



Email and Communications

User Guide for JustGo

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What is Email and Communication?



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?

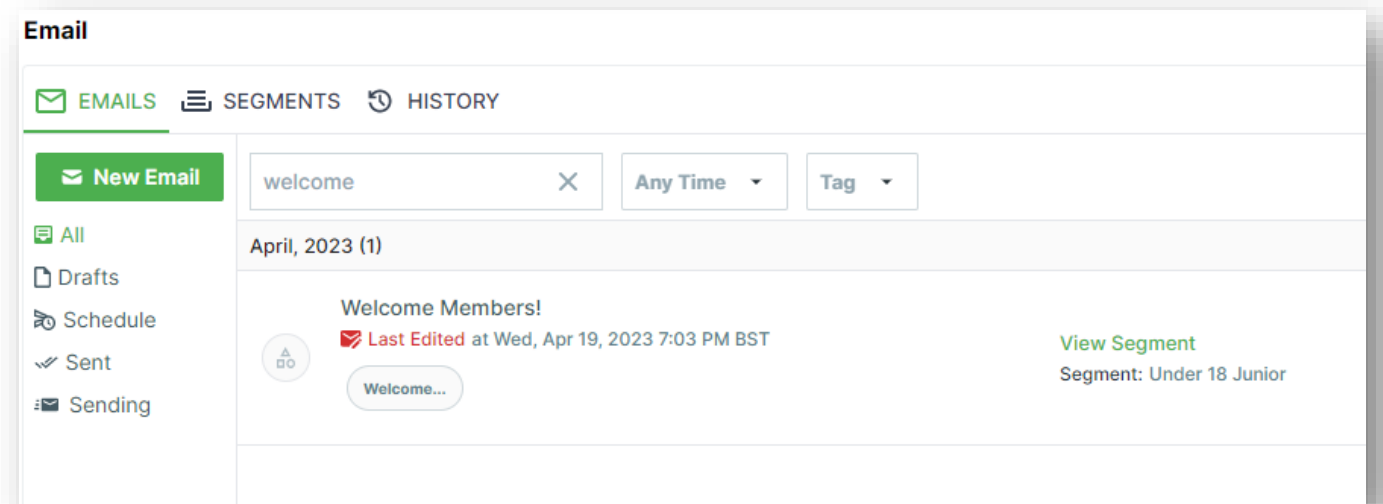
Once you are logged in, the Email and Communication tile will be found in your Menu.



