



Module Guide

Bulk E-Mail

*thumbtack*media



Disclosure Notice

This information and any software or software language described in it are furnished under license or nondisclosure agreement and may be used or copied only in accordance with the terms of such license. The following content is furnished for information use only, is subject to change without notice, and should not be considered as a commitment by Thumbtack Media Pty Ltd. Thumbtack Media Pty Ltd assumes no responsibility or liability for any errors or inaccuracies contained within this content. Any dates or version numbers attached are for the sole purpose of correlating information via customer support processes and are not to be construed as indicating that the information is complete or in any way updated to correspond with product builds of a similar date.

Any copyrighted software accompanying this content is licensed for use only in strict accordance with the license agreement. It may be used only by the Customer and the Customer shall not permit this information or software to be used by or for the benefit of any other party, nor use the guide and software at any time after the term of the Customer's license to use this information and software expires. Any Thumbtack Media Pty Ltd product, its product information and software, are all copies and shall at all times remain the sole and exclusive property of Thumbtack Media Pty Ltd or its licensor, and Customer shall obtain no title to the same. Any Thumbtack Media Pty Ltd product, its product information and software, are subject to the warranties described in the related Thumbtack Media Pty Ltd Program License Agreement. Thumbtack Media Pty Ltd disclaims any express or implied warranties, including but not limited to any warranties of merchantability or fitness for any particular purpose, or any warranties arising from a course of dealing, usage, or trade practice. In no event shall Thumbtack Media Pty Ltd or its licensor be liable for any lost revenues or profits, or other special, indirect and consequential damages, even if Thumbtack Media Pty Ltd has been advised of the possibility of such damage.

Thumbtack Media Pty Ltd, its logo, tagline, and any Thumbtack Media Pty Ltd product names are trademarks of Thumbtack Media Pty Ltd. All logos, trademarks, and product names mentioned herein are published with permission of their respective owners with all rights remaining with such original owners as appropriate under International and Australian law.

Except as permitted by license, no part of this information may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, recording, or otherwise, without the prior written permission of Thumbtack Media Pty Ltd.



Table of Contents

Disclosure Notice.....	2
Table of Contents	3
Overview of SimplySwim	4
System Requirements	4
Create Communication Group	5
Adding families to a communication group.....	Error! Bookmark not defined.
Upload Attachment for Bulk E-Mail.....	6
Send Bulk E-Mail	7
Support and Assistance.....	7



Overview of SimplySwim

SimplySwim is a Software as a Service (SaaS) platform. Software as a service, sometimes referred to as "on-demand software," is a software delivery model in which software and its associated data are hosted centrally (typically in the cloud) and are typically accessed by users using a thin client, normally using a web browser over the Internet.

SimplySwim has been developed by industry specialists from both swim schools and software development companies, ensuring the best possible outcome for you.

System Requirements

SimplySwim must be run on a PC running either Microsoft Windows 7 or Microsoft Windows XP. This PC must have an internet connection available, with a preferred minimum connection speed of 1500k.



Create Communication Group

The basis of the group communication is dependent on Families being added to the specific communication group. There can be unlimited communication groups and families can be members of multiple groups.

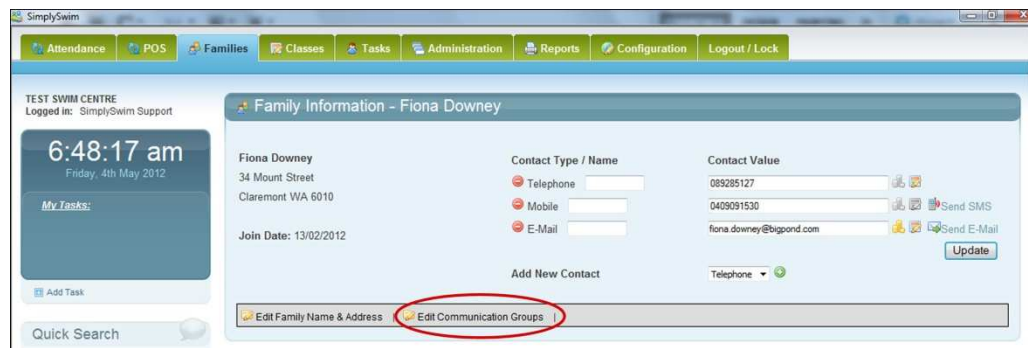
1. Click on the Configuration TAB.
2. Under the sub-heading “Communication Preferences”, click on “Communication Groups”
3. On the next screen click on the green button “Add Communication Group”
4. Type in a name for your new communication group and click “Save New Communication Type”

You will now be back on the Communication Groups page where you will see the newly created communication group.

