

The Pulse – Issue 30

February '11

Hello CC'ers!!

Veterans Summer Hockey (ah yes, I am eligible!!) started again last week and after having done NOTHING since our last game before Christmas, I really am feeling like a veteran!!!! Where does the fitness go? I know what I'll be doing most nights after work now....hitting the pavement!! It is easier to maintain fitness by doing it regularly.....hmmmm you'd think I would have learned that by now.....

Reminders

As usual, please send **ALL** 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 or check out our support website <http://support.pulsetecsolutions.com> for handy hints, instruction sheets and archived newsletters.

Health and Fitness Exhibitions

PulseTec Solutions will be exhibiting at the following expo's. If you're in the area, please drop by and see us.



Fitx Sport and Fitness Expo:

Visit PulseTec Solutions/ClientConnect Software - Stand J01
Melbourne Exhibition Centre

www.fitx.com.au

12th to 13th March 2011



Australian Fitness & Health Expo:

Visit PulseTec Solutions - Stand M36
Sydney Convention & Exhibition Centre

www.fitnessexpo.com.au

15th April to 17th April 2011

Handy Hint Number 30

SMS Reminders

Using SMS in ClientConnect

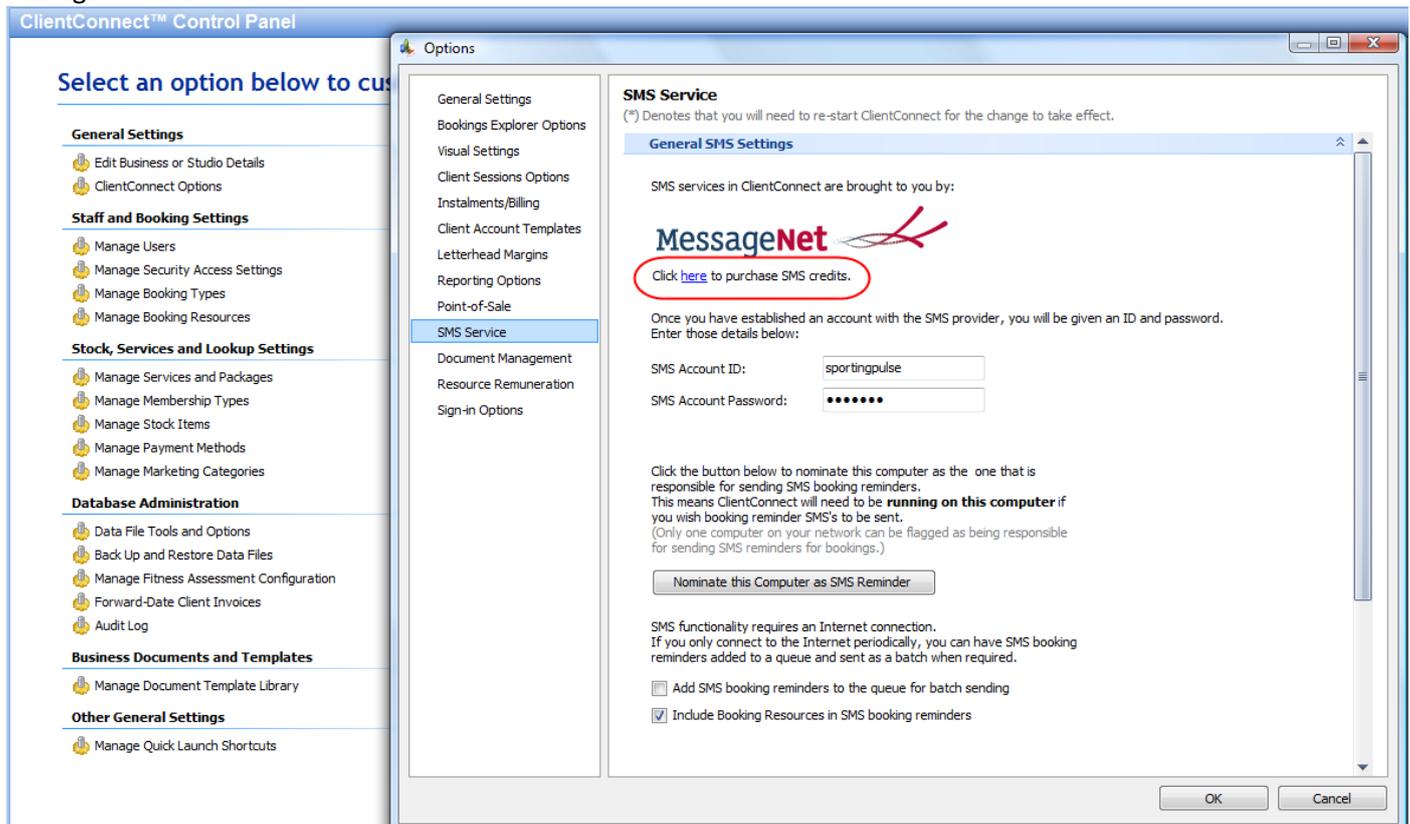
Automated SMS booking reminders

ClientConnect has the functionality to send automated SMS booking reminders. To enable this, you need to open an account with MessageNet, the company with whom ClientConnect has a gateway.

