JustGo.com

Email and Communications

User Guide for JustGo

What's inside?

What is Email and Communication?

![JustGo.com logo]

Email and communication allows administrators to reach out to members with comprehensive filters to identify unique group of individuals including email breakdown and history.

Some screenshots and info in this guide may differ depending on subscription type.
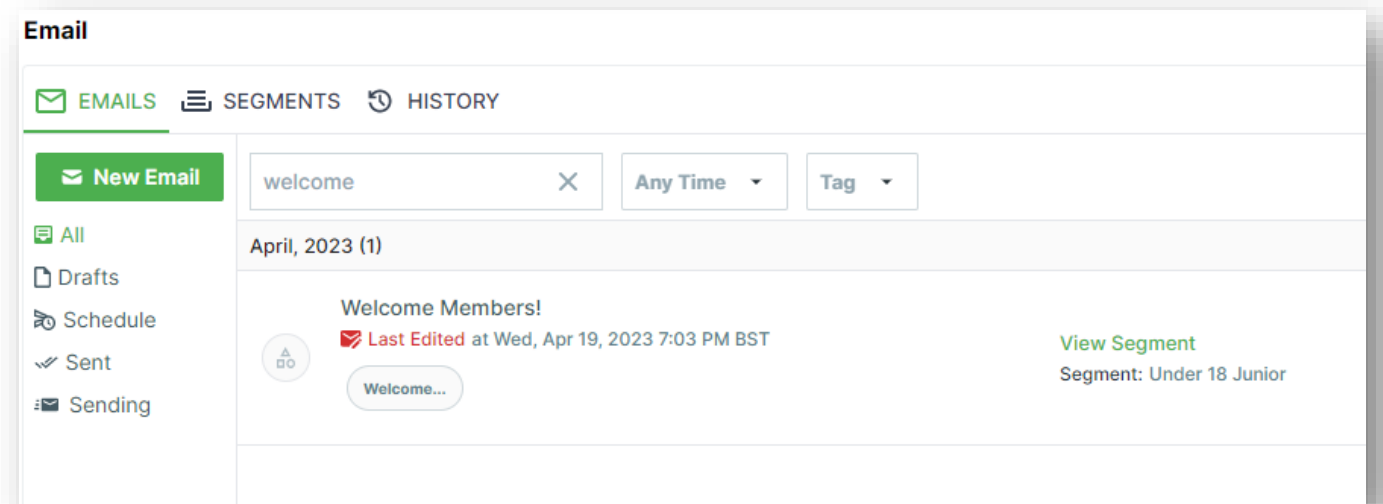
How do I access Email Communication?

