

The Pulse – Issue 9

April '09

Hello CC'ers!!

Well, those hot summer days and that bush fire fraught weather now seem to be behind us. Day light savings is now done for another 6 or so months and the days are getting shorter again. For those of you who train outdoors, you may want to invest in some headlamps!! I guess now is a good time to get those mail merge's happening to all of your clients with some inspirational emails to keep them keen and coming back for more!!

IMPORTANT NOTE

For those of you coming to the Australian Fitness Expo at the Sydney Convention & Exhibition Centre on the 17th-19th of April, please come past Stand K18 to visit us, have a chat or ask questions. We'd love to see you.

SAVE yourself the entrance fee if you are in the trade!!! Register now at www.fitnessexpo.com.au.

RELEASE NEWS

With **Version 4** of ClientConnect being rolled out to our clients, feedback so far has been very positive. If we have not already done so, we will get to you soon.

Again, could you all please check which version of ClientConnect you are currently running (bottom right corner of your screen) and if you are running anything other than 3.5.0.46 (our latest version of Version 3), you will need to upgrade to this version as a pre-requisite to upgrading to Version 4.

Please backup your database first and exit ClientConnect. Click on the below link and follow the prompts to install the latest V3 version.

http://www.fitweb.com.au/downloads/ClientConnectSetup_35046.exe

As everyone moves to the latest version of 3.5, we will continue our **controlled rollout** of Version 4. Please wait for us to contact you about this as your data needs to be migrated across from V3 to V4.

Reminders

Again, remember to send all emails to support@pulsetecsolutions.com so **ALL** of us in the support team get them. One of us **WILL** answer you. You can also phone us directly on +61 (0)3 9872 5856.

Handy Hint Number 9

Tags and their uses.

Tags are like labels that you can attach to a clients record which defines them in some way. For example you may do packages for football players to help with their preseason training, so you could give them a 'football' tag. You might also do packages focusing on skiers to get them ready for the winter season and you can tag them as a skier. Or you may simply want to let them know when you have specials on so you could give them a 'specials' tag.

Access Method

Step 1

Go to Clients & Enquiries and open up a client's record. In their '**Personal Details**' tab, you will see a field down on the bottom called '**Tags**'.



Step 2

Type in the **Tag** or **Tags** you wish to define. In this case I will give the client a tag of '**football**' and another one of '**specials**'. Then click '**Save & Close**'.

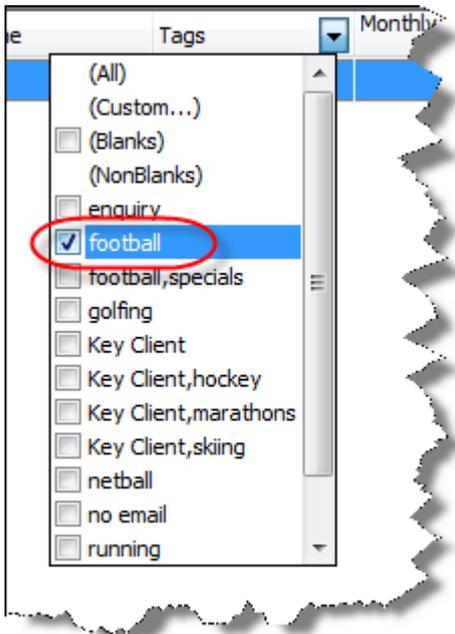


Step 3

Open up your 'Field Chooser' (see September Issue) and drag 'Tags' up to your headings.

Step 4

Click on the arrow on the right of the heading to get a drop down box. Tick 'football'.



Step 5

You will now only have those clients who play or wish to train specifically for football. You can now do a **mail merge** (see October Issue) to all of those clients and send them your 'Pre season Football Training Special'.

If I then click on the 'Specials' tag, I can then 'mail merge' your monthly specials to only those clients.

Tags can be used for a huge variety of things. One client recently wanted to differentiate between clients who had not given their email address yet as opposed to those who DO NOT actually have an email address. She used a **Tag** to note them so she does not keep asking them for one.

Another client runs squash, indoor netball and volleyball, so they also used **Tags** to differentiate between clients for when they send sport specific information.

FAQ number 9

Q. How do I leave a client a message for next time they attend?

A. Go into Clients & Enquiries and click on **'Other Actions'**. Click **'Leave Client Message'**. Type in the message and click **'OK'**. When this client next comes in and you attend them into a booking, your message will pop up.

