Join Existing School** — use this if your school is already set up by another admin. Search by school name and request access. An existing admin must approve your request.

```

+-----+
|      Let's Get Started      |
|                             |
| +-----+ |
| |   Create New School   | |
| |   Set up your school  | |
| |   from scratch       | |
| +-----+ |
|                             |
| +-----+ |
| |   Join Existing School | |
| |   Your school is already | |
| |   in ScoreBird        | |
| +-----+ |
+-----+

```

Step 2 – Select Your Role

Choose the role that describes how you use ScoreBird:

ROLE	WHAT IT CAN DO
Admin	Full access: manage devices, users, facilities, schedules, and scores
Coach	Manage schedules and run live scoring for assigned teams

Note: Role assignments are confirmed by an existing Admin if you are joining an existing school.

Step 3 – Verify Your Teams

The app shows the teams already associated with your school. Review the list and confirm which teams you are responsible for. You can add or edit teams later from the **Manage** tab.

```

+-----+
|       Verify Your Teams       |
|                               |
| ☒ Varsity Baseball   |
| ☒ JV Baseball       |
| ☒ Varsity Softball  |
| ☐ JV Softball           |
| ☐ Varsity Basketball  |
|                               |
| [           Continue           ] |
+-----+

```

Navigation

After signing in, the app has three main areas accessible from the **bottom navigation bar**, plus a **side drawer** for account actions.

Bottom Navigation Tabs

TAB	PURPOSE
Schedules	View and manage game schedules; start live scoreboard
Manage	Hub for Schools, Teams, Facilities, Devices, Users, and Pitch History
Profile	Account settings and notification preferences

Side Drawer

Tap the **hamburger icon** (three horizontal lines) in the top-left corner to open the side drawer. The drawer provides:

- **Edit Profile** — update your name, phone number, address, and photo
- **Change Password** — update your account password
- **Contact Person** — add or edit an emergency contact
- **Notification Settings** — toggle push notifications per school

- **Log Out** — sign out of the app

```
+-----+
|  ≡  ScoreBird Admin  |
+-----+
|                      |
| [photo] Ian Woodward |
|           Admin      |
|                      |
| _____          |
| Edit Profile         |
| Change Password      |
| Contact Person       |
| Notification Settings|
| _____          |
| Log Out              |
|                      |
+-----+
```

Schedules

The **Schedules** tab is your game day command center. It shows all upcoming and past games for your school, organized by date.

```

+-----+
| Schedules      ≡ |
+-----+
| Mo  Tu  We  Th  Fr  Sa  Su |
| [5] [6] [7][>8<][9][10][11]|
+-----+
| Wednesday, May 8          |
| +-----+ |
| | 4:00 PM  ·  Home        ||
| | Baseball                ||
| | Lincoln vs Jefferson    ||
| +-----+ |
| +-----+ |
| | 6:30 PM  ·  Away        ||
| | Softball                ||
| | Central vs Franklin     ||
| +-----+ |
+-----+
| [Schedules] [Manage] [Me]  |
+-----+

```

Navigating the Calendar

A horizontal calendar strip at the top of the screen shows days with scheduled games highlighted. Tap any date to see the games scheduled for that day. Swipe left or right to move forward or backward through the calendar.

Game List

Below the calendar strip, each game for the selected date appears as a card showing:

- Home and away team names
- Game time
- Facility name

Tap a game card to open **Schedule Details**.

Schedule Details

The Schedule Details screen shows the full game record:

FIELD	DESCRIPTION
Teams	Home and away team names
Opponent	Opposing school or team
Date	Game date
Time	Scheduled start time
Facility	Venue where the game is played
Home/Away	Whether your team is home or away

```

+-----+
|  ←  Schedule Details  |
+-----+
| Lincoln vs Jefferson  |
| Baseball              |
|                       |
| Date      Wed May 8   |
| Time      4:00 PM     |
| Facility  Varsity Field |
| Home/Away Home        |
|                       |
| [      Confirm Game   ] |
| [      Start Scoreboard ] |
+-----+

```

From Schedule Details you can:

- Tap **Confirm Game** to begin the pre-game checklist (see [Game Day Operations](#) below)
- Tap **Start Scoreboard** to launch the live scoring widget directly

Game Day Operations

This is the primary workflow for scoreboard attendants and coaches on game day. Follow these steps in order for each game.