Assigning Families to a Communication Group

When adding families you need to ensure you have created the desired communication group first.

1. Select the family you wish to add to a communication group.
2. On the family Screen click on “Edit Communication Groups”



3. On the following screen you will see a list with all of the communication group. Tick the boxes of which lists you would like the family to be a part of.
4. Once you have ticked the desire boxes click “Save Contact Groups”
5. Repeat for all families needing to be assigned to a Communication Group.



Upload Attachment for Bulk E-Mail

If sending a bulk email to one or more Communication Groups that will contain an attachment it is important that the desired attachment be uploaded prior to writing the bulk email.

We recommend saving all attachments in a PDF file format before uploading. This will ensure all recipients are able to open the file.

1. Click on the Configuration TAB.
2. Under the sub-heading “Communication Preferences”, click on “Email Attachment Storage”
3. Click on “Browse” under the Upload New Document Heading.
4. This will open a pop-up window where you will be able to select the file to be uploaded. Once you have selected the file click on open. This will remove the pop-up window and your file details will now be in the correct field ready for upload.
5. Click on “Upload”.
6. The next screen should tell you that the Upload was successful.
7. Click on the Configuration Tab. Then Email Attachment Storage you will see your upload in the list.



Send Bulk E-Mail

1. Click on the Administration Tab on Main Menu Tabs.
2. Click "Send Bulk Email"

Bulk E-Mail Message

Send an e-mail to all active families with an e-mail address.

Contact to Use: ☒ Billing Contact ☐ Attendance Contact

Send to Groups: ☒ ALL ACTIVE FAMILIES
----- OR -----
☐ TEST ☐ TEST 2

Message Subject

Message Text / Formatted HTML

Is this message HTML formatted? ☐

Field Key

- ||FamilyID||** : Family ID / Reference
- ||FamilyName||** : Contact Name
- ||Address1||** : Address Line 1
- ||Address2||** : Address Line 2
- ||Suburb||** : Suburb
- ||State||** : State
- ||PostCode||** : Post Code

Attachment(s): ☐ bc_2.pdf (ID: 2)

Test Mode ☒ Sends only 1 message to your FROM address - for testing purposes.

[Clear / Cancel](#) [Send Now](#)

3. Select "Contact to Use"
4. Select Groups. Multiple can be selected. Simply Swim will only send the one email to each recipient even if they are on multiple lists.
5. Type in your Message Subject.
6. Type in your email body message. NOTE: YOU CAN USE THE FIELD KEYS (circled in red) IN THE EMAIL BODY. YOU CAN HIGHLIGHT AND COPY (bold area only) AND PASTE OR YOU CAN TYPE IN YOURSELF. The straight line is located above the "enter" key on most keyboards and you will have to hold down the "shift" key as well.
7. Click the attachment you wish to include in the email.
8. Test Mode: Will send a test to your email address only as a test to see what it looks like. Uncheck if you wish for this to be sent to recipients in the list.
9. Click Send Now.

Support and Assistance

Our Support Centre is open from 8:30am to 5:30pm Monday to Friday and 9:00am to 1:00pm on Saturday AEDT (Excluding National & NSW Public Holidays). In circumstances where you are unable to access the SimplySwim platform at all, we operate a voicemail / callback service outside of the above listed times.



Our offices can be contacted by telephone on (02) 8064 2117. Outside of support hours this number forwards to our voicemail / callback service.

Non Urgent queries can be submitted by e-mail to our Support Centre. Our support e-mail address is support@thumbtackmedia.com.au. Please include your Site / Subscription ID in all e-mails / correspondence.

