



Email and Communications

User Guide for JustGo

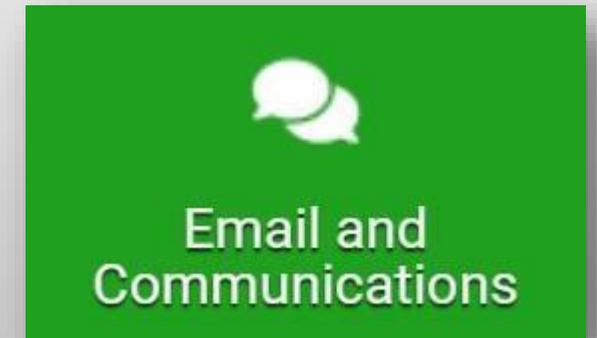
September 2023

WHAT IS EMAIL AND COMMUNICATIONS?

'Email and communications' allows administrators to reach out to members through comprehensive filters, to identify unique groups of individuals. This includes email breakdown and history.

HOW DO I ACCESS EMAIL AND COMMUNICATIONS?

Once you are logged in, the Email and Communications tile will be found in your Menu.

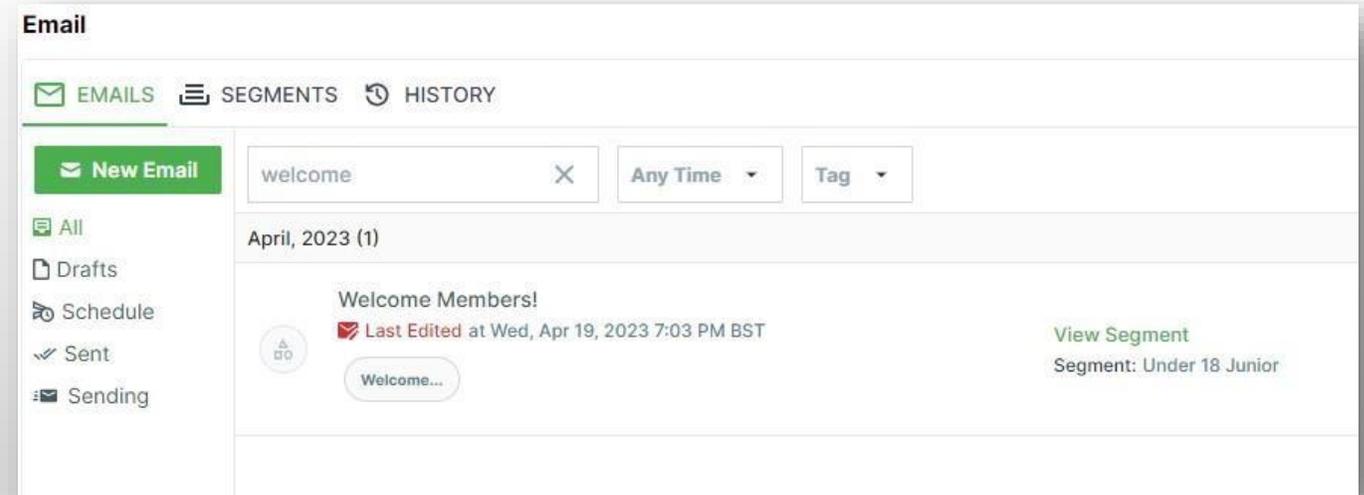


Some screenshots and info in this guide may differ depending on subscription type.

EMAIL

Email provides an overview of all communications sent to the members.

Emails are also categorized to their respective folders based on the state - Drafts, Schedule, Sent, and Sending.



The screenshot shows the 'Email' management interface. At the top, there are three tabs: 'EMAILS' (selected), 'SEGMENTS', and 'HISTORY'. Below the tabs is a search bar containing the text 'welcome', a close button (X), and two dropdown menus for 'Any Time' and 'Tag'. A sidebar on the left lists email states: 'All' (selected), 'Drafts', 'Schedule', 'Sent', and 'Sending'. The main content area shows a list of emails for 'April, 2023 (1)'. The first email is titled 'Welcome Members!' and includes a red checkmark icon and the text 'Last Edited at Wed, Apr 19, 2023 7:03 PM BST'. Below the title is a preview of the email content: 'Welcome...'. To the right of the email, there is a 'View Segment' link and the text 'Segment: Under 18 Junior'.

