

## Club Email FAQs

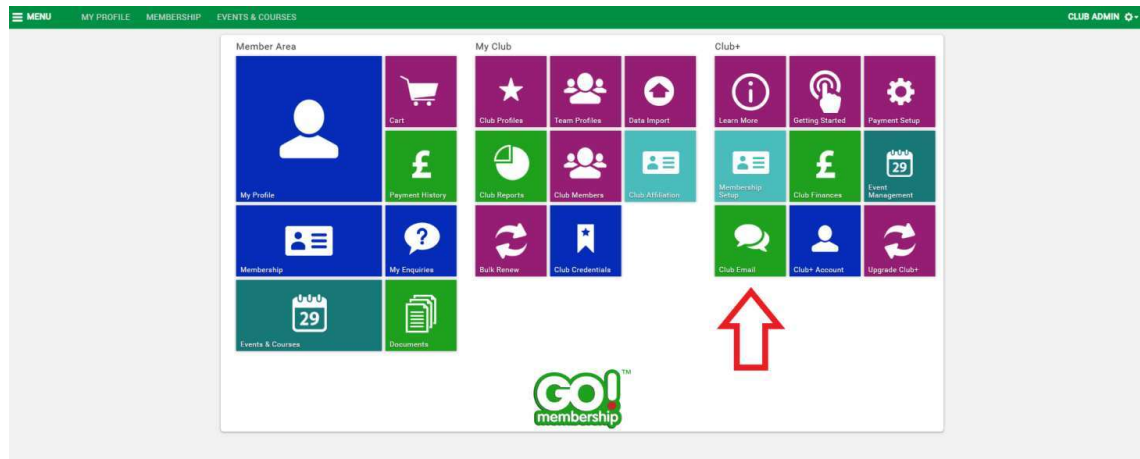
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## What is Club Email?

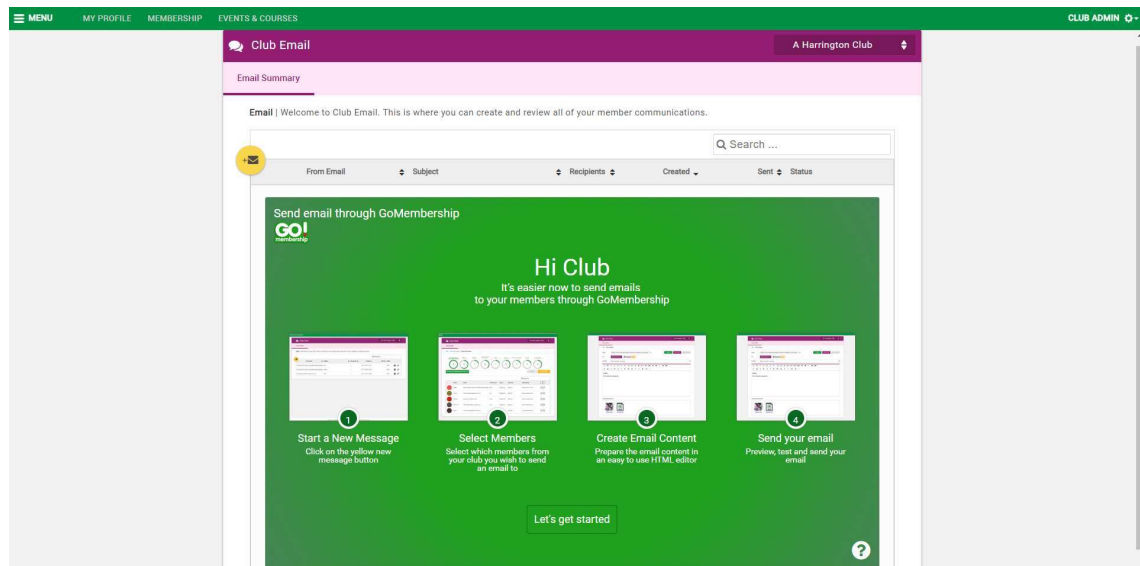
The Club Email feature lets club admins create and send emails to one, all or a selection of their club members. Personalisation of emails is possible through the HTML editor and the use of # hashtags. Images and hyperlinks can be added, and documents can be attached to the email also.

## How do I access Club Email?

Once you are logged in, you will find in the Club+ Area a tile called Club Email. Click the Club Email tile from either your Home page or via the Menu.

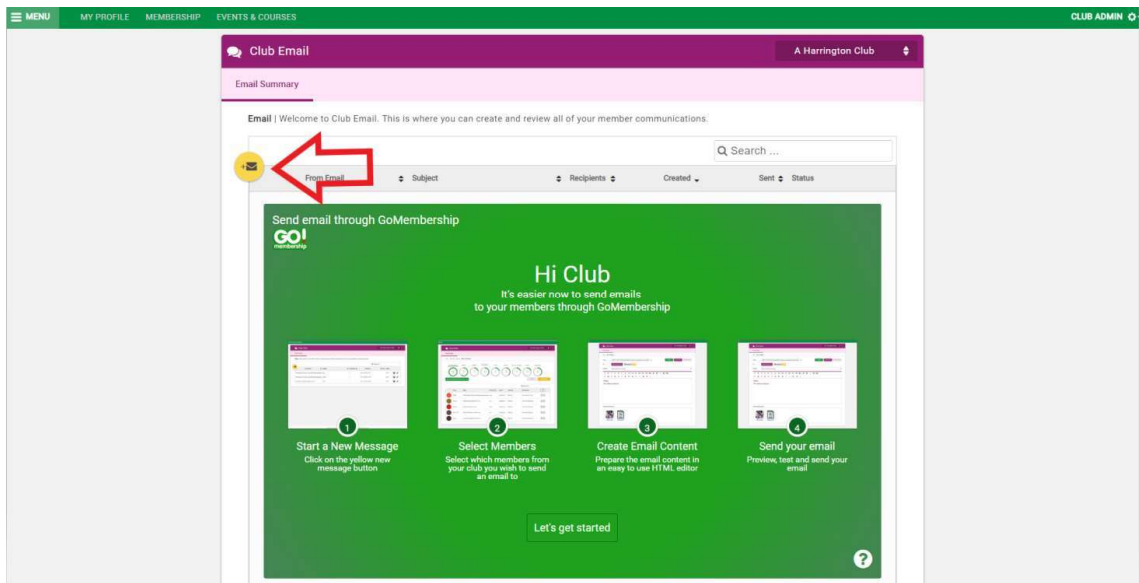


Once you have clicked on the tile it will take you to a mail wizard to help you with your first email. Once you have sent your first email, this wizard will no longer appear when you click on the Club Email tile.

