

# User Manual - Club Group Admin

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This user manual will give you an overview of all functionalities that can be performed by a Club Group Admin and where these can be performed.

## Membership

In the membership section of BowlsLink you will be able to find all information related to members of clubs that are part of your group.

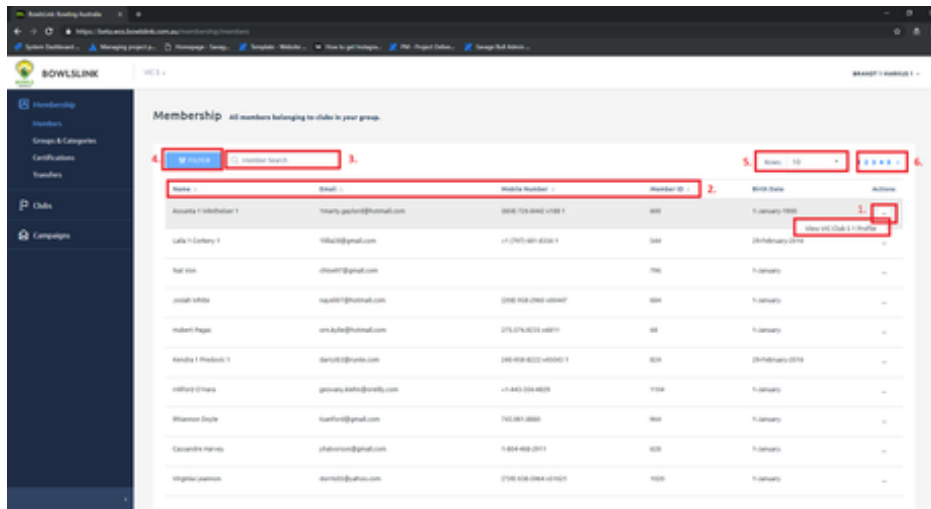
The membership section is further divided into members, member groups, certifications and transfers.

## Members

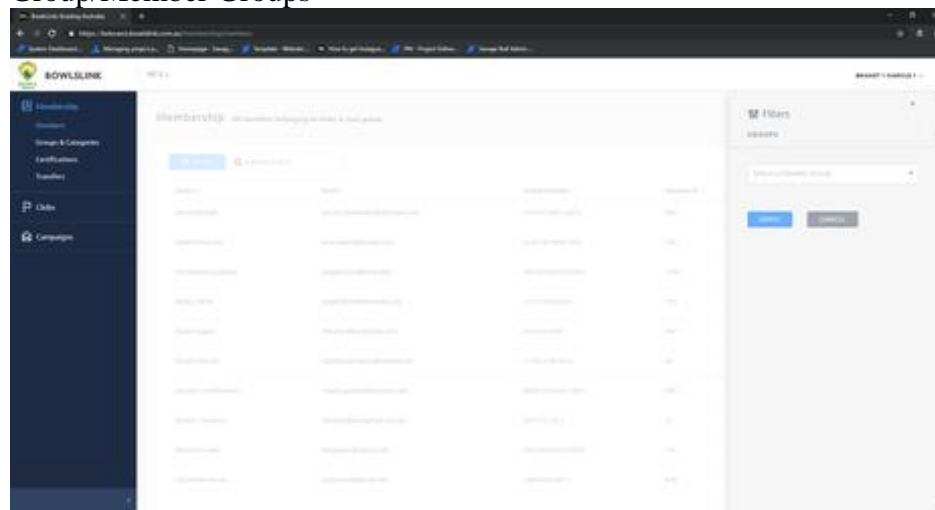
When you are in the members section you will be provided with a list of all the members currently in clubs that are part of your group.

For each member listed here you will be able to retrieve further information by clicking "actions" on the right-hand side.

In the members list you will be able to see all members that are currently active. You will also be given some of their member details without clicking into their profile and you will be able to perform the following actions:



1. You will be able to click into the club members' profile to retrieve additional information about this member. You can do that for each club the member is associated with.
2. You will be able to sort the list of members differently by clicking on the different column headers.
3. You will be able to search for a particular member by name.
4. You will be able to apply specific filters to only find members matching your search criteria. You will be able to filter the following parameters:
  1. Group/Member Groups



- 2.
5. You will be able to change the amount of rows displayed in your member table.
6. You will be able to select different pages of the table if members can't be captured on the first page.

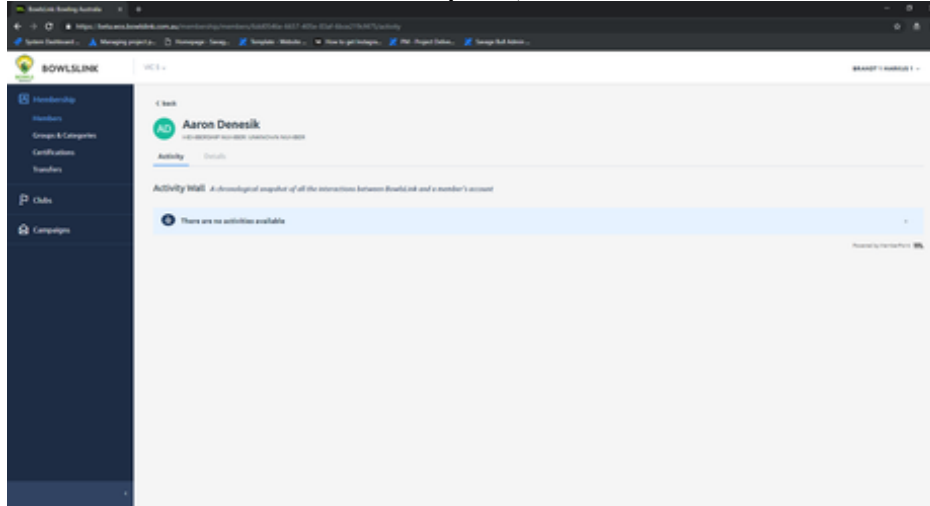
## Member - Club Profile Detailed View

In the detailed view of a member for a specific club you will be able to retrieve additional information about the member as well as being able to perform additional administrative actions.

