

Sending an email

Introduction

Quick Answer

- To send a message to your members, login to your **Club Control Panel**.
- Click the **Communication** tab.
- Click the **Compose** button on the right-hand side of the page.

In this guide, you will learn how to send public and private email messages to your members.

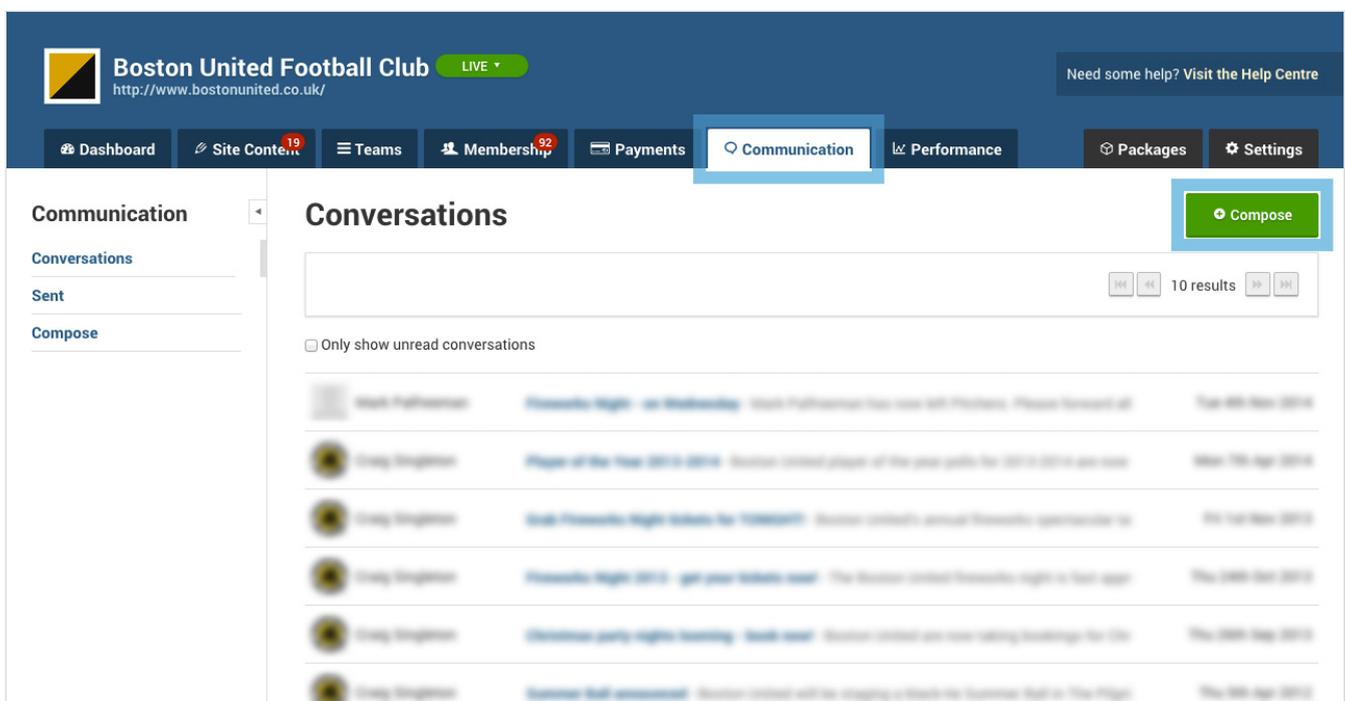
You will also learn how to use groups and filters to speed up the process and add sponsors to each email.

All messages delivered through the Communication tool appear in the recipient member's email account inbox, as well as their Pitchero inbox - online and in the mobile app.

Sending a Message

Access your Club Control Panel and click the '**Communication**' tab.

Click the green '**Compose**' button on the right-hand side of the page.