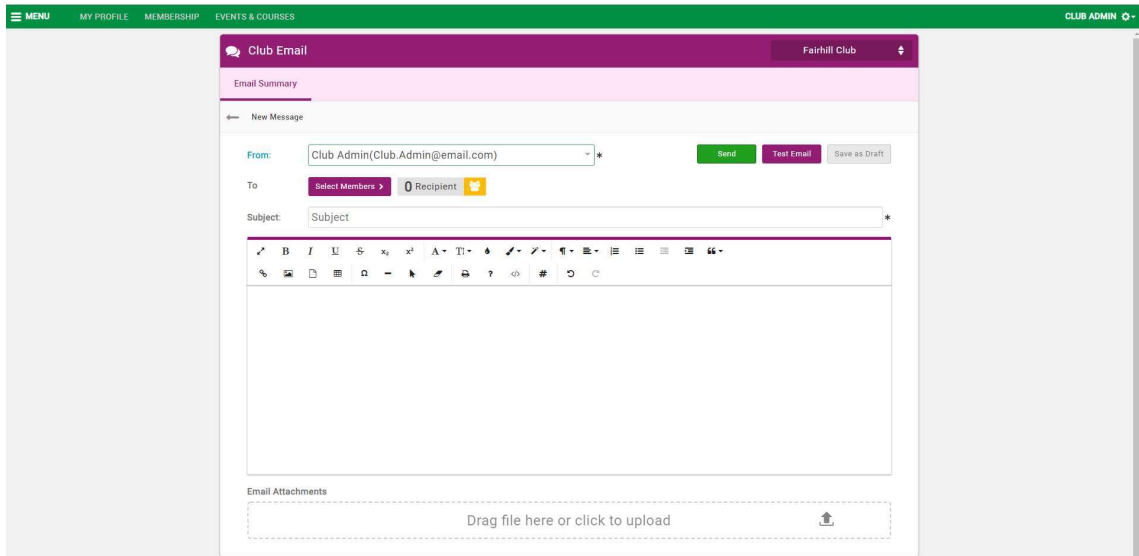


## How do I create a new Email?

Please click on the New Message icon, highlighted below.

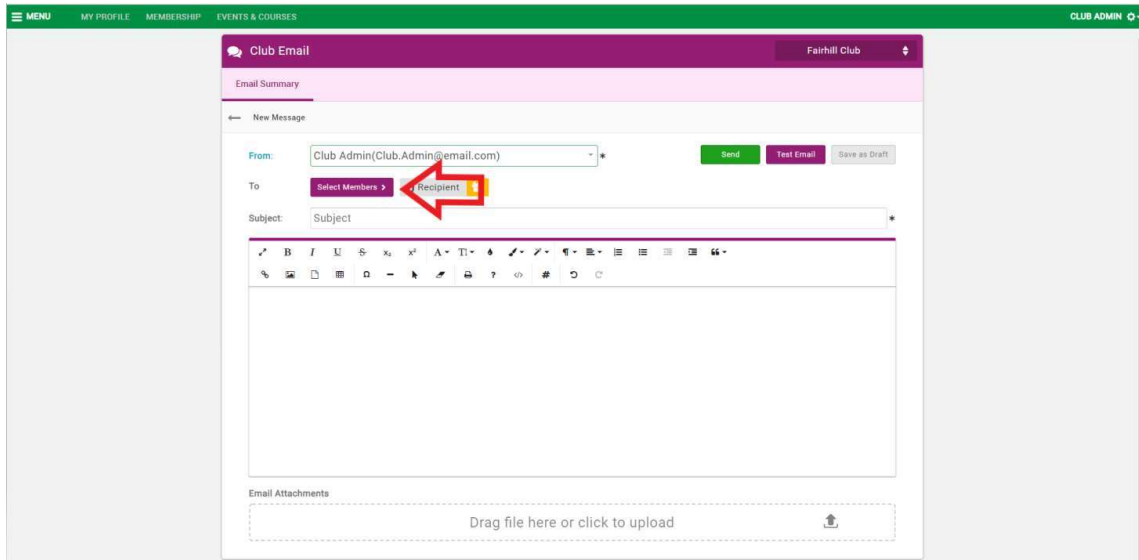


This opens up a blank email template.

