

The Pulse – Issue 22

June '10

Hello CC'ers!!

Brrrr....well, for those of you who live in the southern states, I think our time in the sun is definitely finished for now. Again we head into those cold dark mornings and it is at this point I can gladly say that I am on this side of the fence – not out there training like you all! When my alarm goes at 7am (late I know) I still hit the 'snooze' button and roll over for another precious 10 minutes. I am in awe of you early risers!

Important note!!!!!!

We have been at our new location for a couple of months now so please note our new details below if you haven't already.

Our new address is:

Suite 6, L1/134 Canterbury Rd, Blackburn South, Vic 3130

Postal address is:

PO Box 575, Brentford Square Vic 3131

Our **NEW** phone numbers.

Phone: (03) 9878 7813

Fax: (03) 9878 1527

1300: 1300 802 377

Australian Fitness & Health Expo (FILEX)

It was great to see so many of you pop in to say hello. As much as we talk to you over the phone, it is great to now be able to put a face to so many more names!

Reminders

Please continue to send any correspondence to support@pulsetecsolutions.com not to our personal emails because if we are away, you may not be answered and we don't want that to happen. You can also phone us directly on +61 (0)3 9878 7813.

Training

For those of you who have Customer Care/Support and those on monthly licensing, extra training is available at the discounted rate of \$75/hr inc GST. You might want to train up new staff or take advantage of some of the features in ClientConnect that you are not using. Training would be via phone and internet (Glance – ability to see/control the clients screen).

Handy Hint Number 21

SMS's

Automated SMS booking reminders

ClientConnect has been configured to allow the sending of automated SMS booking reminders. The first step is to open an account through MessageNet, the company ClientConnect has a gateway with.

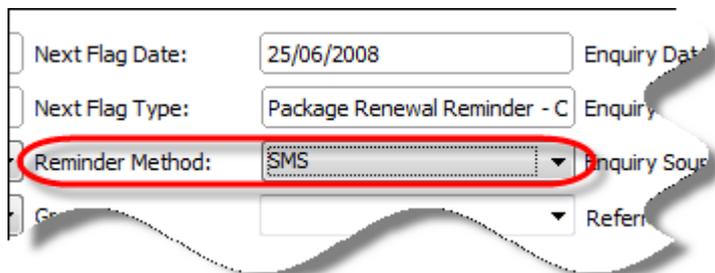
Once you have your account name and password provided by MessageNet you need to enter those into ClientConnect under **'Application Menu' > 'Control Panel' > 'ClientConnect Options' > 'SMS'**.

How they work

Step 1

For each client, you will need to open up their personal details in the Clients & Enquiries screen, go to the **'Contacts & Marketing'** tab and the **'Reminder Method'** needs to be set to **'SMS'**.

May fig 1



The screenshot shows a form with several fields. The 'Reminder Method' field is highlighted with a red oval and contains the text 'SMS'. Other visible fields include 'Next Flag Date' (25/06/2008), 'Next Flag Type' (Package Renewal Reminder - C), and 'Enquiry Date'.

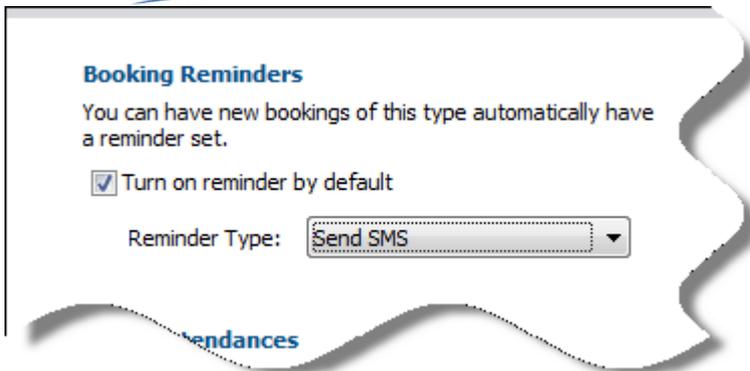
Step 2

Go to **'Application Menu' > 'Control Panel' > 'Manage Booking Types'**.

Select the booking type that you wish to send SMS reminders for and double click to open it up. Click next until you get to the **'Booking Reminders'** screen.

Tick the box and select **SMS**.

May fig 2

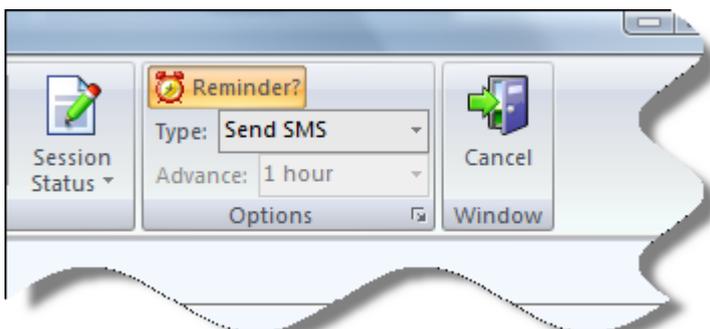


Step 3

Go to the **Bookings Explorer** and create a future booking that has bookings reminders set on it (step 2 above).

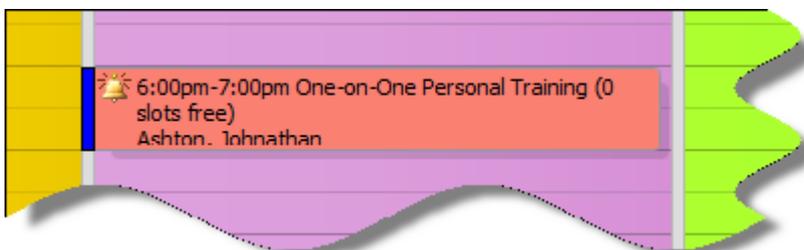
You should see the following in the booking – the reminder is no longer greyed out.