The screenshot displays the Club Control Panel for Boston United Football Club. The top navigation bar includes the club logo, name, and URL, along with a 'LIVE' indicator and a 'Need some help? Visit the Help Centre' link. The main navigation menu features tabs for Dashboard, Site Content (19), Teams, Membership (92), Payments, Communication (highlighted), Performance, Packages, and Settings. The Communication tab is active, showing a 'Conversations' section with a 'Compose' button. Below this, there is a search bar and a list of 10 results. The list includes various messages such as 'Weekend Night - an Wednesday', 'Player of the Year 2013-2014', and 'Weekend Night 2013 - get your tickets now!'. Each entry shows the sender (e.g., 'Craig England'), the subject, a brief description, and the date.

Sender	Subject	Description	Date
Weekend Night	Weekend Night - an Wednesday	Weekend Night has now left Pitchero. Please forward all	Tue 26 Nov 2013
Craig England	Player of the Year 2013-2014	Boston United player of the year picks for 2013-2014 are out	Mon 19 Aug 2013
Craig England	Weekend Night tickets for 10/11/13	Boston United's annual Weekend Night tickets are	Fri 14 Nov 2013
Craig England	Weekend Night 2013 - get your tickets now!	The Boston United Weekend Night is fast approaching	Fri 26 Oct 2013
Craig England	Weekend party night tickets - book now!	Boston United are now taking bookings for the	Fri 26 Oct 2013
Craig England	Summer Ball announced	Boston United will be staging a Summer Ball in The Pigeon	Fri 26 Oct 2013

Complete the subject line and message, choose your recipients then select whether to send the message 'Public' or 'Private'.

Communication

Conversations

Sent

Compose

Compose

Recipients*

[Select Members](#) No members selected

Subject*

Message*

Include sponsor

None

Replies Private - Replies can only be seen by admins
 Public - Replies are sent to all members in this conversation

Cancel Preview Message Send Message

Support

About Communication

Send to all members

Send to group

Public & Private messages

More help

Click the grey 'Select Members' button to choose the recipients of your message.

Communication

Conversations

Sent

Compose

Compose

Recipients*

[Select Members](#) No members selected

Subject*

Message*

Include sponsor

None

Replies Private - Replies can only be seen by admins
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In the overlay, tick the members that you wish to send the message to.

You can use the filter options on the right-hand side to narrow down your search, or search for individual members by name using the search box at the top.