SMS reminders provide you with an easy and personal way to keep in touch with your clients, which can help to reduce the number of ‘no-shows’ for bookings. This saves you time so staff can focus on tasks more important than confirming appointments. With SMS, you can send messages to individuals or large groups at the same time, and make the most of marketing promotions and campaigns you may be running.

Go to the Application Menu > Control Panel > ClientConnect Options > SMS Service and click on the link to purchase SMS Credits, or simply visit www.messagenet.com.au/sportingpulse/

Feb fig 1.



Once you have your Account ID and Password provided by MessageNet, you need to enter those into the relevant fields on this screen.

If you are running ClientConnect over a network, you will need to **select one machine as the 'SMS Reminder'** machine. Only one machine can be nominated to send SMS, and this will need to have ClientConnect running, and an Internet connection in order for SMS to be sent.

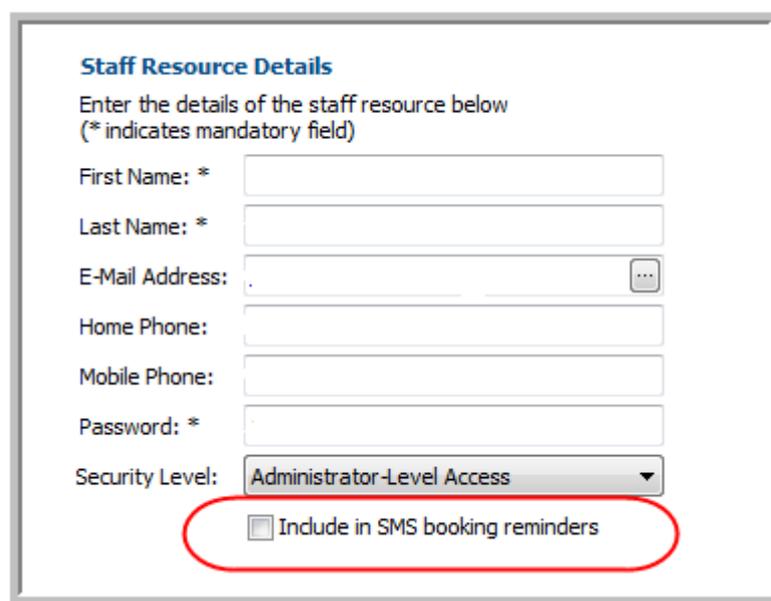
Add SMS Booking Reminders to the Queue for Batch Sending – this setting is now redundant. Please disregard.

Include Booking Resources in SMS Booking Reminders – if this box is checked 'on', the Booking Resource associated with the booking will also receive a Reminder SMS.

