G Troubleshooting Notification Emails

2017 - Fall Edition

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Overview

All Reservation systems send out notification emails for when reservations are made, edited, or canceled. If a member is experiencing any issues receiving these reservation notification emails, you can follow the below steps to begin to troubleshoot the issue.

Use Case(s)

• As an Admin, I would like to be able to troubleshoot as to why my member is not receiving reservation notification emails.

Step 1: Ensure the Member Made a Reservation

To start, make sure that the member did in fact make a reservation.

Go to the Admin Dashboard, and navigate to the day that the member has the reservation for.

12:30 PM		
12:40 PM		
12:50 PM	Emily LathamA	
1:00 PM		

If the reservation is on the calendar, then go to Step 2.

Step 2: Ensure Notifications Are Enabled

To start, ensure that notifications are enabled on the member's reservation. Member's have the ability to turn on and turn off reservation notifications.

To do this, start on the **Admin Dashboard,** and go to the date of the member's reservation. **Click** on the reservation to open the Booking Window.

12:30 PM		
12:40 PM		
12:50 PM	Emily LathamA i Riding T Reserved by: Emily LathamA	
1:00 PM		

Within the Booking Window, you can then determine if email notifications have been disabled. If the email notifications are checked then go to Step 2.

Date	11/03/2017		Start Off	1st Tee	•
Course	North	•	Round	Eighteen Holes	•
Time	12:50 PM	•	Party Size	Single	-
Sen	d Contirmations			Reserve As A Group or	Person
Player	1 LathamA , Emily		Riding	•	

Step 3: Ensure the Member is Receiving Emails

Members have the ability to decide if they wish to receive email communication from the club by updating their profile settings.

Access the Directory and then search for the member in the Directory.

DIRECTORY				
Admin Bar:		EDIT FIELD SETTINGS	EDIT ROSTER LAYOUT	ADD MEMBERSHIP
Members Staff MyProfile Search Export	Settings User Statistics			Print
				Edit Disclaimer lext
Last Name Mem	iber Number Email Address	2		
latham		SEARCH	Shov	All Active Members V
A B C D E F G H	IJKLM	NOPQR	S T U V	W X Y Z
Emily Ann Latham email: elatham@clubessential.com	3		Address	rnone
A B C D E F G H	I J K L M	NOPQR	S T U V	w x y z

Open the member's profile and click Edit This User.

Emily LathamA (Add to Contacts S)		
Membership Number	latham235813	
Relationship	0 - Self / Primary	
Account Type	Single	
Membership Level		
Member Since	February 7, 2017	
Membership Expires	January 1, 2100	
	March 26, 2017	
Display Name	Emily Ann Latham	
Title		
First Name	Emily	
Middle Name		
Last Name	LathamA	
Suffix		
	EDIT THIS USER	

Scroll to the email section of the member's profile.

Here there should be a valid email address listed for the primary email - which you may need to confirm with the member. The Receive Emails box should also be checked, which enables the member to receive email communication from the club.

User Type Admin Level	1 - Member ▼ No Admin Access ▼		
Email #1	elatham@clubessential.com	Receive Emails?	Receive statements?
	Receive notification of private messages		
Email #2	emilyannlatham@gmail.com	Receive Emails?	Receive statements?

If the member has a valid email address and is enabled to receive email communications, go to Step 4.

Step 4: Check Mail Reporting

Note: Only web admins will be able to access Mail Reporting.

To access Mail Reporting, hover of Admin and choose Mail Reporting.



Click on the Single Email Tab within Mail Reporting.

You may filter through single emails by either date, who the email was sent to or from, or by subject.

Once you have the correct email pulled up we can see if the email was sent. If the email was sent but the email was still not received, then the issue is likely on the member's end.

SINGLE EM	AIL REPORT		
Sent Emails Scheduled Email This report contains automatic en Start Date: 10/27/2017 Sent From:	Is Unsubscribe Bounce Blacklist Email Co nails se 2 rom your website. Click the subject line End Date: 11/3/2017 Sent To:	to view the full email body.	Mail and Groups
Created	Sent From	Sent To	Subject 3
11/3/2017 8:42:24 AM	noreply@clubessential.com	test@clubessential.com	Member Tee Time Received
11/3/2017 8:42:24 AM	noreply@clubessential.com	elatham@clubessential.com	Tee Time: Booked - Friday, Nov

Ask the member to check their Spam folder, and to add this email (<u>noreply@clubessential.com</u>) to their safe sender list.

Best Practices

• Ask for all information from the member before you begin troubleshooting such as: reservation type, reservation date and time, and active email address.