Step 1 – Confirm the Game

- 01 Open the **Schedules** tab and select today's date.
- 02 Tap the game you are about to start.
- 03 Tap **Confirm Game**.
- 04 The pre-game check screen appears. Verify that the NeST device for this facility is showing **Online** (green indicator).
- 05 If the device is offline, see [Troubleshooting an Offline Device](#) before proceeding.

```

+-----+
|  ← Confirm Game      |
+-----+
|  NeST Device         |
|  ● ONLINE   NeST-001 |
|  Varsity Baseball Field |
|                      |
|  +-----+          |
|  | [🎵] Pitch Count    ||
|  +-----+          |
|                      |
|  [ Start Scoreboard  ] |
+-----+

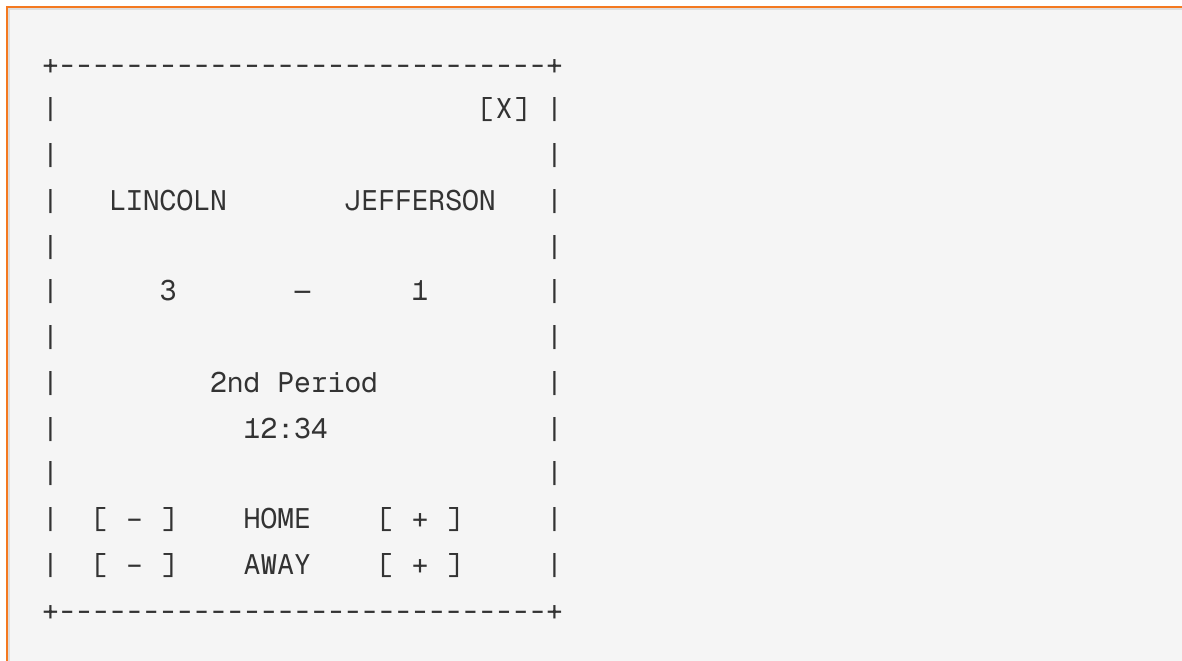
```

Tip: For baseball and softball games, you can launch **Pitch Count** from this screen before starting the scoreboard. See [Pitch Count](#) below.

Step 2 – Start the Scoreboard

01 From the Confirm Game screen, tap **Start Scoreboard**.

02 The **Live Game Widget** opens in full screen.



Step 3 – Score the Game

The Live Game Widget displays:

- **Current score** for both teams
- **Period or quarter** number
- **Game clock**

Tap the score area for either team to update the score in real time. Each update is immediately broadcast to all connected overlays and virtual scoreboards — no manual publish step is required.

Tip: If the physical scoreboard is being operated by someone else, ScoreBird reads the score automatically from the NeST device. You only need to tap scores manually if you are running a virtual scoreboard without a physical board.

Step 4 – Finish the Game

When the game ends, close the Live Game Widget by tapping the **X** or **Back** button. The final score is saved in your game history automatically.

Pitch Count

Pitch Count is available for **baseball and softball** games only. It lets you log every pitch thrown by each pitcher and track running totals in real time.

```

+-----+
| ← Pitch Count |
| Lincoln vs Jefferson |
+-----+
| Pitcher          Pitches |
| ----- |
| J. Martinez (active) 47 |
| [ - ]           [ + ] |
| | |
| M. Ramirez          23 |
| A. Davis             0 |
| T. Chen              0 |
| | |
| Total this game: 70 |
+-----+

```

Starting Pitch Count

- 01 From the **Confirm Game** screen (before or after starting the scoreboard), tap **Pitch Count**.
- 02 The Pitch Count screen opens, showing the roster for your team.

Logging Pitches

- 01 Tap the name of the **active pitcher**.
- 02 Each tap logs one pitch and increments the running count displayed next to their name.
- 03 When the pitcher changes, tap the new pitcher's name. Their individual count begins from zero; the previous pitcher's total is preserved.

During the Game

- Running pitch counts are displayed live next to each pitcher's name.
- The total for each pitcher accumulates across the entire game, not just the current inning.
- Pitch data syncs to ScoreBird and is saved to [Pitch History](#) after the game.

Tip: Pitch Count and the Live Game Widget can run simultaneously. Use split-screen on larger phones or switch between apps as needed.