Note that the Resource needs to also have their reminder method configured in their set up.

Go to Control Panel > Manage Booking Resource.

Feb fig 2.



Staff Resource Details
Enter the details of the staff resource below
(* indicates mandatory field)

First Name: *

Last Name: *

E-Mail Address:

Home Phone:

Mobile Phone:

Password: *

Security Level:

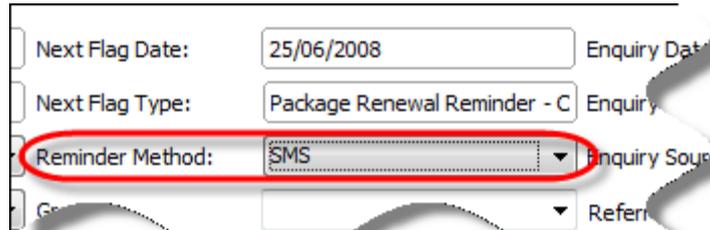
Include in SMS booking reminders

Set up Clients and Booking Types for Booking Reminders

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 set their **'Reminder Method'** to **'SMS'**.

Feb fig 3.



Next Flag Date: 25/06/2008 Enquiry Date
Next Flag Type: Package Renewal Reminder - C Enquiry
Reminder Method: SMS Enquiry Source
Gr Refer

Step 2

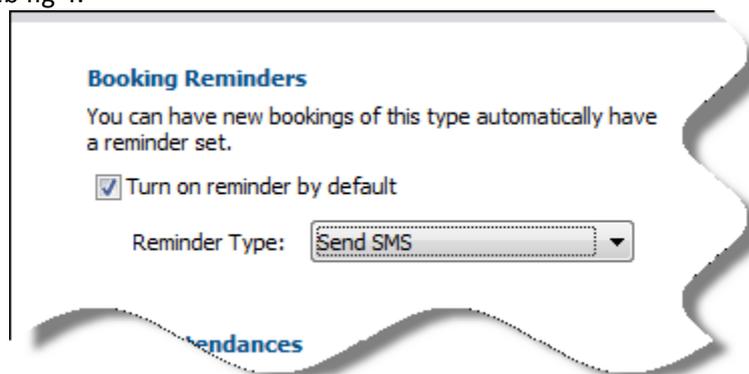
You also need to set up the Booking Types for which you wish to send reminders, for example, all of your Personal Training Sessions.

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**.

Feb fig 4.



Booking Reminders
You can have new bookings of this type automatically have a reminder set.

Turn on reminder by default

Reminder Type: Send SMS

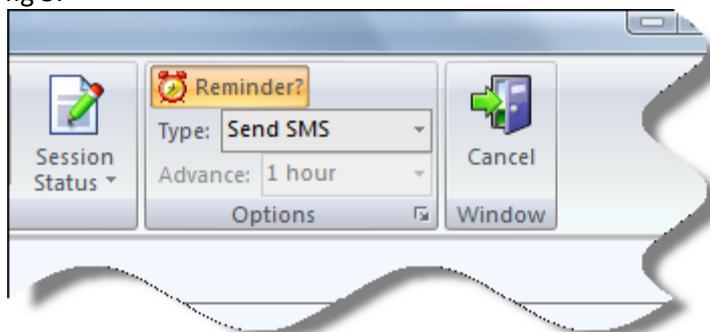
Attendance

Step 3

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

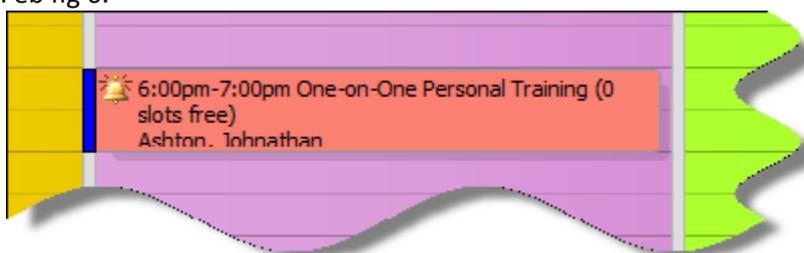
You should see the following in the booking – the reminder is no longer greyed out.

