

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.

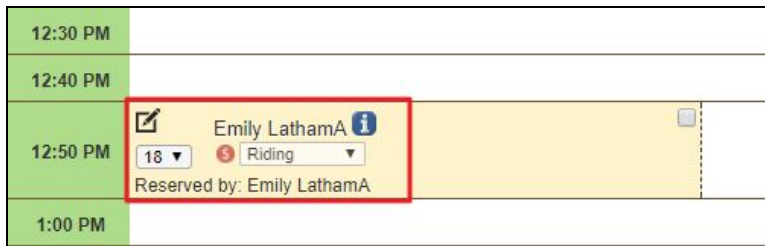
Use Case(s)

- **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.

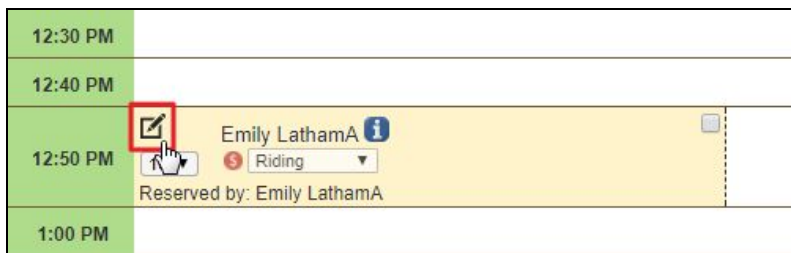


If the reservation is on the calendar, then go to Step 2.

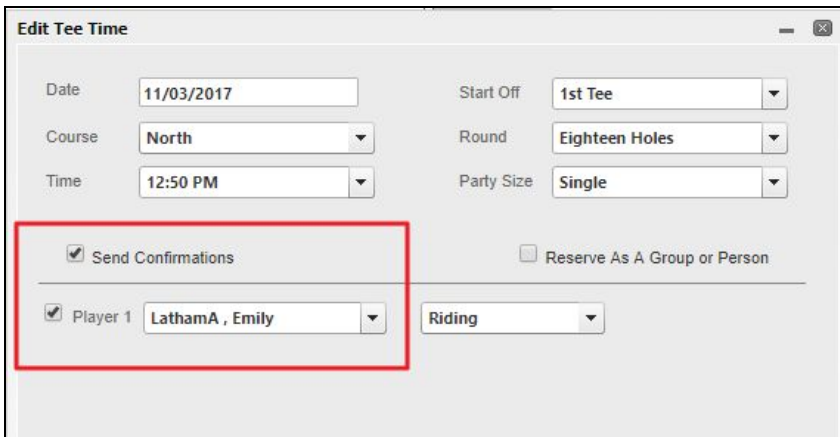
Step 2: Ensure Notifications Are Enabled

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.



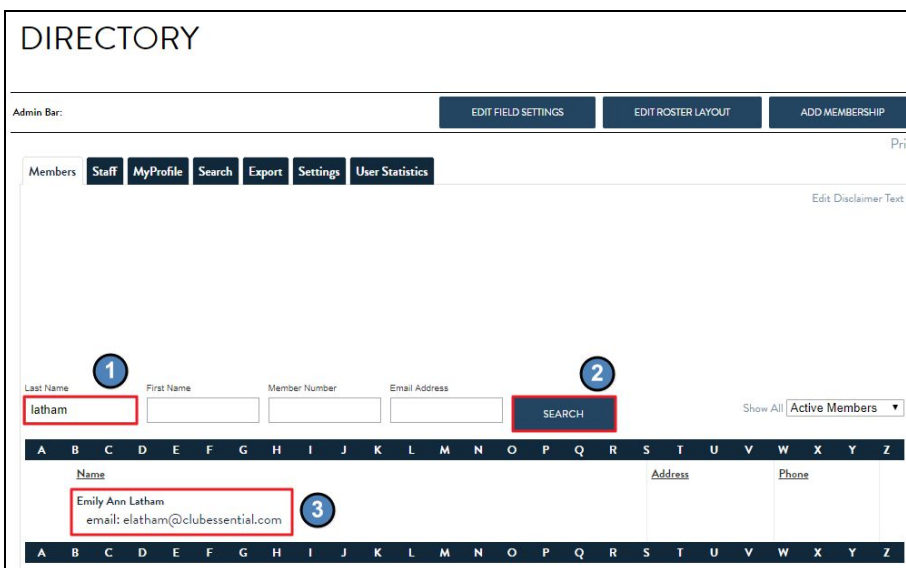
Within the Booking Window, you can then determine if email notifications have been disabled. If the email notifications are checked then go to Step 2.