Managing Schools

The **Manage** tab provides access to all administrative areas of the app. Tap **Manage** in the bottom navigation bar, then tap **Schools**.

```

+-----+
|  Manage                               ≡  |
+-----+
|  +-----+ +-----+ |
|  |  Schools  | |  Teams   | |
|  +-----+ +-----+ |
|  +-----+ +-----+ |
|  |Facilities | |  Devices  | |
|  +-----+ +-----+ |
|  +-----+ +-----+ |
|  |  Users   | |  Pitch    | |
|  |           | |  History  | |
|  +-----+ +-----+ |
+-----+
| [Schedules] [Manage] [Me]   |
+-----+

```

Viewing Schools

The Schools list shows all schools you have access to. Tap a school to open **School Details**.

School Details includes:

FIELD	DESCRIPTION
Name	Official school or organization name
Location	City and state
Logo	School logo displayed in ScoreBird outputs
School ID	Internal identifier (read-only)

```

+-----+
|  ←  School Details  [Edit] |
+-----+
|                               |
|      [ school logo ]       |
|                               |
|   Name                     |
| Lincoln High School        |
|                               |
|   Location                  |
| Springfield, IL            |
|                               |
|   School ID                 |
| SB-00421 (read-only)       |
+-----+

```

Editing a School

- 01 Tap **Manage > Schools**.
- 02 Tap the school you want to edit.
- 03 Tap **Edit**.
- 04 Update the **Name**, **Location**, or other fields as needed.
- 05 Tap **Save**.

Uploading a School Logo

- 01 Open the school detail view (steps 1–2 above).
- 02 Tap **Edit**, then tap the **Logo** field or the existing logo image.
- 03 Choose **Camera** to take a photo or **Photo Library** to select an existing

image.

04 Crop or adjust the image if prompted.

05 Tap **Save**.

Tip: Logos appear in overlay templates and virtual scoreboards. Use a square image with a transparent background for best results.

Managing Teams

01 Tap **Manage > Teams**.

02 The Teams list shows all teams associated with your selected school.

```
+-----+
|  ← Teams                [+ Add]
+-----+
|  BASEBALL                |
|  Varsity Baseball        > |
|  JV Baseball             > |
|                           |
|  SOFTBALL                |
|  Varsity Softball        > |
|                           |
|  BASKETBALL              |
|  Varsity Basketball      > |
|  JV Basketball           > |
+-----+
```

Adding a Team

01 Tap **+ Add Team**.

02 Fill in the required fields:

FIELD	DESCRIPTION
Sport	The sport this team plays
Gender	Boys, Girls, Men, Women, or Co-Ed
Level	Varsity, JV, Middle School, etc.
Coach	Assigned head coach
Season	Current season (e.g. Fall 2025)

03 Tap **Save**.

Editing a Team

01 Tap the team name in the list.

02 Tap **Edit**.

03 Update any fields.

04 Tap **Save**.

Managing Rosters

From the Team detail screen, tap **Roster** to view and edit player records. You can add players, update jersey numbers, and remove players who are no longer on the team.

Assigning Coaches

From the Team detail screen, tap **Coaches** to add or reassign coaching staff. Coaches assigned to a team can view schedules and run live scoring for that team.

Managing Facilities

01 Tap **Manage > Facilities**.

02 The Facilities list shows all venues for your school, each with an **Online** or **Offline** indicator reflecting the NeST device status at that location.

```
+-----+
|  ←  Facilities      [+ Add]
+-----+
|  Varsity Baseball Field  |
|  ●  ONLINE    NeST-001  > |
|                               |
|  Varsity Gymnasium      |
|  ●  ONLINE    NeST-002  > |
|                               |
|  JV Baseball Field      |
|  ○  OFFLINE   NeST-003  > |
|                               |
|  Practice Gymnasium     |
|  ●  ONLINE    NeST-004  > |
+-----+
```

Adding a Facility

01 Tap **+ Add Facility**.

02 Fill in the required fields:

FIELD	DESCRIPTION
Name	Venue name (e.g. "Varsity Baseball Field")
Type	Facility type (gym, field, arena, etc.)
Internet Type	Ethernet, WiFi, or Mobile Hotspot
Sport	Primary sport played at this venue
Scoreboard Model	Make and model of the physical scoreboard

03 Tap **Save**.

Assigning a NeST Device to a Facility

01 Open the facility detail screen.

02 Tap **Assign Device**.

03 Choose an unassigned NeST device from the list.

04 Tap **Confirm**.

The device now appears on this facility's record and its status is reflected in the Facilities list.

Viewing Upcoming Games at a Facility

From the facility detail screen, tap **Upcoming Games** to see all scheduled games at that venue. This is useful before a game to verify the correct schedule is assigned to the correct device.