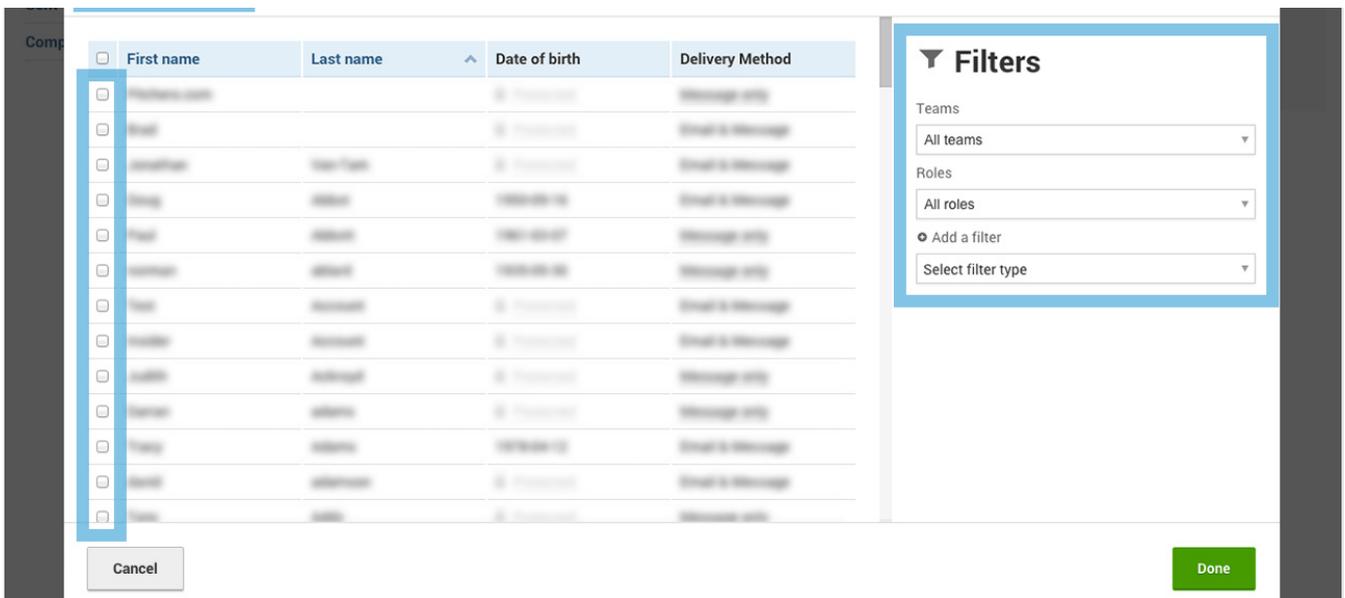
Con

Select Members

Search members

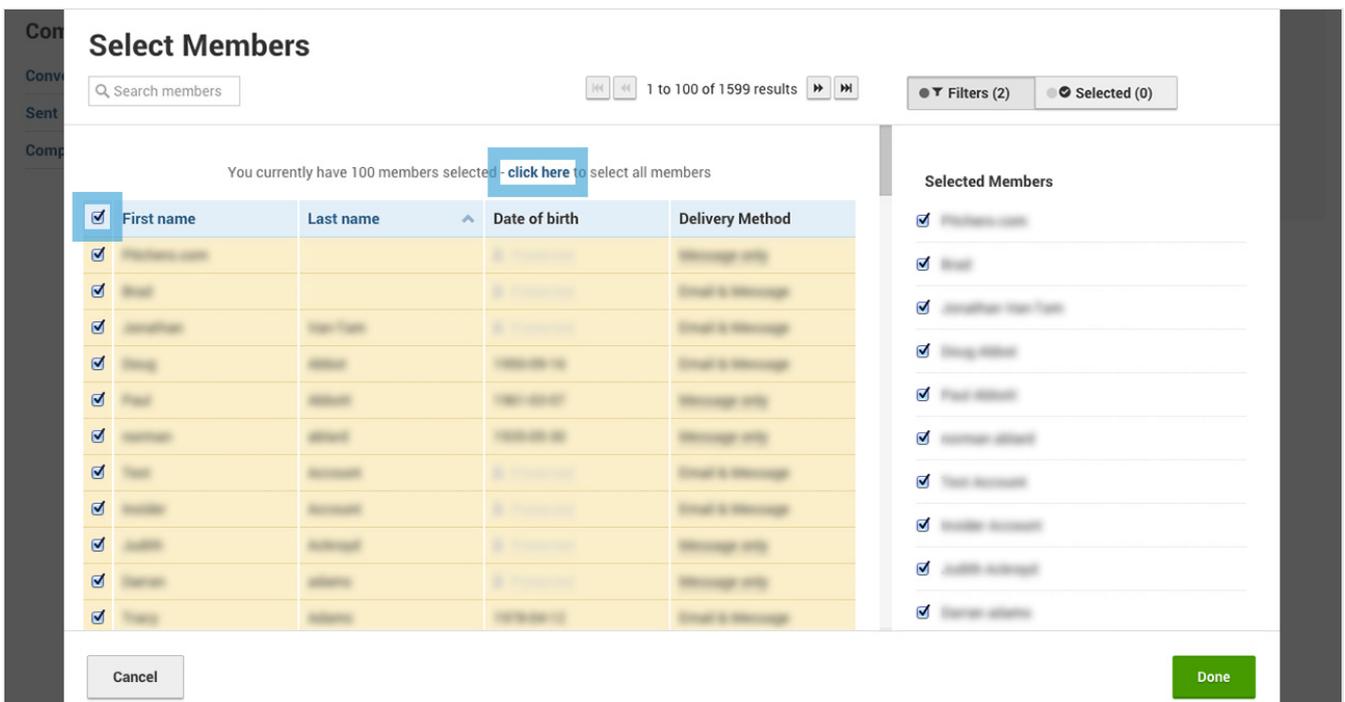
1 to 100 of 1599 results

Filters (2) Selected (0)



