

USER GUIDE

Native app



REFASSIST

*For the love
of sports*

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2 INTRODUCTION

In May 2026, the first version of RefAssist's official native app was launched. It includes the following functionalities:

- Checking future and past appointments
- Match reports
- Awards
- Open appointments
- Agenda
- Availabilities
- Push notifications
- Privacy settings

Future versions will include more functionalities until all web features are included.

Important note

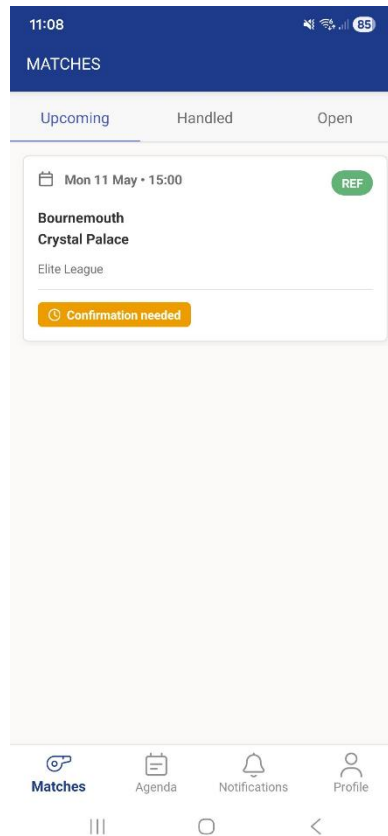
It's possible that not all functionalities described in this user guide are available to you in your app. This depends on your federation's RefAssist package. If you feel like you should see a certain functionality, please reach out to your federation.

3 MATCHES

Important note

Names and personal details shown in the screenshots are all mock-up data. No actual names, addresses, emails or phone numbers are shown.

3.1 Checking future appointments

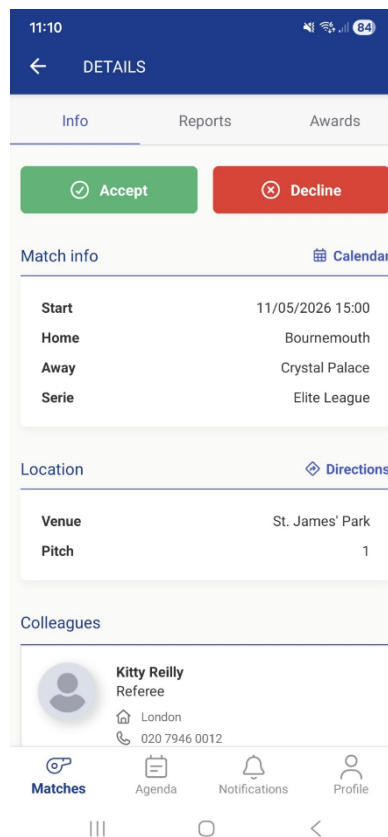


If you want to see the upcoming appointments, click the 'Upcoming' tab at the top of the screen. If you want to see the past appointments, click the 'Handled' tab and skip to section 3.2 – Handled appointments.

A yellow label 'Confirmation needed' in the 'Matches' overview indicates that you still need to accept or decline your appointment. Tap the match in question to continue.

The 'Details' window will open, which is divided into three tabs: 'Info', 'Reports' and 'Awards'.

3.1.1.1 Info



3.1.1.1.1 Accepting/Declining appointments

Use the big green 'Accept' or red 'Decline' button at the top of the 'Info tab'.

3.1.1.1.2 Basic match info

Start date and hour, home and away team and the series in which the game belongs.

3.1.1.1.2.1 Calendar

Add your appointments immediately to your personal calendar by clicking the 'Calendar' option. If you have multiple calendar options on your device, you will be able to choose to which calendar you want to add your appointment.

3.1.1.1.3 Location

This is where you can find the details of the venue at which your match will be played. The venue name, pitch, address and the distance you have to travel will be displayed here.