Managing Devices

01 Tap **Manage > Devices**.

02 The Devices list shows all NeST units associated with your account.

Each device displays a status badge:

BADGE	MEANING
Online	Device is connected and streaming
Offline	Device cannot be reached
Streaming	Device is actively sending live score data

```

+-----+
|  ←  Devices                               |
+-----+
|  NeST-001                               |
|  [● STREAMING]                           |
|  Varsity Baseball Field  >  |
|                                         |
|  NeST-002                               |
|  [● ONLINE   ]                           |
|  Varsity Gymnasium      >  |
|                                         |
|  NeST-003                               |
|  [○ OFFLINE  ]                           |
|  JV Baseball Field      >  |
+-----+

```

Device Details

Tap a device to open its detail screen, which shows:

FIELD	DESCRIPTION
Serial Number	Unique NeST identifier
Facility	The venue this device is assigned to
Network Config	IP address, subnet mask, gateway, DNS
Last Online	Date and time of last successful connection

```

+-----+
|  ←  NeST-001           [Edit] |
+-----+
|  Status      ●  Online      |
|  Facility    Varsity Field  |
|              |              |
|  IP Address  192.168.1.50   |
|  Subnet      255.255.255.0   |
|  Gateway     192.168.1.1    |
|  DNS         8.8.8.8        |
|              |              |
|  Last Online May 8, 10:22a   |
|              |              |
|  [      Device Setup      ] |
|  [      Reboot           ] |
+-----+

```

Device Setup Wizard

Use the Device Setup wizard when installing a new NeST device or changing its network configuration in the field.

01 From the device detail screen, tap **Device Setup**.

02 Choose your **connection type**:

- **Ethernet** — skip to step 5; no wireless configuration needed
- **WiFi** — continue to step 3
- **Mobile Hotspot** — follow the same steps as WiFi using your hotspot's SSID

```

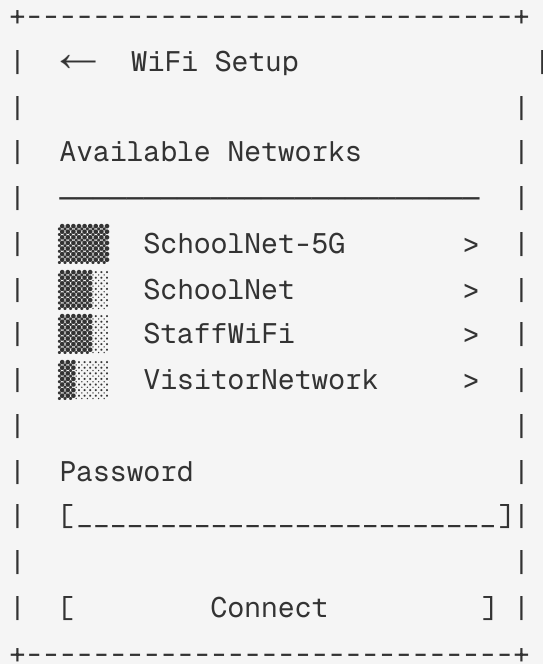
+-----+
|  ←  Device Setup      |
|                        |
|  Step 1: Connection Type  |
|                        |
|  ○ Ethernet           |
|    Wired connection     |
|                        |
|  ● WiFi               |
|    Wireless network     |
|                        |
|  ○ Mobile Hotspot      |
|    Phone hotspot        |
|                        |
|  [      Continue      ] |
+-----+

```

03 A **setup tutorial video** plays automatically. Watch it before proceeding to avoid common wiring mistakes.

04 (WiFi only) The app scans for available networks:

1. Wait for the network list to populate (up to 15 seconds).
2. Tap your **network name (SSID)**.
3. Enter the **WiFi password**.
4. Tap **Connect**.



05 Tap **Test Device**.

06 The app contacts the NeST device and checks connectivity.

07 When the test passes, the status badge updates to **Online**.

Tip: If the device does not come Online after testing, verify that the Ethernet cable is fully seated or that the WiFi password was entered correctly. Then tap **Test Device** again.

Advanced Network Settings

For facilities with static IP requirements or managed networks, tap **Advanced Settings** from the device detail screen to manually configure:

SETTING	DESCRIPTION
IP Address	Static IPv4 address for the device
Subnet Mask	Network subnet mask
Default Gateway	Router IP address
Primary DNS	DNS server address

SETTING	DESCRIPTION
Secondary DNS	Fallback DNS server address

After saving advanced settings, tap **Test Device** to verify connectivity.

Rebooting a Device

If a device is **Offline** and you cannot resolve the issue by checking cables or network, a remote reboot often restores connectivity.

- 01 Open the device detail screen.
- 02 Tap **Reboot**.
- 03 Confirm when prompted.
- 04 Wait 30–60 seconds. The status badge will briefly show **Offline** while the device restarts.

Note: If the device does not come back Online after 90 seconds, check the physical network connection at the facility or contact support@scorebird.com.