Email

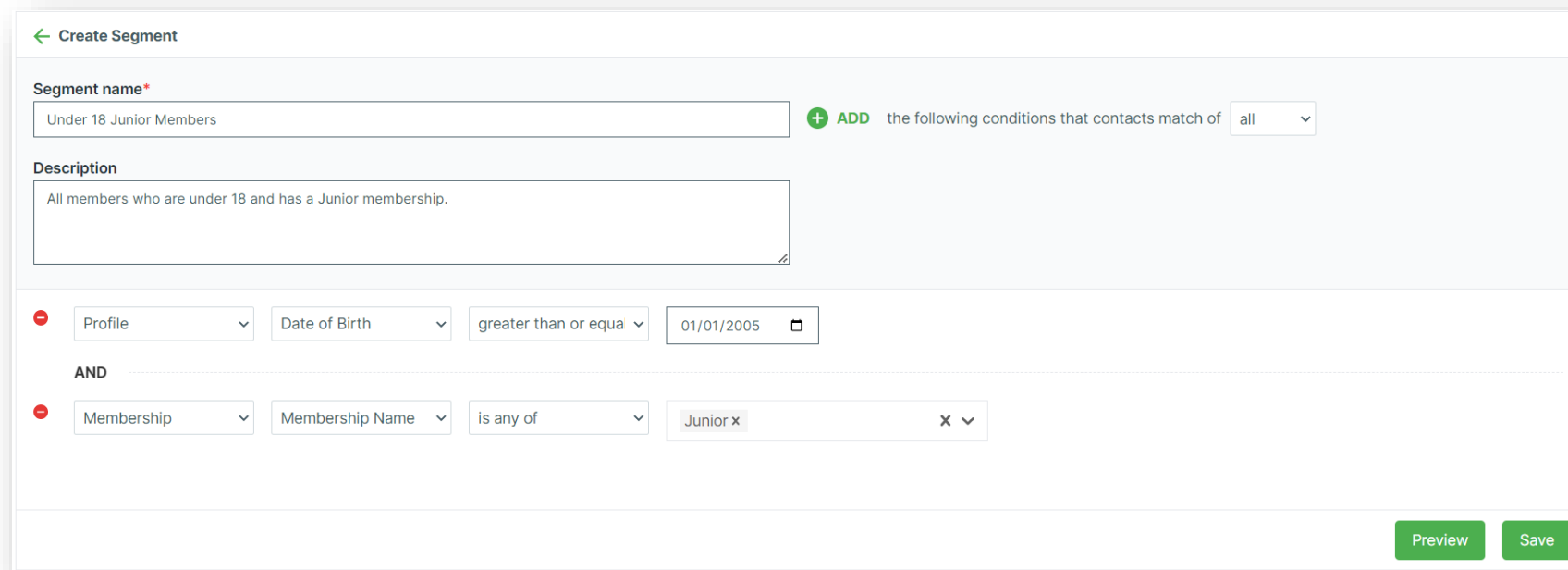
Email provides an overview of all communication sent to the members.

Emails are also categorized into their 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.



← 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 equal to 01/01/2005

AND

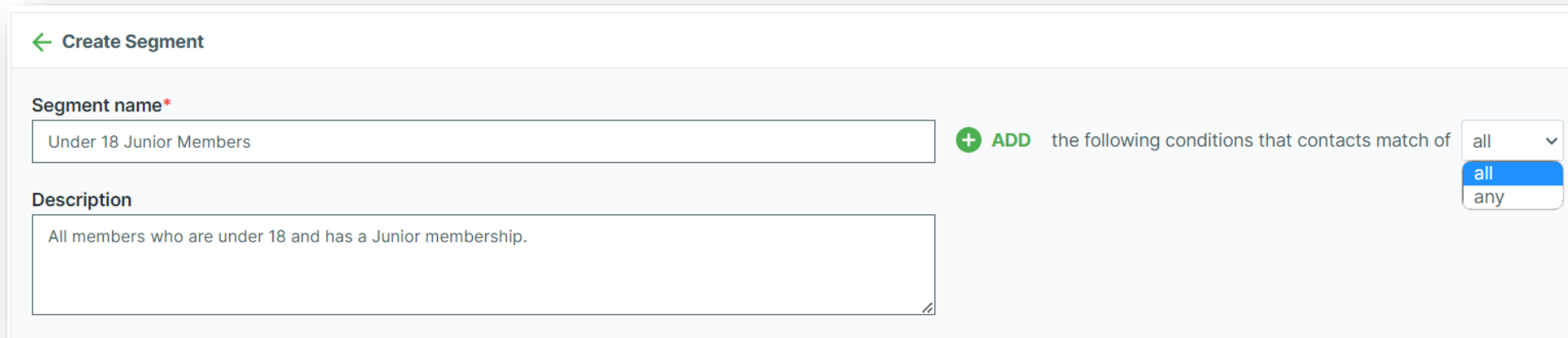
Membership Membership Name is any of Junior

Preview Save

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.