WHAT IS SEGMENT?

Segments are criteria that allow administrators to identify a unique group of members, to send communications.

← Create Segment

Segment name*
Under 18 Junior Members + ADD the following conditions that contacts match of all

Description
All members who are under 18 and has a Junior membership.

Profile Date of Birth greater than or equa 01/01/2005

AND

Membership Membership Name is any of Junior x

Preview Save

SEGMENTS

Administrators can name segments and add descriptions for future use.

Multiple segment rules can be added using the ADD button. Rules behavior can also be defined using the drop down. All rules will behave as AND condition and ANY will operate as OR.



← Create Segment

Segment name*

Under 18 Junior Members

+ ADD the following conditions that contacts match of

Description

All members who are under 18 and has a Junior membership.

all

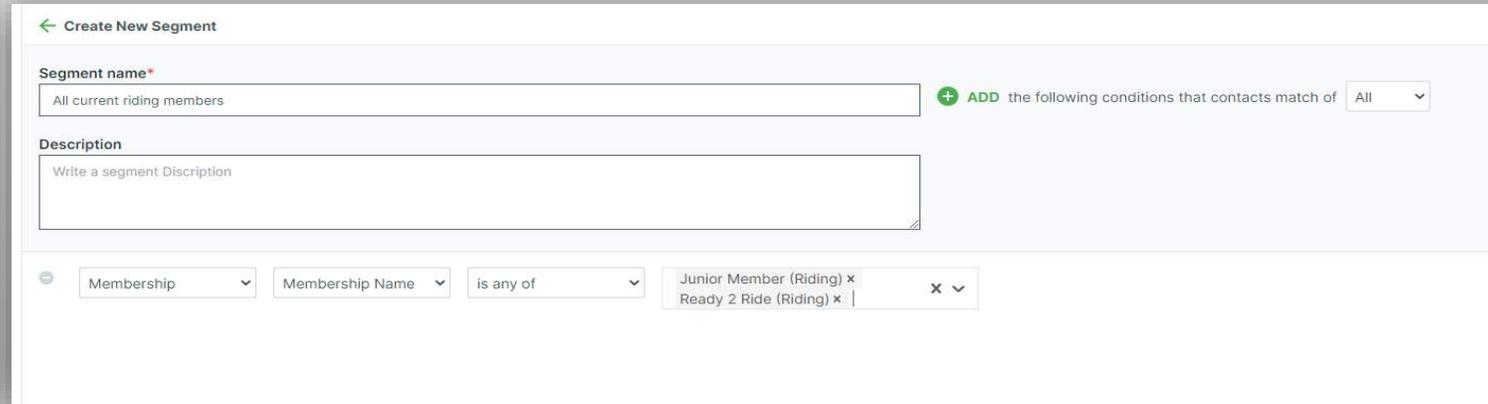
all

any

SEGMENTS

An example would be to try to send an email to Junior AND Ready 2 Ride members. To do so, simply select the Membership option and list out all the membership the segment should consider as conditions.

Please note the segment will only need to be created once and will automatically be kept updated based on membership status of members.



← Create New Segment

Segment name*
All current riding members + ADD the following conditions that contacts match of All ▾