Managing Users

- 01 Tap **Manage > Users**.
- 02 The Users list shows all people assigned to your school with their roles.

```

+-----+
|  ←  Users          [+ Add]
+-----+
|  Ian Woodward-Smith      |
|  Admin · Lincoln High    > |
|                           |
|  Sarah Mitchell          |
|  Coach · Lincoln High    > |
|                           |
|  Mark Johnson            |
|  Coach · Lincoln High    > |
|                           |
|  Tom Rivera              |
|  Admin · Lincoln High    > |
+-----+

```

Inviting a New User

01 Tap **+ Add User**.

02 Enter the new user's **email address**.

03 Select their **role**:

- **Admin** — full access to manage devices, schedules, teams, facilities, and other users
- **Coach** — access to schedules and live scoring for assigned teams

04 Tap **Send Invite**.

The new user receives an email invitation with instructions to create their ScoreBird account. Once they accept the invite, they appear in your Users list.

Assigning an Existing User

If the person already has a ScoreBird account from another school:

- 01 Tap **+** **Add User**.
- 02 Enter their email address.
- 03 Tap **Assign Existing User** instead of sending a new invite.
- 04 Set their role and tap **Save**.

Multi-School Admins

If you are an Admin for more than one school, a **school switcher** appears at the top of the Users screen. Tap it to toggle between schools and manage users for each independently.

```

+-----+
|  ←  Users          [+ Add]
+-----+
|  +-----+
|  | Lincoln High    ▼  ||
|  +-----+
|  ✓ Lincoln High    |
|      Jefferson HS   |
|      Central HS     |
|  _____
|  Ian Woodward-Smith |
|  Admin               > |
|
|  Sarah Mitchell      |
|  Coach               > |
+-----+

```

Pitch History

Pitch History gives you a complete record of every pitch logged for your school, organized by player and game.

01 Tap **Manage > Pitch History**.

02 The list shows all players who have had pitches recorded, with total pitch counts.

+-----+	
← Pitch History	
+-----+	
Player	Total

J. Martinez	312
Last game: May 8	>
M. Ramirez	247
Last game: May 6	>
A. Davis	189
Last game: May 1	>
+-----+	

Viewing a Player's Pitch Statistics

01 Tap a player's name in the Pitch History list.

02 Their individual pitch record opens, showing:

- Total pitches per game
- Date of each game
- Running season total

Filtering by Game Date

Tap the **date filter** at the top of the Pitch History screen to narrow results to a specific game or date range. This is useful when reviewing pitch counts after a recent game or preparing for league compliance reporting.

```
+-----+
|  ←  J. Martinez          |
| Season Total: 312 pitches |
+-----+
| Date Filter: [ All ▼ ] |
| _____ |
| May 8   vs Jefferson   47 |
| May 3   vs Central     52 |
| Apr 29  vs Franklin    38 |
| Apr 24  vs Lincoln     61 |
| Apr 18  vs Roosevelt   58 |
| Apr 11  vs Kennedy     56 |
+-----+
```

Profile and Notifications

Editing Your Profile

01 Tap the **Profile** tab in the bottom navigation bar, or open the **side drawer** and tap **Edit Profile**.

02 Update any of the following:

FIELD	DESCRIPTION
Name	Your full name as it appears in ScoreBird
Phone	Contact phone number
Address	Mailing or facility address
Photo	Profile photo (used in user listings)

03 Tap **Save**.

```

+-----+
| Profile      ≡ |
+-----+
|              |
|      [ photo ] |
|      Ian Woodward |
|              |
| Name         |
| [Ian Woodward-Smith_____] |
|              |
| Phone        |
| [(555) 123-4567_____] |
|              |
| Address      |
| [123 Main St_____] |
|              |
| [      Save      ] |
+-----+
| [Schedules] [Manage] [Me] |
+-----+

```

Changing Your Password

01 Open the **side drawer** and tap **Change Password**.

02 Enter your **current password**.

03 Enter and confirm your **new password**.

04 Tap **Save**.

Tip: Your password is shared between the mobile app and the web app at customer.scorebird.com. Changing it here changes it everywhere.

Emergency Contact

The **Contact Person** field stores an emergency contact for your profile. This information is visible to other Admins in your school.

01 Open the **side drawer** and tap **Contact Person**.

02 Enter the contact's **name** and **phone number**.

03 Tap **Save**.

Notification Settings

ScoreBird can send push notifications for device status changes, game reminders, and other events. Notifications are configured per school, so multi-school users can set different preferences for each.

01 Open the **side drawer** and tap **Notification Settings**.

02 Use the toggles to enable or disable specific notification types for each school:

NOTIFICATION	WHAT TRIGGERS IT
Device Offline	A NeST device at your school goes offline
Game Reminder	Scheduled game is about to start
Invite Accepted	A user you invited has joined your school

03 Changes save automatically when you toggle each switch.

```

+-----+
|  ←  Notification Settings  |
+-----+
| Lincoln High School      |
| Device Offline  [ ● ]   |
| Game Reminder   [ ● ]   |
| Invite Accepted [ ○ ]   |
|                     |
| Jefferson HS          |
| Device Offline  [ ● ]   |
| Game Reminder   [ ○ ]   |
| Invite Accepted [ ○ ]   |
+-----+

```

Tip: Device Offline alerts are especially useful for facility managers who oversee multiple venues — you will know immediately if a device goes down before a game.