Feb fig 5.



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

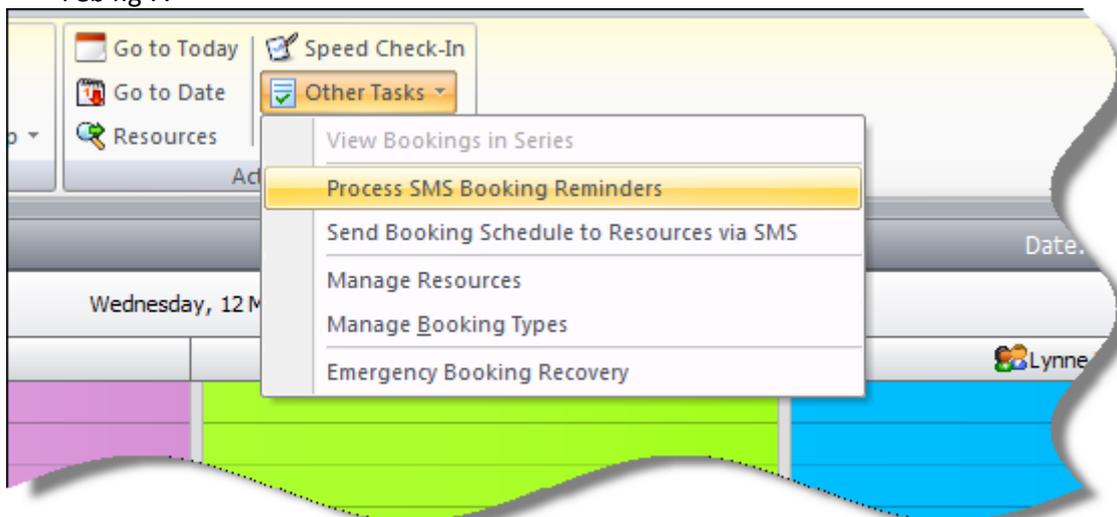
Feb fig 6.



Step 4

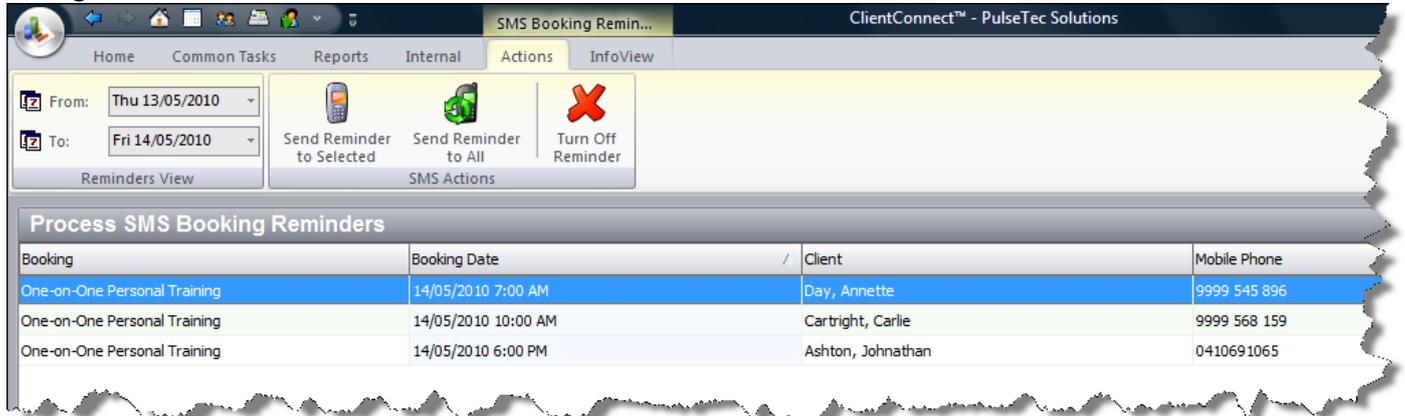
On the top right of the **Bookings Explorer** screen buttons, click on **'Process SMS Booking Reminders'** under the **'Other Tasks'** button.

