JustGo.com

Club Email

User Guide for JustGo

Click here *for video tutorial*

# What's inside?

JustGo.com

What is Club Email?

The Club Email allows club administrators to send emails to one, all or a selection of club members. Emails can be personalised using the HTML editor and the use of #hashtags.

Images and hyperlinks can be added within the content of the email and files can be attached.
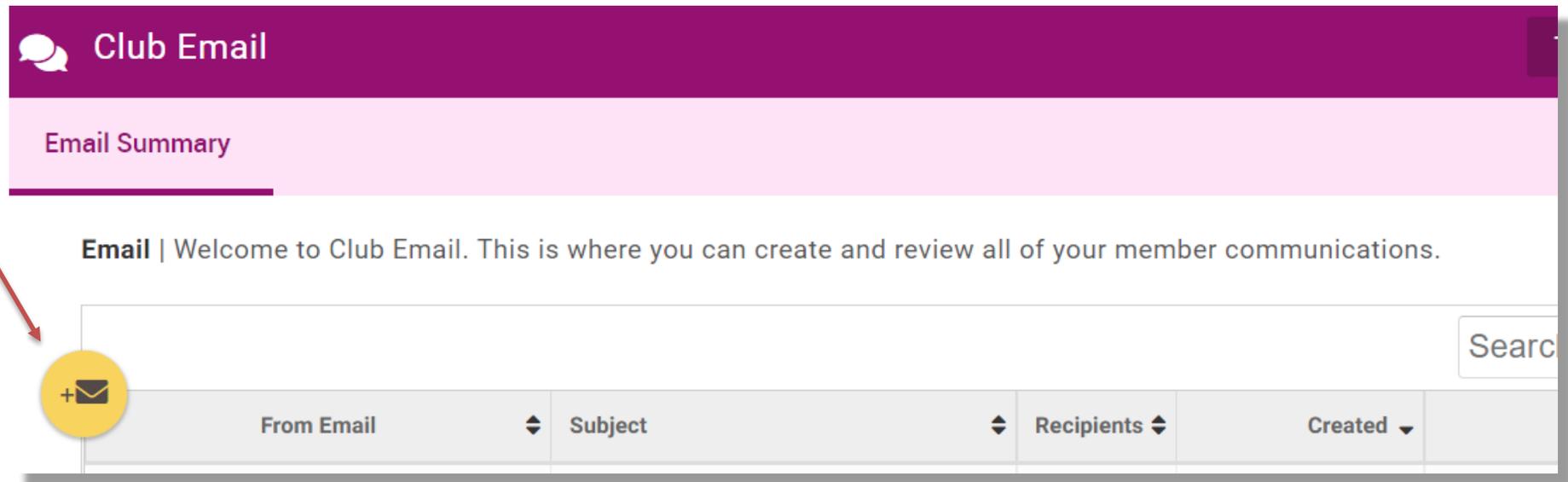
How do I access Club Email?