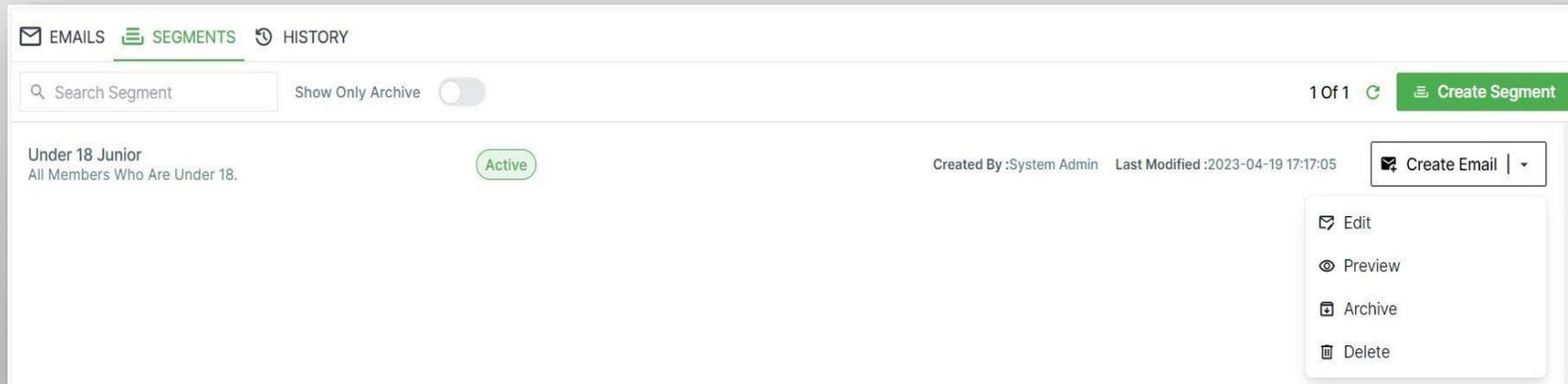
Description
Write a segment Discription

Membership ▾ Membership Name ▾ is any of ▾ Junior Member (Riding) x
Ready 2 Ride (Riding) x

SEGMENT MANAGEMENT

Created segments can be found under the Segments tab. Administrators will have the ability to delete or archive segments.

Archived segments will be visible using the Archive switcher. Edit, Preview and Create Emails are used to adjust segments, preview members, or directly compose emails using the segment.



The screenshot shows the 'SEGMENTS' tab in the JustGo interface. At the top, there are navigation tabs for 'EMAILS', 'SEGMENTS', and 'HISTORY'. Below the tabs is a search bar labeled 'Search Segment' and a toggle switch for 'Show Only Archive'. On the right side of the header, it shows '1 Of 1' and a 'Create Segment' button. The main content area displays a segment named 'Under 18 Junior' with the description 'All Members Who Are Under 18.' and an 'Active' status indicator. To the right of the segment name, it shows 'Created By :System Admin' and 'Last Modified :2023-04-19 17:17:05'. A 'Create Email' button is visible next to the segment name. A dropdown menu is open, showing options: 'Edit', 'Preview', 'Archive', and 'Delete'.

SEARCH, FILTER & SELECT OPTIONS



PNY CLUB
LIA

Easily select your recipients filtered by Memberships, Teams, Club Roles and Renewal status during Email creation **without making a new segment.**

This feature will help club admins to email members directly. This feature is similar to the legacy "Club Email" feature.

Recipients
Who are you sending this email to?

Search Member Segments **Members** Selected Members

Memberships: All Teams: All Roles: All Renewal Status: All

Member Details	Role	Membership
<input type="checkbox"/> David Pring david.pring123@justgo.com	Member, Club Administrator	
<input type="checkbox"/> David Pring david.pring@azolve.com	Member	Volunteer Membership , Volunteer
<input type="checkbox"/> Dianne Ould club@hotmail.com	Member, Club Administrator	
<input type="checkbox"/> Monil Shah Support@ponyclubaustralia.com.au	Member, Child Protection Officer, Club Administrator	Junior Member (Riding), Senior/Associate Member (Riding), Ready 2 Ride (Riding) +1 more
<input type="checkbox"/> Monil Shah x@xgmail.com	Member	
<input type="checkbox"/> Nowa Test mumsdontuse@yahoo.com	Member	
<input type="checkbox"/> Samantha Denmeade samantha.denmeade@azolve.com	Member, Club Administrator	Junior Member (Riding), Junior
<input type="checkbox"/> Test Dummy admin@decoy.com.au	Member	

SEARCH, FILTER & SELECT OPTIONS



Filter members by
**Membership, Teams,
Roles and Renewal
Status.**

Recipients
Who are you sending this email to?