← 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

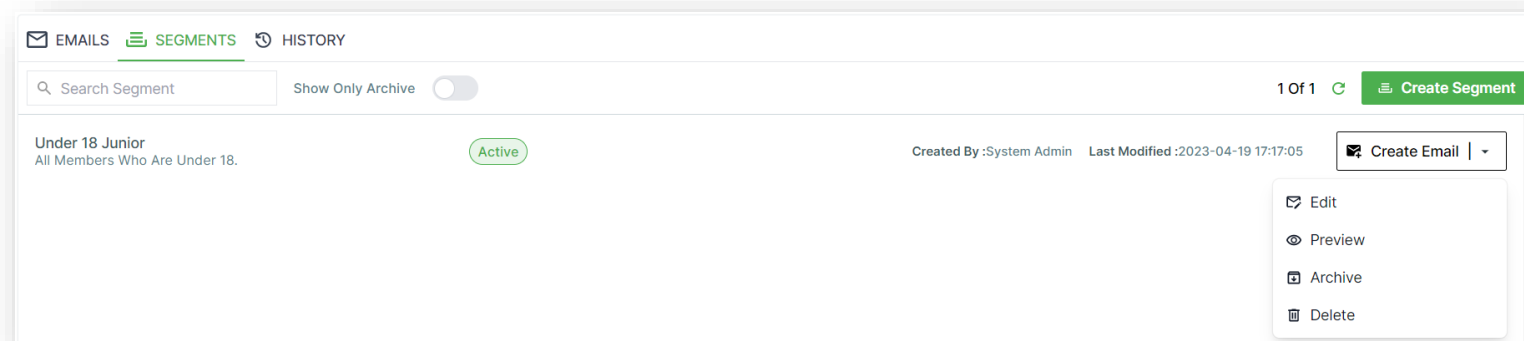
all

any

Segment Management

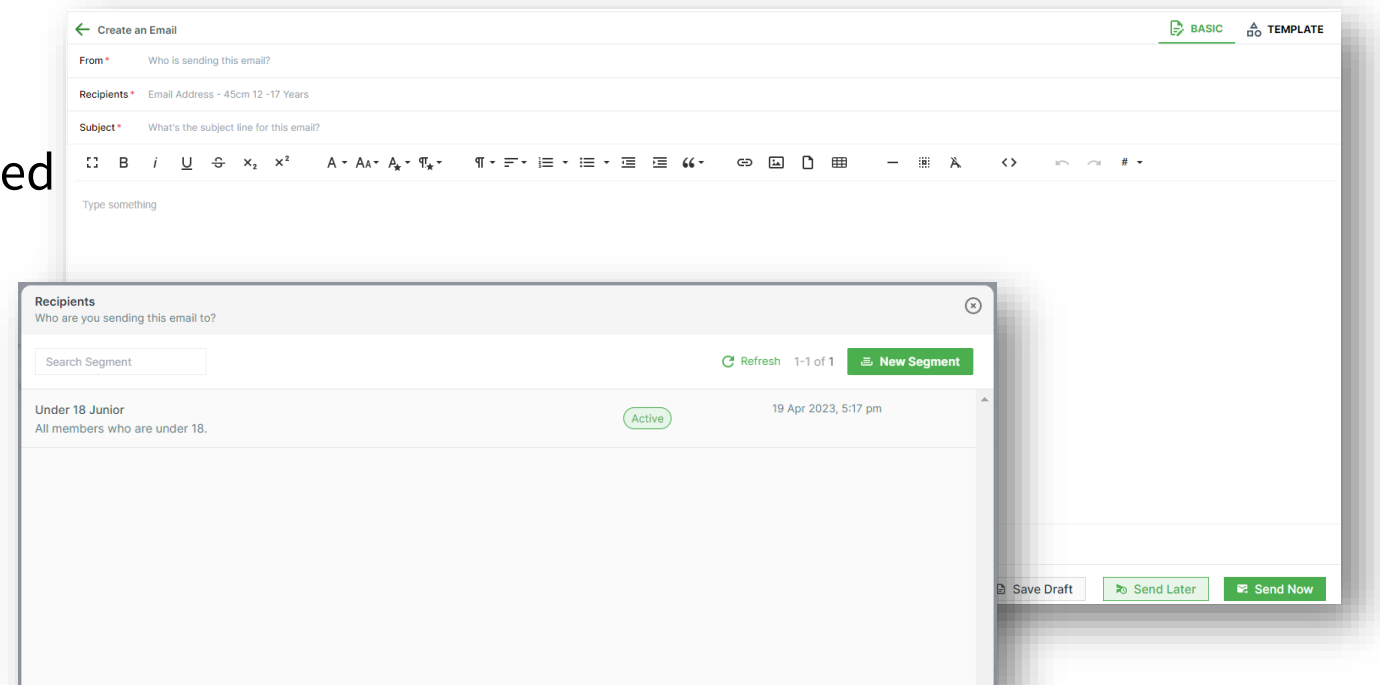
Created segments can be found under Segments tab. Administrators will have the ability to Delete or Archive segments.