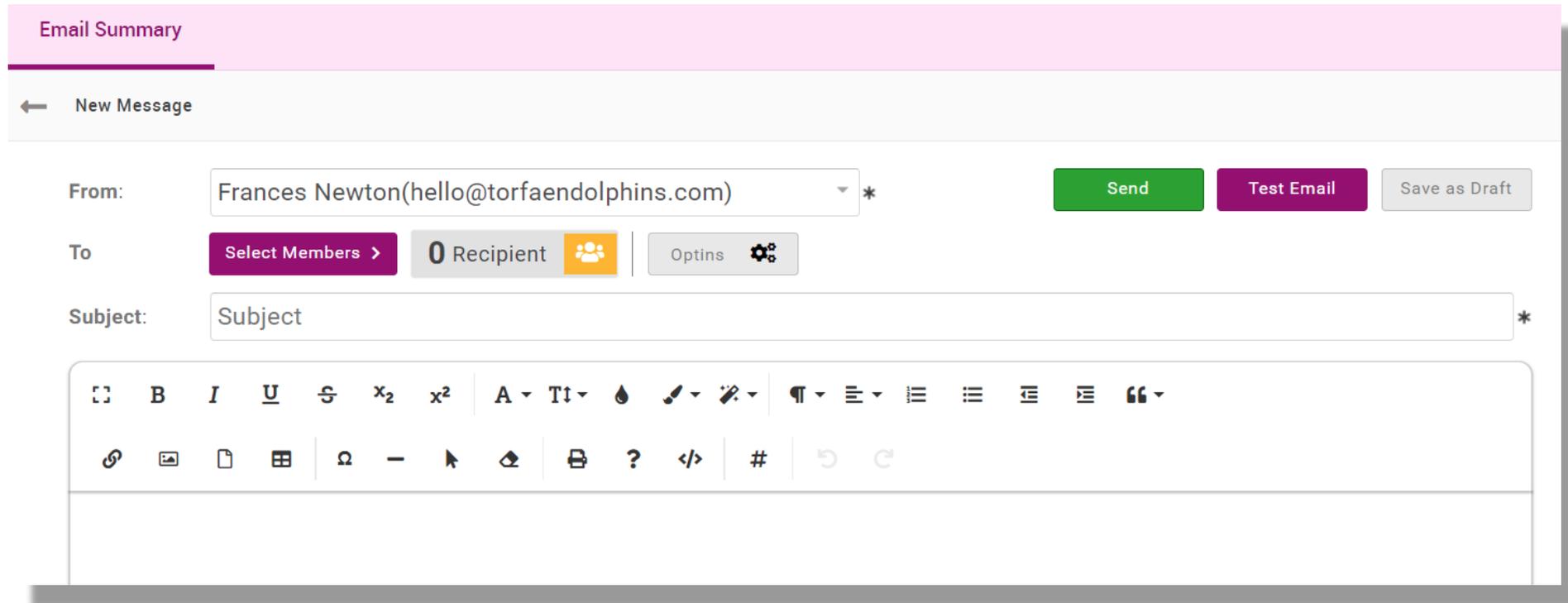Club Email can be found in the JustGo Basic/Essential area of your JustGo menu.
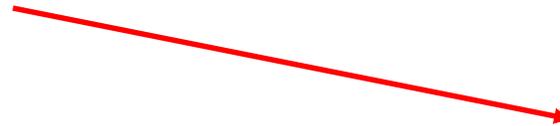
How do I create a bulk Club Email?

In Club Email click on the + email icon to create a new email.

How do I create a bulk Club Email?

In **New Message** you will then be able to create your email

How do I select recipients?

Click on **Select Members** button and then the grey tick box next to each member record.

You can also select all members by clicking on the very top tick box in the header bar.

If the members tick is green then you have selected the member already.
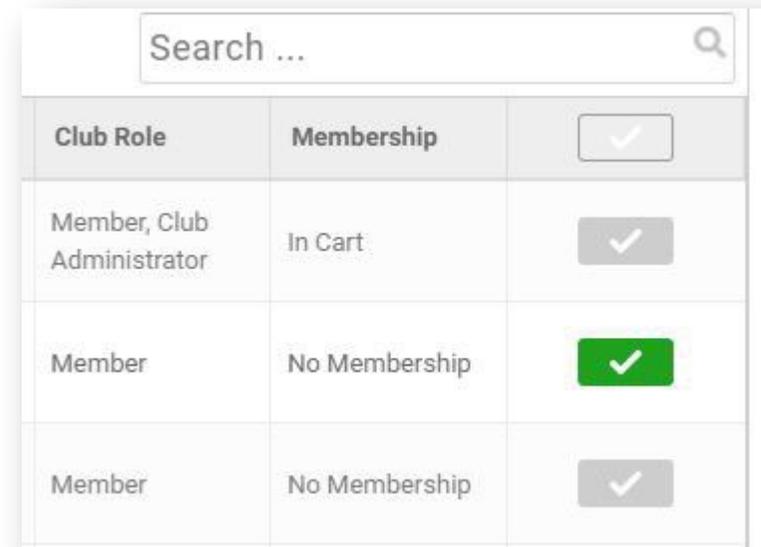
Can I filter member records to add to the recipient list?

Yes, you can change the filter type and click on the radial above to filter the member records and select only the relevant members.

Are emails sent based on the member's opt-ins?

Each email can be configured to consider opt-ins before it is sent to members.