The detailed member profile is divided into two sections (tabs) - activity and details

## Activity

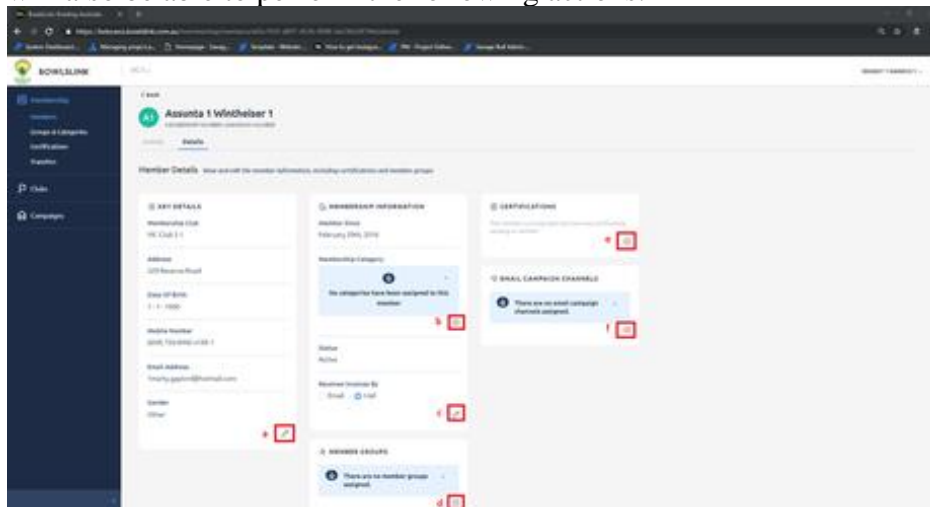
1. The first tab is the **Activity tab** where you will be able to see any activity against a members' profile (e.g when a member profile was updated this should be shown here. It should also show who made that update).



- 2.

## Details

1. The second tab is the **Details tab** where you will find most member information. You will also be able to perform the following actions:



- 2.

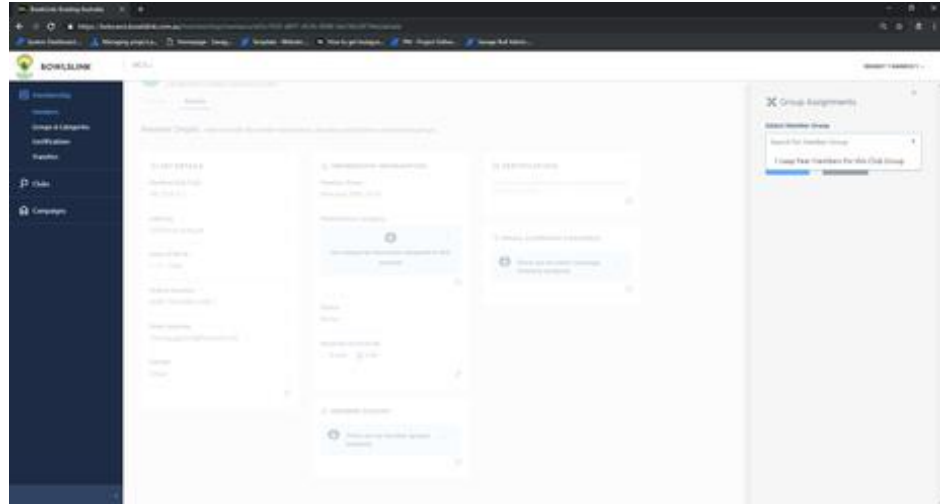
1. **Manage details** - edit any of the key details for this member

**1.**

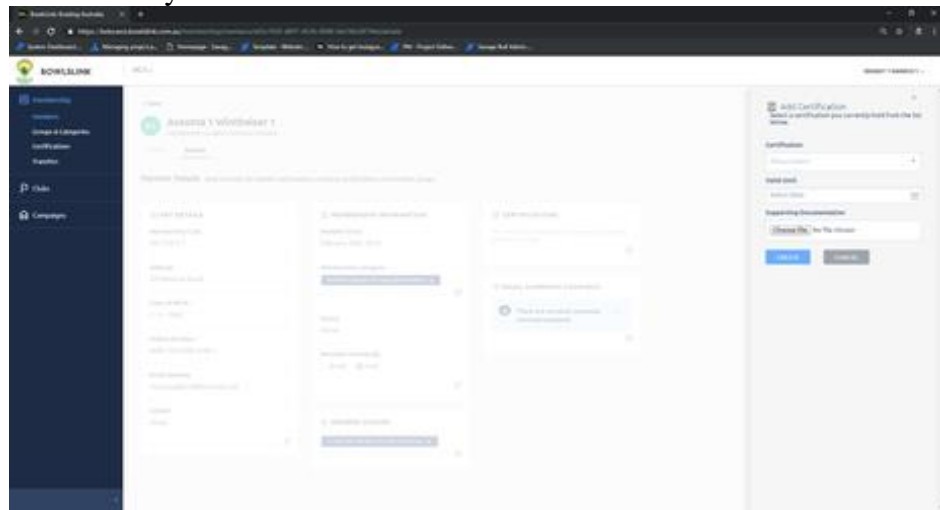
2. Assign/Edit Category - add or remove a category for this member