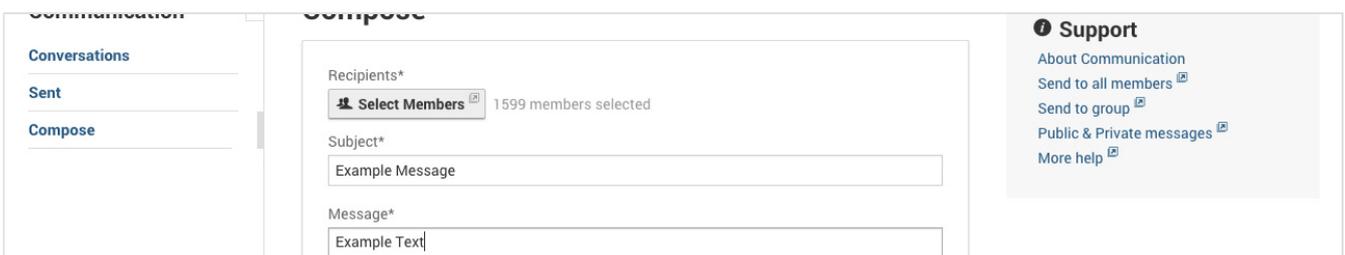
To select all members in your current filtered list, tick the box to the left of the **'First name'** header at the top of the page.

This will select all members displayed on the current page. If the current list contains more than 100 members, click the link that appears at the top of the page to select all members, including those not displayed on the current page.



Once you have selected all your recipients, click the green 'Done' button.

When you are happy with the message, click the green 'Send Message' button.



Please note:

The composer of a message sent through communication, will not receive a copy (even if the composer is included in the list of recipients).

If you are trying to send a test message, send the test to another user and contact them to confirm that they have received the email.

Top Tips:

- Click the grey **'Preview Message'** button to see what the message looks like before sending it.
- Add a **Sponsor** logo to your message for added impact and value to a club sponsors.

Using Member Groups

If you are sending regular messages to the same group of recipients, you can save time by placing them into a member group.

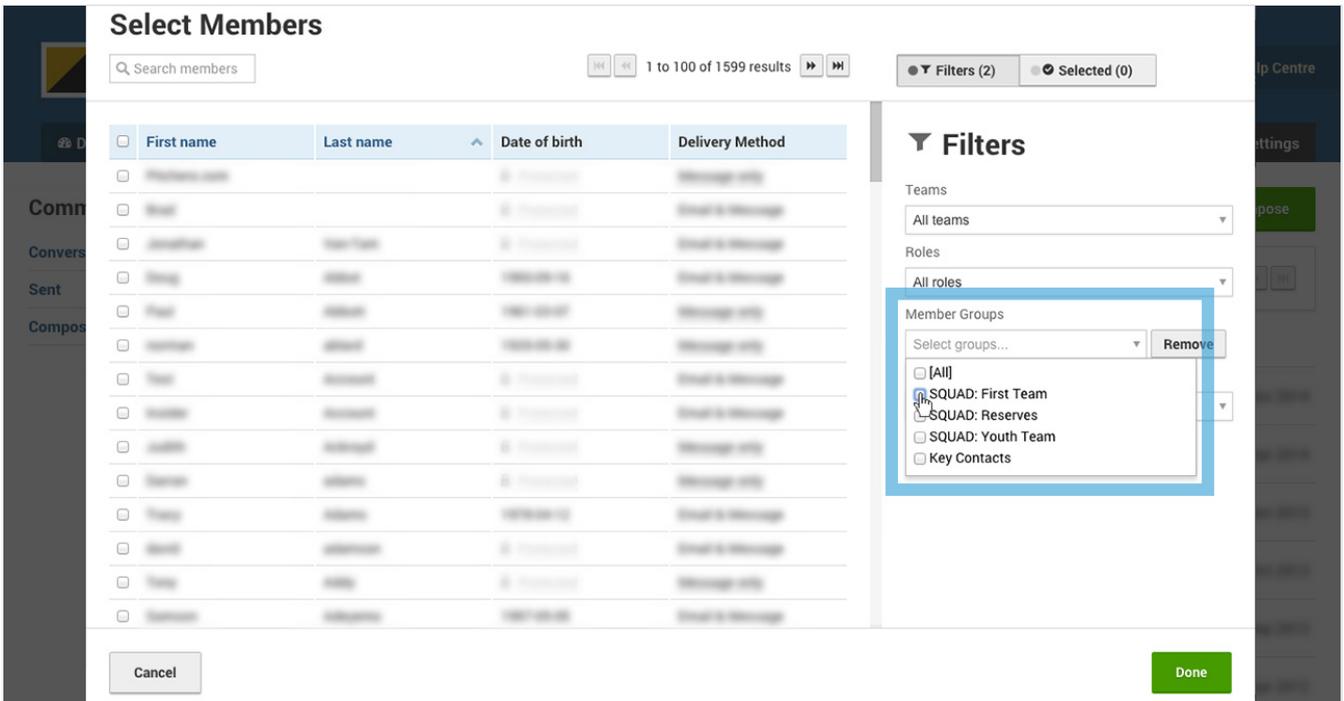
Here's how you would [create a member group](#).