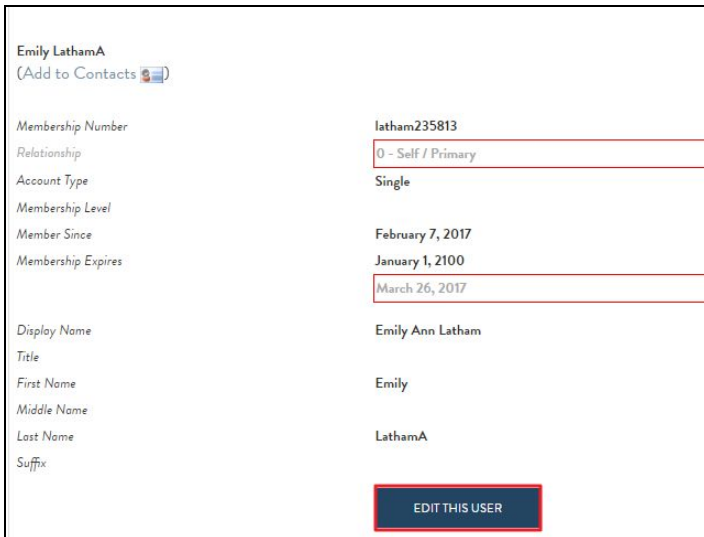
Step 3: Ensure the Member is Receiving Emails


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.



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



| | |
|--|--------------------|
| Emily LathamA (Add to Contacts ) | |
| 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.



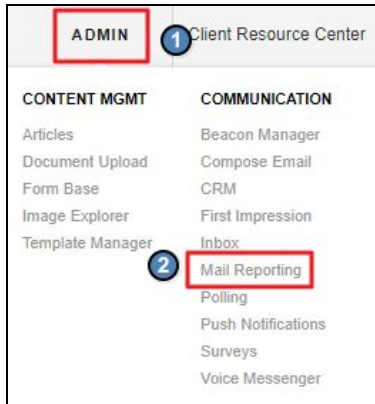
| | | |
|-------------|---------------------------|--|
| User Type | 1 - Member | |
| Admin Level | No Admin Access | |
| Email #1 | elatham@clubessential.com | <input checked="" type="checkbox"/> Receive Emails? <input type="checkbox"/> Receive statements? |
| | | <input checked="" type="checkbox"/> Receive notification of private messages |
| Email #2 | emilyannlatham@gmail.com | <input checked="" type="checkbox"/> Receive Emails? <input type="checkbox"/> 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.

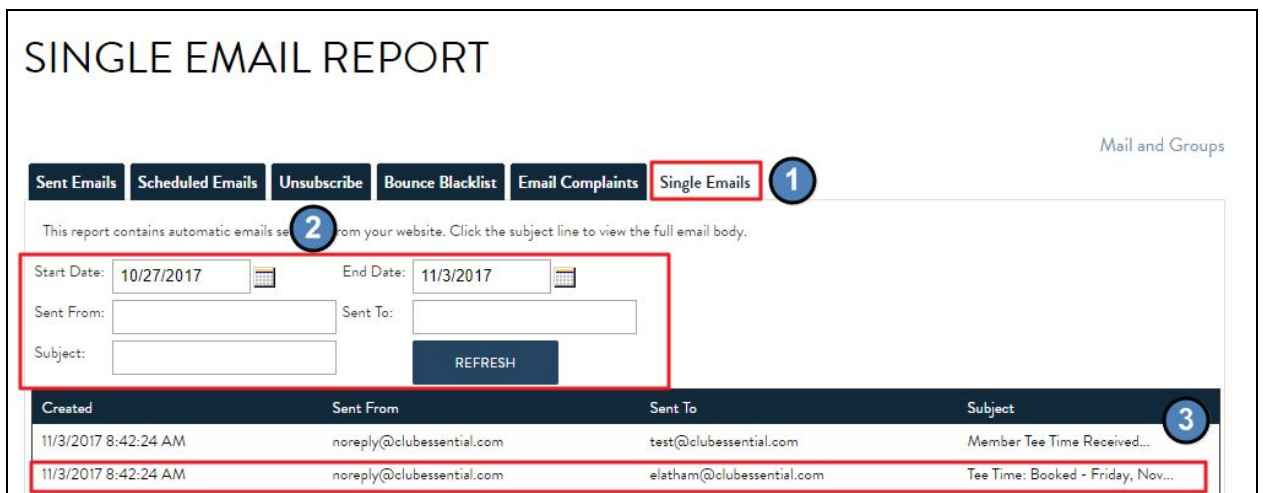
To access Mail Reporting, hover of **Admin** and choose **Mail Reporting**.



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.





Ask the member to check their Spam folder, and to add this email (noreply@clubessential.com) 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.