3. Edit Membership - edit any of the members' membership information

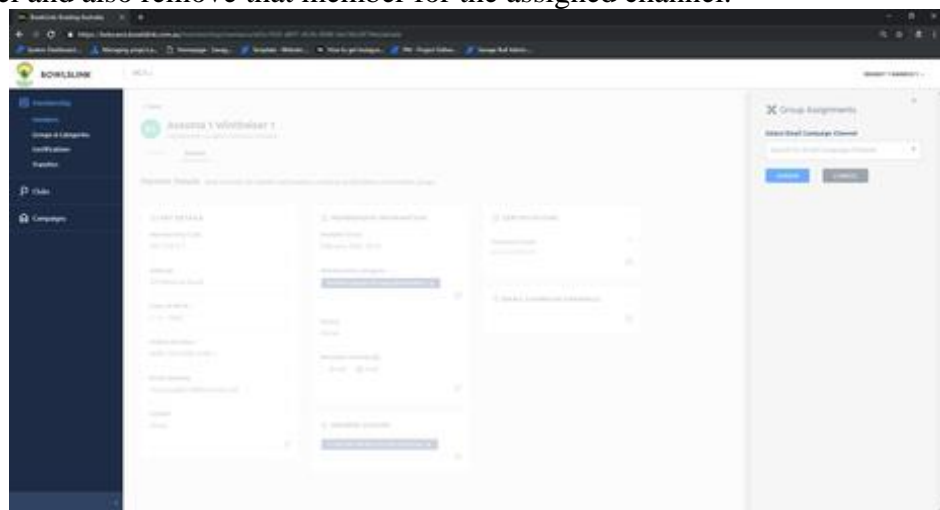
4. Add to Group - you can add a member to a specific group and you will also be able to remove a member from a club member group



- 1.
5. Add Certification - you will be able to add a certification to the member



- 1.
6. Add to Group - you will be able to add the member to an Email Campaign Channel and also remove that member for the assigned channel.



1.

## Member Groups

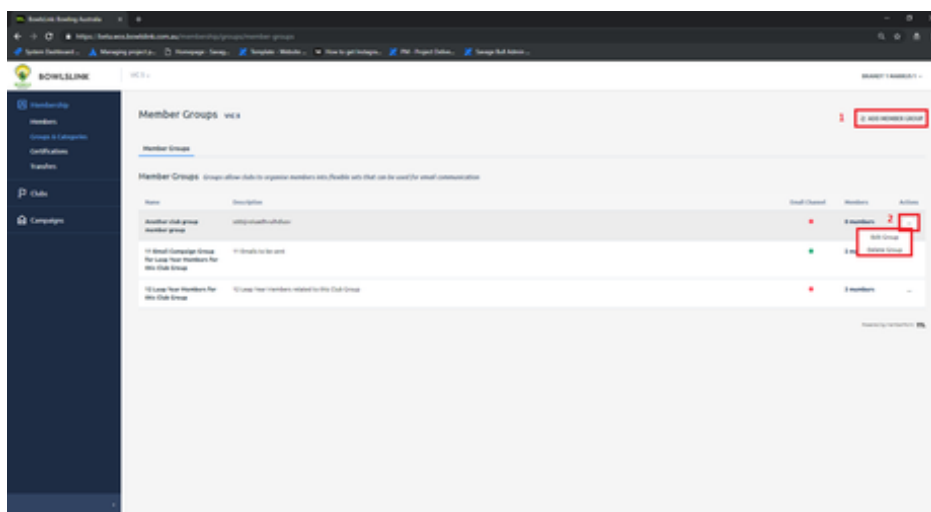
When you are in the member groups section you will be provided with a list of all the member groups you have already created for your club group.

You will also be given the functionality to add new club group member groups.

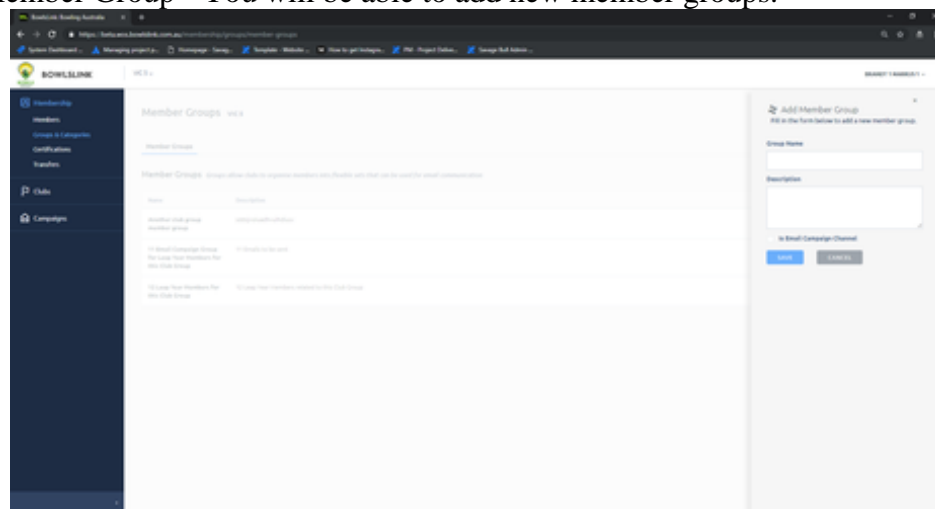
For each club group member group listed here you will be able to perform additional actions.