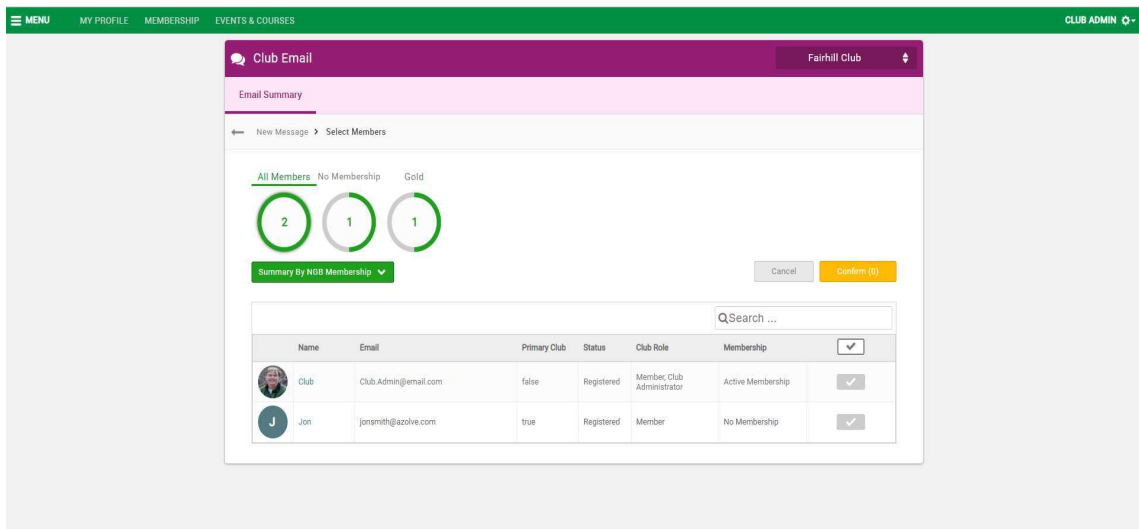


## How do I select Members?

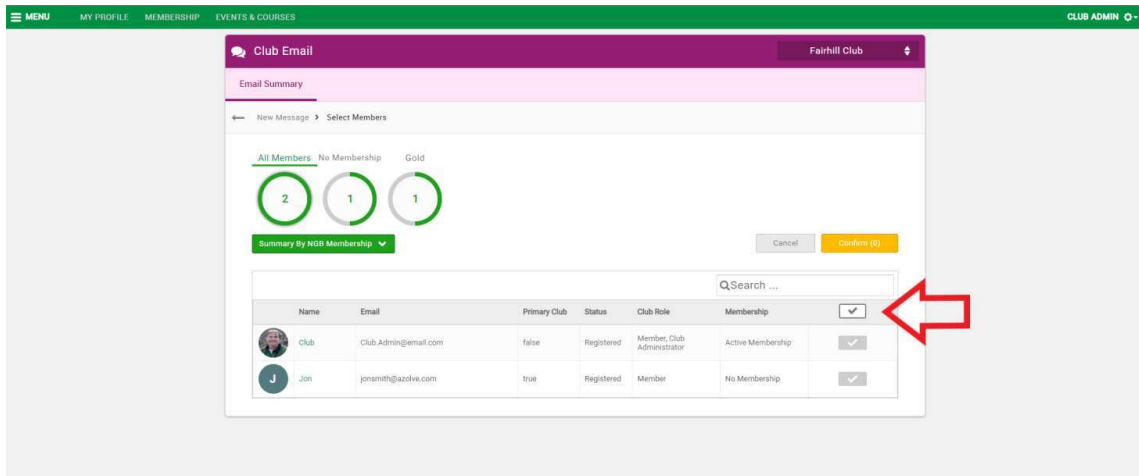
To select the members you want to receive the email, click on the Select Members button, highlighted below.



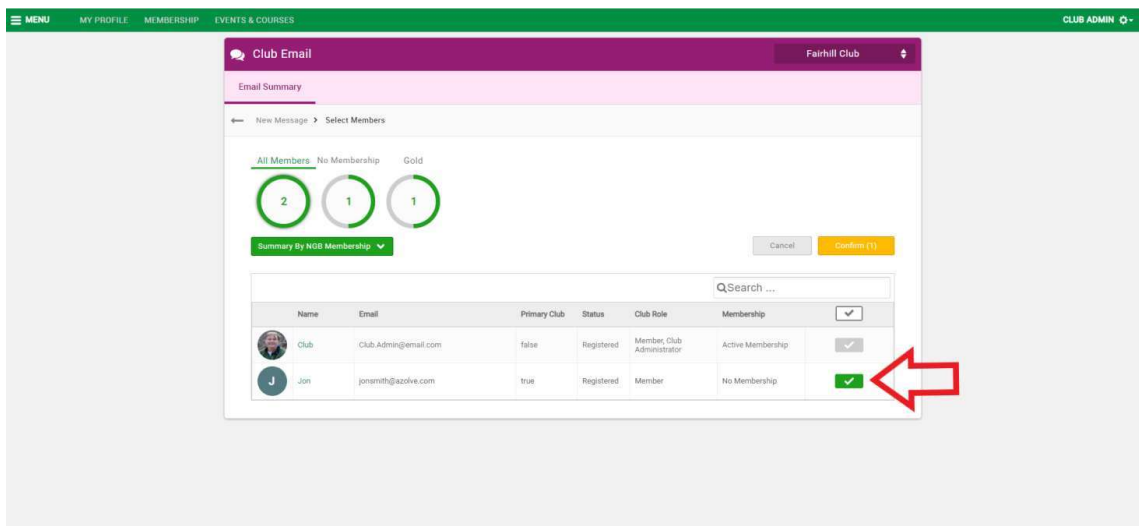
This will give an option to select members within the club that the email will be going to.



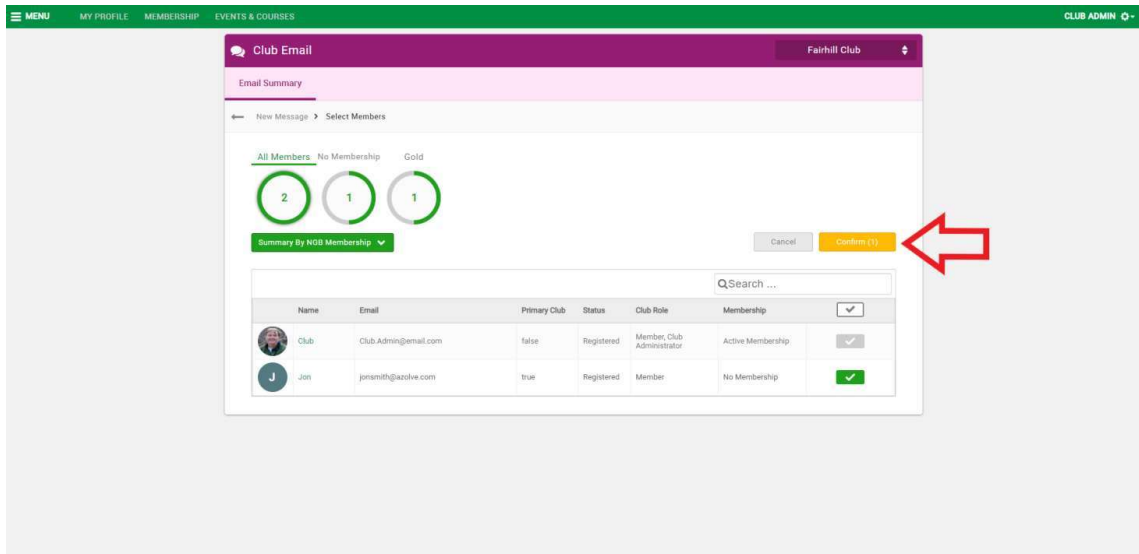
To select all members within the club you can click the highlighted tick box that will select all members within the club.



If you only want certain members to receive the email, just select them by ticking the box for each one.

