

Microsoft Partner
Silver Application Development

FIRSTSPORTS

GMS

Email

Introduction

The email facility within GMS enables the administrator to determine who is sent an email, who is copied into that email and more importantly who will and won't be receiving the email. It gives the administrators at the club an element of control over the email that are sent from GMS. Ensuring the right people get the communication and don't miss out.

There are two different scenarios for emailing members:

- Emailing Members, Parents, Coaches, Volunteers – Anyone above the age of 18
- Emailing Youth – Emailing Youth Players/Parents at the club

1. Emailing Members/Parents (Any above the age of 18)

Select **People** and **Everyone**, (this feature is available from any grid) Select the individual(s) to email and **Email**

First Name	Last Name	RFU ID	Date Of Birth	Address	Phone	E-mail	Balance	Source	Contact	Player	Player	Filters
Colonel	Mustard	1629895	15/02/1987	2b Glendower Road Ply ...		blackhole@first-sports.c...		Contact	Yes	Yes	Registr...	
Roger	Bloggs	1629903	03/06/1985	50 Shute Park Road Ply ...		blackhole@first-sports.c...		Contact	Yes	Yes	Registr...	
Brad	Pitt	1632227	01/09/1990	2 Rivulet Cottages Chur ...		blackhole@first-sports.c...	£5.00	Contact	Yes	Yes	Registr...	
John	Jones	1591820	02/05/2000	10 St. John Undefined L ...		blackhole@first-sports.c...		Contact	Yes	Yes	Registr...	
Benny	Hill	1594544	23/05/1999	Queens Gardens Site W ...		blackhole@first-sports.c...	£10.00	Contact	Yes	Yes	Registr...	
Humpty	Dumpty	1623382	30/09/2005	13 Hatfield Grove Doug ...		blackhole@first-sports.c...		Contact	Yes	Yes	Registr...	
Max	Bloggs	1629915	22/04/1979	8 Mylor Close Plymouth ...		blackhole@first-sports.c...	£5.00	Contact	Yes	Yes	Registr...	
Max	Test	1591816	01/01/2000	Holme Park Sonning La ...		mburton@first-sports.c...	£5.00	Individual	Yes	No	Registr...	

An email template is generated, detailing the following, once complete, select Send

State who the email is from i.e. a Specific Name i.e Jo – Fixtures Secretary (more personal than the standard email address email)

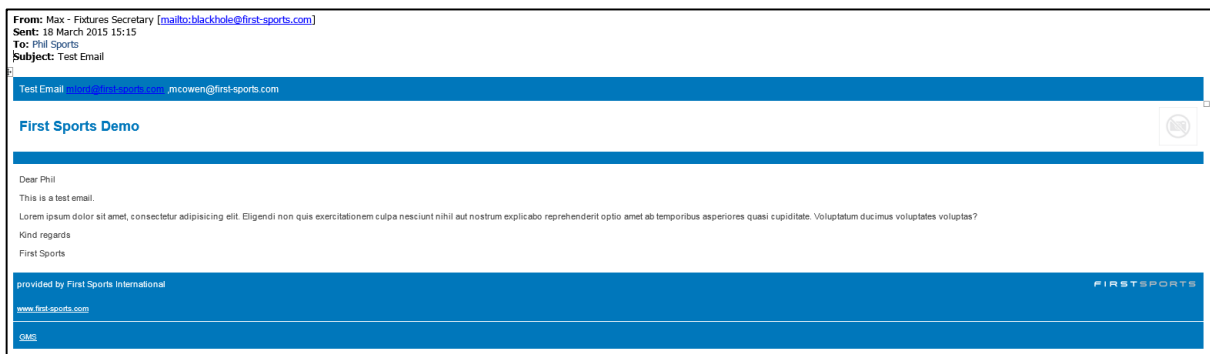
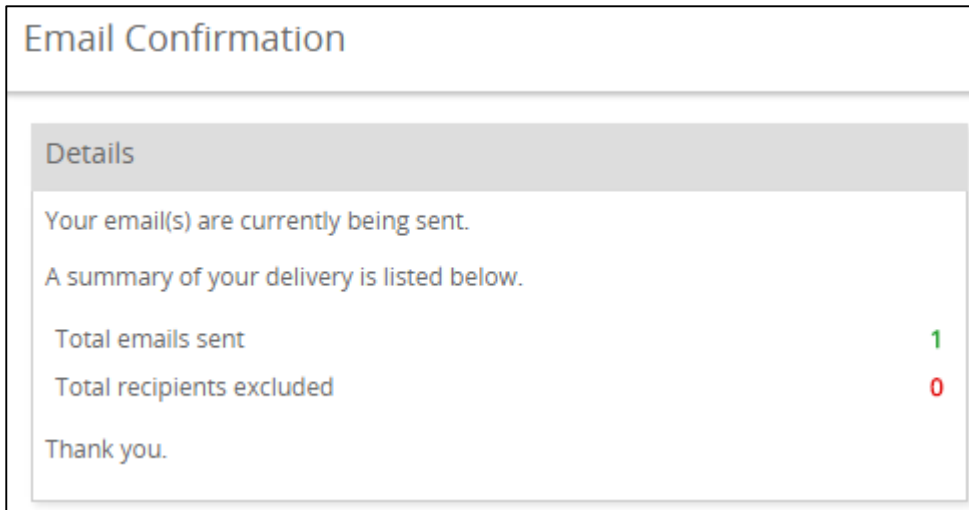
The body of the email