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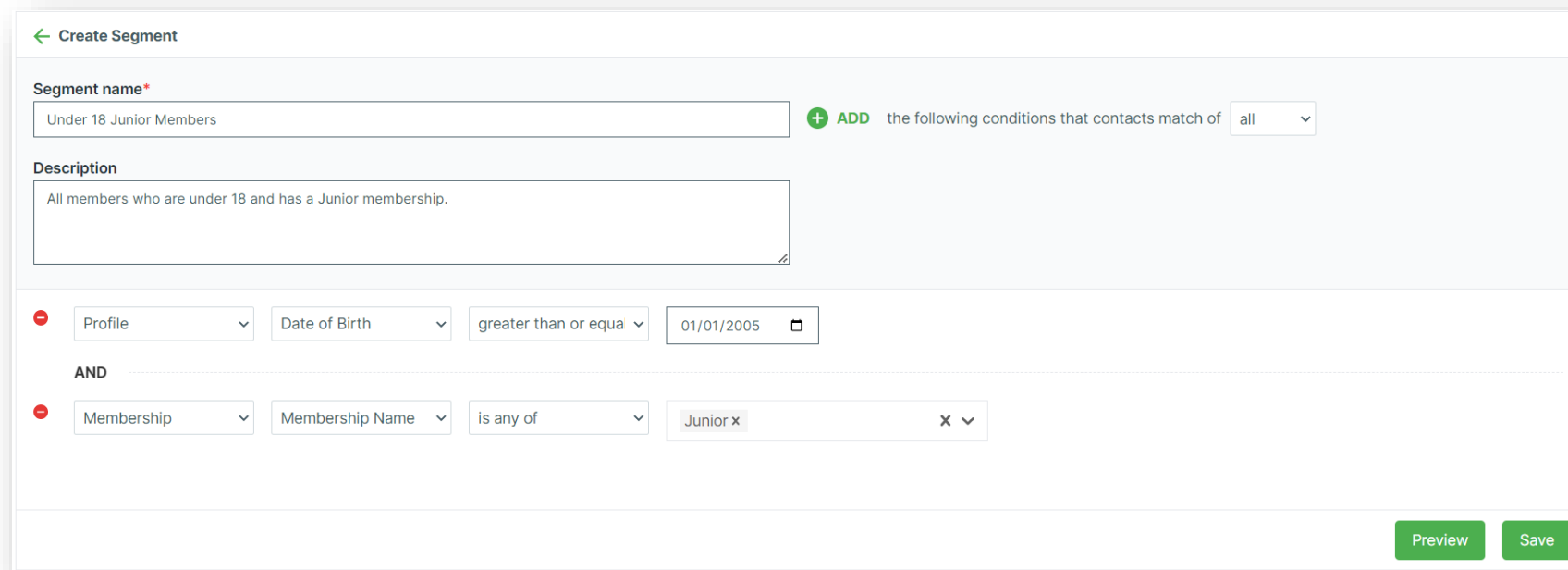
Email

![JustGo.com logo]

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

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

What is Segment?

Segments are criteria's that allows administrators to identify a unique group of members to send communication.
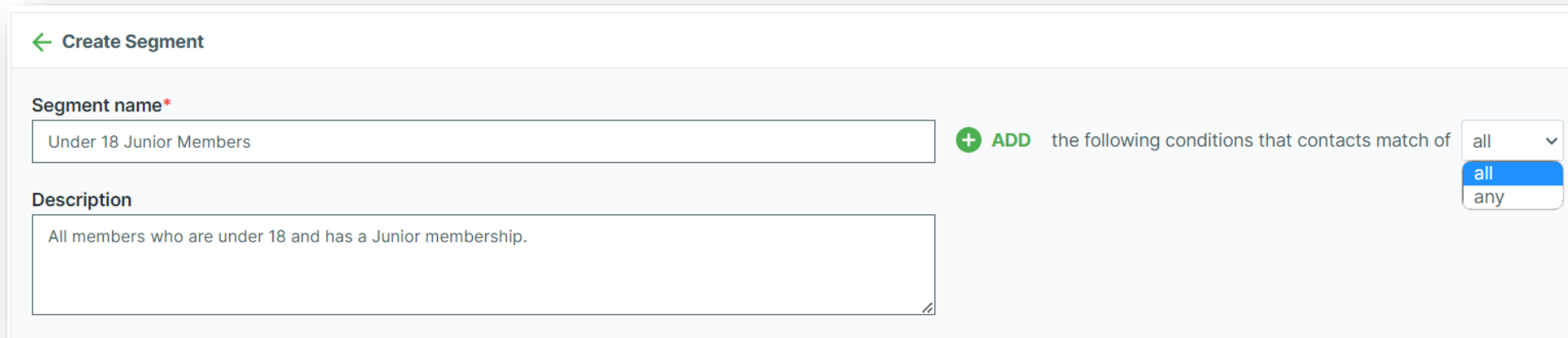
What is Segments?

Administrators can name segments and add description for future use.