## Member Groups

In the **member groups tab** of your list you will be able to see all member groups that have already been created. You will also be given an overview of some of the groups' details. Furthermore, you will be able to perform the following actions:

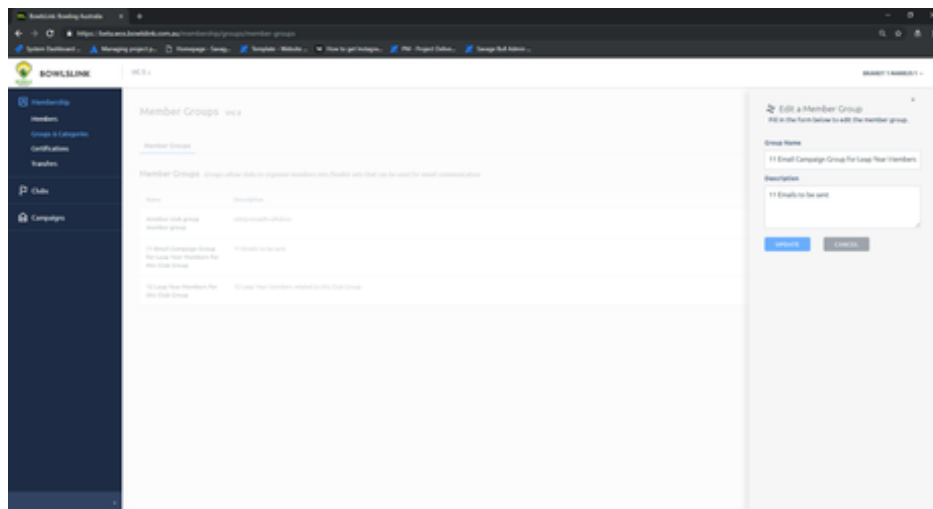


1. Add Member Group - You will be able to add new member groups.



2. Edit Group/Delete Group - You will be able to edit or delete existing member groups (**Attention:** Groups can only be deleted when no members are associated to this category).

1.



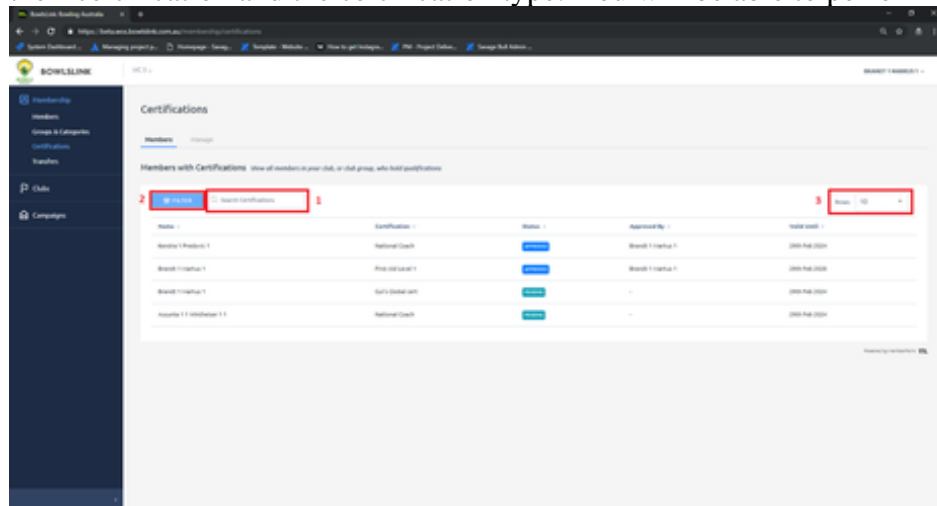
## Certifications

When you are in the certifications section you will be provided with a list of all the members currently holding a certification in your club group.

The list is divided into two sections (tabs) - members and manage.

