# How to Email Members

Email Templates

Clubs will be able to communicate emails to their members from their home page. They can create templates for each email type as well as categorising the email type and setting the defined 'From' email address, e.g. the club's email.
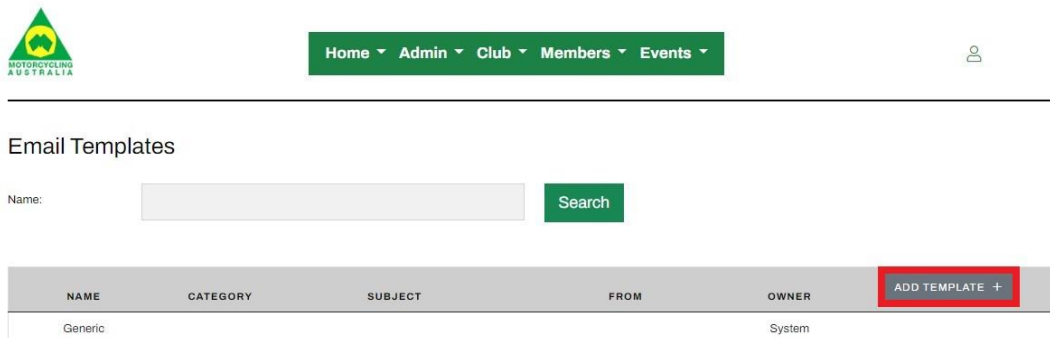
Emails can be sent ad hoc or by using a pre-set template. To create a template, follow the below instructions:

From the Admin Home, click Admin > Email Templates
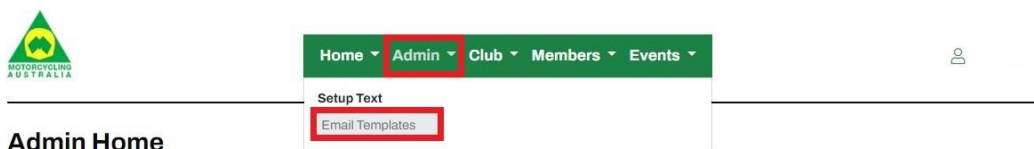
This will display where the email templates are stored and if they need to be edited or created, admins can do so from here.

To create a template, *click Add Template*

Here, you can set the Template Name, Default Subject, Default from Address, and select the Category, e.g., Event, Membership. The Owner will be prefilled to the Club, this won't have to change.

There will be a body which text, links and formatting can be set, as well as prefill text prompts which will use member and event details to fill out the body of the email.

These prompts include:

First Name   Last Name   Full Name
RiderNet ID   Mobile Number   Email Address
Event Name, Dates and Location

Click 'Save' once the template has been completed.

Emailing Club Members

To email members from the Club Home, you will need to select Email Members from the Club dashboard.

Here, admins can choose who they want to send the email to, when, which template they would like to use, the subject, add any attachments and schedule when an email will be sent.

Below are the definitions of each field:

- **Type:** based on which type of membership a member has, you can choose which members receive the email, e.g. Senior, Junior, Single, Family, All
- **Status:** memberships that are paid, pending or both
- **Expiry:** whether a member's membership is Active or due to expire, e.g. 1, 2, 3, 4 months, or Expired
- **Template:** which specific template you would like to use
- **Subject:** purpose of the email
- **From:** who is sending the email, e.g., club email address

NOTE: THE EMAIL ADDRESS WILL DEFAULT TO SUPPORT@RIDERNET.COM.AU – TO ENSURE YOUR CLUB RECEIVES EMAILS, PLEASE PUT IN YOUR OWN CLUB EMAIL ADDRESS

- **Other recipients:** those members that are not specifically linked to the club through their membership.
- **Send Date:** the scheduled time when the email is to be sent.

NOTE: this time is displayed as 24-hour time

- **Duplicate Email Handling (Suppress/Include):** Select whether duplicated emails will receive the communication or not.
- **Message:** the text body for the email
- **Attachments:** documents or files that will accompany the email

Email Members

Type:	All	Status:	All
Member Name:		Expiry:	Active

Template: Blank Template

Duplicate Email Handling: ● Suppress Duplicates ○ Include Duplicates

Subject: Enter Email Subject here

From:

Other Recipients: [Find]

Message:

Blank email template set up

[First Name]
[Last Name]
[Full Name]
[Mbrship Nbr]/[RidernetID]
[Mobile Number]
[Email Address]

Club Name

Attachments:
Choose File No file chosen
Choose File No file chosen
Choose File No file chosen
Choose File No file chosen
Choose File No file chosen

Send Date (leave blank for now):   Time:

[Send Email]

As well as emailing members from your Club, admins will be able to email members that have registered for their events (See Emailing Event Members) pg