Search Member Segments **Members** Selected Members

Memberships: All Teams: All Roles: All Renewal Status: All

Membership	Teams	Roles	Renewal Status
All	All	All	All
Any NGB Membership		Role	Membership
Adult Member (Riding)		Member, Club Administrator	
Adult Member (Riding) - SA and TAS		Member	Volunteer Membership , Volunteer
Centre Member (Non-Riding)		Member, Club Administrator	
Centre Member (Riding)			
Coach (Non-Riding)			
Coach (Non-Riding) - SA and TAS			
Coach (Riding)			
Coach (Riding) - SA and TAS			
Coach Non-riding			
Coach Non-riding - SA and TAS			
Coach Rider			
Coach Rider - SA and TAS			
Come & Try		Member, Child Protection Officer, Club Administrator	Junior Member (Riding), Senior/Associate Member (Riding), Ready 2 Ride (Riding) +1 more
Come & Try - SA and TAS			
Competition Participant (Riding)			
Competition Participant (Riding) - SA and TAS			
Historical Membership		Member	
Junior Member (Riding)			

<input type="checkbox"/>	NT Nowa Test mumsdontuse@yahoo.com	Member	
<input type="checkbox"/>	SD Samantha Denmeade samantha.denmeade@azolve.com	Member, Club Administrator	Junior Member (Riding), Junior
<input type="checkbox"/>	TD Test Dummy admin@decoy.com.au	Member	

SEARCH, FILTER & SELECT OPTIONS

Selected member can be viewed by clicking on the “Selected Members” toggle.

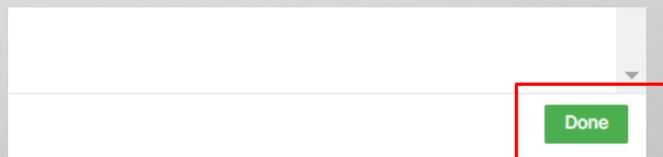
Once all the members have been selected click on **Done** to save them as recipients for your email.

Recipients
Who are you sending this email to?

Search Member | Segments | **Members** | Selected Members

Memberships: All | Teams: All | Roles: All | Renewal Status: All

Member Details	Role	Membership
<input checked="" type="checkbox"/>  David Pring david.pring123@justgo.com	Member, Club Administrator	
<input checked="" type="checkbox"/>  David Pring david.pring@azolve.com	Member	Volunteer Membership , Volunteer
<input checked="" type="checkbox"/>  Monil Shah Support@ponyclubaustralia.com.au	Member, Child Protection Officer, Club Administrator	Junior Member (Riding), Senior/Associate Member (Riding), Ready 2 Ride (Riding) +1 more