Once the group has been created, it will appear as a filter when selecting members to send a message to.

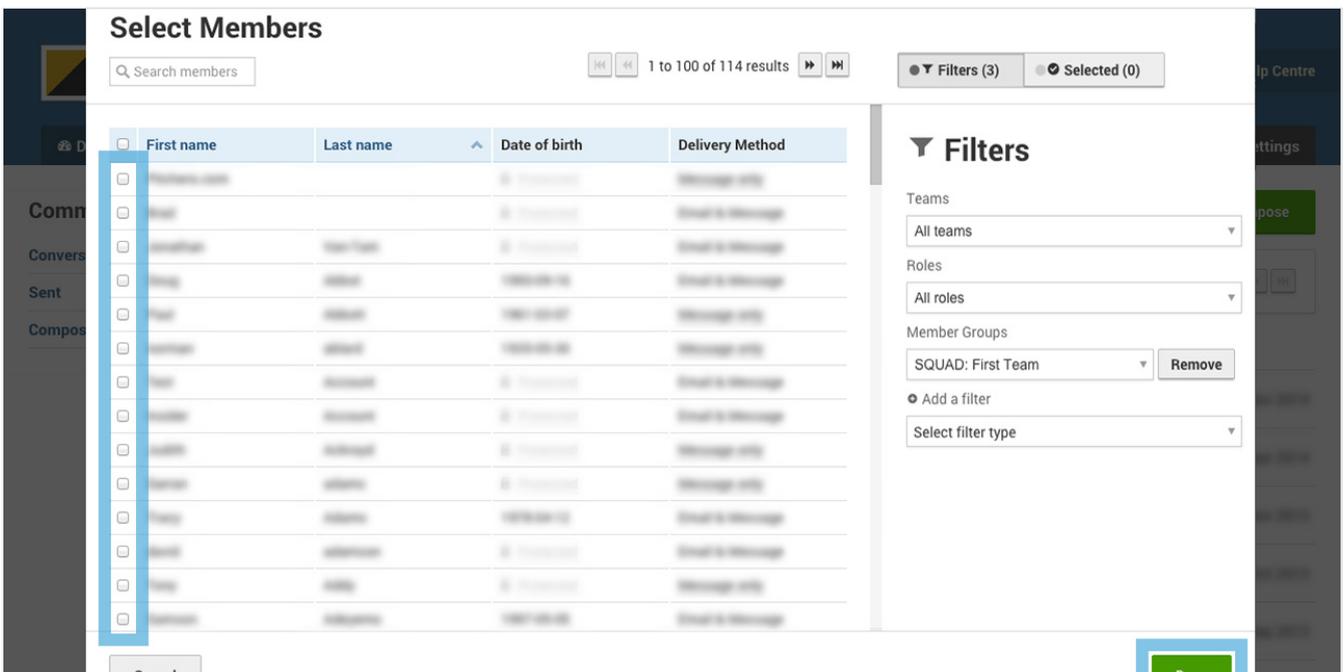
To use a member group filter: on the 'Select Members' overlay, click into the 'Select filter type' drop-down underneath the 'Add a filter' label on the right-hand side and select 'Member Groups' from the list.