Feb fig 7.



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

Feb fig 8.



You can then select whether you wish to send all the listed reminders, or selected reminders only.

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

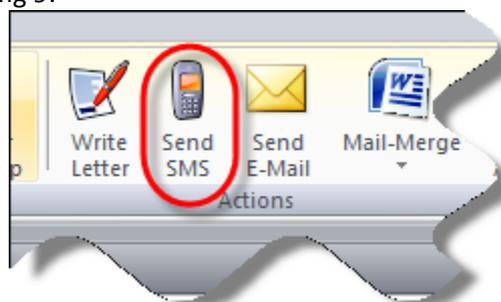
Adhoc SMS messages

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 an SMS and then click on the **'Send SMS'** button.

Feb fig 9.

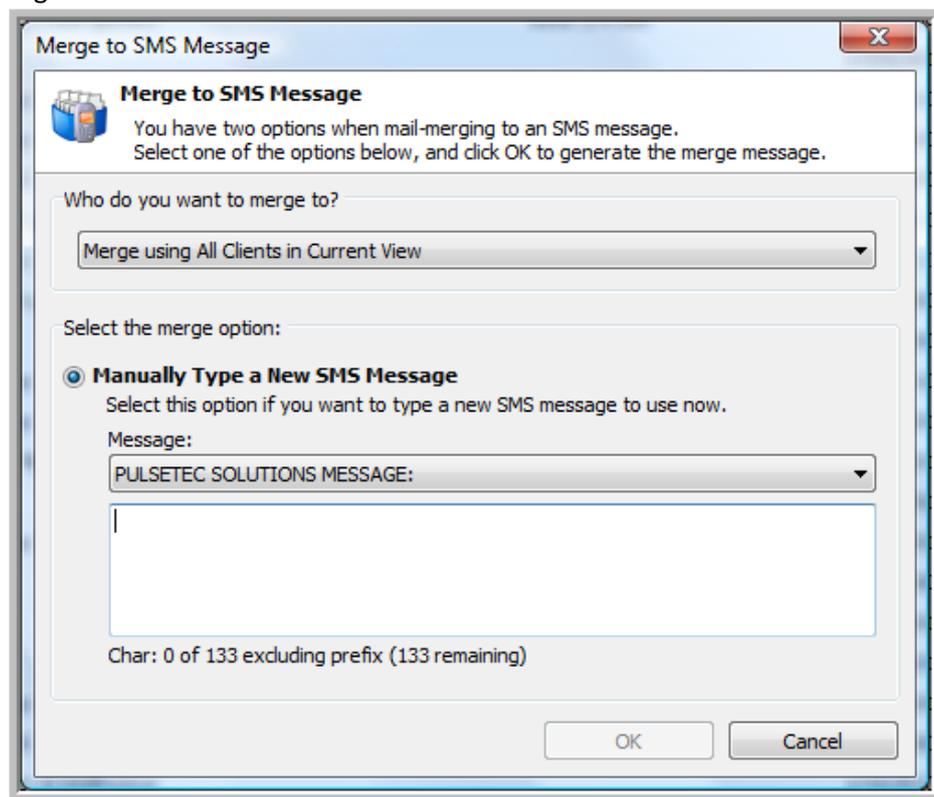


Type in your message and send it.

To multiple people

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

Feb fig 10.

