Email and Communications

User Guide for JustGo

September 2023
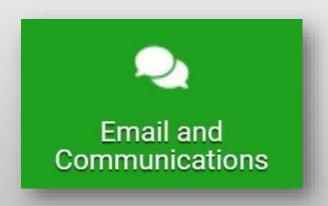
WHAT IS EMAIL AND COMMUNICATIONS?

'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?

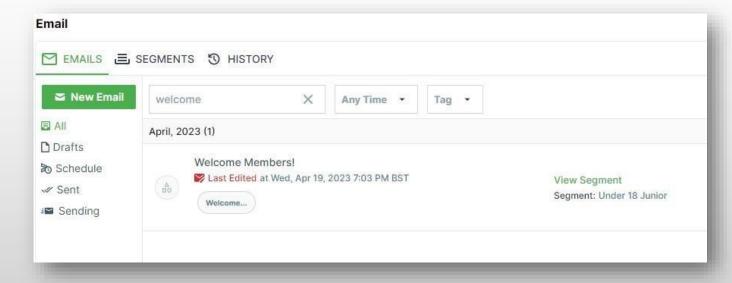Once you are logged in, the Email and Communications tile will be found in your Menu.

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.

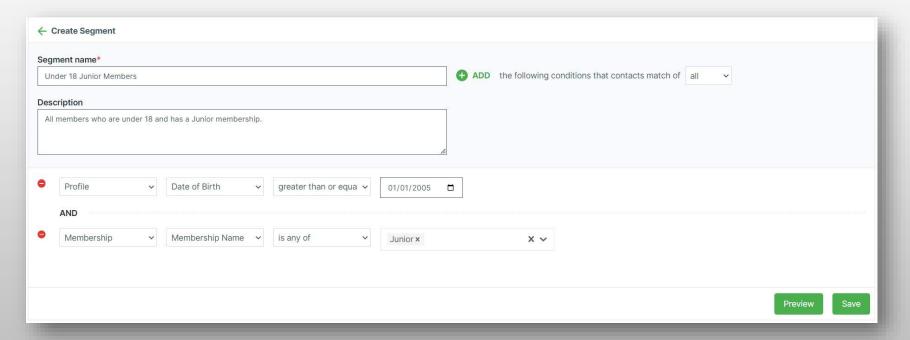Emails are also categories to their respective folders based on the state - Drafts, Schedule, Sent, and Sending.

WHAT IS SEGMENT?

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

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.
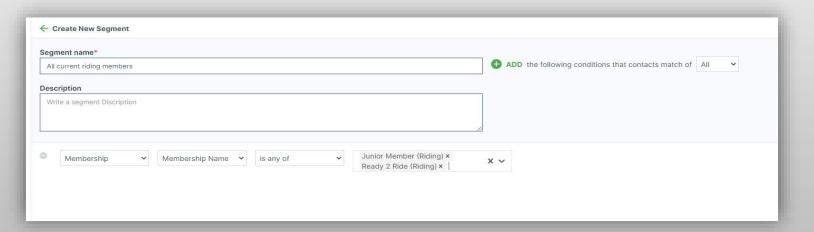
SEGMENTS

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.
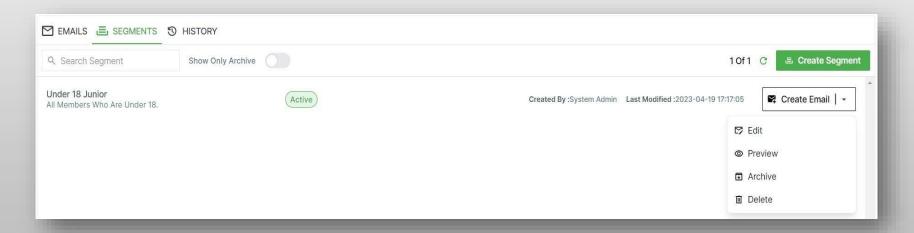
SEGMENT MANAGEMENT