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 .



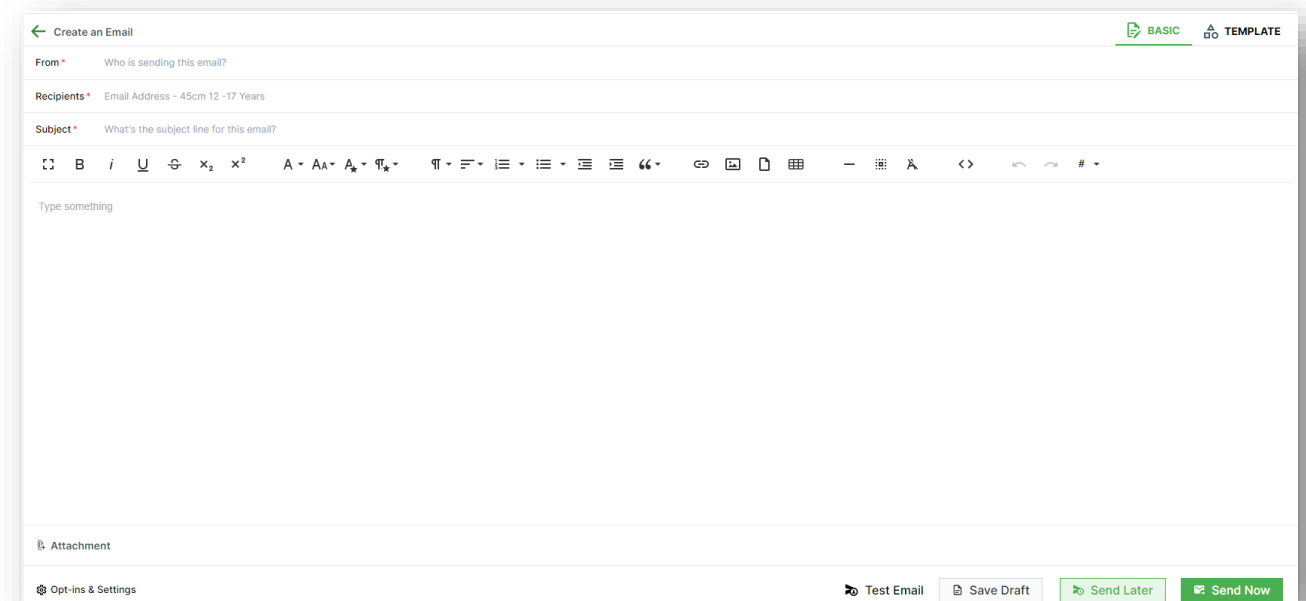
Composing Emails

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.