Multiple segment rules can be added using the ADD button, rules behavior can also be define using the drop down. All rule will behave as AND condition and ANY will operate as OR.
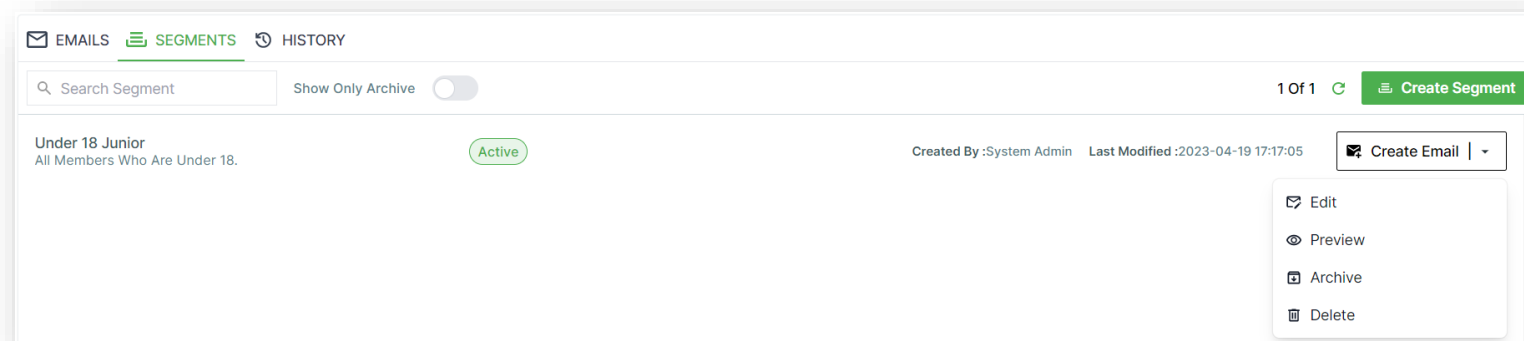
Segment Management

Created segments can be found under 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 segment, preview members, or directly compose emails using the segment .
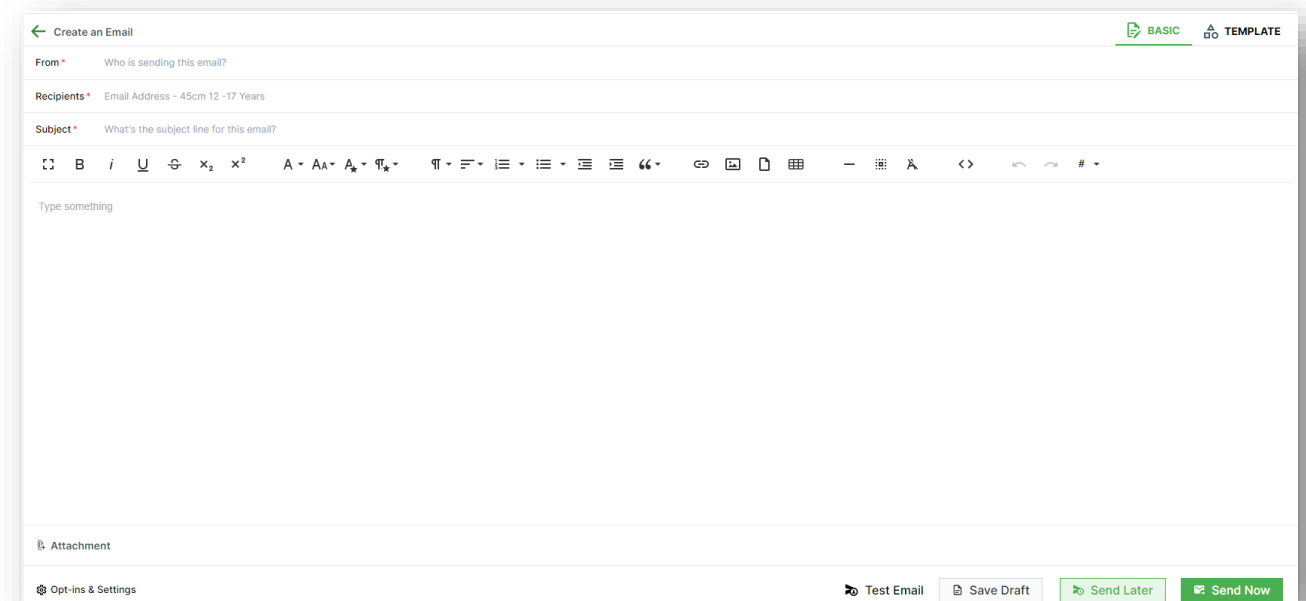
Composing Emails