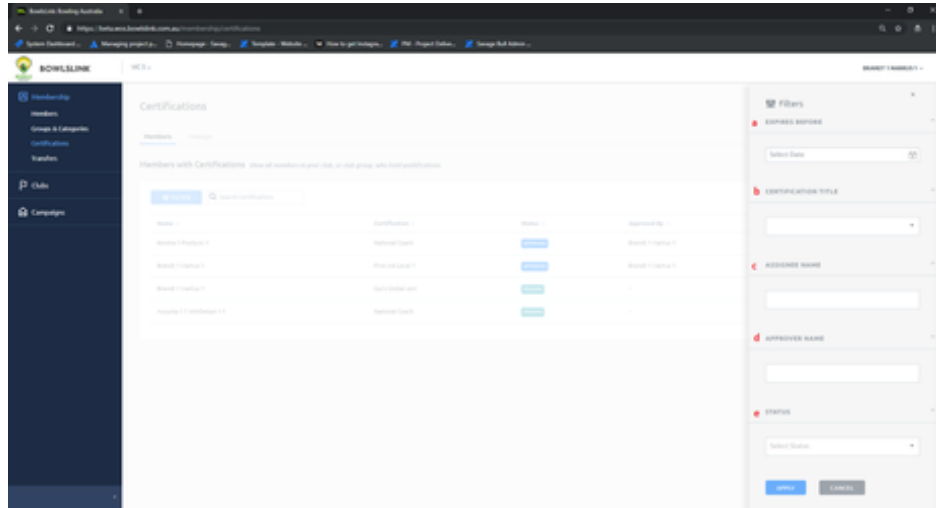
## Members

For each member listed here you will be able to retrieve their certification status, the validity of their certification and the certification type. You will be able to perform the following actions:



1. You will be able to search for a particular certification by name.
2. You will be able to apply specific filters to only find certifications matching your search criteria.
  1. Expires Before
  2. Certification Title

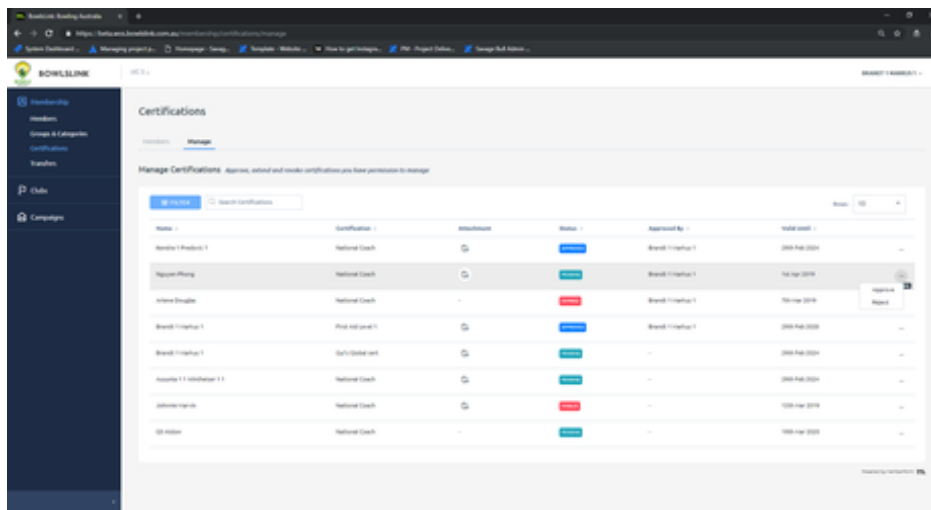
3. Assignee Name
4. Approver Name
5. Status



- 6.
3. You will be able to change the amount of rows displayed in your certifications table.

## Manage

In the manage section of certifications you will be able to approve, reject, revoke and delete certifications you have permission to manage. If there are any certifications that require review by you they will be listed here.



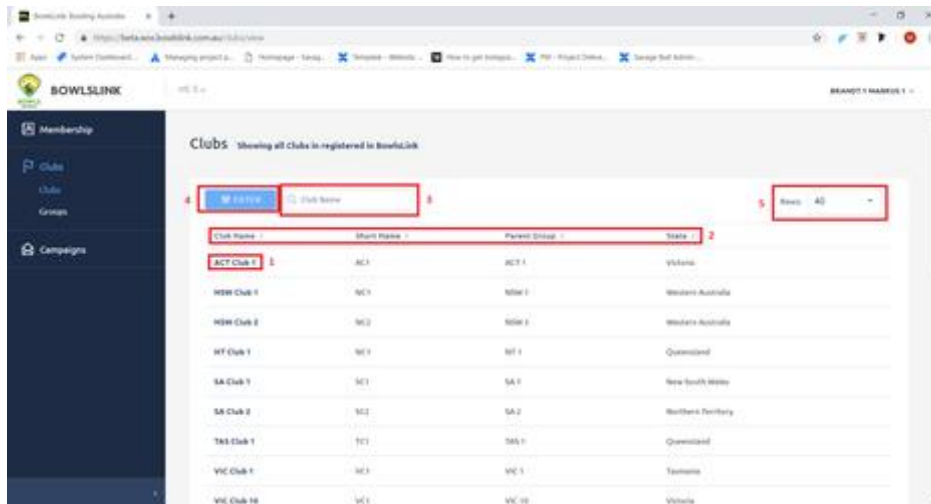
## Clubs

In the clubs section of BOWLSLINK you will be able to find all information related to your club and any other clubs currently in BOWLSLINK and you have the permission to see.