Created segments can be found under the Segments tab. Administrators will have the ability to delete or archive segments.
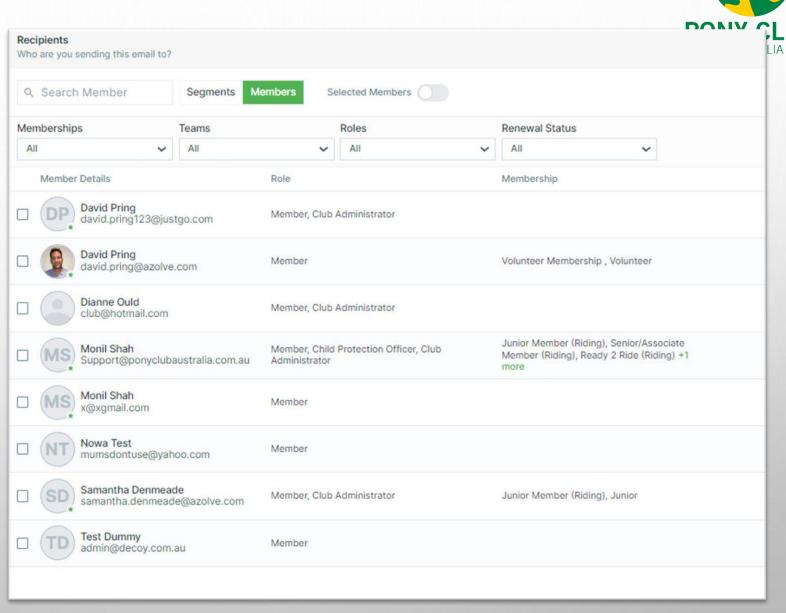
Archived segments will be visible using the Archive switcher. Edit, Preview and Create Emails are used to adjust segments, preview members, or directly compose emails using the segment.

SEARCH, FILTER & SELECT OPTIONS

Easily select your recipients filtered by Memberships, Teams, Club Roles and Renewal status during Email creation **without making a new segment.**
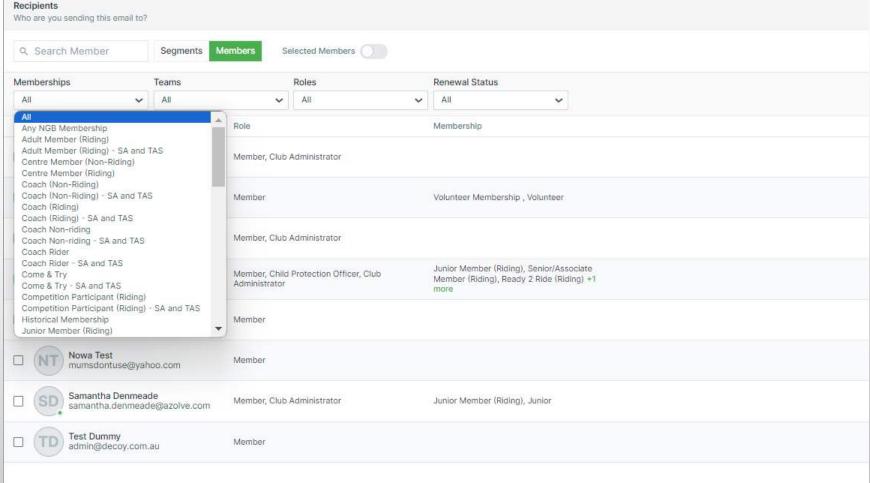
This feature will help club admins to email members directly. This feature is similar to the legacy "Club Email" feature.