EMAIL TO SPECIFIC MEMBERS

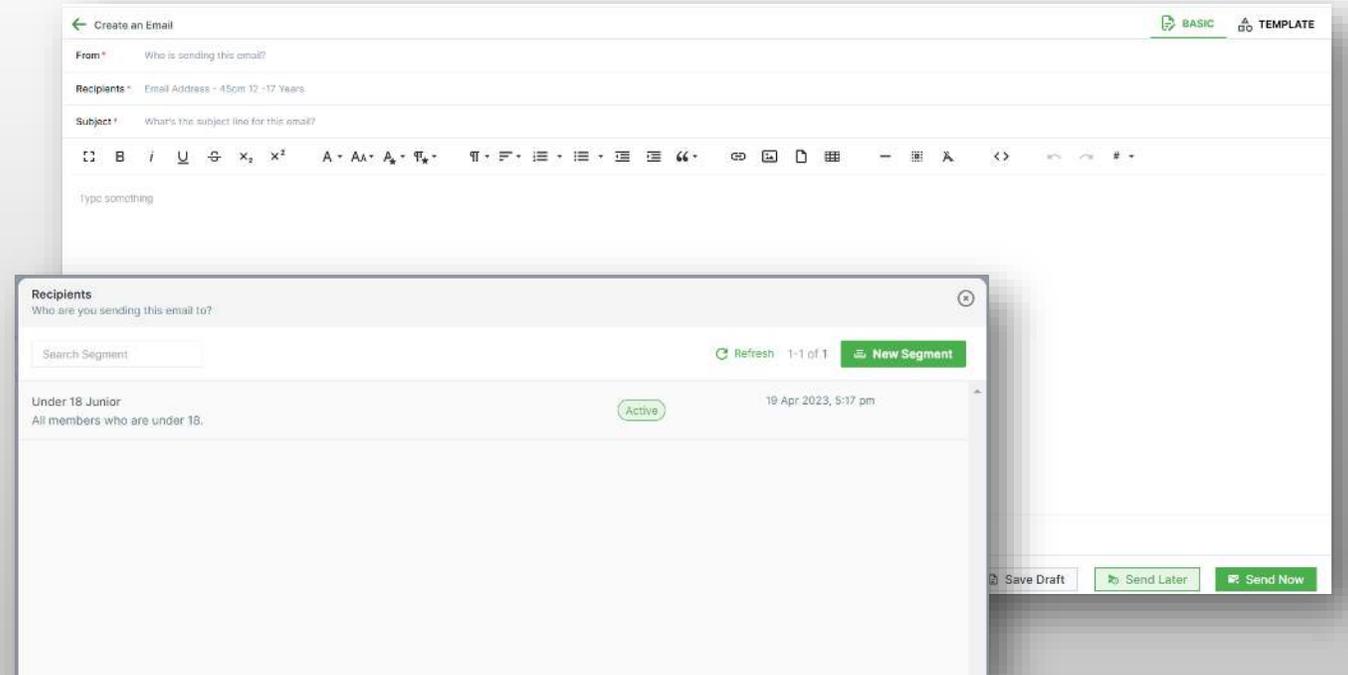
Another update that has been provided is the ability to create segments by **handpicking** individuals from your member list using the **'Search and Select Individuals'** option.

Selecting the option will display all the members of your organisation. Select the required members and click on **Done** to save them.



COMPOSING EMAILS

To start composing emails select Get Started or New Email. You can select organisation emails on the From address. Selecting recipients will bring forward your list of segments to choose the appropriate members.



COMPOSING EMAILS

Add in your email's Subject, and all the essential tools will be available to tailor your email body.



← Create an Email BASIC TEMPLATE

From * Who is sending this email?

Recipients * Email Address - 45cm 12 -17 Years

Subject * What's the subject line for this email?

Rich text editor toolbar: Bold (B), Italic (i), Underline (U), Link (🔗), Unlink (🔗), Text color (A), Background color (A), Font size (A), Font style (A), Bulleted list (☰), Numbered list (☰), Indent (☰), Outdent (☰), Quote (⌞), Table (📊), Table border (📊), Decrease indent (↶), Increase indent (↷), Undo (↶), Redo (↷), Help (🔍).