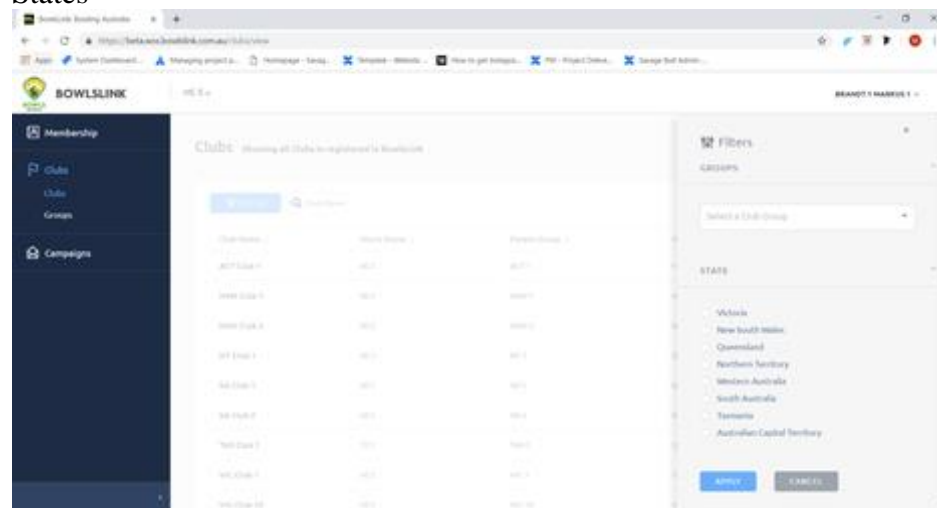


# Clubs

In the **clubs sub-section** you will be able to see all clubs that are currently active in BowlsLink. You will be given some club details without clicking into their club profile and you will be able to perform the following actions:



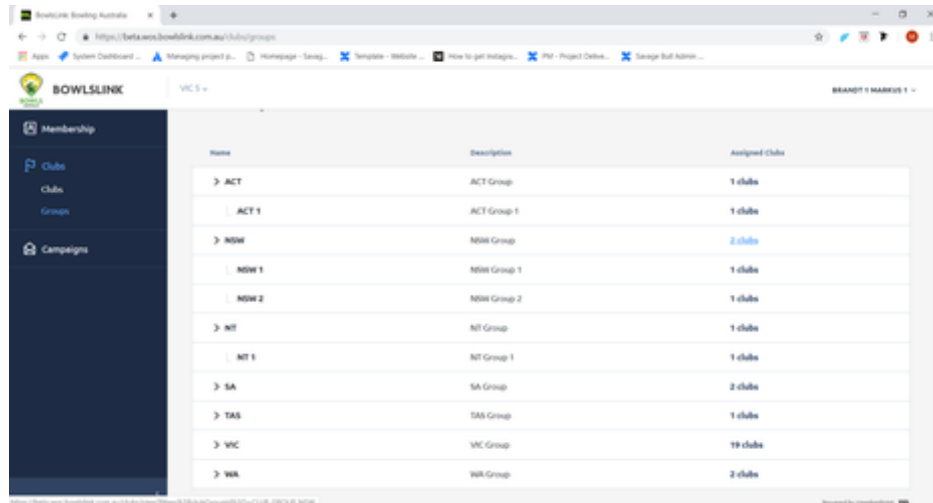
1. You will be able to click onto the clubs' name to retrieve additional information about the chosen club.
2. You will be able to sort the list of clubs differently by clicking on the different column headers.
3. You will be able to search for a particular club by name.
4. You will be able to apply specific filters to only find clubs matching your search criteria.
  1. Groups
  2. States



- 3.
5. You will be able to change the amount of rows displayed in your clubs table.

# Groups

In the **club groups sub-section** you will be able to see all the club groups you have permission to see. You will be able to see the main group and any further sub-groups. It will also show you how many clubs are part of a particular club group and you will be able to retrieve the names of the clubs that are part of a particular club group.



Name	Description	Assigned Clubs
▶ ACT	ACT Group	1 club
▶ ACT 1	ACT Group 1	1 club
▶ NSW	NSW Group	2 clubs
▶ NSW 1	NSW Group 1	1 club
▶ NSW 2	NSW Group 2	1 club
▶ NT	NT Group	1 club
▶ NT 1	NT Group 1	1 club
▶ SA	SA Group	2 clubs
▶ TAS	TAS Group	1 club
▶ VIC	VIC Group	19 clubs
▶ WA	WA Group	2 clubs

## Campaigns

When you are in the campaigns section you will be provided with a list of all campaigns currently available.

You will also be given the functionality to create new campaigns.

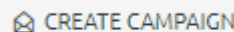
The list is divided into three sections (tabs) - sent, drafts and scheduled.

For each campaign listed here you will be able to retrieve further information through various actions.

## Creating a campaign

When you create a new campaign you will need to go through a few steps to get the campaign to a state where it can be broadcasted to your desired audience.

Select "Create Campaign" from the top right-hand corner.



Each step requires further information to be provided into the specific fields listed here. The below steps need to be followed to create a new campaign successfully.

1. **Details** - You will be asked to provide the following information:
  1. Campaign Name

2. Subject
3. Sender Name
4. Reply-to Email
5. Template

The screenshot shows the 'Add Campaign' form in the BOWLSLINK system. The form is titled 'Add Campaign' and includes the following fields:

- Campaign Name:** A text input field with a red asterisk indicating it is required.
- Subject:** A text input field with a red asterisk indicating it is required.
- Sender Name:** A text input field with a red asterisk indicating it is required.
- Reply To Email:** A text input field with a red asterisk indicating it is required.
- Template:** A dropdown menu with 'Master Template' selected.

At the bottom of the form, there are two buttons: 'Save' (in blue) and 'Cancel' (in grey).