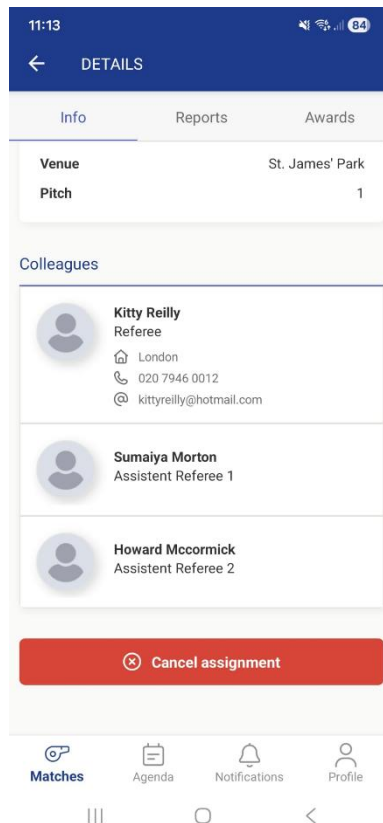
3.1.1.1.3.1 Directions

Immediately generate a travel itinerary with the app of your choice. By tapping 'Directions', you will get a menu from which you can choose your preferred app installed on your device.

Important note

The app plans the route to the venue using your current location. If you use the directions functionality from your computer, the route will be planned from your home address to the venue.

3.1.1.4 Checking colleagues' details



Check your fellow appointed referees' details. You can decide which information you wish to show here by configuring your preferences in the 'Profile' tab. More on that in section 6.2 – Privacy settings.

3.1.1.5 Cancelling appointments

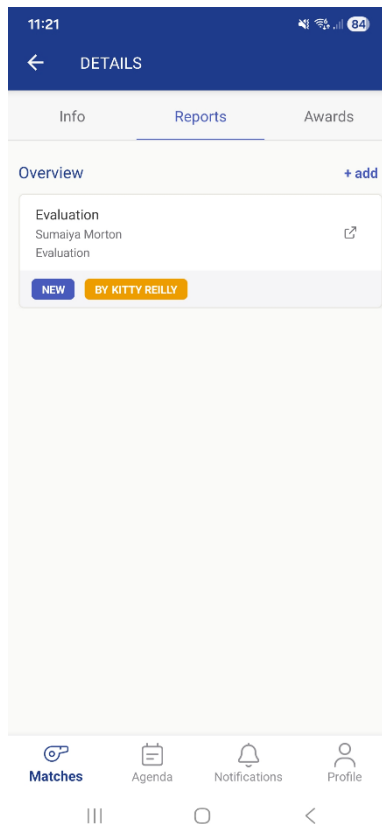
You can also cancel appointments, but please be aware that this functionality might be limited. At a certain point, the match will be too near in the future, so you won't be able to cancel anymore. In that case, it's normal that the 'Cancel' button disappears.

3.1.2 Reports

It's also possible to fill out reports via the app.

3.1.2.1 Filling out match reports

Switch to the 'Reports' tab:



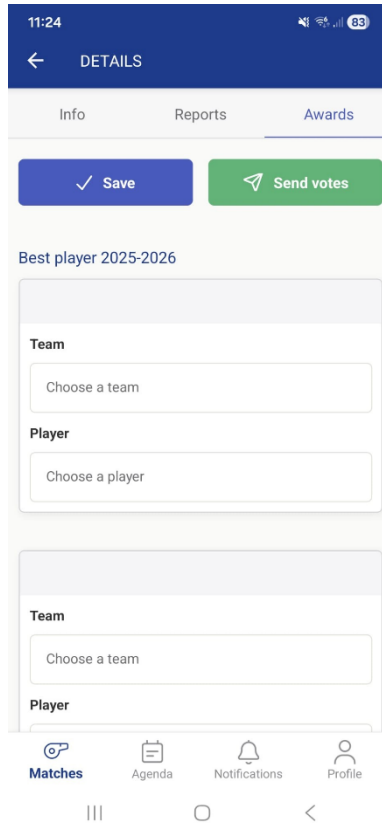
By tapping the report, you can start filling out the report. You can save it and come back to it later, or you can fill and submit.

3.1.2.1.1 Triggering optional reports

By clicking '+ add' in the upper right corner of the 'Reports' tab, you can trigger an optional reports. If nothing appears, nothing has been configured by your league. That means you won't be able to trigger an optional report.

