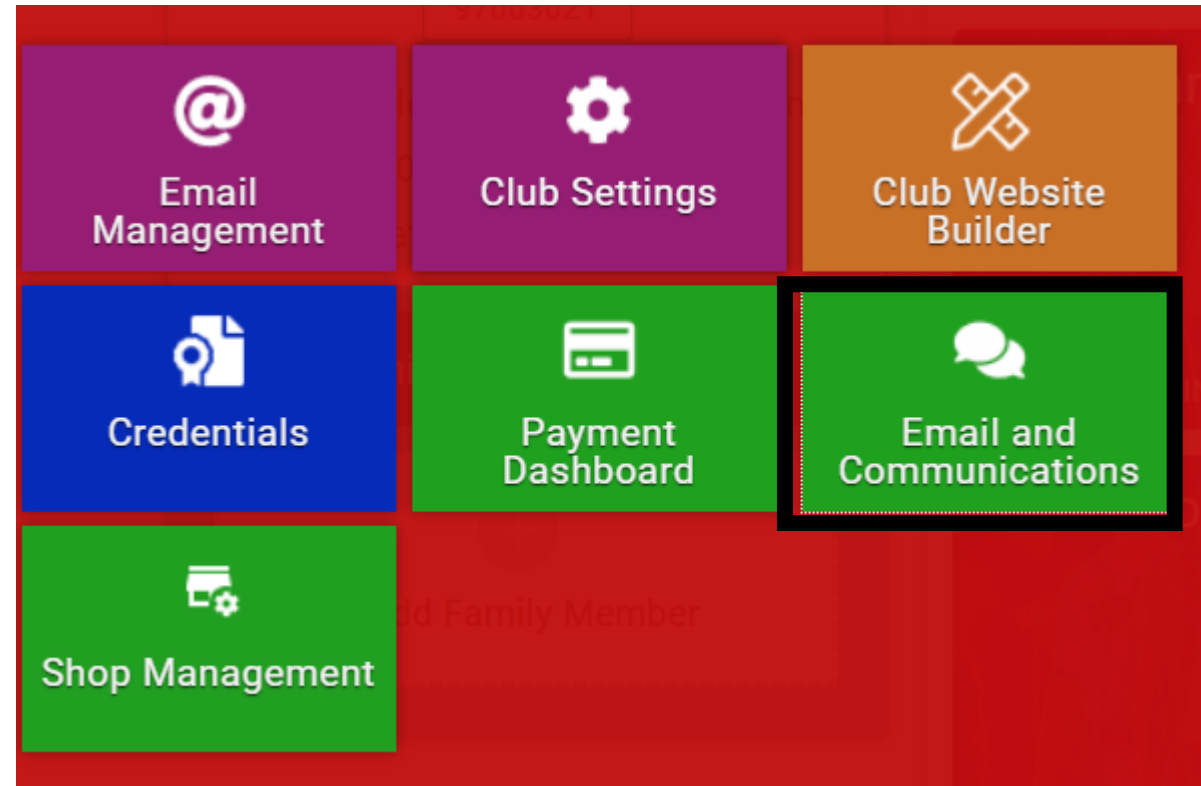# Club Communication

User Guide

Club Communications

Club Communications

The communication feature allows you to reach out to members with comprehensive filters to identify unique groups of members, as well as email breakdown, history and reporting.

Accessing

You can access by selecting Menu, on the top left on your screen, followed by Email and Communication

Emails

Email providers an history overview of all the communication which has been to members.

You are also able to see any emails which are in draft, schedule to send and currently sending.

Email | Email tier allocation, 500 emails per month | 500 available ↻ | One-off Bundles

✉ Emails   ☰ Segments   🕓 History

✉ New Email   Search all email   Any Time ▾   Tag ▾

🗨 All
📄 Drafts
✔ Sent
✉ Sending

Segments

Segments are the criteria which forms the group of members, who the communication will be sent to. You can create as many different segments as needed based on a range of different criteria.

Segment Rules

Segments can be named and a description for future use.

Multiple segments rules can be added using the ADD button. Selecting All allows you to add 'and' rules, and selecting 'Or' will allow you to add 'Or' rules.