- 6.
7. After saving these details your campaign will be in draft status where you will be able to go through additional steps to finalise the campaign creation.

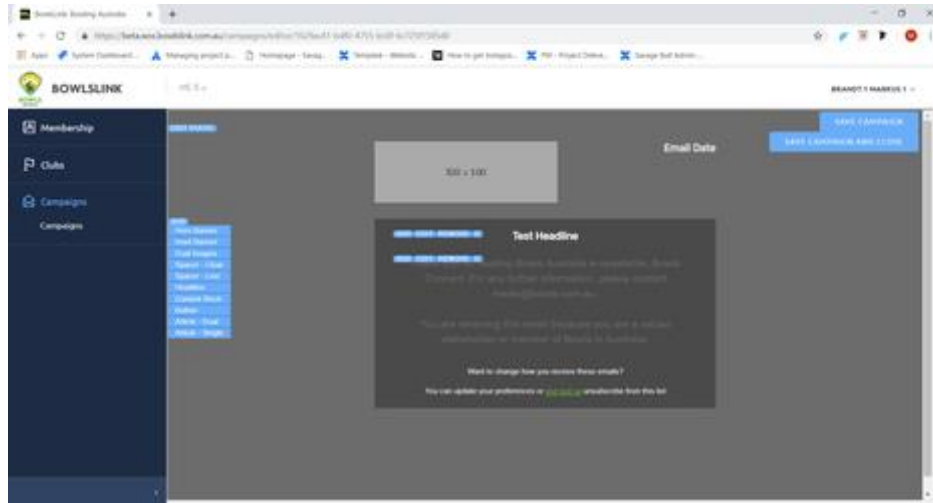
The screenshot shows the 'Campaigns' page in the BOWLSLINK system. The page has a sidebar with 'Membership', 'Clubs', and 'Campaigns' (selected). The main content area is titled 'Campaigns' and has tabs for 'Drafts', 'Scheduled', and 'Sent'. The 'Drafts' tab is active, showing a table of campaigns.

Campaign	Date Created	Recipients	Content
My Group Test Campaign	11/05/2019	0	

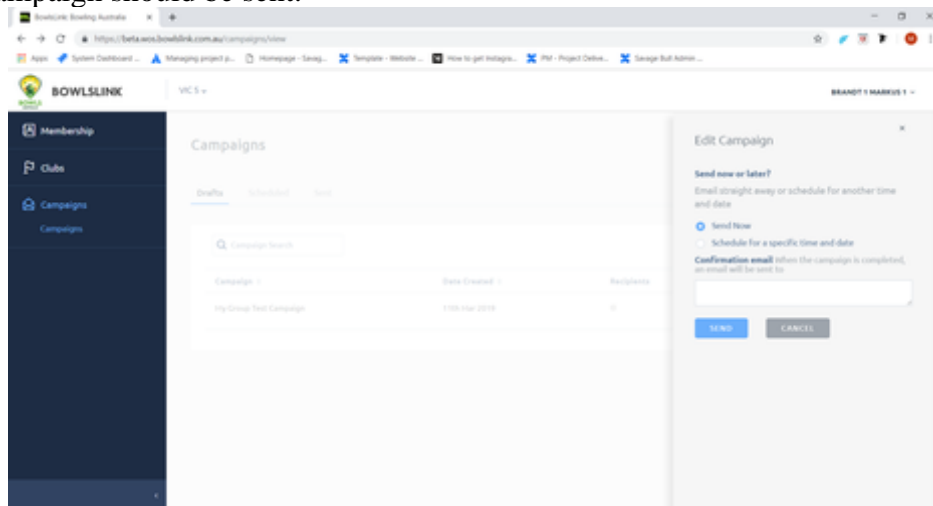
A dropdown menu is open for the 'My Group Test Campaign' row, showing the following options:

- Edit Details
- Content Editor
- Recipients
- Schedule
- Send Preview
- Clone
- Delete

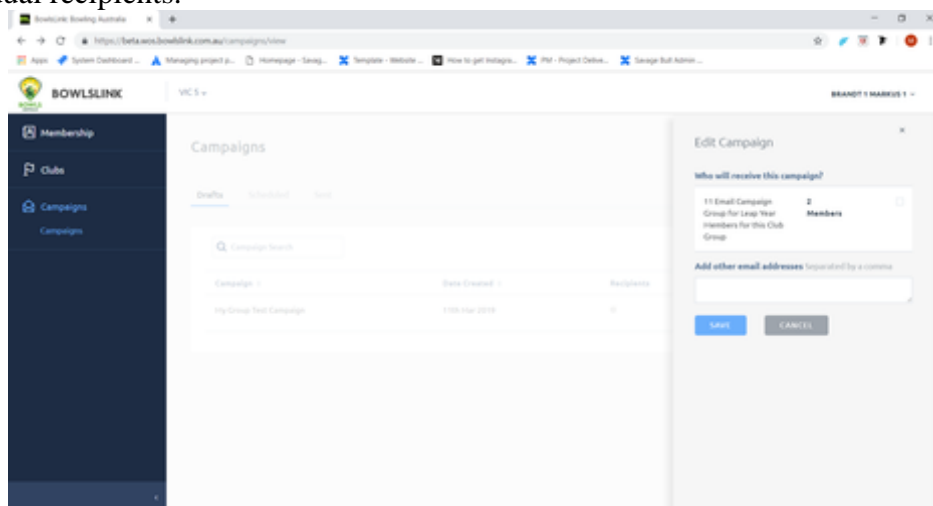
- 8.
2. **Content Editor** - Here you will be able to provide and style all the content you would like to be included in your email campaign.