SEARCH, FILTER & SELECT OPTIONS

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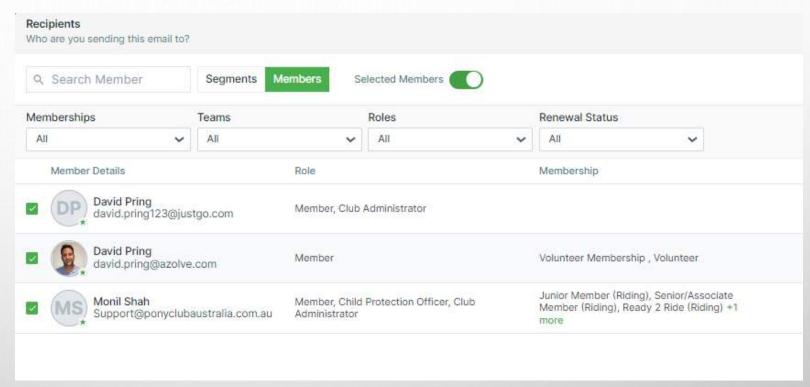**Membership, Teams, Roles and Renewal Status**.

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.
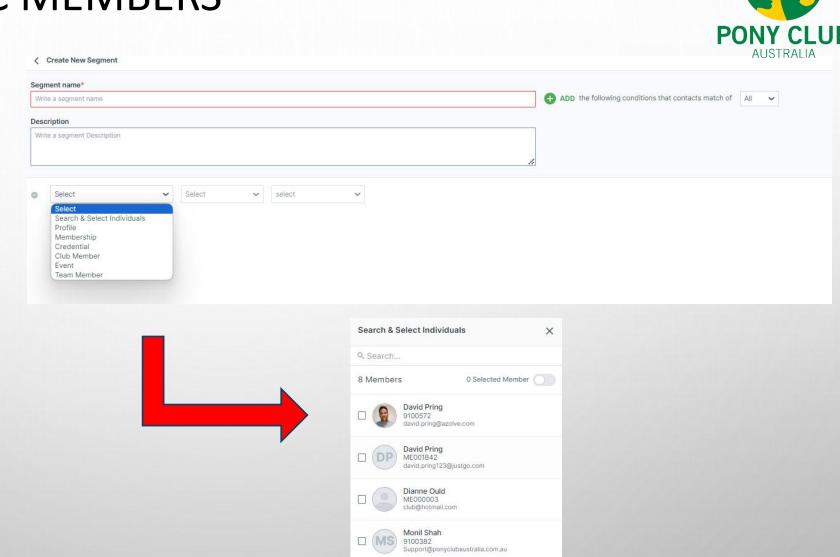
EMAIL TO SPECIFIC MEMBERS

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.
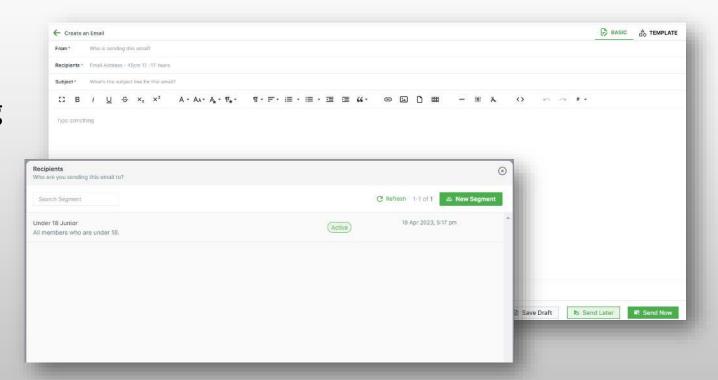Select the required members
and click on **Done** to save
them.