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 chose the appropriate members.
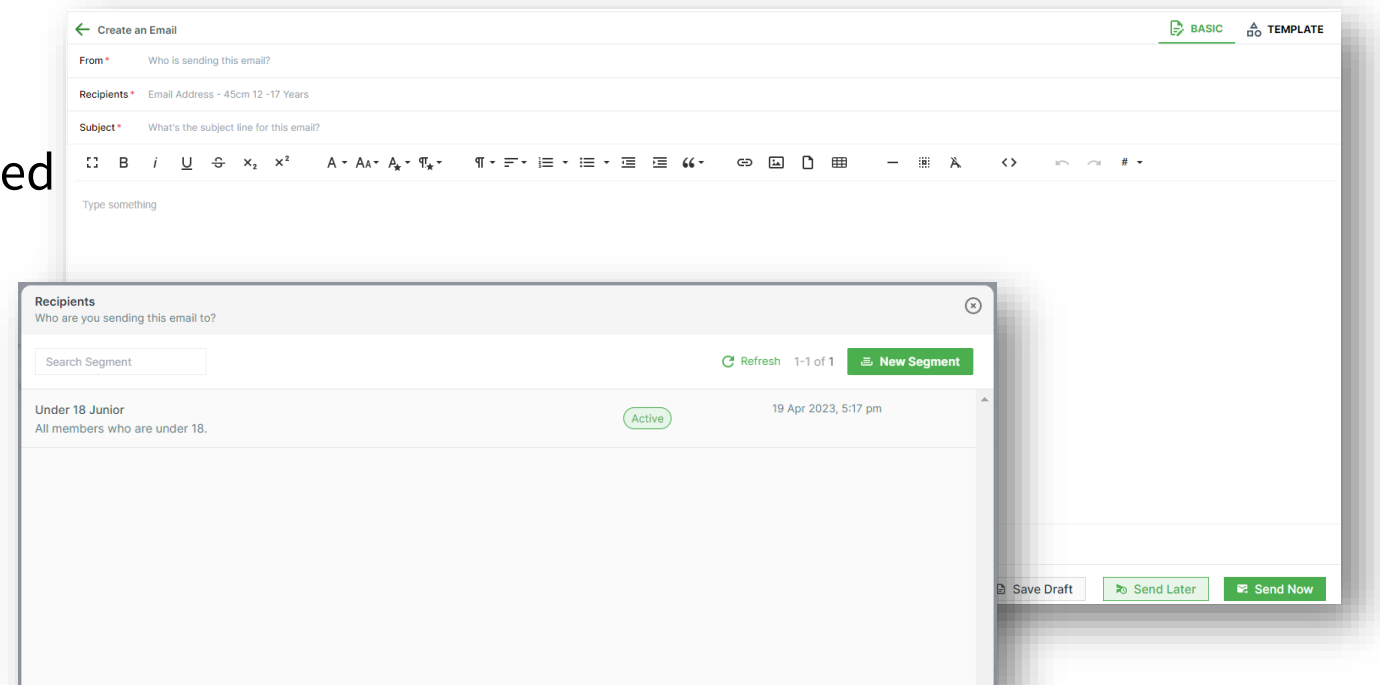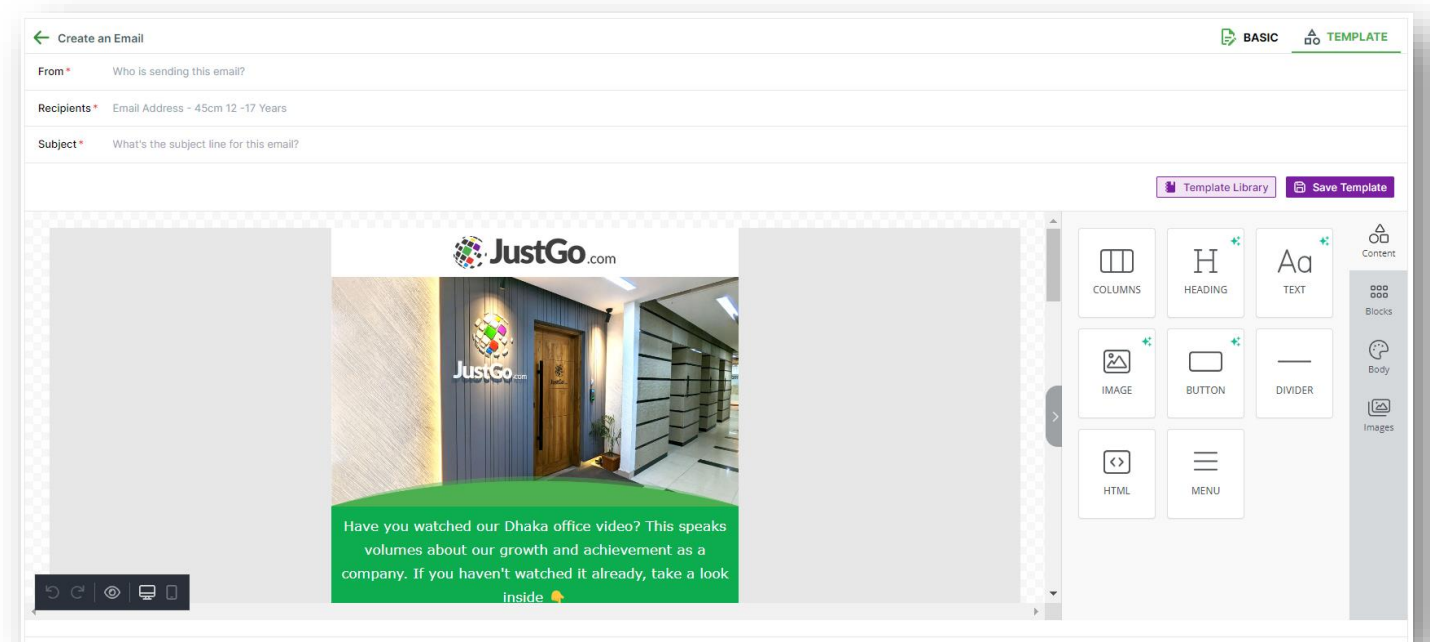
Composing Emails