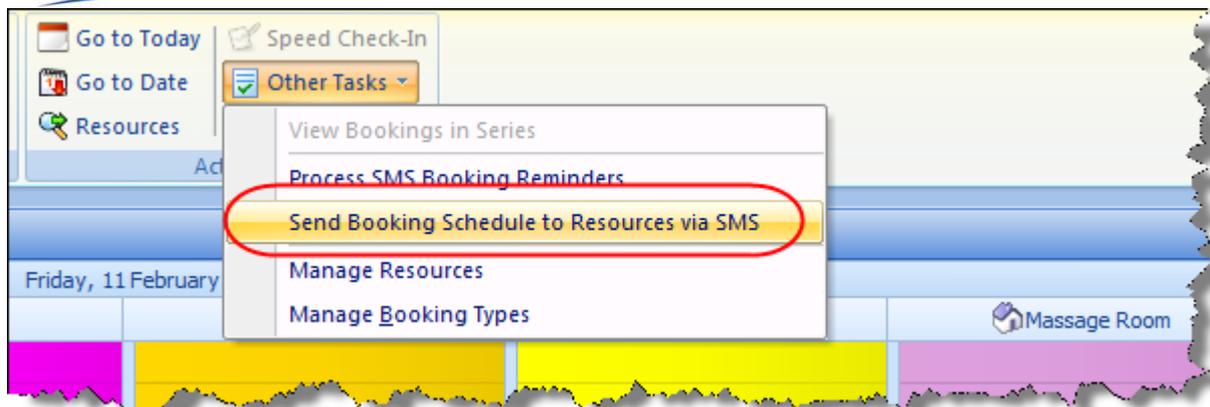


Select the message heading and then type in the message and click on 'OK'.

Send Booking Schedule to Resources via SMS

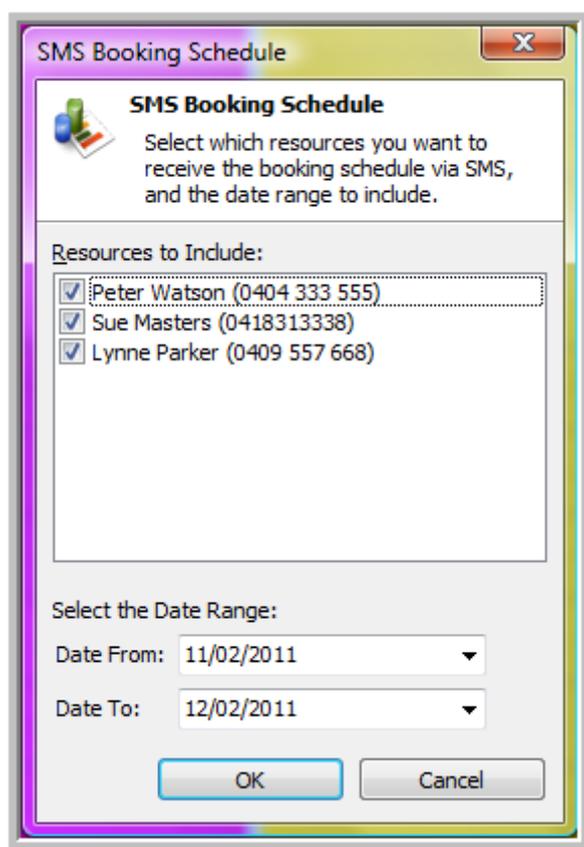
You can use the SMS service to send reminders of upcoming classes to your Resources. To access this feature, go to the Bookings Explorer > Other Tasks > Send Booking Schedule to Resources via SMS.

Feb fig 11.



When you select this option, you will then see the screen below. From here you can select which Resources you wish to include, and for what date range you want the reminders to be sent.

Feb fig 12.



Click on OK to begin the process of sending the SMS.

If there is a particular subject that you would like us to cover, please contact us, and we'll help you find a solution.



Club and PT Management Software

RELEASE NEWS

Version 3 Users

Please contact us ASAP. We are no longer doing any enhancements to V3.5. There are some processes that will need to be completed in order for you to upgrade to Version 4.

Version 4 users

Our latest release - V4.2.9.0 is now available. Please contact us for information regarding the download.