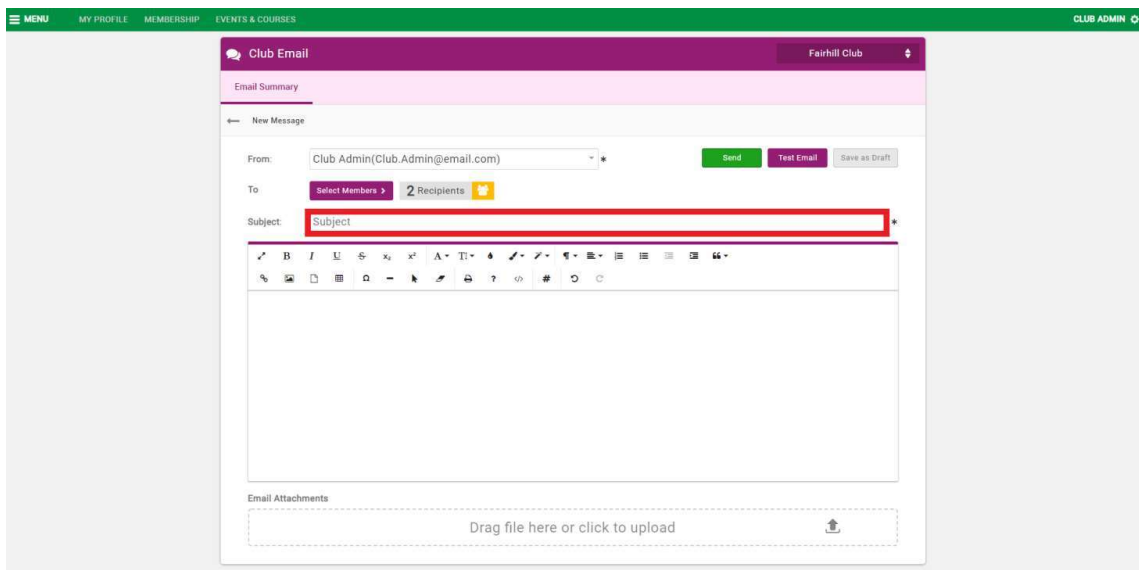


Once you select all or the selected few from the list with the tick mark please click Confirm button as highlighted.



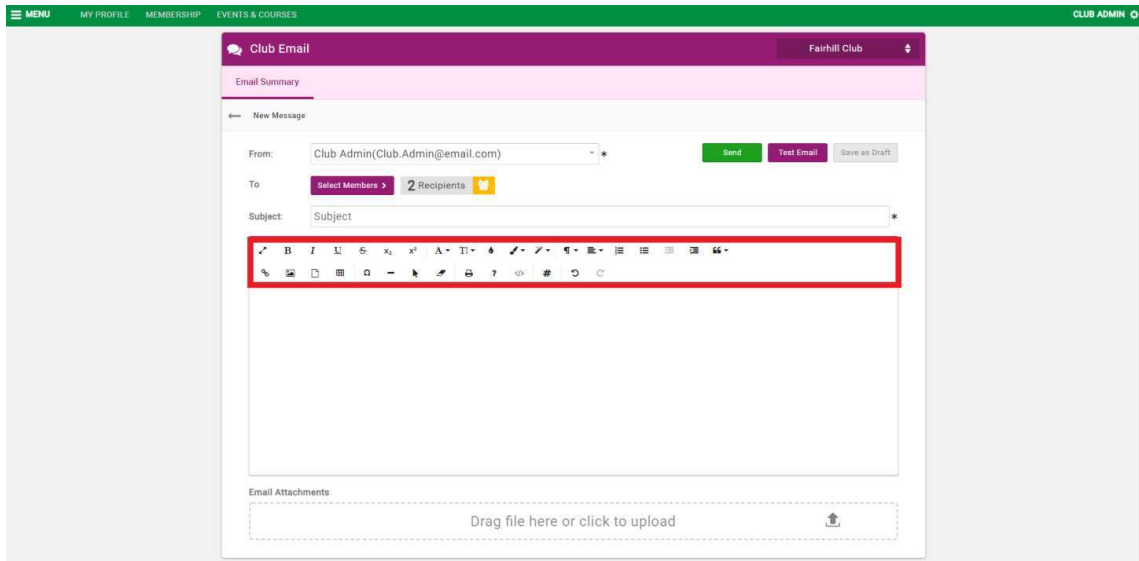
## How do I add a subject to an email?

Please use the highlighted field to add the Title/Subject of your email.



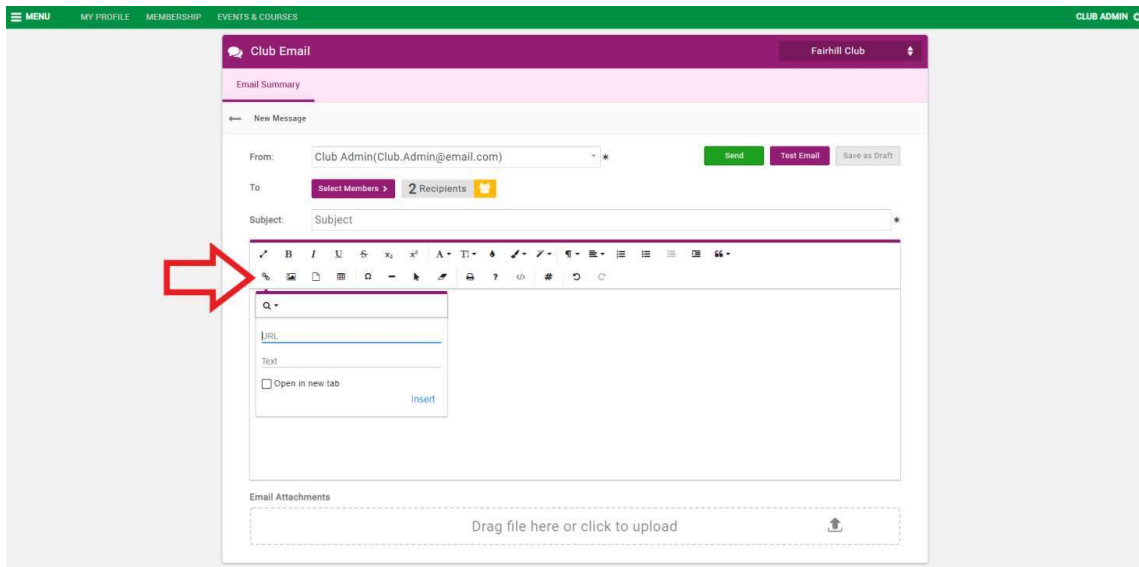
## What are Email tools?

These tools allow you to format the body content of your email. Hover your mouse over each one to see a descriptor.



