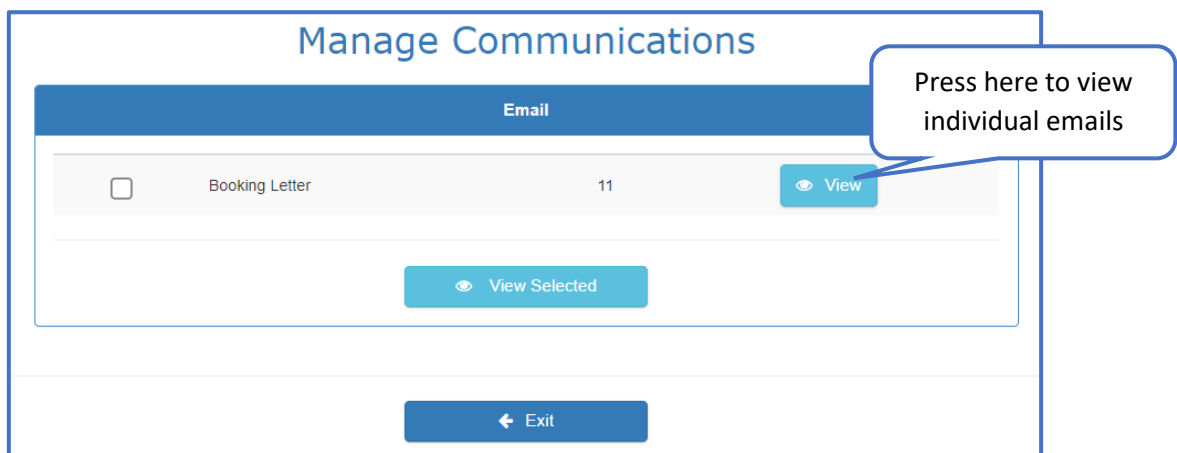


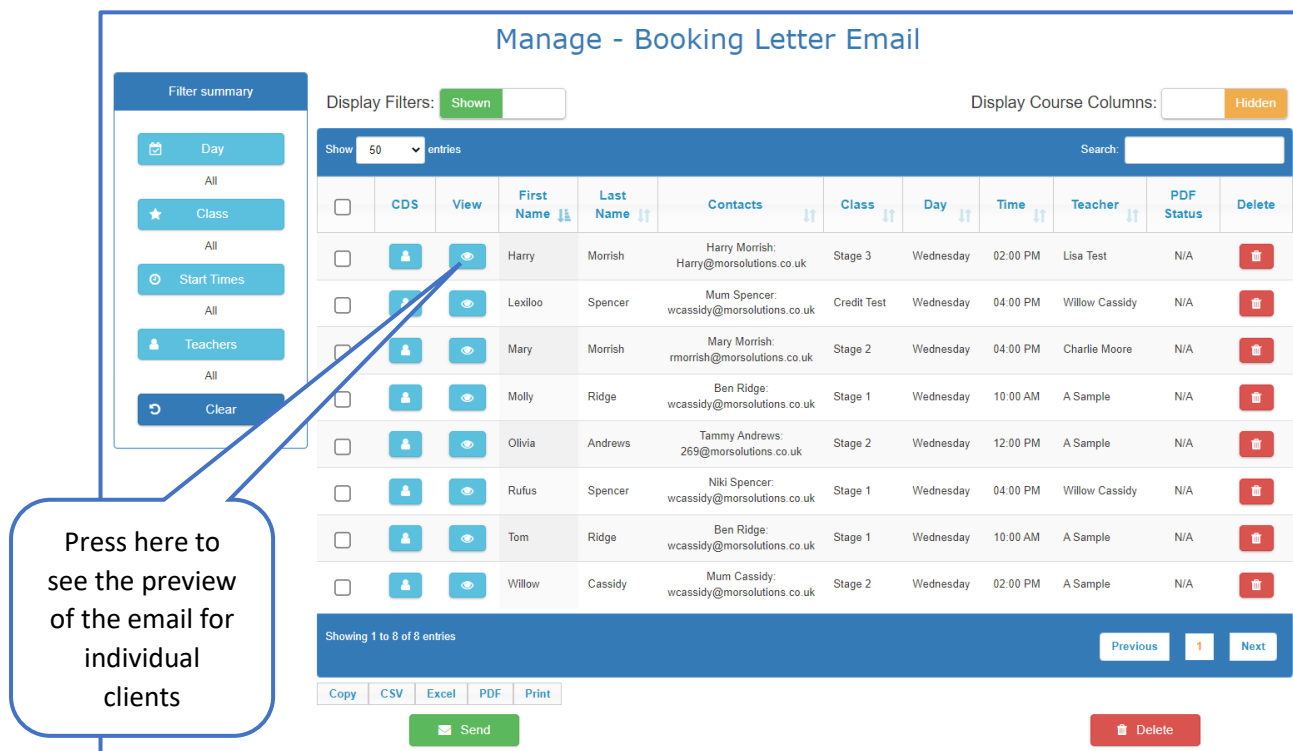
Sending emails to clients

After placing a student on a course, you would ideally like to communicate with the parent/guardian. Email communications are generated in the background as the students are placed onto courses and so this document will explain how you can send these out via SwimSoft.

Start by going to **Client Communication** on the Main Menu and then **Manage Communications** on the secondary menu. Here, you will see the emails that have been generated automatically based on the processes you have performed, these are usually Invoices, DDM Authorisations (If you have Direct Debit set up), possibly a Welcome Letter if the student is new to your organisation and if you have orders turned off you will see a Booking Letter.



Pressing the **View** button next to a communication type will take you through to the page shown below.



From the preview page of an email, you can make changes that will only affect the current student's invoice. Alternatively, you can press the **Amend Template** button which will apply the changes to all emails of this communication type, ensure you press the **Save** button after updating the template.

Send Booking Letter Email

From: wcassidy@morsolutions.co.uk Amend Template

To: Harry@morsolutions.co.uk CDS

Subject: Support System - Booking Letter for Harry Morrish

Dear Mr Morrish

We have allocated Harry a place on the Stage 3 course running on **Wednesday** at **2:00 PM** with **Lisa Test**. Lessons will take place in **Section A** of the **Main Pool**. The course will run from **06 Apr 2022** and comprises **4** lessons running until **27 Apr 2022**. The actual lesson dates are detailed below.

No	Date	Day	Time	Duration	Pool	Section	Teacher
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Attachments Insert Attachment

Exit Delete Send

You can press the green **Send** button at the bottom right of the page to send the current email. If you wish to send all the emails in the **Manage Communications** page, go back to the previous page and select all documents using the select box at the top left of the page. Finally, press the green **Send** button in the bottom left of the page, the emails will disappear from the page, meaning they have been sent.