Type something

Attachment

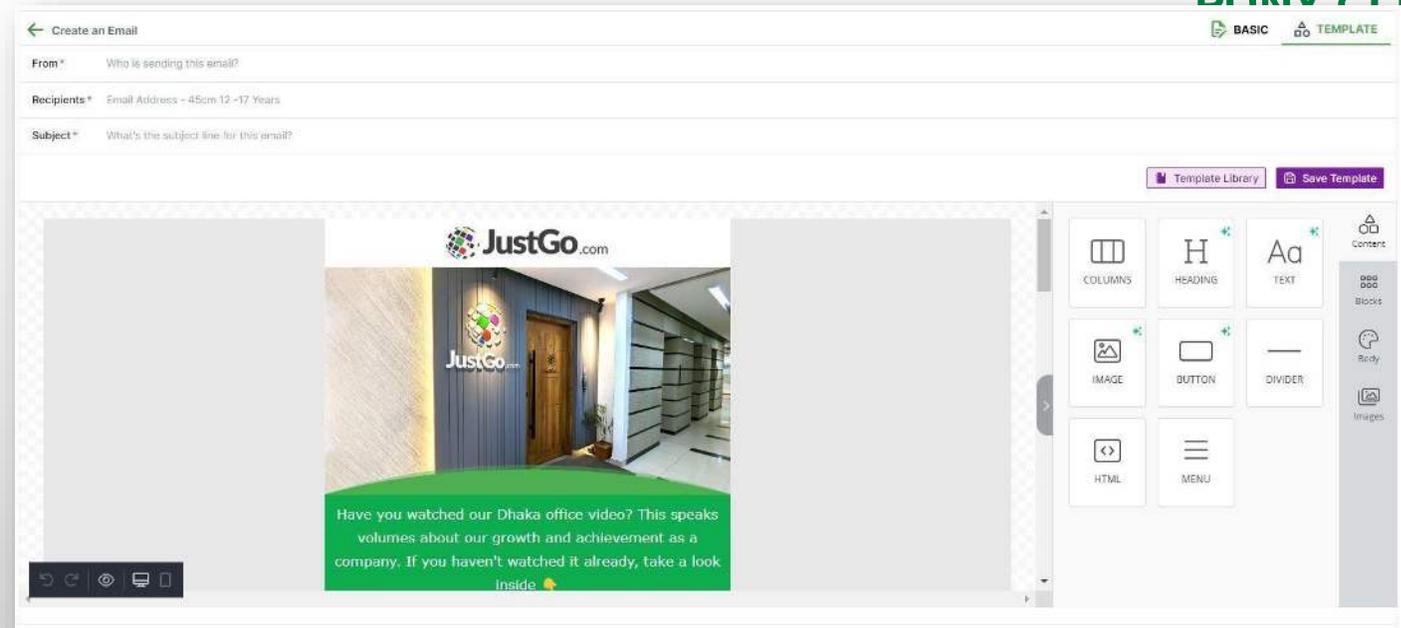
Opt-ins & Settings Test Email Save Draft Send Later Send Now



EMAILS TEMPLATES

Custom templates can be created for email bodies including preset templates using Template Library.

Note: Some screenshots and info in this guide may differ depending on subscription type.





ATTACHMENTS & OPT-INS

Email attachments can be included, Opt-ins allows you to filter members based on their communication preferences.

Unique emails, is used to send one email for families using same email address.