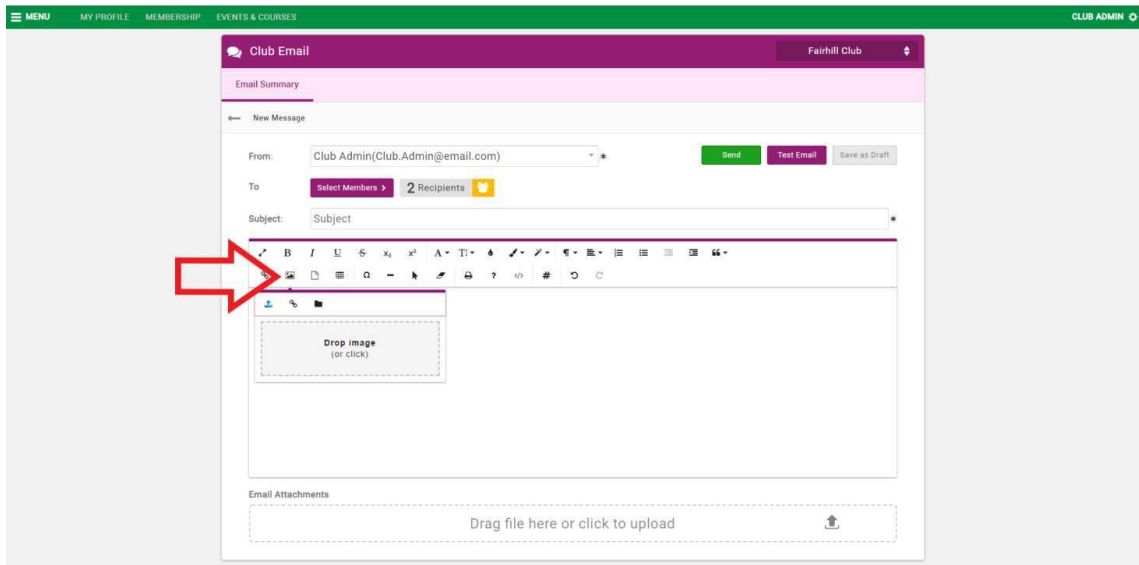
### How do I add a link to the email?

Click on the Insert Link icon. Type in the URL (web address) of the desired link. Then type in the actual text you want displayed in the email. For example, you may want to link to a website, so for URL you would enter [www.myclubwesitename.com](http://www.myclubwesitename.com) and then for Text, you may just want to say website. If you want the link to open up in a new tab, please tick the box.



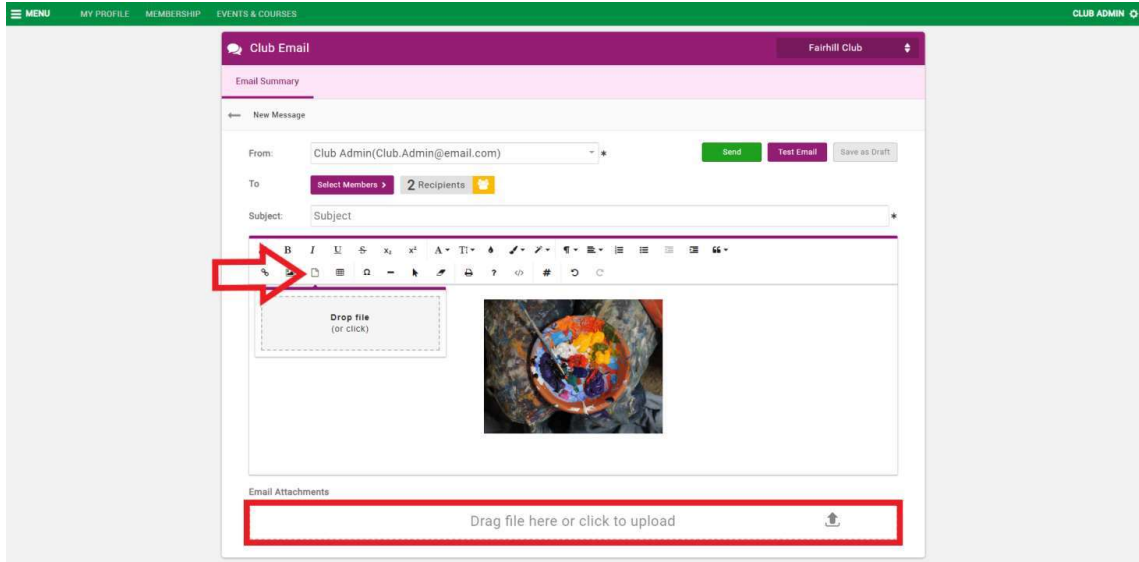
### How do I add an image to the Email?

Click on the highlighted icon to add an image to your email. You can either drag and drop the image you want into the container displayed or you can click the container to browse to a location on your laptop/computer where you have stored an image or images that you want to use



## How do I upload a file?

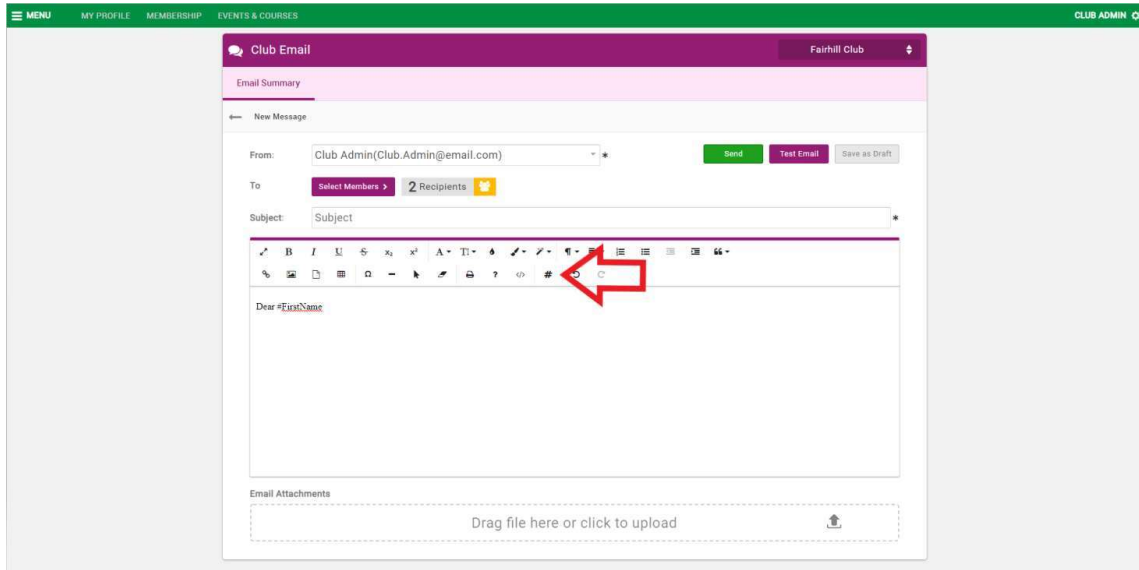
Click on the Upload File icon. Either drag and drop the file you want into the container displayed or you can click the container to browse to a location on your laptop/computer where the desired file is stored.



