GAMEDAY

How do I send a message to my participants?

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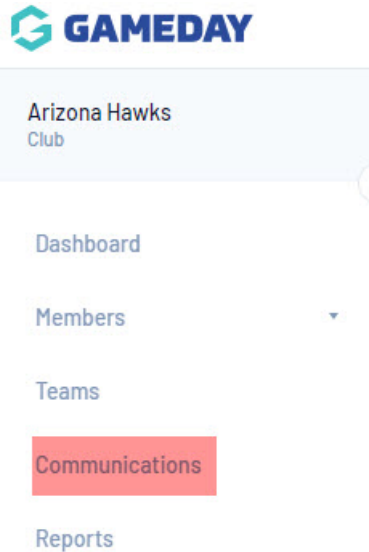
The process for sending a message consists of the following steps:

Firstly, login to your Online Membership Database - If you don't have your login details please contact your State Governing Body or Association.

1. Specify recipients
2. Select a mode of communication
3. Compose message

Specify Recipients

1. From the association, club or team level of Membership, click on **Communications** in the menu.

2. The Communicator options will open. Click on **Send a Message**.

Three 'recipient options' are available. A description of each is provided below:

1. **Membership Group** - select members based on their member type (players, coaches, umpires, officials), select administrators from the club contacts, and/ or select team contacts.

2. **Custom Group** - select a custom group of recipients that you have previously set up

3. **Saved Report** - select a saved member report that you have previously set up

4. Click on the relevant group you want to send a message to.

Membership Group:

The Membership Group options will open. **Click on the radio button** to select an option:

Club Contacts - click on the Contact Type drop-down list select the type of club contacts you want to send the message to.

Team Contacts - click on the For Teams registered in competitions in Season drop-down list and

select a season. This will send the message to teams participating in that season

Players - click on the Registered in Season drop-down list and select a season. This will send the message to players registered in that season. Click on the Include parents check box to also include players' parents as recipients.

Coaches - click on the Registered in Season drop-down list and select a season. This will send the message to coaches registered in that season.

Umpires - click on the Registered in Season drop-down list and select a season. This will send the message to umpires registered in that season.

Officials - this will send the message to all officials in your database

> **If you are heading into a new season and need to send messages out to previous season members, we recommend choosing the previous season you club/association was in. If you need to send a generic message out to members within your current season (e.g training etc) then use the current season.**

Recipient Options

Membership Group	These groups are created based on Member types and organisational contacts
Custom Group	These groups are created manually.
Saved Report	These groups are created based on the results of Saved Reports.

Membership Group

Choose which predefined list you want to send to. When complete press the "Continue" button.

○ Club Contacts
    Contact Type   All Contacts ▼

○ Team Contacts
    For Teams registered in competitions in Season   2021 ▼

○ Players
    Registered in Season   2021 ▼   Include parents ☐

○ Coaches
    Registered in Season   2021 ▼

○ Umpires
    Registered in Season   2021 ▼

○ Officials

○ Misc
    Registered in Season   2021 ▼

○ Volunteer
    Registered in Season   2021 ▼

○ Programs
    Enrolled in Program   All Current Programs ▼   Include parents ☐

Continue

You will also be asked to select the type of communication this will be to this group of members-

primary purpose or secondary purpose. These are explained in the screenshot below.

Use of Communicator

To comply with legal obligations, please ensure all communications fall within the legitimate purposes described below.

Primary Purpose/Implied Consent: This communication should be contained to including only information that, if not communicated would affect the administration of the game. For instance: if the game is postponed, cancelled or forfeited, or if there is a change in time or location. These are the ONLY types of communications that can be sent to the whole database.

Secondary Purpose/Express Consent: This communication can contain information about the season (e.g. scores, statistics, weekly newsletters), special offers, promotions and marketing. These communications can ONLY go to those who have opted-in to receiving this information upon registration and have not opted-out prior to the last 7 days.

OK

Custom Group:

Click on the Groups drop-down list and select the group that you want to send the message to.

If you currently do not have any custom groups listed, click on the **CREATE NEW CUSTOM GROUP** and follow the prompts, or click here on how to create custom groups before sending message.

Select who you want to send the message to:

Recipient Options

Membership Group	These groups are created based on Member types and organisational contacts
Custom Group	These groups are created manually.
Saved Report	These groups are created based on the results of Saved Reports.

Custom Group
Choose which Custom Group you want to send to. When complete press the "Continue" button.

Groups:
Test Group ▾

Continue

Saved Report

Click on the Reports drop-down list and select the saved member report that contains the recipients that you want to send the message to.

5. Once you have selected your recipient option and specified the settings for that option, click on Continue.

Select a Communication Method

5a. The 'Confirm Recipients' screen will appear, which contains:

- A message at the top of screen confirming the recipient option that you have chosen. All members in this group will be selected, but you can unselect/reselect specific members from the list if needed.

- The communication methods available - choose whether to send the message via SMS, Email or Combo. The 'Combo' option will send an SMS to all recipients with a mobile number and an email to recipients that have an email address but no mobile number.
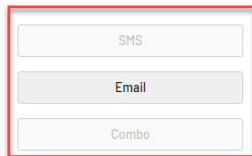 - Some of these options will be greyed out if you have not got these set within your

communications profile. Add this information in before selecting an option.

You have chosen to send a message to Predefined List Players.

The number of email addresses in the selected list exceeds the allowable limit (2000).

You are only able to send an SMS message.

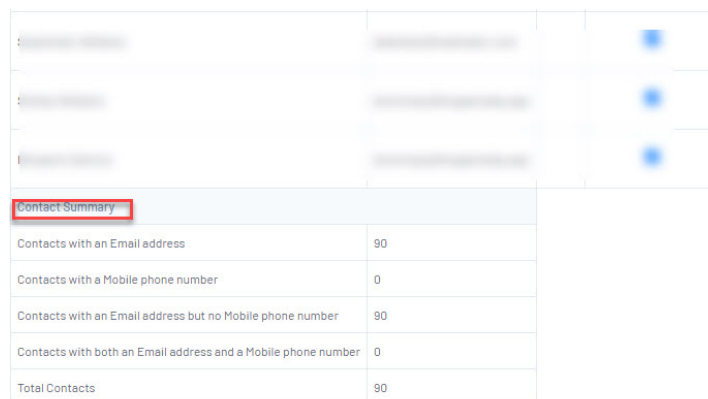Choose the type of message(s) you would like to send.

SMS	To send an SMS you require sufficient credits. You have **0** SMS credits available. You are not logged in to send an SMS
Email	Send a longer less urgent message
Combo	This option will SMS contacts with a mobile number and automatically email those contacts with an email address but no mobile number listed.

- A 'Contact Summary' of the recipients, which shows the total number of recipients and a breakdown by mode of communication available - the number of recipients that can be contacted by email, mobile phone, email and mobile phone, or email only (no mobile phone). These figures help identify the number of emails/ SMS messages that will be sent out.

Contact Summary

Contacts with an Email address	90
Contacts with a Mobile phone number	0
Contacts with an Email address but no Mobile phone number	90
Contacts with both an Email address and a Mobile phone number	0
Total Contacts	90

5b. Click on the communication method that you wish to use - SMS, Email or Combo.

Click on a communication method below for instructions on each method.

- SMS
- EMAIL
- COMBO