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

Emails Templates

Custom templates can be created for email body including preset templates using Template Library.
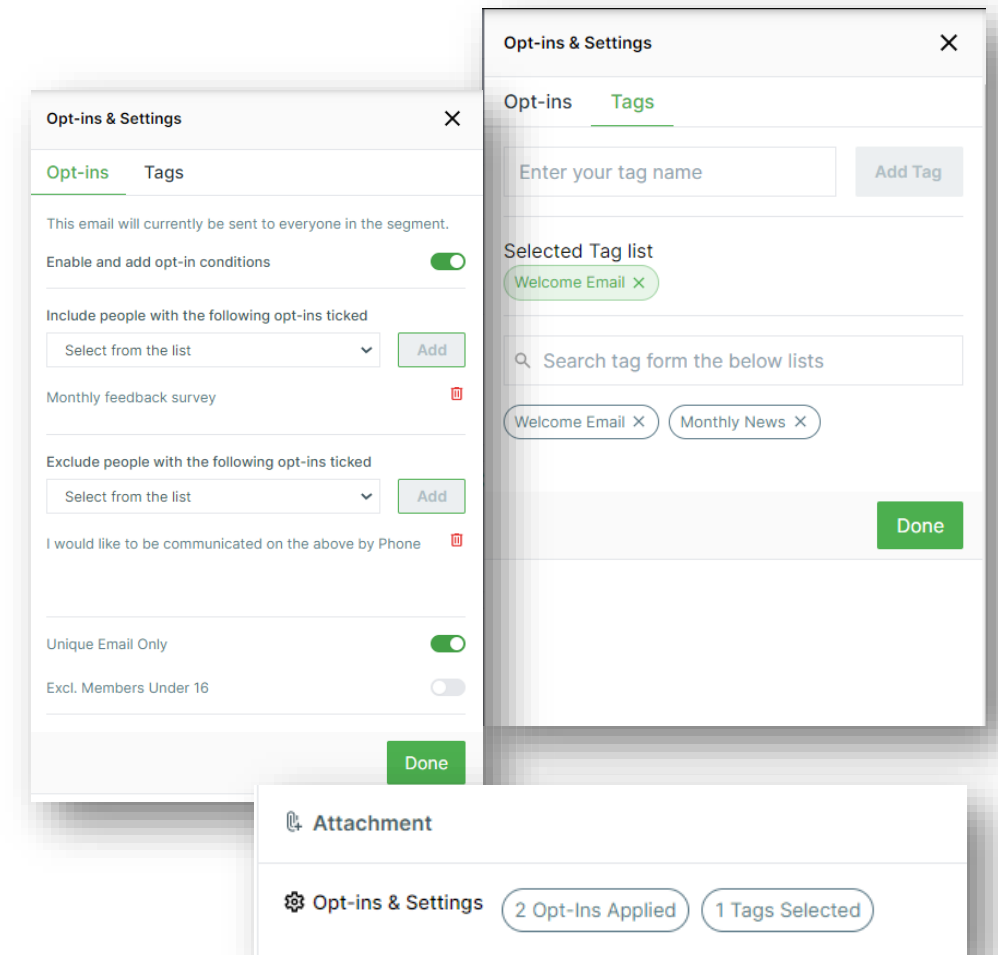
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Attachments & Opt-ins