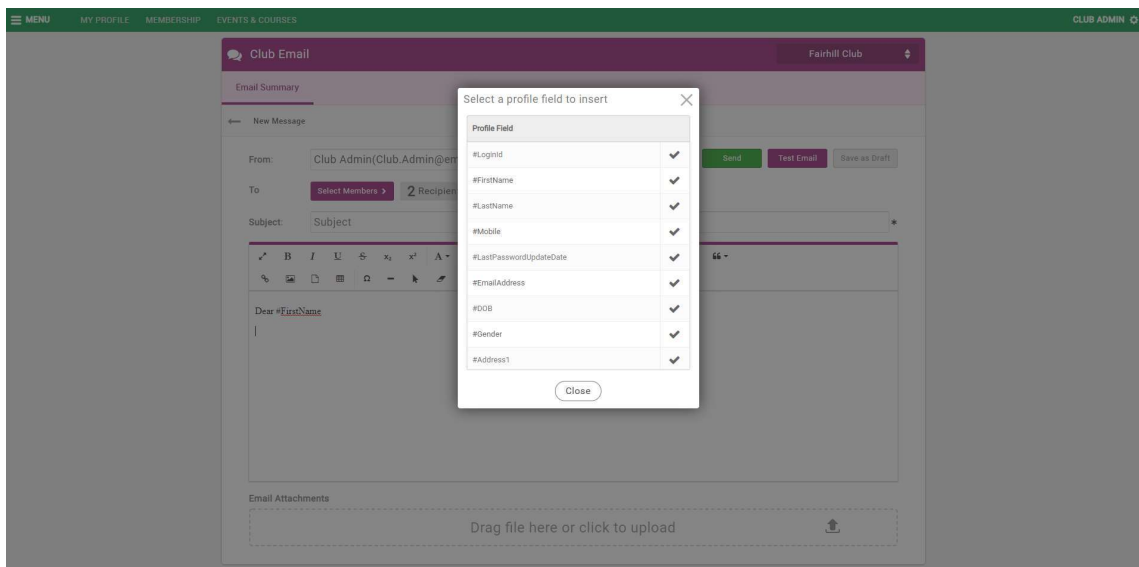
## What are profile fields?



Profile fields are pre-set hashtags # that you can use in your email, so for example if you use Dear #FirstName the email will automatically change to the first name of the member that it is going out to.

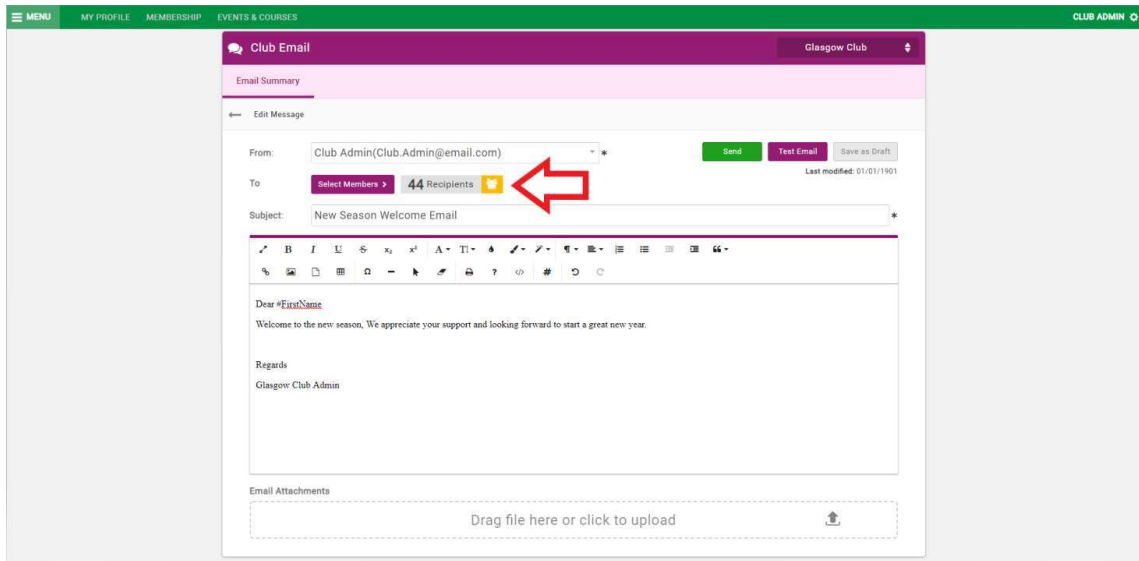


There are a set of Profile fields that you can choose and use throughout the email that you are composing.

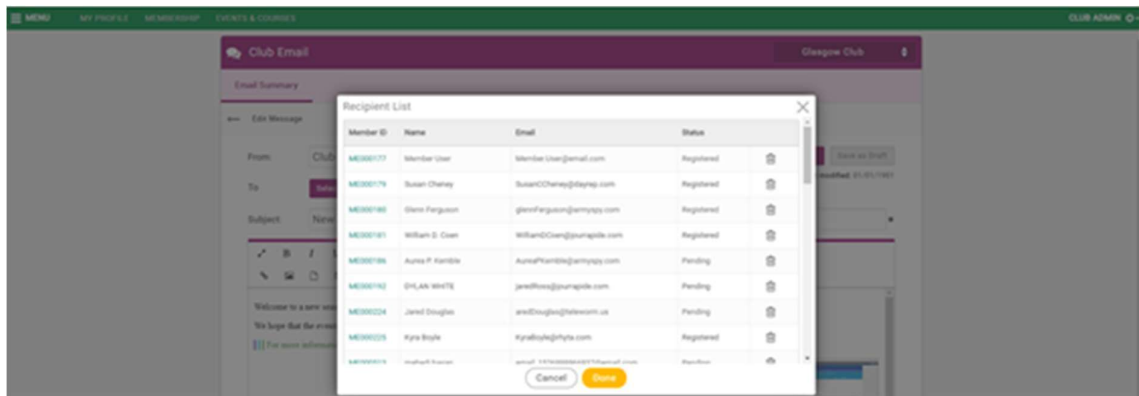


## How do I check who will receive this Email?

Once you have finished composing the email you can check who the email is going to by clicking the highlighted icon.