- 1.
3. **Schedule** - In the schedule section of your campaign you will be able to specify when your campaign should be sent.

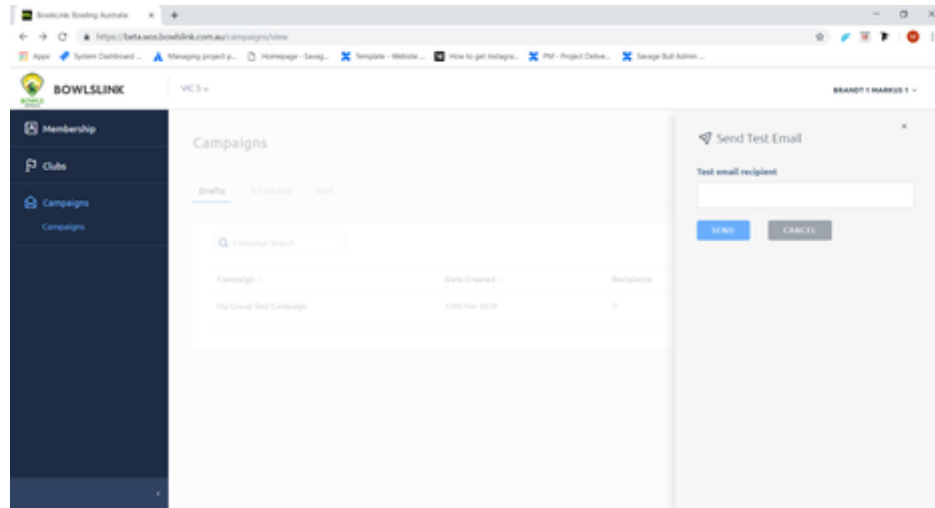


- 1.
4. **Recipients** - In this step you will be able to specify who should receive your email. You can either select recipient groups you have created previously or you can nominate individual recipients.



1.

5. **Send Preview** - During each of the four steps above you are able to send a test/preview for your email. You will need to provide an email address to send the test to. The system will then send the email at the current state.



- 1.
6. **Clone and Delete** - Here you will be able to duplicate your current campaign to use for other broadcasts or you can also delete your current campaign if it is no longer required.

After completing any of the above steps you will always be able to see if all required information has been provided for this campaign. You will then be ready for broadcasting your campaign.

## Sent

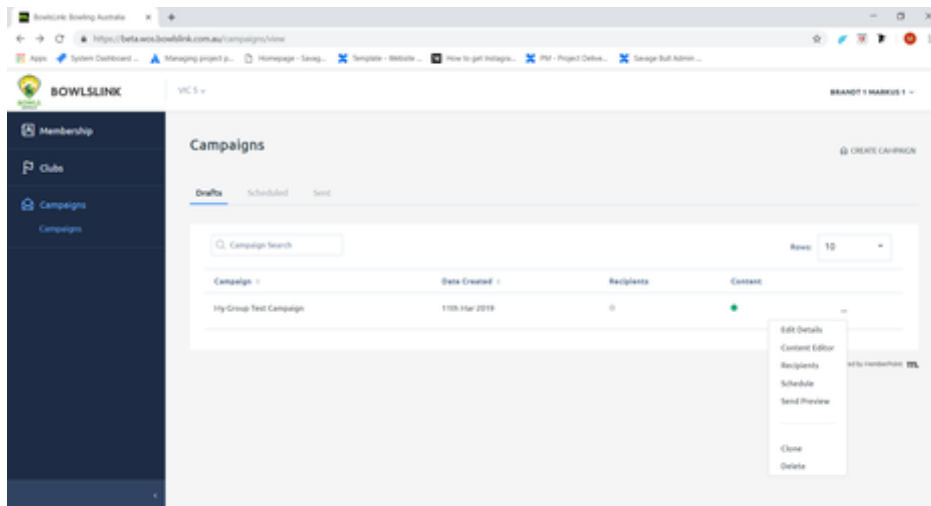
In the **sent tab** of the listed campaigns you will find all campaigns that have been broadcasted to members. You will be able to retrieve statistics on the performance of the campaign such as:

Sent					
Drafts					
Scheduled					
CREATE CAMPAIGN					
Sent					
FILTER					
Search Campaigns					
Rows: 10					
< 1 2 ... 5 6 >					
Campaign*	Date Sent	Recipients	Open Rate	Bounce Rate	
Campaign Name	01 Sep, 2018	265	87% (234)	5% (14)	...

1. Campaign Name
2. Date Sent
3. Number of recipients
4. Open rate
5. Bounce rate
6. More actions (e.g. Click through rate)

## Drafts

In the **drafts tab** of the listed campaigns you will find all campaigns that are currently in draft status. These campaigns have not been broadcasted yet and can still get changed. You will be able to perform the same actions from the campaign creation section above.



Additionally you will be able to:

1. search for a campaign by name.
2. change the amount of rows displayed in your campaigns table.

## Scheduled

In the **scheduled tab** of the listed campaigns you will find all campaigns that are currently scheduled for broadcasting.