Then, click into the 'All selected' drop-down for member groups, untick '[All]' and tick the member group you wish to view.



Tick the members you wish to send the message to from the group and click the green 'Done' button.

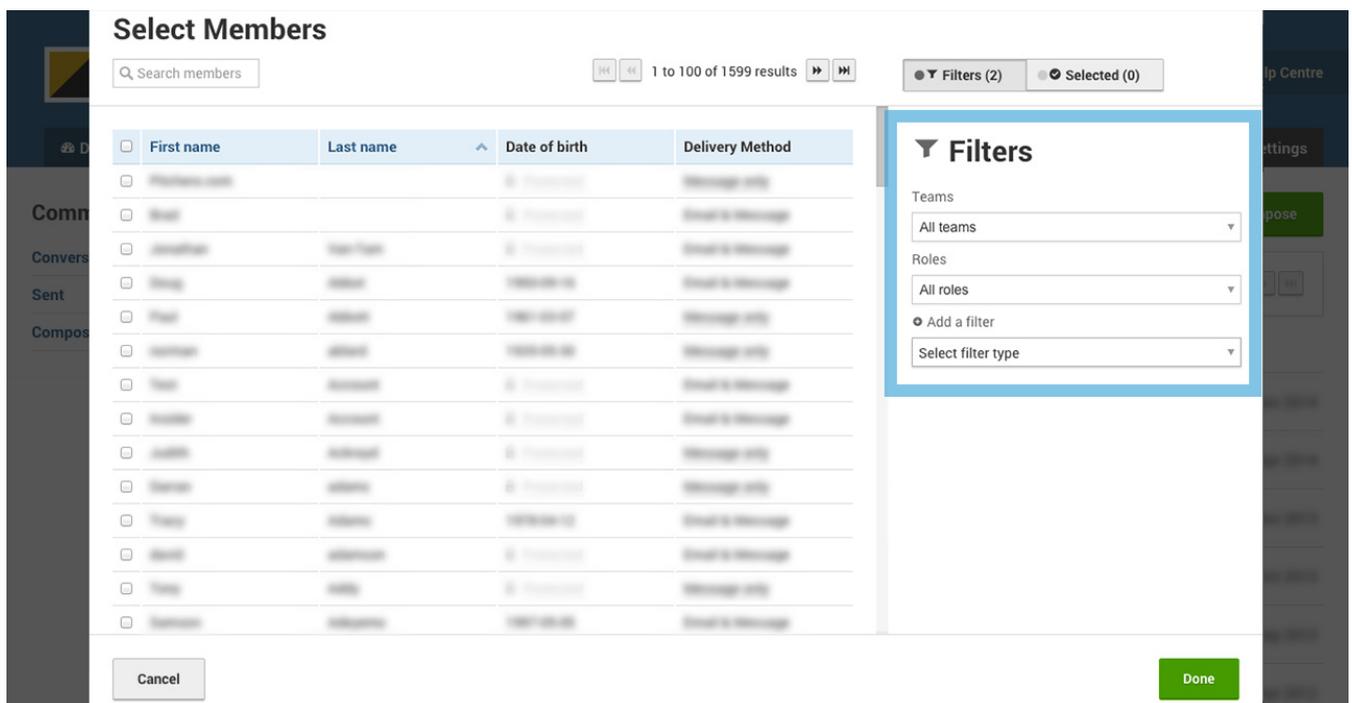


Using Filters

When using the Communication tool, messages can be sent to all registered members set to receive emails to their account.

Alternatively, you can use the filters to narrow down the members you wish to include as recipients.

These filters include: all member role types, teams, groups, and payment products that have been added to your club's website.