Excl. Members Under 16/18 - excludes under 16/18 members

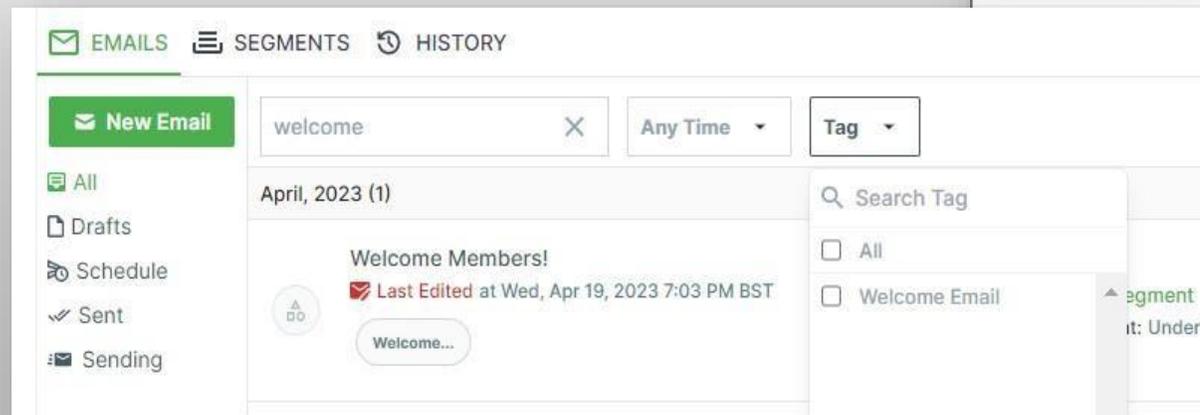
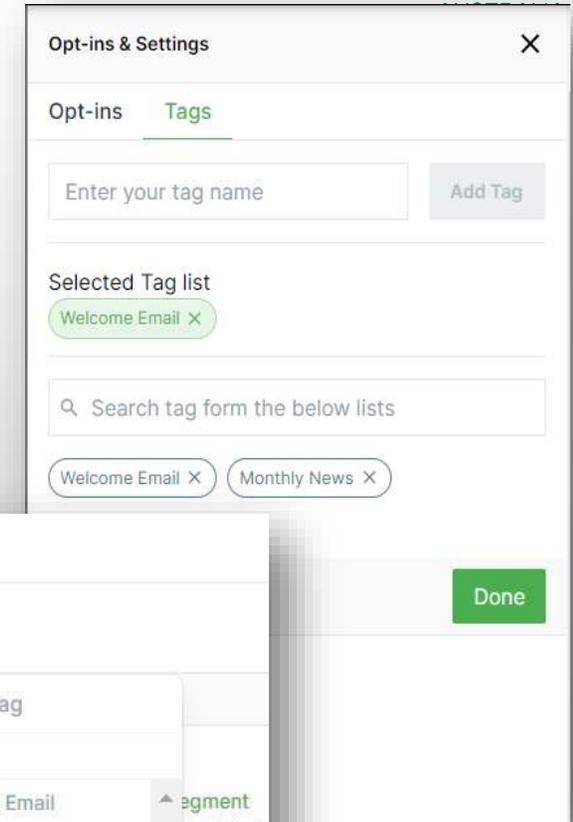
The image displays three overlapping screenshots from a software interface. The top-left screenshot shows the 'Opt-ins & Settings' dialog with the 'Opt-ins' tab selected. It includes a toggle for 'Enable and add opt-in conditions', sections for including or excluding members based on specific opt-ins (with 'Add' buttons), and a 'Done' button at the bottom. The top-right screenshot shows the 'Tags' tab of the same dialog, featuring a text input for 'Enter your tag name', an 'Add Tag' button, a 'Selected Tag list' containing 'Welcome Email', a search bar, and a 'Done' button. The bottom screenshot is a notification bar showing 'Attachment' with a file icon, 'Opt-ins & Settings' with a gear icon, and two status indicators: '2 Opt-Ins Applied' and '1 Tags Selected'.



ATTACHMENTS & OPT-INS

Tags can be used to add key words for quick email search.

Admins can create new tags or select existing tags directly from the Tag panel.