There is an Opt-ins icon on the email screen that pops up the box on the right where you can select from your pre-defined opt-ins.
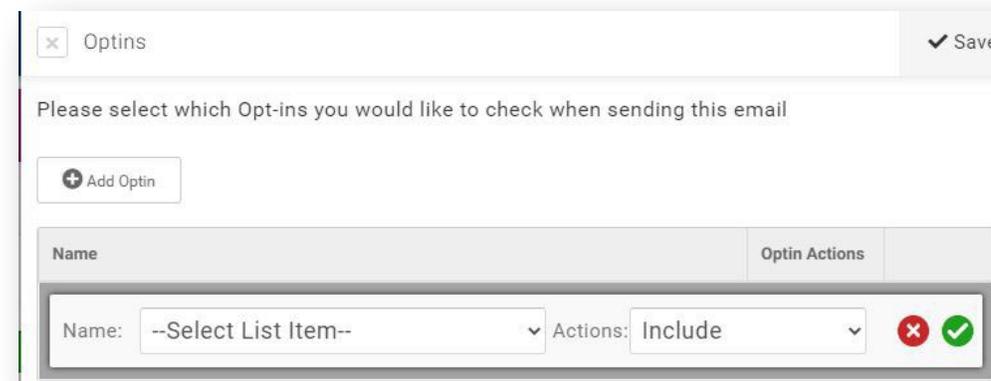
Can I add an image to the body of the email?

An image can be added to the email using the image import tool as seen in the screenshot.

Can I add a hyperlink to the body of the email?

Hyperlinks can be added using the insert link tool as seen in the screenshot.
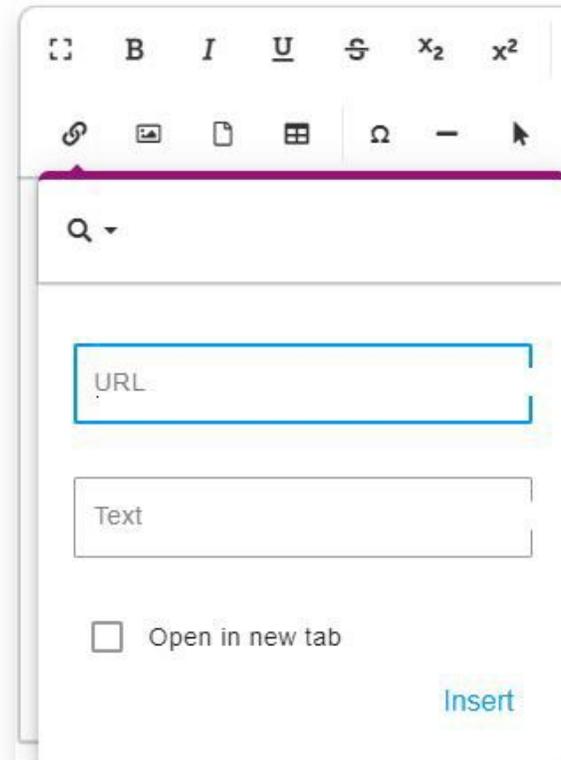
*How does a Merge tag (#) work?

A Merge tag gives you the ability to automatically personalise an email based on a selected criteria.

For example: #FirstName will automatically pull in the first name of the individual the email has been sent to.
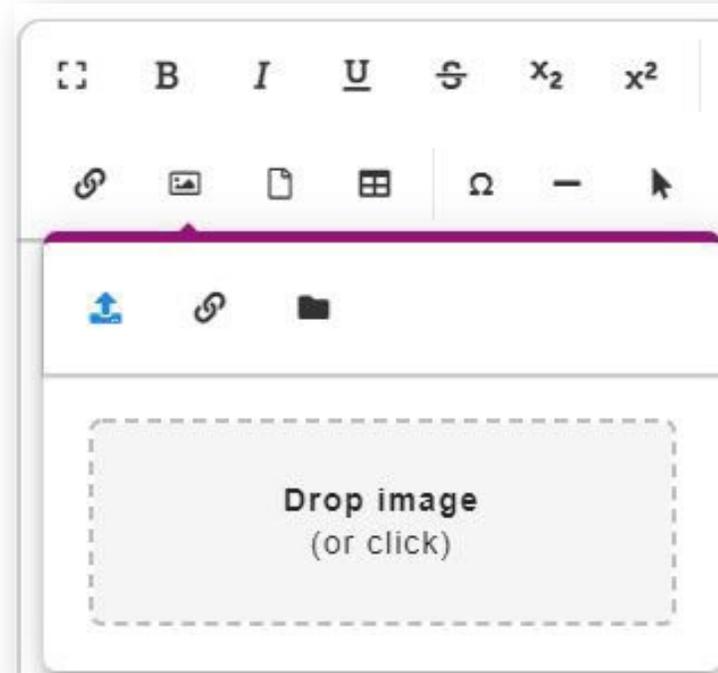
#LoginId will automatically pull in the member's login Id.

If the selected field is empty then the hashtag name will appear in it's place.