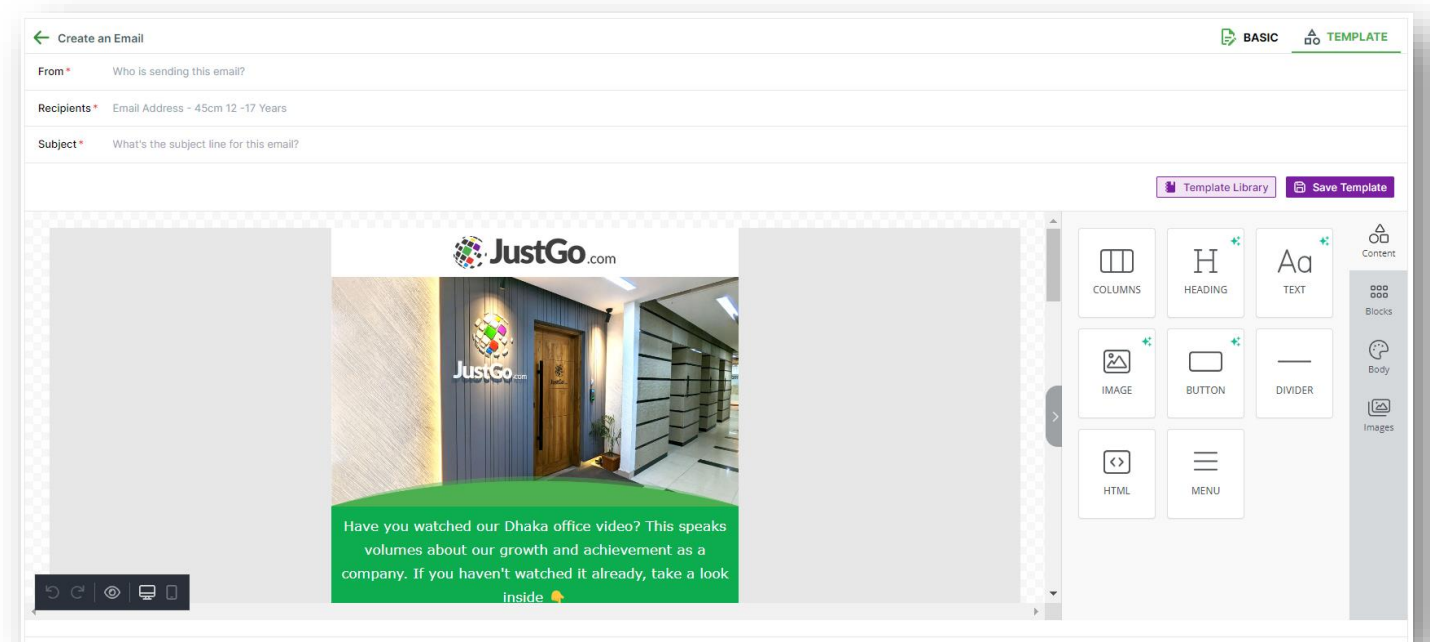
Composing Emails

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.