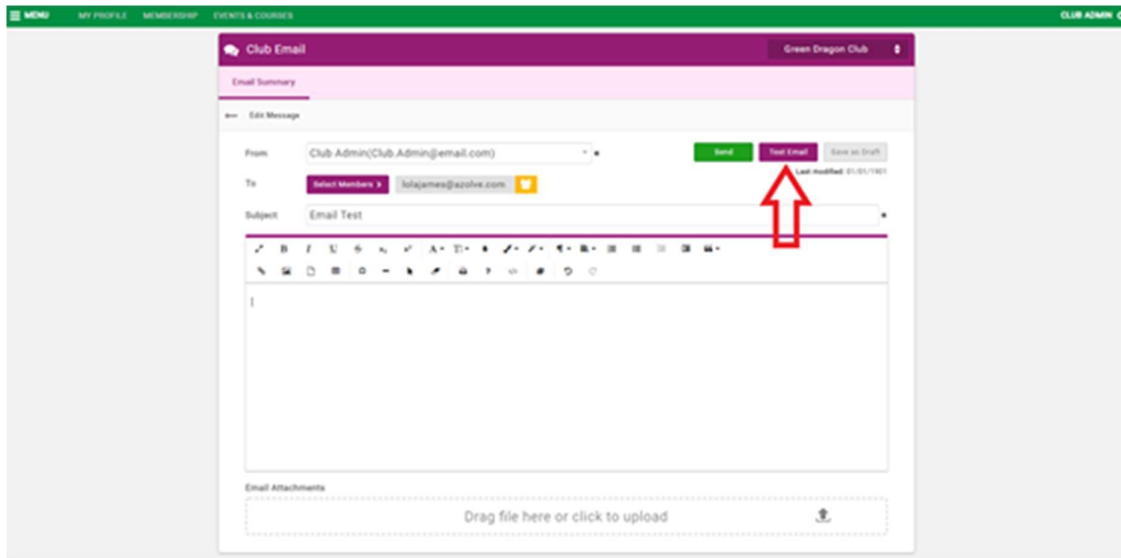
This will give the list of recipients that the email is going to.



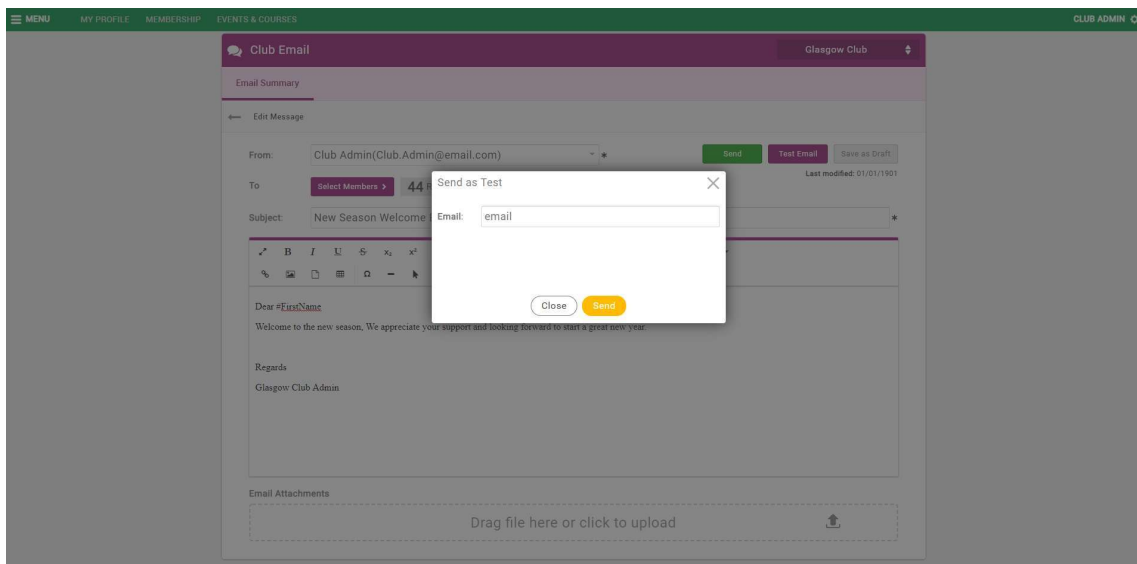
From here you can still choose to edit the recipients by simply deleting them from this list.

## How do I test the Email?

Select the highlighted Test Email button to send a test of the email to any address.

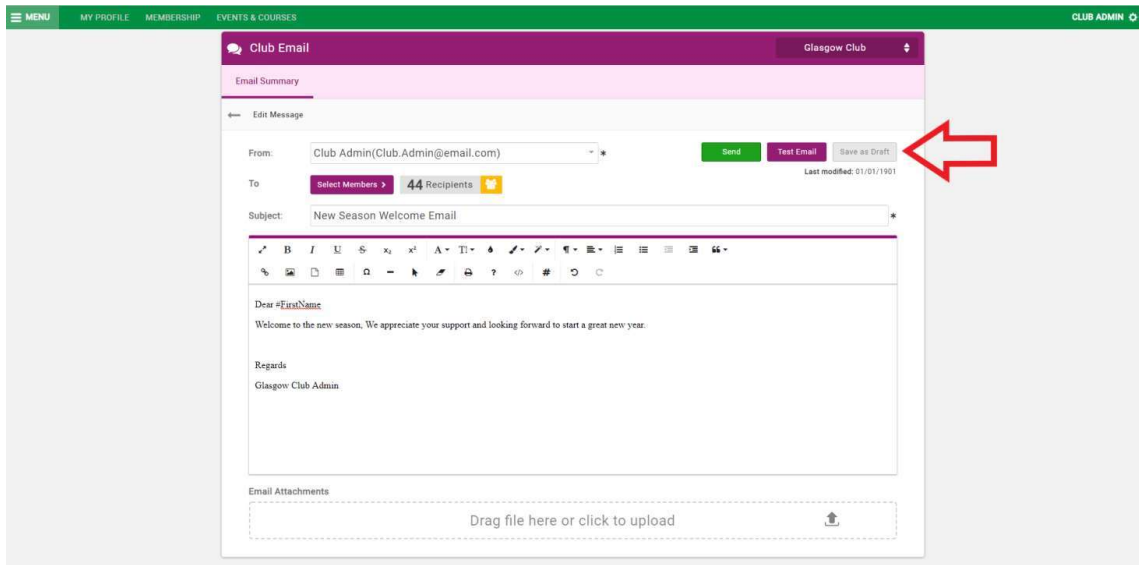


For example, send it to your own email address so you can check it over before sending it to your club members.



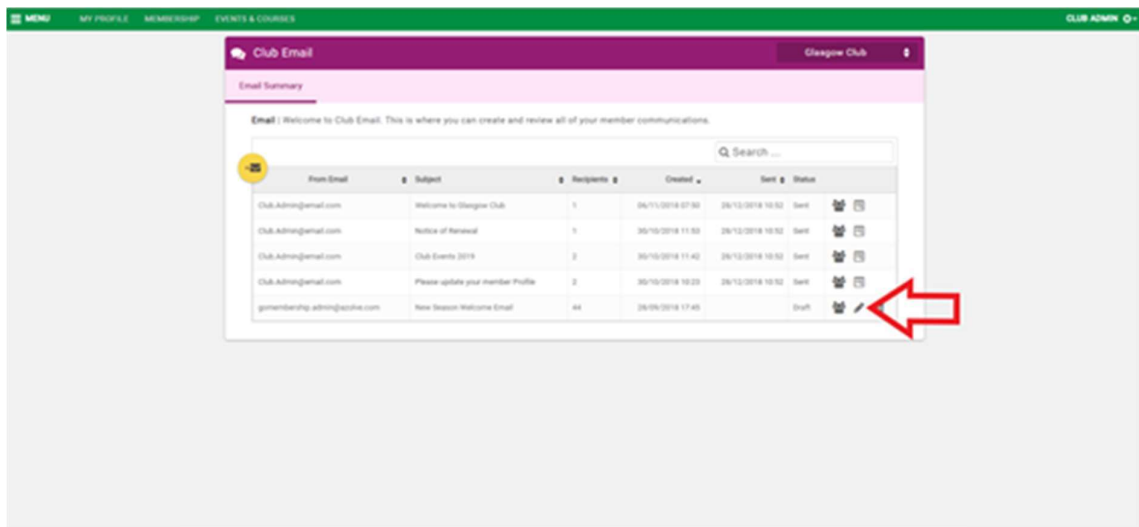
## Can I save the Email as draft?