The screenshot shows the 'Select Members' interface. At the top, there is a search bar with the text 'Search members' and a button. To the right, it displays '1 to 100 of 1599 results' and 'Filters (2)' with a dropdown arrow, and 'Selected (0)'. Below this is a table with columns: 'First name', 'Last name', 'Date of birth', and 'Delivery Method'. The table contains 15 rows of member data. To the right of the table is a 'Filters' sidebar with a dropdown menu for 'Teams' (set to 'All teams'), a dropdown menu for 'Roles' (set to 'All roles'), and an 'Add a filter' button. Below the sidebar is a 'Select filter type' dropdown. At the bottom of the interface, there are 'Cancel' and 'Done' buttons.

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Public or private

- Replies sent within **'Public'** conversations are visible and notified to all recipients in the conversation.
- Replies sent within **'Private'** conversations are only visible to the sender of the original communication message, as well as any member with full access to the Communication section.

Members can send and receive both public and private messages within Pitchero.

The advantage of this is that you can tailor communication to the audience and occasion. As just one example, correspondence between committee members - i.e.) on sensitive financial or disciplinary matters - can be conducted privately.

Alternatively, publicly messaging players, teams, or even the whole club can be done effortlessly.

How to do this?

Just select **Private - Replies can only be seen by admins** or alternatively **Public - Replies are sent to all members in this conversation**.

You can reply to both public and private messages either directly from your email inbox, or through the Pitchero inbox on a computer, tablet or phone.

Add a sponsor

The screenshot shows a messaging form with the following fields:

- Recipients***: A button labeled "Select Members" with a plus icon and a small "5" in a circle, followed by the text "5 members selected".
- Subject***: A text input field containing "Upcoming fundraising event".
- Message***: A large text area containing "Upcoming Fundraising event".
- Include sponsor**: A dropdown menu with "ECB" selected.

The ability to add a sponsor logo to any or all club communication is a way of increasing exposure for companies and organisations that support your sports club.

Login to Pitchero as a webmaster and choose the **'Admin'** section and then **'Communication'** tab of your club's Pitchero account.

Compose a message and at the bottom is the **'Add a sponsor'** drop-down menu. This will include the names of your names and will add the associated graphic that you have uploaded earlier - [See Sponsors](#) section.

Viewing conversations

The Conversations page allows you to view all past and active conversations. This is also where Webmasters and Team Admins can reply to messages.

To view past and active conversations, access your Club Control Panel and click the 'Communication' tab, then select 'Conversations' from the left-hand menu.

Click on a member's name or a subject line to load that particular conversation.

The screenshot shows the Boston United Football Club Club Control Panel. The top navigation bar includes 'Dashboard', 'Site Content' (with 19 items), 'Teams', 'Members' (with 92 items), 'Payments', 'Communication' (highlighted), 'Performance', 'Packages', and 'Settings'. A 'LIVE' indicator is present next to the club name. A 'Need some help? Visit the Help Centre' link is in the top right.

The left-hand menu under 'Communication' has 'Conversations' selected, with 'Sent' and 'Compose' options below it. The main area is titled 'Conversations' and features a search bar, a 'Compose' button, and a '10 results' indicator. A checkbox for 'Only show unread conversations' is present. The list of conversations includes:

Member	Subject	Preview	Date
Mark Pughmore	Friends Night - see Wednesday	Mark Pughmore has now left Friends. Please forward all	Tue 08 Nov 2016
Cray England	Player of the Year 2015-2016	Boston United player of the year polls for 2015-2016 are now	Mon 19 Sep 2016
Cray England	Club Friends Night tickets for 2016/17	Boston United's annual Friends night tickets for	Thu 10 Nov 2016
Cray England	Friends Night 2016 - get your tickets now!	The Boston United Friends night is fast appro	Fri 04 Oct 2016
Cray England	Christmas party night booking - book now!	Boston United are now taking bookings for the	Fri 04 Sep 2016
Cray England	Summer Ball announced!	Boston United will be organising a Summer Ball in The Pige	Fri 04 Sep 2016

Each communication message sent or received by the club is stored within your Club Control Panel and cannot be removed.