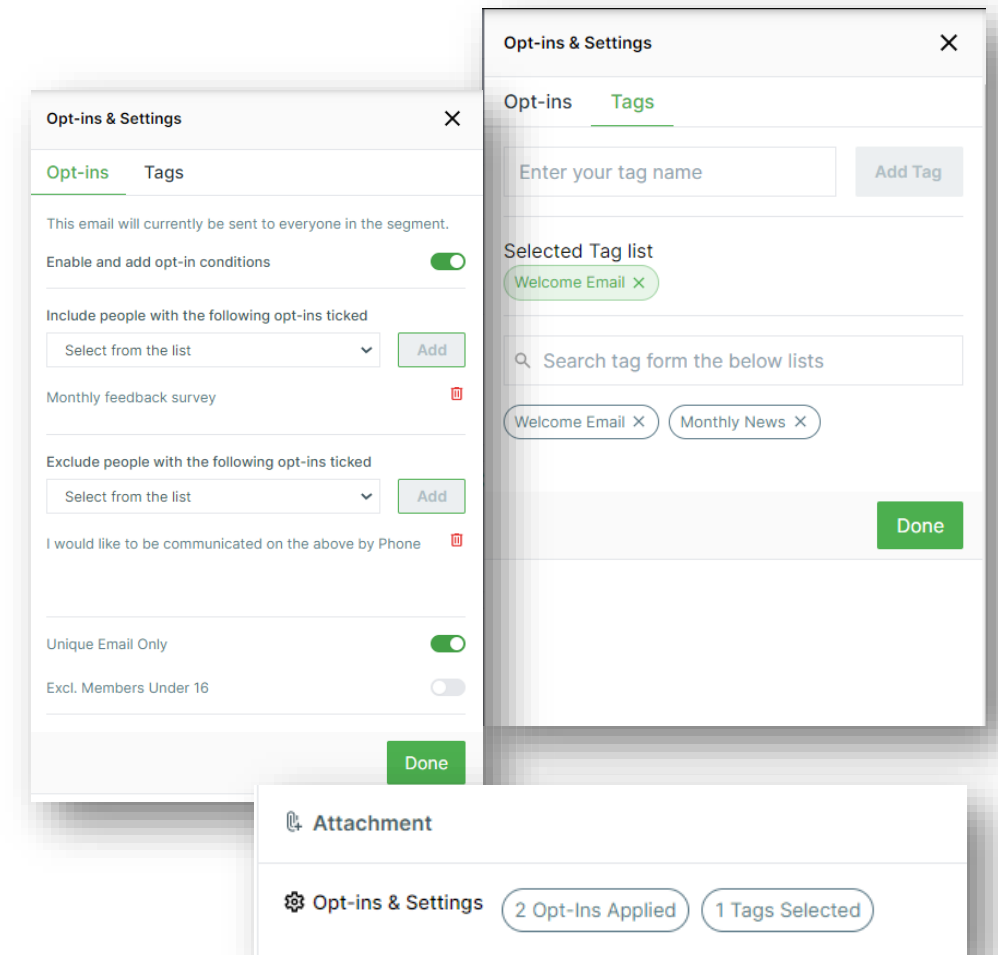
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Attachments & Opt-ins

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.

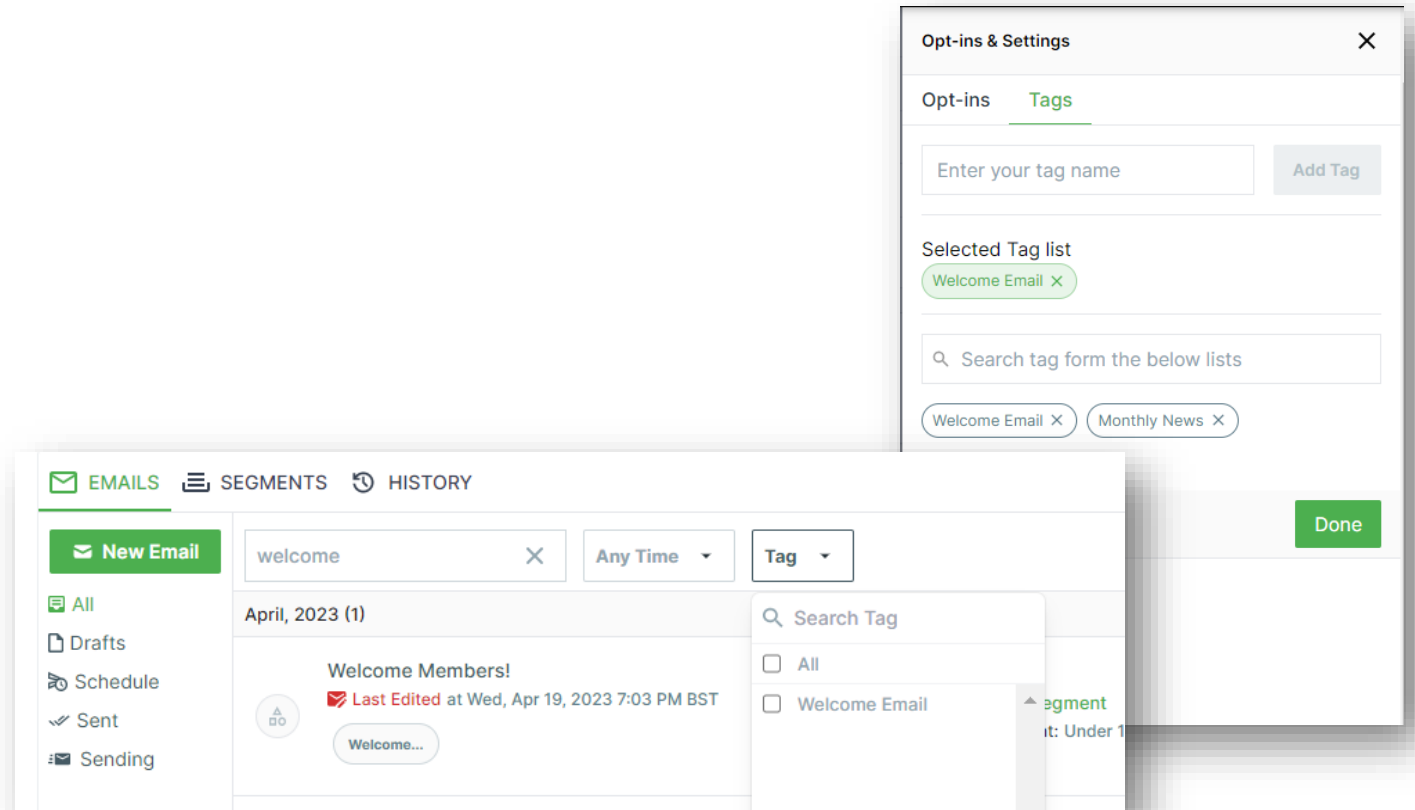
Excl. Members Under 16/18, excludes under 16/18 members