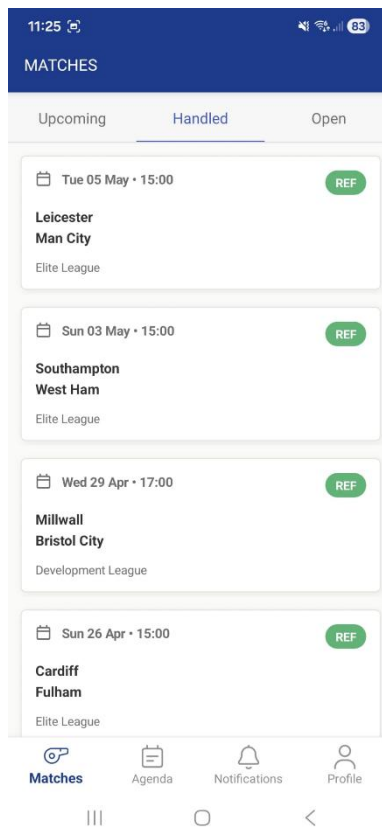
3.1.3 Awards

Switch to the 'Awards' tab and fill out/submit award votes via the app.



3.2 Handled appointments

In the overview of the appointments, click the 'Handled' tab. All appointments that took place in the past will be summarised here.



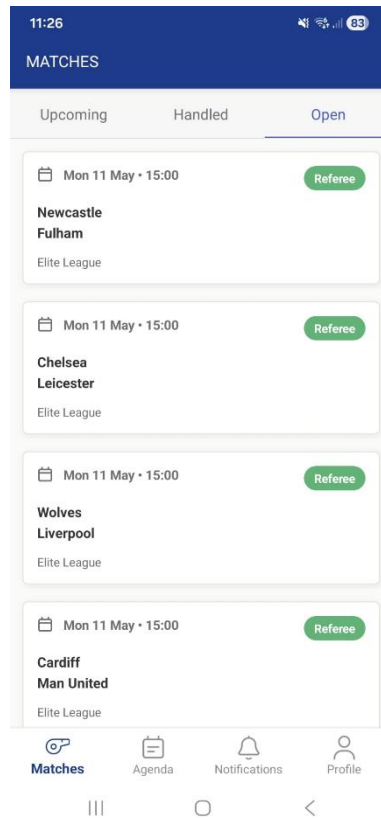
A yellow 'Incomplete reports' label indicates that you still have to fill out and/or submit reports.

Tap the match in question to open the 'Details' window. This window is divided into three tabs: 'Info', 'Reports' and 'Awards'.

Please check out sections 3.1.1. to 3.1.3. for information about these tabs.

3.3 Open appointments

In the overview of your upcoming and handled appointments, you will also notice a third tab: 'Open'. This is where you can pick up any open appointments available to you.



Tap any match that interests you and confirm your choice by clicking 'Yes' in the confirmation window that will pop up.

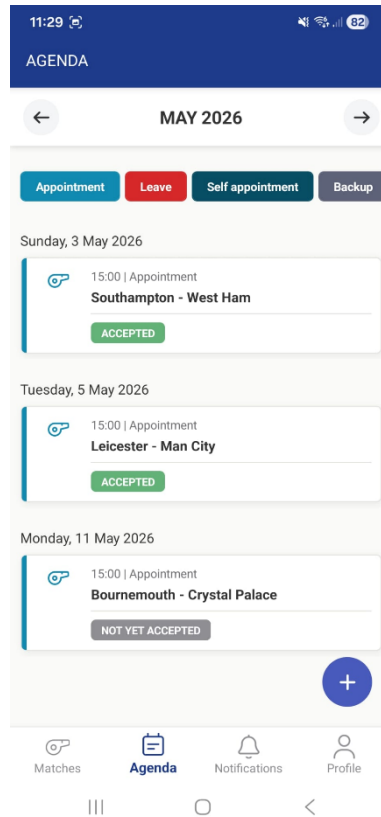
4 AGENDA

In the agenda, you can see an overview of all (open) appointments, unavailabilities, course invitations etc.

You can also add your own unavailabilities.