Select a profile field to insert

Profile Field	
#LoginId	✓
#FirstName	✓
#LastName	✓
#Mobile	✓
#LastPasswordUpdateDate	✓
#EmailAddress	✓
#DOB	✓
#Gender	✓
#Address1	✓

Close
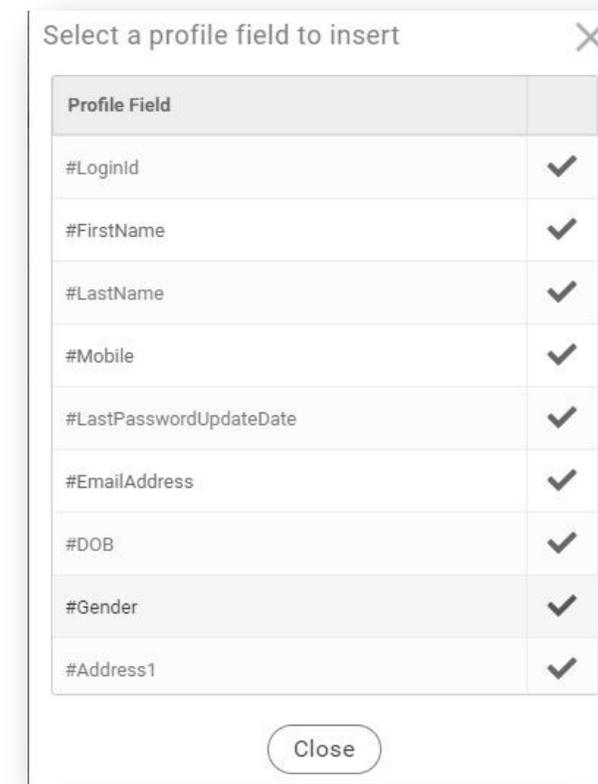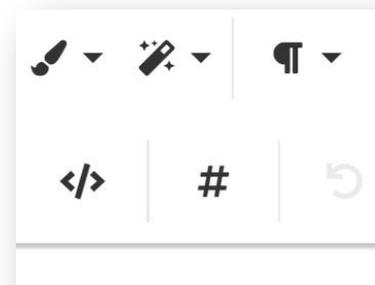
Invite your Club Members to log in?

When you are ready to invite your members into JustGo to log in, you may use the following template.

Copy & paste into the text field.

Please note you will need replace the words in red and select the Merge tags - #FirstName and #LoginId instead from the drop down list on the task bar

Subject: **Welcome to JustGo – Please log in**

Hi **#FirstName**
Welcome to the new Swim Wales JustGo Membership system! This system will take membership services to an enhanced level of customer service and vastly improve functionality for your club and its members on a bespoke Swim Wales system.
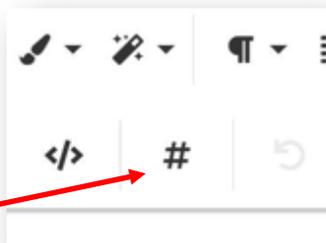
Your unique Username is: #LoginId
1.   Please navigate to swimwales.justgo.com and reset your password to log in.
2.   Enter your username (**#LoginId**   ) and click **Forgot password?** You will then receive an email asking you to reset your password. Please check your spam folder if you don't receive it.
3.   Follow the password reset instructions and once complete, return to swimwales.justgo.com and log in.
4.   When logged in, navigate to **My Profile** on the top red bar to update your details.
5.   Once updated, please click **Membership** and select the membership category that you wish to purchase.
6.   Complete all the required fields, tick if you want to add the optional Swim Wales Rewards package to your cart and click **Finish**.
7.   At the checkout, please check the contents of your cart and select **Pay with Card.**
8.   Enter you card details and click **Pay** to renew you annual Swim Wales / Club membership for 2022/23**.**
If you have any queries, please contact your club.

What is my email allowance?

Email allowances differ based on JustGo Basic/Essential packages. A single email sent to 10 recipients would utilise 10 counts from the monthly allowance.

Unused email allowance from one month does not roll into the next month.

JustGo Basic	500/month
JustGo Essential	1500/month

What happens if I'm out of email credits and try to send an email?

Should you create an email which will exceed your existing allowance (e.g. you have used 300 emails from your Essential package (500/m allowance) and wish to send an email to further 300 recipients), you will be advised that this exceeds your current allowance for the month. The email will not be sent until either the number of recipients is reduced or you purchase an "email top up package" with sufficient capacity. You will not lose your email though as this will be saved in drafts for later.

Please contact servicedesk@azolve.com to enquire about top up packages.