CC Sender on each Email
Delivery Receipt
Read Receipt

CC Sender – Copy the sender into each recipients email
Delivery Receipt – Confirmation that each email has been delivered
Read Receipt – Confirmation when the email has been

The email can be personalised to contain certain information that is stored in GMS i.e. first Name. This will then personalise for each email

A confirmation page appears upon sending, the details outline emails that were sent successfully and any emails that have been excluded. An example of this would be where an individual is a minor (Under 18) and does not have parents details linked to their record, so the email cannot be sent to the minor in isolation.



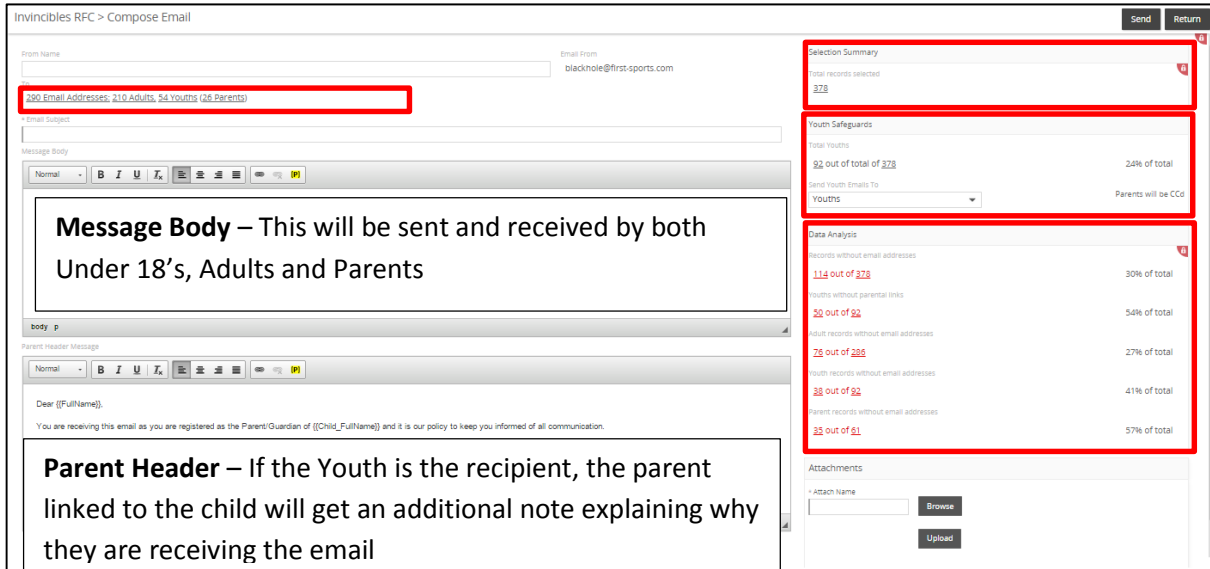
2. Emailing Under 18's

Select anyone under the age of 18 or groups of individuals that include individuals that contain under 18's and select email.