Attachments & Opt-ins

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

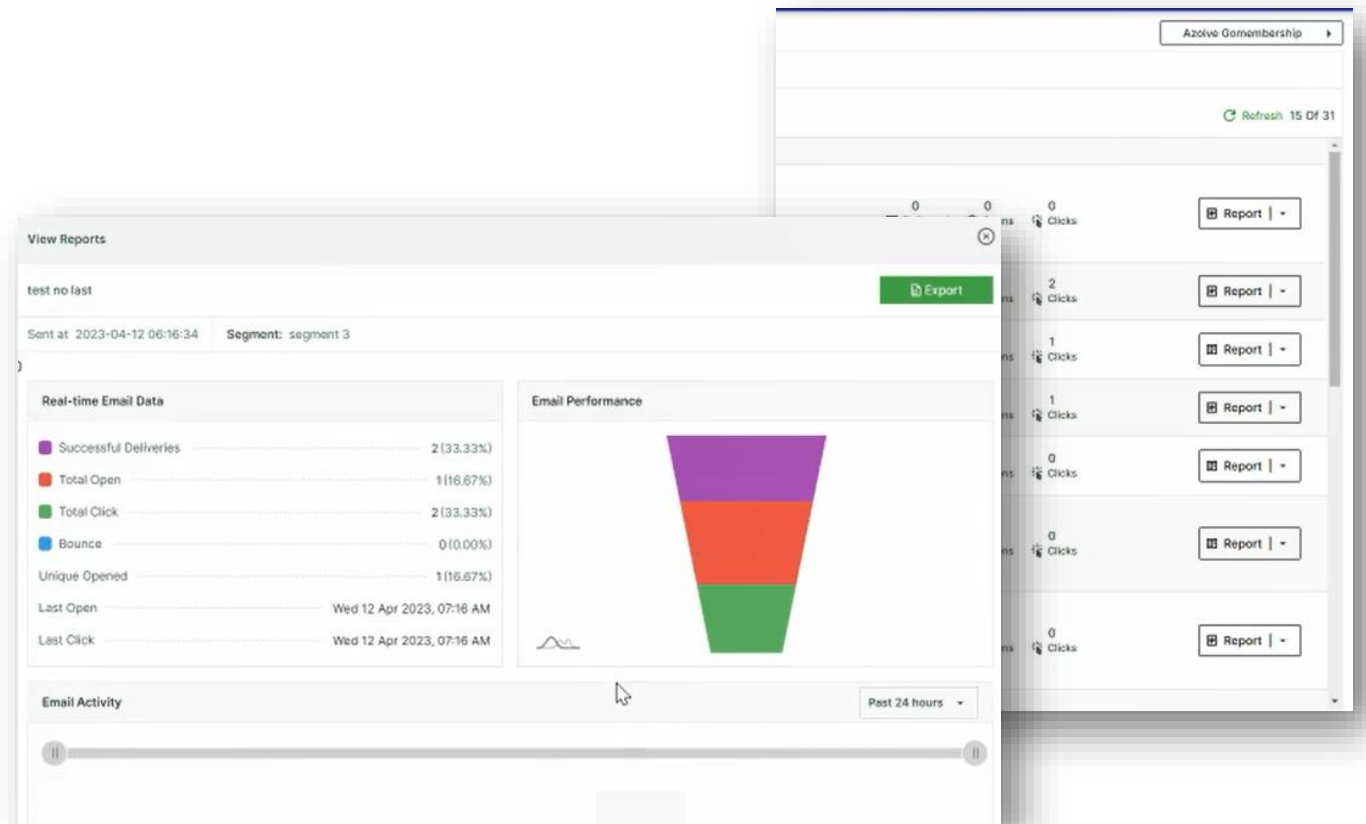
Admins can create new tags or select existing tags directly from Tag panel.