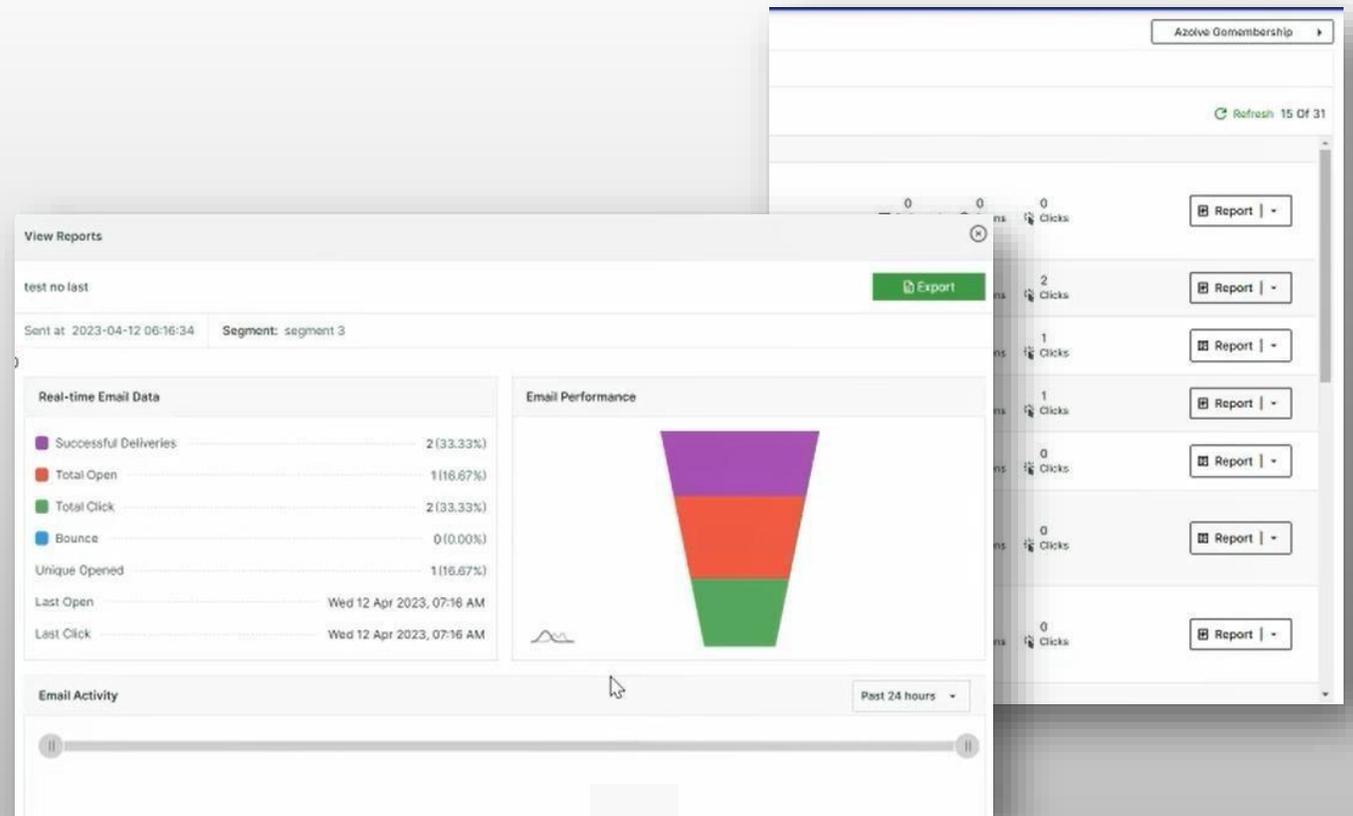


EMAIL REPORTING

Email reporting gives an extensive view of the email recipients, from the Sent summary - Delivery, Open and Click counts are available for quick view.

A detailed report including email performance and activities can also be generated using the Reports button.

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EMAIL HISTORY

History provides a ledger for all communications sent from the organisation, including automated emails with advance search.

The screenshot shows the 'EMAILS HISTORY' page with an 'Advance Search' section. The search filters are: Category (dropdown), is (dropdown), Club (dropdown with 'Club x' selected), Receiver (dropdown with 'Select Any One' selected), and a text input field containing 'Reply@justgo.com'. A '+ Add Filter' button and a 'Search' button are also visible. Below the search filters is a table of email records.

Subject	Date	Count	Status	
JGBase Membership System Password Reset Request Samantha.Denmeade@Outlook.Com	2022-11-02 04:56:08	0	0	Dropped Invalid Address
JGBase Membership System Password Reset Request Gina@Outlook.Com	2022-11-02 10:35:01	0	0	Dropped Invalid Address
JGBase Membership System Account Registration Ummey.Tahiea@Justgo.Com	2023-04-05 17:20:54	0	0	Dropped Invalid Address
JGBase Membership System Account Registration	2023-04-05 17:20:54	0	0	Dropped

RESEND OPTION FROM EMAIL HISTORY

You now have the ability to resend an email from the history.

Email History > Open the previous sent email > Re-sent.

Email Information

✓ Sent successfully

Details Activity Log

From: noreply@justgo.com To: samanthashane20@yahoo.com.au CC: N/A

Subject: Pony Club Australia Event Booking Confirmation



PONY CLUB
AUSTRALIA

Event Booking Confirmation

Dear Vic,

This email confirms that you have successfully signed up and paid for the following event:

- Event Name: SD Test Event JGT Live
- Ticket Name: Testicket
- To be held at: City, 1 Oxford Street, Sydney, New South Wales, 2000
- Taking place on: Jul 21 2022 12:00AM
- Starting at: 00:00 AEST

If there are any additional details to this event that you need to be made awa

Attachment

No attachment found

Re-send

**IF YOU HAVE ANY QUESTIONS OR CONCERNS, DON'T
HESITATE TO CONTACT OUR SUPPORT TEAM AT
support@justgo.com.**