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.
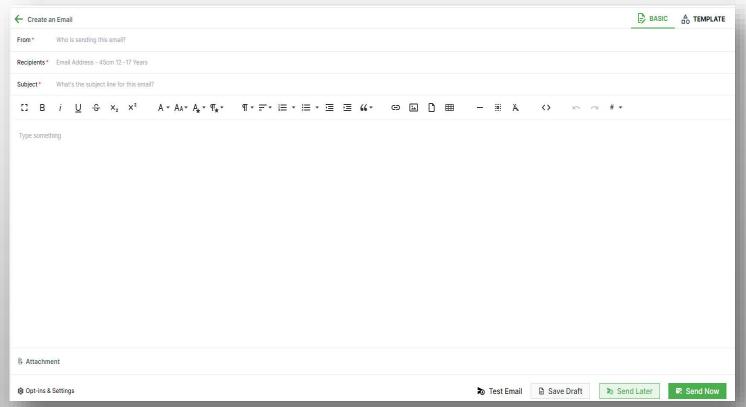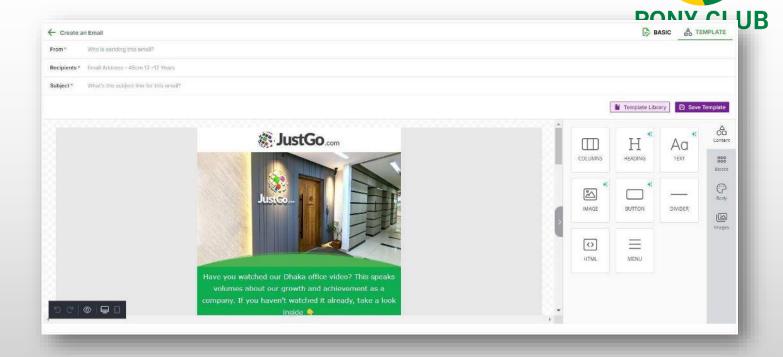
COMPOSING EMAILS

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

EMAILS TEMPLATES

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

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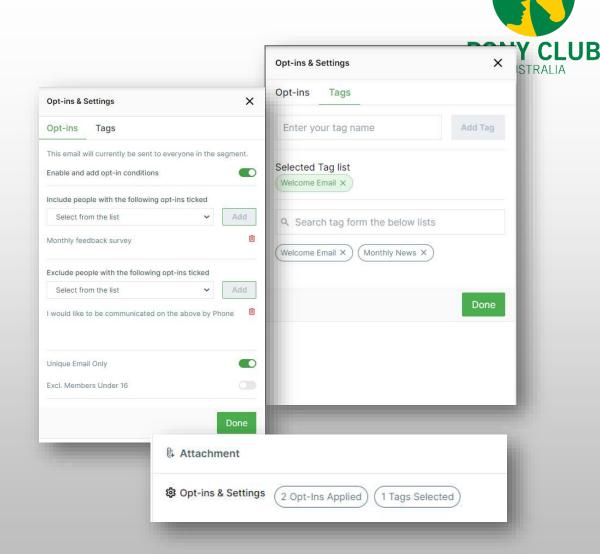
ATTACHMENTS & OPT-INS

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.

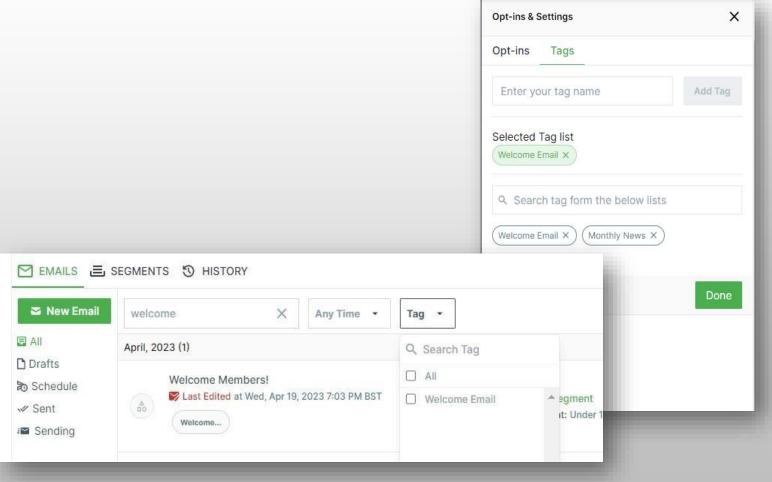Excl. Members Under 16/18 - excludes under 16/18 members