Invincibles RFC											Selected 377		Add To Group	Export	Email	Buy Membership	More
First Name	Last Name	RFU ID	Date Of Birth	Address	Phone	E-mail	Balance	Source	Member	Contact	Player	Filters					
Chris	Ashmore	613288		1 Sadfsdf1 Asdfsdf Berf...	44 1932 345689	blackhole@first-sports.c...	£465.00	Member	Yes	Yes	No						
Mini	Me	1585739	09/01/2005	1 200 Whitton Road Tw...	12345678 123456789	blackhole@first-sports.c...	£110.00	Contact	Yes	Yes	Yes						
Junior	Canimber	820495	30/01/1983	1 Buddleia House Tilley ...	(0) 20883 16502	blackhole@first-sports.c...	£155.00	Contact	Yes	Yes	No						
Max	Test 1	1053053	09/01/1978	Rugby House Rugby Ro...	02081234567	blackhole@first-sports.c...	£55.00	DBS	Yes	Yes	No						
Max	Burton	1582904		200 Whitton Road1 Twi...	44	blackhole@first-sports.c...		Member	Yes	Yes	No						
Diddy	Test	1584724	12/05/1985	200 Whitton Road Twic...	(0) 1985 118821	sgreen@first-sports.com	£110.00	Player	Yes	Yes	Yes						
Caria	Sharp	1262127	26/10/2003	685 Sidcup Road NEW I...		sgreen@first-sports.com		Contact	Yes	Yes	No						
Daniel	Daniels	1573413	07/07/2007	Cosu Hq Ops Wo Raf Al...		sgreen@first-sports.com		Contact	Yes	Yes	Yes						
Carole	Thelwall-Jones	30837	19/03/1970	Mossfennan Church Ro...	(0) 7734 856792	blackhole@first-sports.c...		Contact	Yes	Yes	No						
Maxwell	Burton	982786	09/01/1979	24 Grasmere Wa Byflee...	(0) 7 545	blackhole@first-sports.c...	£170.00	Member	Yes	Yes	Yes						
Tiny	Test	1584723	09/01/2000	230 Whitton Road Twic...		blackhole@first-sports.c...		Player	Yes	Yes	Yes						
Firefox	Youth	1582901	09/01/2005	200 Whitton Road Twic...		rupertgreenwood@goo...		Contact	Yes	Yes	Yes						
GMS	Helpdesk	448514		200 Whitton Road Lonc...	(0) 208 8316651	blackhole@first-sports.c...		Member	Yes	Yes	No						
Ben	Bassett	1062813		48 Tuam Road PLUMST...			£55.00	Member	Yes	No	No						
James	Test	1282969	09/01/1979	1 Qwert Er Avon OER123		blackhole@first-sports.c...		Contact	Yes	Yes	No						

2.1 Sending to Youth

The email template will load, providing the administrator with an array of information about the recipients and who will and won't be receiving the email. There are multiple ways to tailor the email, such as:



Message Body – This will be sent and received by both Under 18's, Adults and Parents

Parent Header – If the Youth is the recipient, the parent linked to the child will get an additional note explaining why they are receiving the email

Selection Summary – Total number of individuals selected

Youth Safeguards

1. How many selected are Youth and %
2. Send Youth Emails to – If Youth is selected, the Parents are CC'd. If no parent link exists for the child, the email will still be sent to the email address linked to the child

Data Analysis – Contains information about the individuals selected (recipients), including:

1. Records without an email address – Who won't receive the email
2. Youth without parental links – Youth that will get an email, but don't have parents linked to their record so the parent will not receive the email too
3. Adults with no email – Adults that won't receive the email
4. Youth Records with no email – As above, but specifically Under 18's
5. Parents with no email – Parents that are linked to Under 18 records that don't have an email

To: (This information is hyperlinked, select any of the numbers to drill down on who the recipient is)

- 290 – Number of email addresses
- 210 – Number of recipients that are Adults
- 54 – Number of Youths
- 26 – Parents (linked to Youth Records)

2.2 Sending to Parents

When selecting to “Send to Parent” the main differences include

- Youths are not included in the email, not even CC’d
- The parental header has been removed and only the email body exists. The email is not going to Under 18’s

The screenshot displays the 'Compose Email' interface for 'Invincibles RFC'. The 'To' field is populated with 736 email addresses, categorized as 210 Adults and 26 Parents. The 'Message Body' field is empty. The 'Data Analysis' sidebar provides a detailed breakdown of the selected records:

Category	Count	Percentage of Total
Records without email addresses	114 out of 378	30% of total
Youths without parental links	50 out of 92	54% of total
Adult records without email addresses	76 out of 286	27% of total
Youth records without email addresses	28 out of 92	41% of total
Parent records without email addresses	33 out of 61	57% of total

The 'Youth Safeguards' section indicates that 92 out of 378 total records are youths (24% of total). The 'Send Youth Emails To' dropdown is set to 'Parents Only', and a note states 'Youths will not be emailed'.