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

Unique emails, is used to send one email for families using same email address.
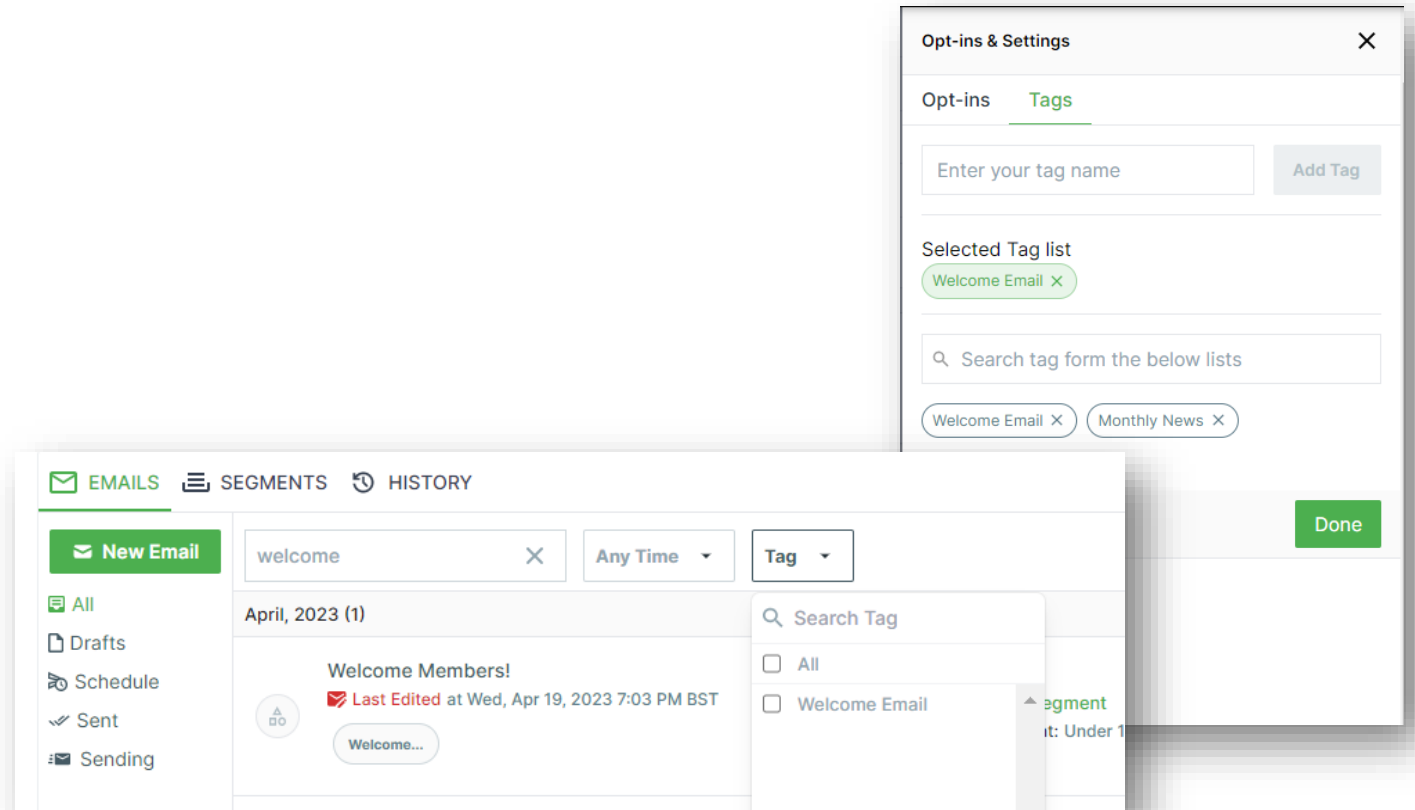
Excl. Members Under 16/18, excludes under 16/18 members

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 Tag panel.
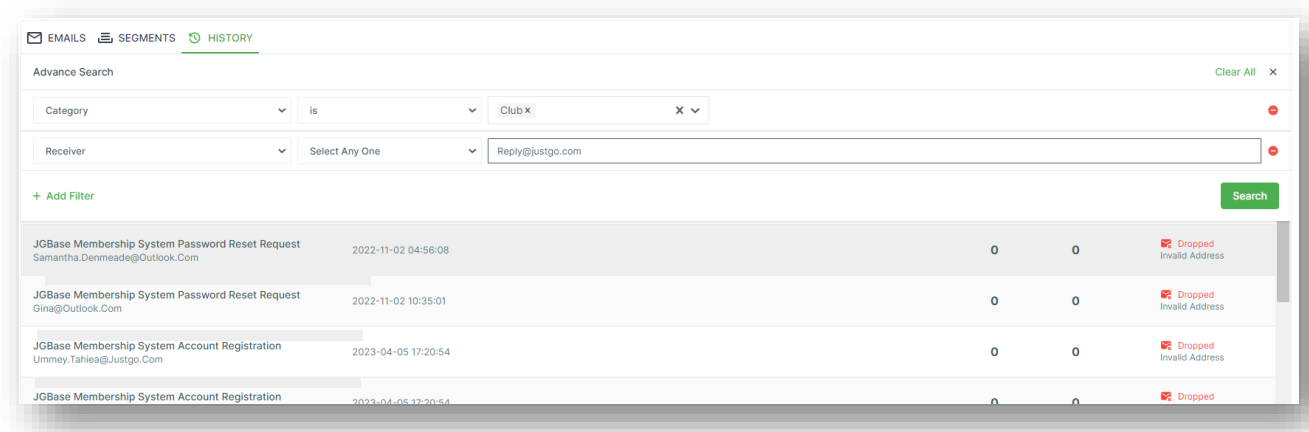
Email Reporting

