

Support

DOCUMENT	PlaySight Support
VERSION	1.0
LAST UPDATED	3 September 2026
APPLIES TO	The PlaySight application for iOS
REQUIRES	iOS 18 or later, and an internet connection

Contact

Write to us

felixianostevanus1@gmail.com

One person reads this address. Expect a reply within three working days, and sooner than that most weeks.

Four things make a problem far quicker to answer, so include them if you have them:

- the version of PlaySight — the App Store page for it lists the current one — and your iOS version;
- the six-character session code, if it happened inside a session;
- what you tapped, and what happened instead of what you expected;
- a screenshot, which is usually worth the other three put together.

Bug reports, feature requests and "am I holding this wrong" questions all go to the same address. There is no separate form.

Getting started

How PlaySight works

PlaySight runs a badminton session: it keeps the queue for every court, so nobody has to remember whose turn it is or who has not played yet.

One person creates the session and becomes its host. Everyone else joins it, either by tapping the invite link or by entering the six-character code on the home screen. From then on the app draws the matches: it balances how many games each person has played, and takes account of the preferences people set when they joined.

When the session is over, the host settles up. The cost of a court is split between whoever actually played on it, so it does not matter that some people arrived late or left early.

Questions

The ones that come up most

The session code will not work

Codes are six characters, letters and digits, and they are not case-sensitive. A code stops working once its session is finished or deleted, so the usual cause is an invite from last week. Ask the host to share the link again.

The invite link opens Safari instead of the app

That happens when PlaySight is not installed on the device the link was tapped on. Install the app first, then open the link again — or type the code, which is written in the invite message for exactly this reason.

I am not getting notifications

Check [Settings → Notification](#) inside PlaySight, and then Notifications for PlaySight in the iOS Settings app; both have to be on. The live scoreboard on the Lock Screen is a Live Activity, which iOS turns off separately — look for Live Activities in the same iOS settings page.

I cannot play the match I have been drawn for

Skip it. The seat is offered to whoever is free at that moment, and the first person to take it plays. If nobody is free the match goes ahead a player short rather than making everyone wait.

The queue changed after another court finished

That is deliberate. Courts do not finish together, and when one finishes early the app checks the match it is about to promote against what the other courts are playing. Nobody can be in two matches at the same time, so occasionally "you are up next" is drawn again.

I paid, but the session still shows me as unpaid

Marking yourself paid tells the host; the host confirms it. Until they do, both states are shown, and only the host can change the final one. If a host has confirmed and it has not appeared, the phone may simply be offline — reopening the session refetches it.

The host has left, or has to leave

A host can hand the session to somebody else, who has thirty seconds to accept. A host who leaves a session where no match has been played yet takes the session with them; once a match has been played, the session stays for everyone else.

Sign-in fails

PlaySight signs in with Apple or with Google, and keeps you signed in afterwards. If sign-in fails repeatedly, write to us with the account type and the exact wording of the message.

Your data

Deleting your account

Open [Settings → Profile](#) and tap **Delete Account**. It asks once and then deletes the account and the data attached to it. Nobody has to email us to be deleted.

What is collected, who can see it and how long it is kept are all set out in the privacy policy:

wqggscjmijtwfsummw.supabase.co/functions/v1/privacy

It is also linked from [Settings → Privacy Policy](#) inside the app.

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