Signing Out

To sign out of the mobile app:

- 01 Tap the **hamburger icon** in the top-left corner to open the side drawer.
- 02 Tap **Log Out**.
- 03 Confirm when prompted.

You will be returned to the Sign In screen. Your data is not deleted — it remains in your ScoreBird account and is accessible again the next time you sign in.

Note: Signing out also stops background push notifications. Sign back in to re-enable them.

Troubleshooting

This guide covers the most common issues you may encounter with ScoreBird. Each section describes the symptom, likely causes, and numbered steps to resolve it. If you work through all the steps and the problem persists, contact support at support@scorebird.com or call 844-GOT-BIRD (844-468-2473) and press 1.

NeST Device Issues

NeST Shows "Offline" in the Web App or Game Day

Symptom: The device card on Game Day shows a red **Offline** badge.

- 01 Check that the NeST has power — the status LED on the device should be lit. If the LED is dark, verify the power cable and adapter are seated.
- 02 If connected via Ethernet, confirm the cable is firmly seated at both the NeST and the network switch. Try a different port on the switch.
- 03 If connected via WiFi, confirm the network is reachable from the facility. Check whether other devices on the same network can reach the internet.
- 04 If connected via Cellular, check whether the NeST has adequate signal at the facility. Cellular is a fallback and may be unreliable in enclosed buildings or during large events.
- 05 Click **Reboot** on the device card. The NeST will restart in 30–60 seconds. Wait up to 90 seconds for the status to return to **Online**.
- 06 If the NeST does not come back online after a reboot, check whether your venue firewall blocks outbound WebSocket traffic (port 443).

ScoreBird requires persistent WebSocket connections to the cloud.
Contact your IT department if firewall rules need to be adjusted.

Note: If the **Last Online** timestamp shows a date from several days ago, the NeST may have been powered off or disconnected from the network. Verify it is physically connected and powered before rebooting through the app.

NeST Was Online but Went Offline During a Game

Symptom: The device was Online at the start of the game but dropped to Offline mid-game.

- 01 Check the physical network connection at the facility — a loose Ethernet cable is the most common cause of mid-game dropouts.
- 02 If on WiFi, check whether another device or access point change caused a network disruption. Large crowds can saturate WiFi channels; Ethernet is strongly recommended for game-day use.
- 03 If on Cellular, signal loss or carrier congestion in a crowded arena may have caused the disconnect. The NeST will attempt to reconnect automatically — wait 60 seconds before taking further action.
- 04 Click **Reboot** on the Game Day device card to force a reconnect attempt.
- 05 If the facility has a network switch or router that restarts on a schedule (common in school environments), verify that the NeST's switch port has not lost power from a PoE budget issue or a managed-switch policy.
- 06 If outages happen consistently at the same venue, contact support@scorebird.com to investigate logs for a pattern.

Tip: For any high-stakes event, connect the NeST via Ethernet to the most reliable network at your facility. Avoid relying on WiFi or Cellular as a primary connection.

NeST Shows Online but Scores Aren't Updating on Overlays

Symptom: The device card shows green **Online** status, but broadcast overlays and virtual scoreboards are not reflecting live scores.

- 01 Verify the scoreboard controller is actively running the game — not in standby, halftime, or demo mode. The NeST only transmits data when the controller is producing output.
 - 02 Check the scoreboard cable connection between the NeST and the controller's data output port. Reseat both ends.
 - 03 Open the device detail view and confirm the **SB Config** (scoreboard make and model) matches your physical scoreboard. An incorrect configuration means the NeST cannot parse the data stream. See [Devices](#) for how to update the scoreboard config.
 - 04 Verify that an active schedule is assigned to the device. Overlays only receive live data when a game schedule is running. See [Game Day](#) and [Schedules](#).
 - 05 In your broadcast software, refresh the browser source (right-click → Refresh, or Interact → press F5). The overlay may have a stale connection.
 - 06 If the issue persists, contact support@scorebird.com and include the NeST serial number and the scoreboard make and model.
-

NeST WiFi Won't Connect

Symptom: You have entered WiFi credentials via the app or web portal, but the NeST does not connect to the wireless network.