May fig 3



The front of the booking should also have a little bell on it to show that a reminder has been set.

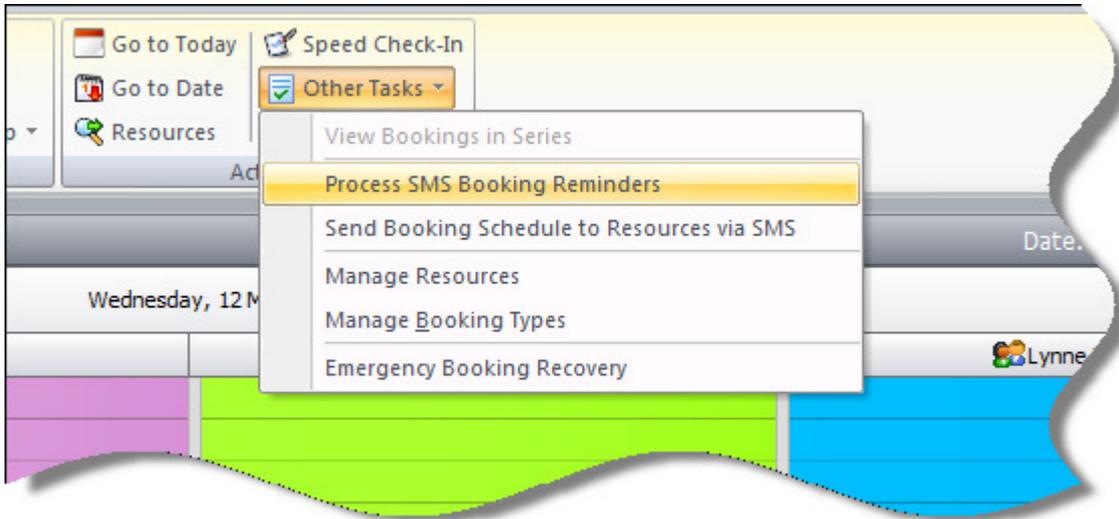
May fig 4



Step 4

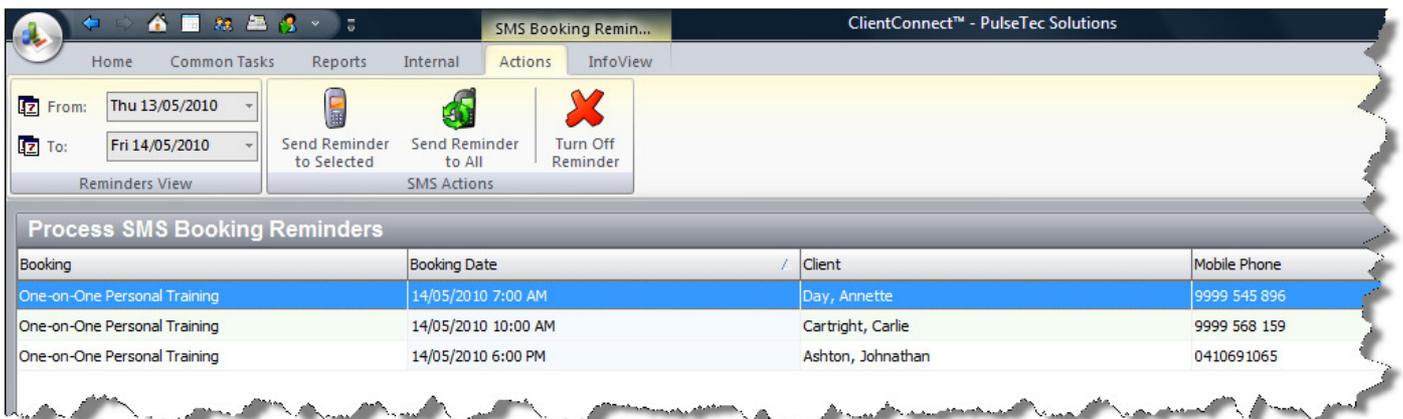
On the top left of the **Bookings Explorer** screen buttons, click on '**Process SMS Booking Reminders**' under the '**Other Tasks**' button.

May fig 5



You then will see all of the SMS's listed.

May fig 6



You can then select to send them all those listed or individual ones.

The reminder will give the date of the booking, the type of booking it is, the time and which trainer the booking is with.

Adhoc SMS messages

From the Clients & Enquiries screen, you can also send adhoc SMS messages to either a single person or multiple people.

To a single person

Highlight the client you wish to send and SMS to and then click on the **'Send SMS'** button.

May fig 7



Type in your message and send it.

To multiple people

Filter your clients until you have just those whom you wish to send the SMS to or simple leave everyone in the View. Click on the **'Mail Merge'** button and select **'Merge to SMS Message'**. Select the message heading and then type in the message and send.

Handy Hint number 21

FAQ number 9

Q. Why should I check which version of ClientConnect I am using?

A. Because if you are on version 3.1 or 3.5, you **NEED** to upgrade to version 4.1 to stay up to date. We are no longer enhancing these old versions.

RELEASE NEWS

Version 3 Users

Please contact us ASAP so we can move you across to Version 4 as we are no longer doing any enhancements to V3.5.

Version 4 users

Please contact us for the information regarding the download of our new release, V4.1.0.30.