← **Update Segment**

Segment name *

Challenge Series

➕ **ADD** the following conditions that contacts match of | All ⌄ |

All
Any

Description

Segment for Challenge Series & open water events.

Segment Management

Created segments can be found under the segment tab, and you have the ability to delete or archive segments.

Segments can be updated and changed after use, by selecting the Edit button, as well as preview to view which members will specifically receive the email.

Composing Emails

To compose an email, select 'New Email', followed by 'From' which will allow you to pick which email address the email comes from. Either that of the club or your own email address.

Select 'Recipients', allows you to select which email segment the email will go to.

Composing Emails

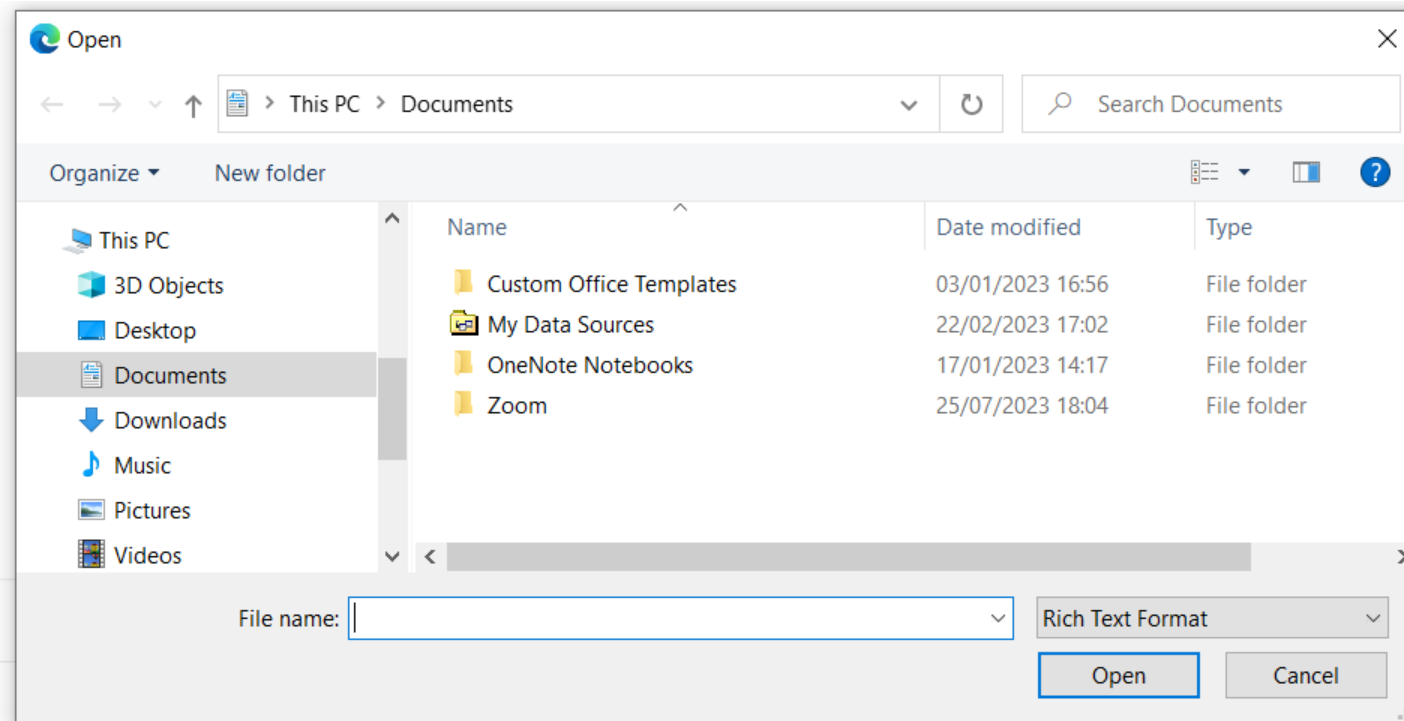You can enter the email subject, with all the essentials tools available for you to tailor the body of your email.

Attachments

Upon selecting the attachment feature, you are able to attach relevant files to your email.

Settings

In the settings you are able to send the email to unique email addresses only, therefore a parent with two member, would only receive the email once.

Send Unique Emails Only