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

A detail report including email performs and activities can also be generated using the Reports button.
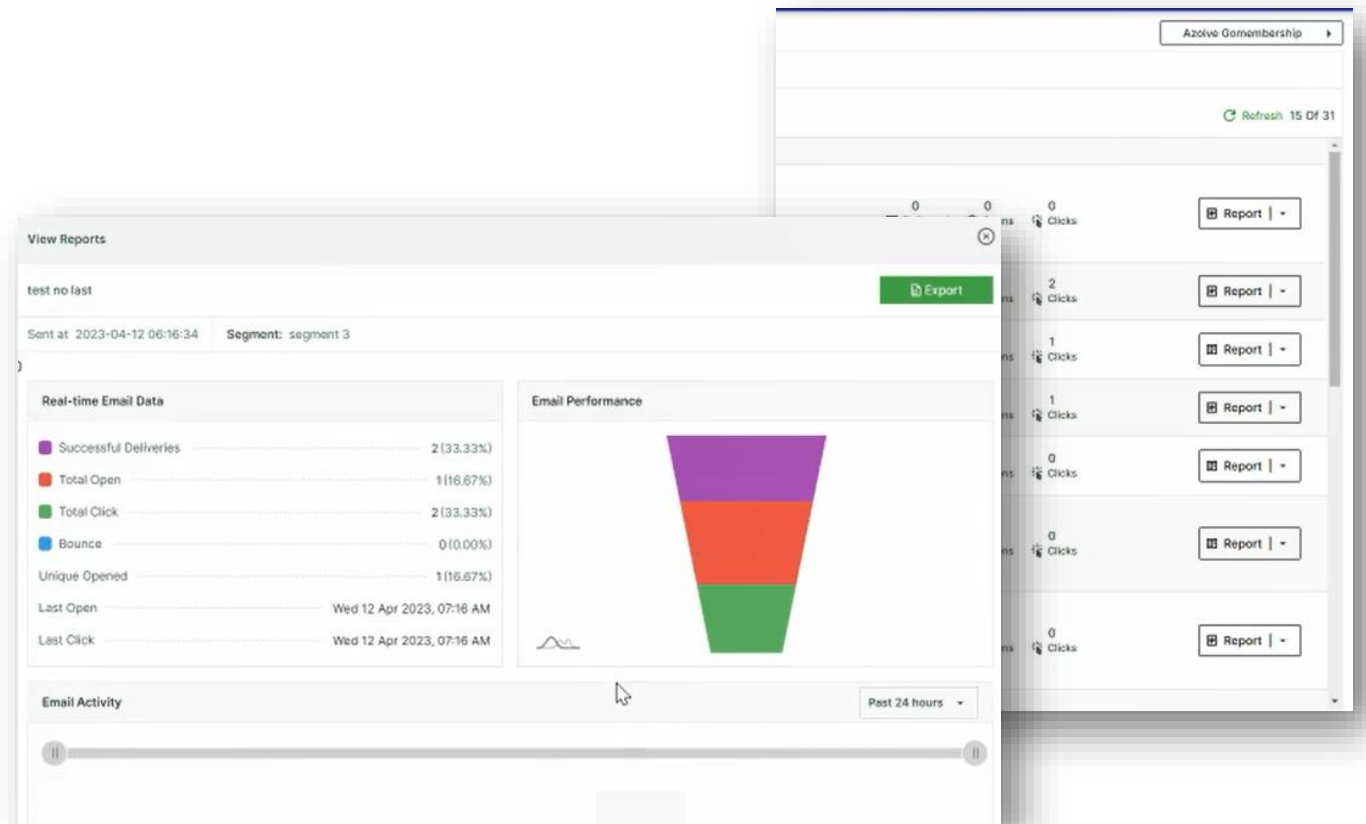
Email History

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