A Helpful Tip for iGo Figure Version 3 Users:

Mass Email Communication

Regular communication with your members when they're not in your club creates a greater emotional tie with your facility. This increases their likelihood of remaining a happy member who regularly attends! iGo Figure makes it easy for you to send mass emails to specific groups of members based on their personal preferences and attributes that you track in the Member Record.

Follow these easy steps to send a mass email. Note: A manager or owner password will be required to complete this process.

1. From the Main Menu, click on **Reports**.

2. Click on **Report Wizard**.

3. Select **Create A Member Report**, then enter the manager or owner password and click OK.

4. **Select Membership Type**: In most cases, clubs send informative and friendly email communications to members with specific attributes, regardless of the type of memberships they have. To do this, click the box next to Select All. Otherwise, click all of the specific membership types you want included in your mass email, then click **Next**.

5. **Select Membership Status**: Choose the various member status options that you would like included, then click **Next**.

6. **Select Attributes**: Choose the member attributes that you want included in the email. For instance, if the email will pertain to anyone who may be in physical therapy, then select only the Physical Therapy attribute. Once the attribute(s) are selected, click **Next**.

   If you wish to send an email based on your members' birthdays or dates of joining, **do not** click any of the attributes and **do not** click Select All. Simply click the Next button.

7. **Date Filter:** If you are sending an email based on one or more Member Attribute, it is probably not necessary to select a date of joining or

indicate a birth date range for your list to be generated. Simply click the **Next** button to skip this screen.

If your email is specific to the members' anniversary of joining or their birthdays, select a range of dates and then click **Next**.

8. When you arrive at the **Report Options** screen, click the **Email Now** button.

9. All of the members' email addresses that apply to the group you have identified will be inserted in the BCC field of an email draft in your email program.* This allows you to send the email without the addresses being exposed to others. Insert the subject and the message then send it!

*Windows has a SPAM prevention feature that limits this to approximately 84 emails. However, to workaround this feature if you select criteria that is greater than 84 emails it will be copied to your

clipboard. All you have to do is open your email client and right-click and paste this information into the BCC field and send your email.

Of course only members with an email on file will be included in this communication. Be sure to ask your members to update their email address often so that you're sure to reach them every time! You can pull the Email Address List under Member Reports to see the customers who do or do not have an email address on file.

For more helpful user tips, visit the iLearning Center.

To check your Windows default email client perform the following steps:

Open an Internet Explorer -> Click on Tools -> Go to Internet Options -> Click on the Programs tab.