- 01 Confirm you entered the correct WiFi password. WiFi credentials are case-sensitive.
- 02 Verify the NeST supports the network's security type. ScoreBird NeST devices support WPA2 and WPA3 personal networks. Enterprise networks (WPA2-Enterprise / 802.1X) require additional configuration — contact support@scorebird.com.
- 03 Check that the WiFi network is a 2.4 GHz or 5 GHz band that the NeST supports. Some routers broadcast a combined SSID; if connecting fails, try forcing the router to use 2.4 GHz for that SSID.
- 04 Confirm the network is not hidden (SSID not broadcast). The NeST WiFi configuration requires an SSID to be visible.
- 05 Verify that MAC address filtering is not enabled on the router. If it is, add the NeST's MAC address to the allowlist.
- 06 Ensure the NeST is within range of the access point. Move the device closer to the router and retry.

Note: The NeST must be connected via Ethernet at least once before WiFi can be configured for the first time. If you are setting up WiFi during initial installation, connect via Ethernet first, configure WiFi through the app, then disconnect the Ethernet cable.

NeST Not Detected on Network After Connecting Ethernet

Symptom: You connected the NeST to a network switch via Ethernet but the device does not appear online and does not receive an IP address.

- 01 Confirm the Ethernet cable is fully seated — you should hear or feel a click when inserting the connector.

- 02 Try a different Ethernet cable. Patch cables can be faulty.

- 03 Try a different port on the network switch. A port may be disabled or damaged.

- 04 Check whether the switch port requires VLAN configuration. If your network uses VLANs, the port the NeST is on must be an untagged member of a VLAN that has internet access.

- 05 Verify that DHCP is available on the network. The NeST requests an IP address via DHCP by default. If your network uses only static IP addresses, contact support@scorebird.com to configure a static IP for the device.

- 06 Confirm the network switch is powered and operational — check for link lights on the port after connecting.

"Complete Activation" Badge Keeps Showing After Setup

Symptom: The device card on Game Day shows a **Complete activation** badge even after you have finished the setup steps.

- 01 Confirm you completed all required steps during activation: facility assignment, scoreboard configuration, and network connection. All three must be set for the badge to clear.

- 02 Open the device detail view and verify that **SB Config** is set to a specific make and model — not blank or set to a placeholder value.

- 03 Verify that a **Facility** is assigned to the device. A device with no facility assigned is treated as incomplete.

- 04 Confirm the device has been Online at least once since the configuration was saved. The badge may not clear until the NeST checks in with the cloud post-setup.
- 05 Refresh the Game Day page or click **Refresh** in the filter bar. The badge status updates in real time but a manual refresh confirms you are seeing current data.
- 06 If the badge persists after all steps are confirmed complete, contact support@scorebird.com with the NeST serial number.

Scoreboard and Data Issues

Scores on Overlay Don't Match the Physical Scoreboard

Symptom: The live scores shown in the broadcast overlay or virtual scoreboard do not match what is displayed on the physical scoreboard at the venue.

- 01 Verify the **SB Config** on the NeST device matches the exact make and model of your physical scoreboard. Even minor model differences can affect data parsing. Open the device detail view and check the configuration.
- 02 Confirm the scoreboard control panel is the source of truth — the NeST reads data from the controller's output port, not the scoreboard display itself. If the controller is in a test or demo mode, it may send different data than what appears on the board.
- 03 Check the cable between the NeST and the controller data output port. A partially seated cable can cause intermittent or garbled data.

- 04 Refresh the browser source in your broadcast software to ensure the overlay is displaying the most recent data, not a cached frame.
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- 05 If scores are consistently off by a fixed amount (e.g., always one behind), there may be a timing issue between the controller's data output and its display. Contact support@scorebird.com with the scoreboard make and model.
-

Wrong Sport Showing in Overlay

Symptom: The overlay is showing statistics for the wrong sport — for example, basketball shot-clock data during a football game.

- 01 The sport displayed in the overlay is determined by the **SB Config** set on the NeST device. Open the device detail view and confirm the scoreboard configuration matches the sport being played.
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- 02 Verify the correct sport is selected on the scoreboard controller itself. Some multi-sport controllers output different protocols depending on which sport is active. If the controller is set to the wrong sport, the NeST will read the wrong data format.
-
- 03 Check the schedule assigned to the device. If the schedule is set to the wrong sport, the overlay may load the wrong sport's template. Edit the schedule to correct the sport.
-
- 04 If the sport on the controller and in ScoreBird both appear correct but the overlay still shows wrong data, the NeST configuration may need to be updated. Contact support@scorebird.com.
-

Overlay Shows Dashes or Zeros Instead of Live Scores

Symptom: The overlay loads and displays correctly, but all score fields show dashes (—) or zeros rather than live data.

- 01 Confirm the NeST device is **Online**. If it is Offline, the overlay has no data source and will show placeholder values.
 - 02 Verify an active schedule is assigned to the NeST device for the current game. Without a schedule, live data is not associated with any overlay output.
 - 03 Check that the scoreboard controller is actively running the game — not in a reset, idle, or demo state. The NeST only receives data when the controller is actively outputting its score protocol.
 - 04 Confirm the cable between the NeST and the controller data port is firmly connected.
 - 05 Refresh the browser source in your broadcast software.
 - 06 If scores were previously updating but stopped, check whether the controller was restarted during the game. A controller restart may require a scoreboard cable reseal or a device reboot.
-

Score Updates Are Delayed

Symptom: There is a noticeable lag between when the scoreboard changes and when the overlay or virtual scoreboard reflects the update — typically more than a few seconds.