4.1 Adding unavailabilities

Click the big blue '+' on the bottom right corner of the Agenda tab:



Choose an unavailability type and the dates on which you will be unavailable.

If you would like to take a full day off, leave the 'Full day' toggle on. If you want to specify the hours during which you're unavailable, switch it off and indicate the time period.

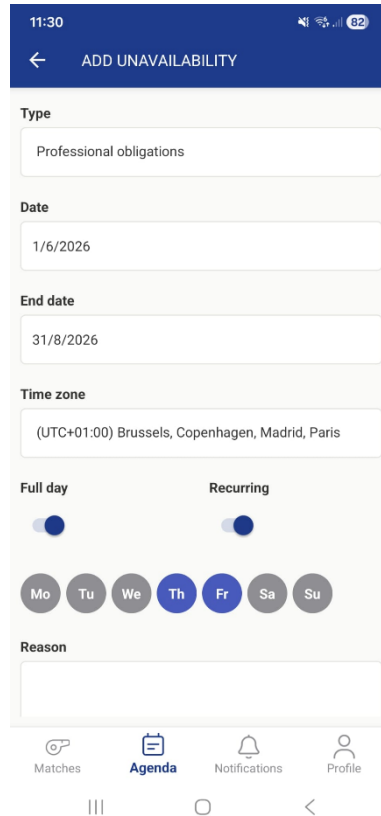
Once you are done setting up your unavailabilities, scroll down and click 'Add unavailability'.

4.1.1 'Recurring' functionality

If you have fixed days in the coming months that you are systematically unavailable, you can use the new 'Recurring' functionality.

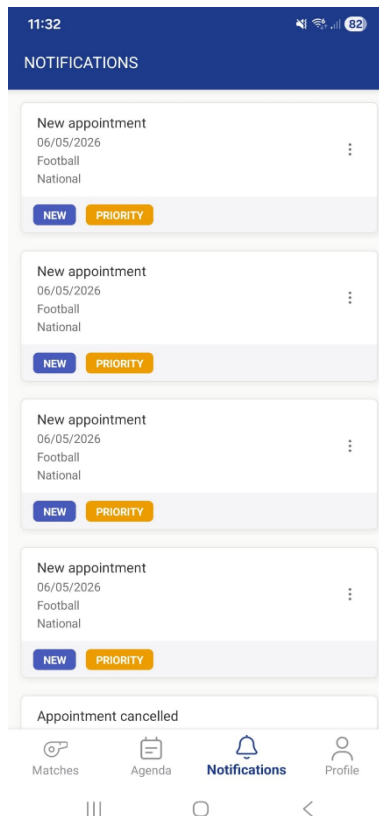
Switch on the toggle and indicate the days of the week on which you will be unavailable. Double check the period you've indicated at the top of the screen (by picking dates under 'Date' and 'End date'), because you will be set as unavailable for all the week days in this time period.

E.g. In the screenshot below, the official will be unavailable on every Thursday and Friday from June 1 to August 31, each time for a full day because of professional obligations:

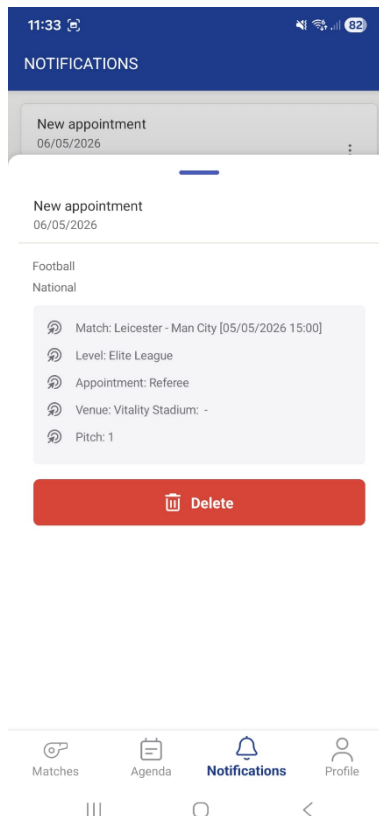


5 HANDLING NOTIFICATIONS

The notifications that are generated in the app will be compiled in the 'Notifications' tab:

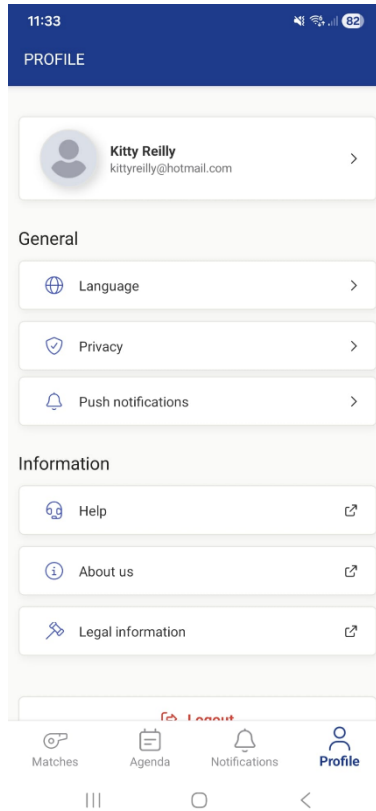


By clicking the three little dots in the upper right corner of each notification, you can see the details. If you scroll down, you will also be able to delete the notification:



6 PROFILE

You can check and update several types of data in the 'Profile' tab.

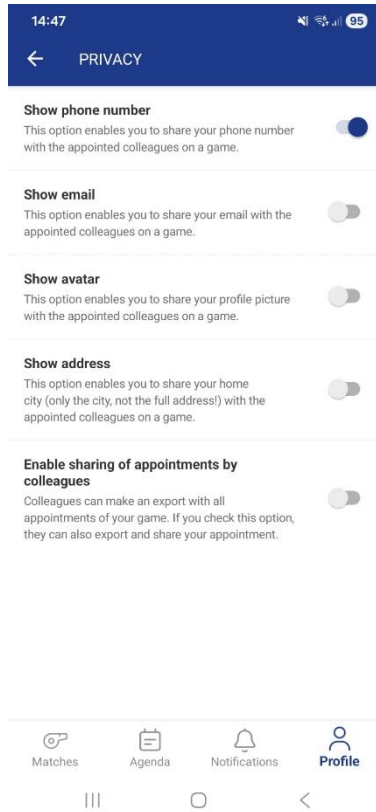


6.1 Checking personal details

Check your address, contact details and roles by clicking your name at the top of the page.

6.2 Privacy settings

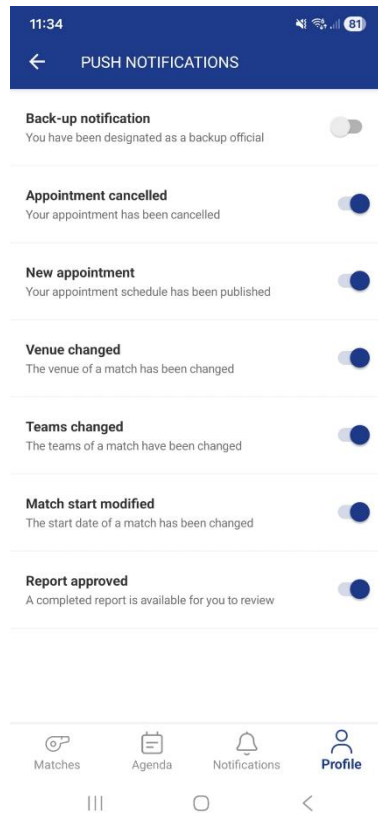
Which information do you want to show in the system to other umpires appointed to the same match? Set your preferences in the 'Privacy' tab:



6.3 Push notifications

The app will notify you in all kinds of situations, e.g. when you have received a new appointment, the venue changed, a report has been approved,...

Choose which push notifications you want to receive on your device by setting your preferences in the 'Push notifications' tab.



Tip

If you're not receiving any push notifications on your phone, even though you have activated some in this screen, check your device's settings. It's possible the RefAssist app is not allowed to send you any notifications and you will have to switch this on.

6.4 Log out

By scrolling down in the Profile overview, you will see the Logout button. Click it if you wish to disconnect from your RefAssist account.