

## The Pulse – Issue 16

November '09

Hello CC'ers!!

Just to let you all know, my hockey team, “Yesterday’s Heroes”, got the silver medal in the 40+ age group at the World Masters Games a few weeks back. There were 17 teams in our division so we did pretty well!!! I hope all of you have survived the unseasonal heat wave we have had along the southern half of the country...at least the evenings cooled down a little, here in Melbourne they did anyway. You outdoor trainers must have done it hard!

### Reminders

**ALL SUPPORT** emails need to be sent to [support@pulsetecsolutions.com](mailto:support@pulsetecsolutions.com) not our personal ones. If we are away, you won't be answered and we don't want that to happen. You can also phone us directly on +61 (0)3 9872 5856.

### Training

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

## Handy Hint Number 15

### **Resources and Booking Groups.**

Resources, whether they are a person, an area or a piece of equipment, are given a '**Booking Group**' when you set up your '**Manage Booking Types**'. If you have multiple facets to your business, for example, you do group training, personal training, rehabilitation training and massage. You can define your '**Booking Groups**' in a way that simplifies your '**Bookings Explorer**' screen, and shows you only that part of the business when making bookings.

### Access Method

#### Tick/untick resources

1. Below is a screen shot of all of the resources which I have set up. There are currently 9 and they are staff, item and area resources. Whichever ones are ticked, they will be displayed in the '**Bookings Explorer**'.

Nov fig 1

This is the way they appear on my **'Bookings Explorer'** screen.....a little bit squishy.

Nov fig 2

Now, I can tick and untick my visible resources to show only 3 or 4 at a time, but that can be a bit time consuming, especially if I just want to show my 'Personal Trainers' Booking Group.

What I can do instead, is turn on **'Resource Paging'**.

### **Resource Paging**

Go to the **'Application Menu' > 'Control Panel' > 'ClientConnect Options' > 'Bookings Explorer Options'**. Scroll to the bottom of the screen where you will find the **'Resource Paging'** option.

Nov fig 3

Here you can choose how many resources you will display on the Bookings Explorer screen at one time. The others are all there too but you simply scroll left and right to see them. Four resources seem to be the best number for visual ease....but it is up to you how many to display.

The resources I have displayed on the above screen are all a different booking group. Peter Watson is a 'personal trainer' booking group, the massage room is a 'massage' booking group and 'Pilates machine 1' and Neil Earey are a 'Rehabilitation' booking group. I also have a second Pilates machine, which is not on this screen but is part of the Rehabilitation booking group.

I can now order the information on the Bookings Explorer to suit my needs.

### **Resource Ordering**

If I click on the **'Resources'** button, it brings up my list of resources. I can then move them up or down in the list so that they are listed accordingly.

Mine are now grouped together by their booking groups in a way that makes sense to display. They will show up on the screen in that order.

Nov fig 6

To see the others, I just scroll left or right. There is a neater way to do this.

Nov fig 7

### **Booking Group**

At the top of the **Bookings Explorer** there is a button which says '**Booking Group**'.

Nov fig 8

If you click on it, you then have the option to display only certain '**Booking Groups**'.

Nov fig 9

If I click on '**Personal Trainers**', only those in my 'Personal Trainers' booking group are shown in my Bookings Explorer...

Nov fig 10

If I click on '**Rehabilitation**' the only those in my '**Rehabilitation**' booking group are shown....

Nov fig 7

I can then still change the order of my resources within the booking group too, using the '**Resources**' button again.

Nov fig 11

So, if you are a trainer/studio/gym with multiple resources and booking groups, this may be a tidier way to set things up.

### **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. Please upgrade to our last version of 3.5 as a pre-requisite to going to V4.



Club and PT Management Software

**BACKUP** your database first.  
Close ClientConnect on ALL machines.  
Click on the link below to download the software on ALL machines.

[http://www.fitweb.com.au/downloads/ClientConnectSetup\\_35046.exe](http://www.fitweb.com.au/downloads/ClientConnectSetup_35046.exe)

Then please CONTACT us.

#### **Version 4 users**

We have a new release of Version 4, V40043, which has some minor enhancements to Process Billing, SMS's and multiple bookings. We would like to start upgrading you all with this version ASAP.

For those who only have ONE computer, **backup** your database, close ClientConnect and click on the link below. 'Save' the software first and then 'Run' and install it. Re-open ClientConnect and continue as normal.

For those of you who are networked, **backup** ClientConnect on the Server, close ClientConnect on **ALL** computers (server and workstations), download ClientConnect onto **ALL** computers ('Save' & then 'Run' and install the executable). Re-open CC on all machines and continue as normal.

[http://www.fitweb.com.au/downloads/ClientConnectSetup\\_40043.exe](http://www.fitweb.com.au/downloads/ClientConnectSetup_40043.exe)