- 01 Check the NeST's connection type. Cellular connections introduce more latency than Ethernet or WiFi. If using Cellular, this may be normal behavior; switch to Ethernet or WiFi when possible.
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- 02 Verify the network at the venue is not congested. High traffic on a shared WiFi network can introduce delays.
- 03 In your broadcast software, check whether the browser source has hardware acceleration enabled. Disabling GPU acceleration for the browser source can sometimes reduce rendering lag.
- 04 Check the network path between the venue and the ScoreBird cloud. If you are behind a VPN or a proxy server, the WebSocket connection may be adding latency.
- 05 If delays are consistently over 5 seconds on Ethernet, contact support@scorebird.com with the NeST serial number so the team can review device logs.

Overlay and Broadcast Issues

Overlay URL Is Blank or Shows an Error in OBS

Symptom: After adding the overlay URL to OBS (or another broadcast tool) as a browser source, the source is blank, shows a generic browser error, or fails to load.

- 01 Verify the overlay URL is correct. Copy it directly from the **Overlay Builder** in the ScoreBird Portal — do not type it manually. A single character error will cause the source to fail.
- 02 Confirm the URL begins with `https://` — some broadcast software requires a secure URL.
- 03 In OBS, open the browser source properties and increase the **Width** and **Height** to match your output resolution (e.g., 1920 × 1080). A source with zero dimensions renders as blank.

- 04 Check that your OBS machine has an active internet connection. The overlay is a cloud-hosted page that must be reachable from the broadcast computer.
- 05 If OBS shows a security error, ensure the **Custom CSS** field in the browser source is not accidentally overriding the page content.
- 06 Try opening the overlay URL in a regular web browser on the same machine. If it loads correctly there but not in OBS, try disabling hardware acceleration in the OBS browser source properties.

Tip: For full setup instructions for OBS, see [OBS Studio Setup](#).

Overlay Appears but Doesn't Update

Symptom: The overlay loads and displays correctly, but the scores never change even when the physical scoreboard updates.

- 01 Confirm the NeST device is **Online** in the web app or Game Day.
- 02 Verify an active schedule is assigned to the NeST and that the game is currently in progress (not ended or not yet started).
- 03 Right-click the browser source in OBS and choose **Interact**, then press **F5** to force a reload of the overlay page. This forces the browser to re-establish its WebSocket connection to the ScoreBird cloud.
- 04 Check whether a browser source in OBS has its **Shutdown source when not visible** option enabled. If the source has been hidden at any point, the WebSocket connection may have been closed. Disable this option for live scoring sources.
- 05 Confirm the overlay URL includes the correct NeST serial number or device identifier. An overlay URL pointing to the wrong device will

appear to load but will never update.

- 06 If none of the above resolves the issue, try removing and re-adding the browser source using the URL from the Overlay Builder.
-

Wrong Team Names in Overlay

Symptom: The overlay is showing incorrect team names — either placeholder names, names from a previous game, or the wrong teams entirely.

- 01 Open the **Schedule** for the current game in the ScoreBird Portal and verify the correct home and away teams are set. Team names in the overlay come from the schedule, not the scoreboard.
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- 02 If the correct teams are in the schedule, refresh the browser source in your broadcast software to pull the latest data.
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- 03 Check whether the overlay has **Custom team name overrides** set in the Overlay Builder. If overrides are active, they will take precedence over the schedule. Clear them if they are not intentional.
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- 04 Confirm you are viewing the schedule for today's game — not a past game that shares the same device.
-

Overlay Looks Wrong for the Sport

Symptom: The overlay loads but displays incorrect fields for the sport — for example, showing a shot clock for a sport that does not use one, or missing a field that should be present.

- 01 Verify the sport is set correctly on the NeST's **SB Config**. The overlay template is determined by the sport in the scoreboard configuration.
-

- 02 Check the schedule sport assignment. If the schedule says "Basketball" but the scoreboard is configured for "Football," the overlay template may not match the data being received.

 - 03 Open the **Overlay Builder** and confirm the overlay was saved with the correct sport template. If the template was saved before the sport was corrected, it may need to be rebuilt.

 - 04 If the sport and configuration are correct but the overlay still displays unexpected fields, contact support@scorebird.com with the overlay URL and sport details.
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Virtual Scoreboard Issues

Virtual Scoreboard Doesn't Appear on Website

Symptom: You added the embed code to your school or team website, but nothing appears where the virtual scoreboard should be.

- 01 Confirm the embed code was copied correctly and completely from the ScoreBird Portal. Even a truncated