Email Reporting

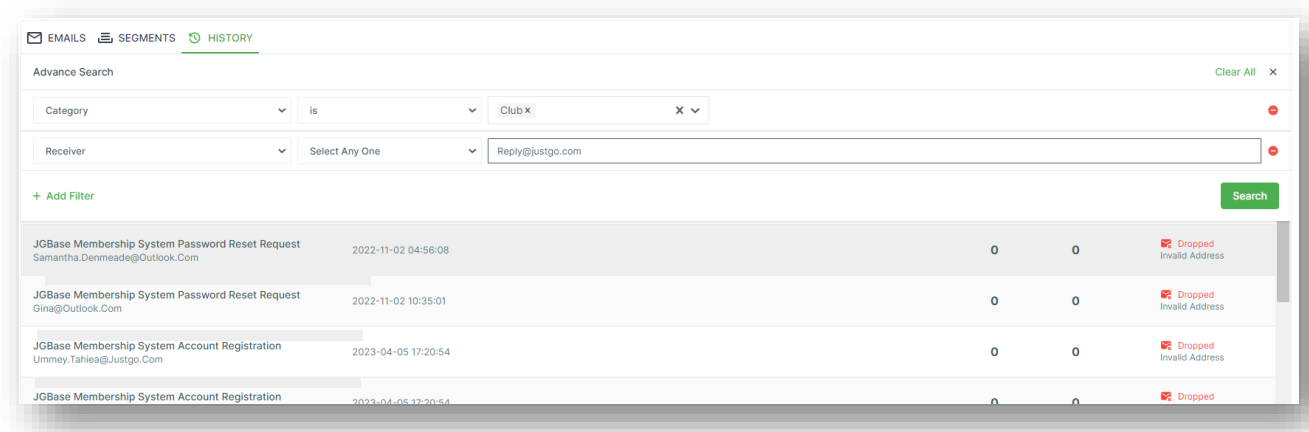
Email reporting gives an extensive view of the email recipients, from Sent summary - Delivery, Open and Click counts are available for quick view.

A detail report including email performance 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.



The screenshot displays the 'EMAILS' section with a sub-tab for 'HISTORY'. It features an 'Advance Search' section with filters for 'Category' (set to 'Club'), 'Receiver' (set to 'Reply@justgo.com'), and a 'Search' button. Below the search section is a table of email records.

Subject	Date	Count	Status	
JGBase Membership System Password Reset Request Samantha.Denneade@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