

## The Pulse – Issue 63

January '14

Happy New Year!

This month we bring you some great tips for ClientConnect, GymBrand and WorkOutConnect. Be sure to check out the articles and have a click around - especially WorkOutConnect. You may be surprised what you find. We'll help you stay on top of your record keeping and show you some videos that can save your clients from injuries.

If there is a topic that you would like us to cover, or you have a specific task that you need to perform, please contact [support@pulsetecsolutions.com](mailto:support@pulsetecsolutions.com) and we can help you find a solution.



### **Changing Membership conditions**

**ClientConnect** Now that the new year is here, you may want to change or re-brand some of your Memberships. The temptation is to go into the existing Membership and simply re-name it, right? Well dont!

Any client that is currently on that membership then has their data 'broken'. You may find that their Membership Type is now blank. When you next try to sign this client in, you'll get an error that they don't have a Membership. This is because ClientConnect can't find the relevant linking details any more.

**Edit Client File**

**Client Name:** Adamson, John  
**Card No.:** 1131

Personal Details Services **Membership** Contacts and Marketing Account

**Client Membership Details** **Membership Suspension**

Expiry Date: 9/12/2014 Suspend From: (Not Suspended)

Membership Type: [Blank] Suspend To:

**Sign-In History** **Suspension History**

Delete Print Delete Print

If you want to change/update your Membership names/types, **CREATE A NEW ONE!** There are no limits to how many Memberships or Service/Packages you can create, so do it properly by creating a new item and marking the old one as 'obsolete'.

You'll save yourself a few headaches if you do it properly the first time!

To create or update your memberships, go to File Menu > Location Setup > Maintain Membership Types.

## *Are you compliant?*

A recent article from Fitness Australia highlighted the importance of sound record keeping for the fitness industry. In some cases, the work you do is one on one, so it's increasingly important to have accurate notes and histories in case of a complaint. Luckily, if you're a ClientConnect user, you have all the tools you need!

- The client file allows you to record all conversations on the '**Contacts & Marketing**' tab. (There is also a General Notes section).
- For every Booking that you make, there's a **Notes Tab** where you can enter a full story of what happened at the class.
- Attach **Documents** directly to the client file - eg. Doctors letters, programming advice etc.
- Enter **notes on every Invoice** that you generate
- Record **Fitness Assessments** for your clients - and enter as much detail as possible. Yet another opportunity to build a comprehensive picture of your operations.

By utilising some or all of these features, you build a picture of your operations and demonstrate high standards and reliability. This may just save you from a complaint somewhere down the track!



## *GymBrand - Reward your Members*

Loyalty programs reward your members for attending classes, making purchases, referring friends or attending your gym or club.

With your GymBrand App, you can quickly and easily set up and manage offers - either withing the club or with surrounding local businesses. No need to print punchcards or hassle with stamping other cards. Do it all on your members's phone. Too easy!

[Watch this short video to see how](#)



## WorkOutConnect - Tip of the Month

For those of you who haven't seen WorkOutConnect yet, here's a sample of what a prescribed workout looks like.

WorkOut Connect lets you access hundreds of these workouts or create your own. These can be built around a target body area or using specific pieces of equipment.

But being tech heads, we think this is pretty special! Click on the image below, then once this opens, click on one of the exercise pictures with the little camera icon in the corner. How good is that?!

### My WorkOutConnect Workout

Butt, Hips & Thighs: Workout 2

These lower body workouts target your glutes, quads and hamstrings to help build a sexy butt and great legs.

Equipment: Dumbbells, Cable System

Estimated Workout Time: 45 minutes

**Intensity**

Reps: **12**

Sets: **3 sets** per exercise

Load: **CHALLENGING** weight

Rest: **60 seconds** between sets

For each exercise, perform 3 sets of 12 repetitions, resting 60 seconds between sets. Use a challenging weight that allows you to complete a 12 rep. If the weight is too easy, slightly increase it. If it's too hard, slightly decrease it.

#### Pike Squat

- Stand upright holding the dumbbells by your sides with your feet flat, shoulder-width apart and turned out slightly.
- Lower your body toward the floor sending your hips back and down and your knees out to the sides.
- Push through your heels to return to the upright position and stretch up onto your toes.

Equipment Sub: Plates, Kettlebells

#### Crossover Step Up

- Stand to the side of a bench with your outside foot on the bench across the other leg, arms by your sides.
- Push down on top foot and step up and laterally onto the bench.

\* Step down onto the inside foot, keeping the outside foot on the bench. Repeat on the other side.

#### Side Lunge

- Stand upright holding the dumbbells by your sides with your arms straight.
- Step laterally to one side, lowering your body down and leaning your torso slightly forward with your weight on the outside leg.
- Keep your trailing leg straight.

\* Complete all reps on one side before switching to the other side.

Equipment Sub: Dumbbells

#### Cable Hip Adduction

- Stand to the side of a cable system with the cable attached to the inside of your inner leg.
- Draw this leg in and across the standing leg.

\* Keep both legs straight and maintain your balance by holding onto the system if necessary.

\* Complete all reps on one side before switching to the other side.

Equipment Sub: Tubing

### RELEASE NEWS

Our latest release - Version 5.1.36.0 is now available to customers with current Support Agreements. Please let us know if you missed out and we can send you the relevant information!

### Reminders

As usual, please send **ALL** correspondence to [support@pulsetecsolutions.com](mailto: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.