Yes, you can save the email as a draft and then you can either edit it further or send it at a later date/time.



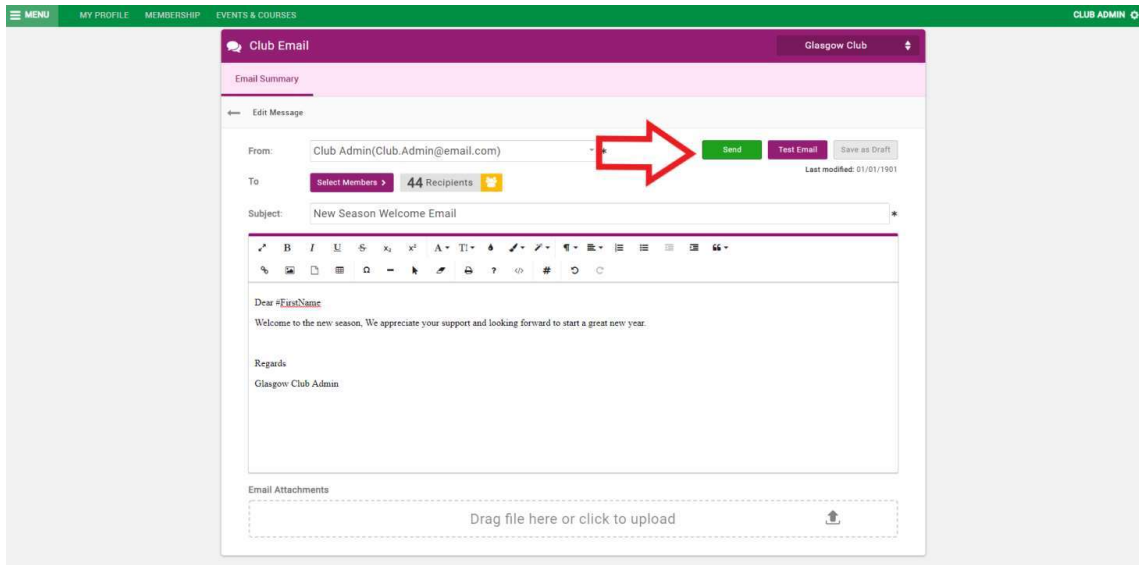
## How do I edit an Email in draft state?

Just click on the Edit (pencil) icon on the Email Summary page to go back in to the email to edit it.



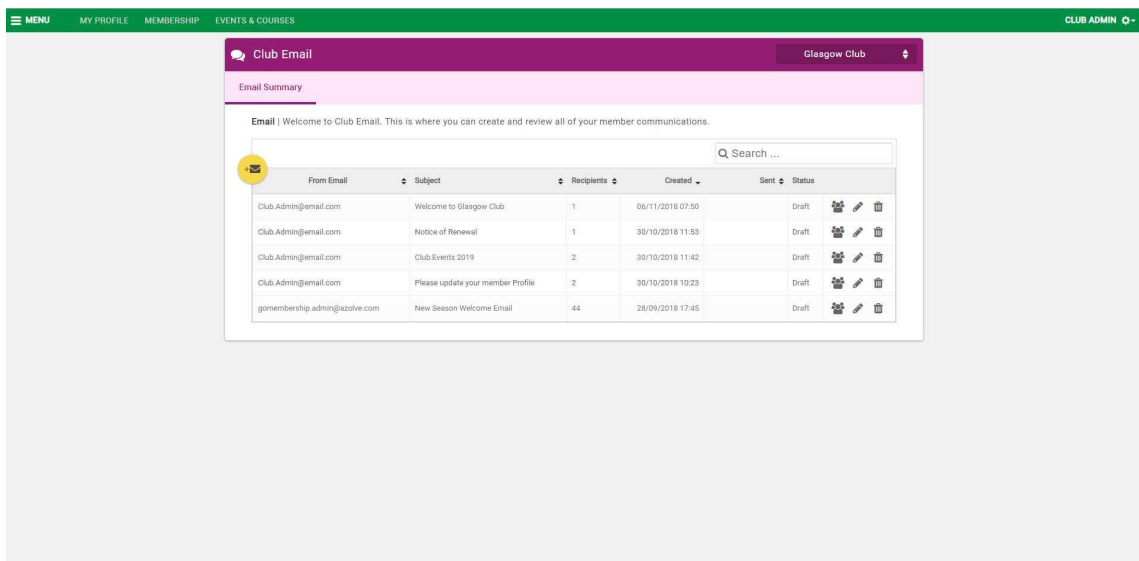
## How do I send the Email?

Now that you have completed your email and are ready to send it out, you can do so by simply clicking on Send as highlighted.



## How do I keep track of Emails?

On the Email Summary page, all your emails are listed out showing the sender, subject line, number of recipients, created date, sent date (if sent) and status, eg. Draft / Sent. You can click into any email to review content.



## Can I edit an Email that has already been sent?

No, you cannot edit an email that has been sent. You are only able to view the email and its recipients.

### Can I resend an Email that has already been sent?

You cannot resend an email, but you could copy and paste the email content into a new email.

### What is my Email allowance?

See below table which shows the monthly email allowance for the three Club+ packages:

	Club+ Essential	Club+ Pro	Club+ Elite
Monthly email allowance	500	1,500	3,000

Notes:

- 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.

### What happens if I exceed the allowance?

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) then when you try to send this 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" which sufficient capacity. You will not lose your email though as this will be saved for later. Please contact [servicedesk@azolve.com](mailto:servicedesk@azolve.com) to enquire about top up packages.

### Can I find out which members have opened the Email?

Email analytics are only available with the Club+ Elite package, and not on the Essential or Pro packages. Club+ Elite will be released at a later date.