ATTACHMENTS & OPT-INS

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

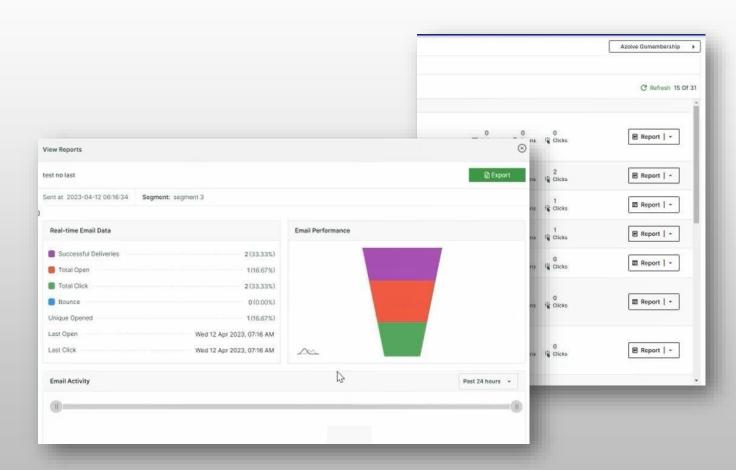Admins can create new tags or select existing tags directly from the Tag panel.

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.
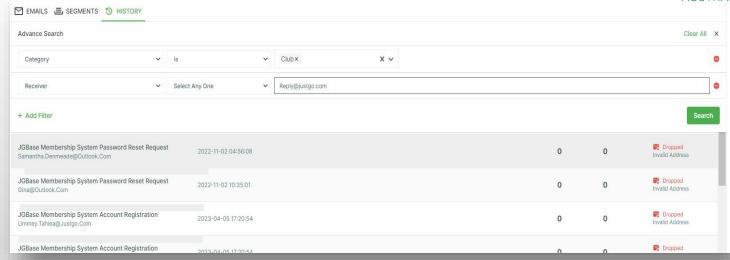
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EMAIL HISTORY

History provides a ledger for all communications sent from the organisation, including automated emails with advance search.
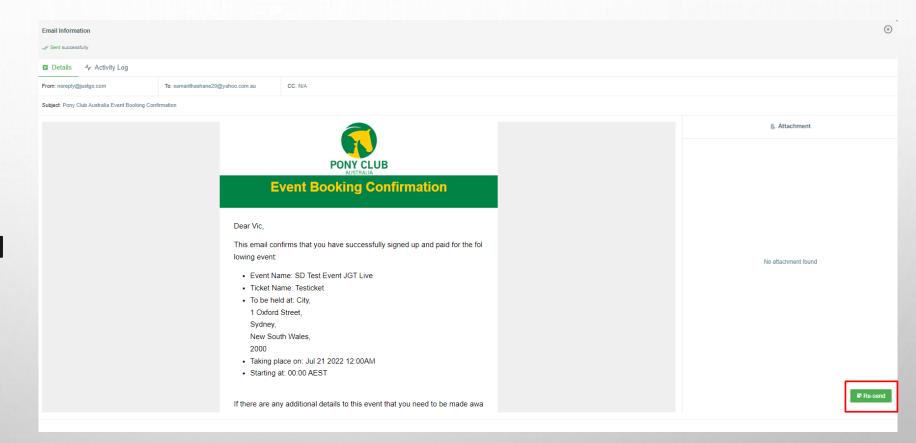
RESEND OPTION FROM EMAIL HISTORY

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

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

IF YOU HAVE ANY QUESTIONS OR CONCERNS, DON'T HESITATE TO CONTACT OUR SUPPORT TEAM AT

support@justgo.com.