Admin Inbox Functionality Manual

Admin Inbox is your centre point of all communication to your system, notifying you of newly registered accounts and children, incoming messages from coaches, teachers or parents as well as reminders set for yourself

Index

1. General information
2. Approving new registrations – Account Profile
3. Approving reactivated customers – Account Profile
4. Reminder message to your self
5. Message from a coach or teacher
6. Message from a customer
7. SMS responded to by customer

1. General Information

Admin Inbox is your central point of communication which will highlight activities in your business for you to take care of, in other words a "To-Do lists of tasks. The main function is to notify you of new incoming registrations

a. Notifying you about a new account registration that has come in
b. Allowing a coach or teacher to message you direct from their portal
c. Allowing a parent to message you direct from their portal
d. Notifying you of sms responses

2. Approving New Registrations – Account Profile

A parent or customer completes the online registration form from the "Outside" Registration form.

Three things happen on completion.

1. The customer receives your customised Welcome email message
2. Administrator receives an email as notification, of the new registration
3. AdminOnline system populates the notification inside the Admin Inbox on your dashboard for your approval
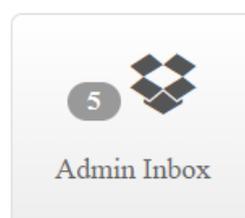

Here is how to check and approve the account

> On your dashboard, your Admin Inbox will notify you of a task by representing a number on the button as per sample above. Click the Admin Inbox and your tasks will be listed and categorised
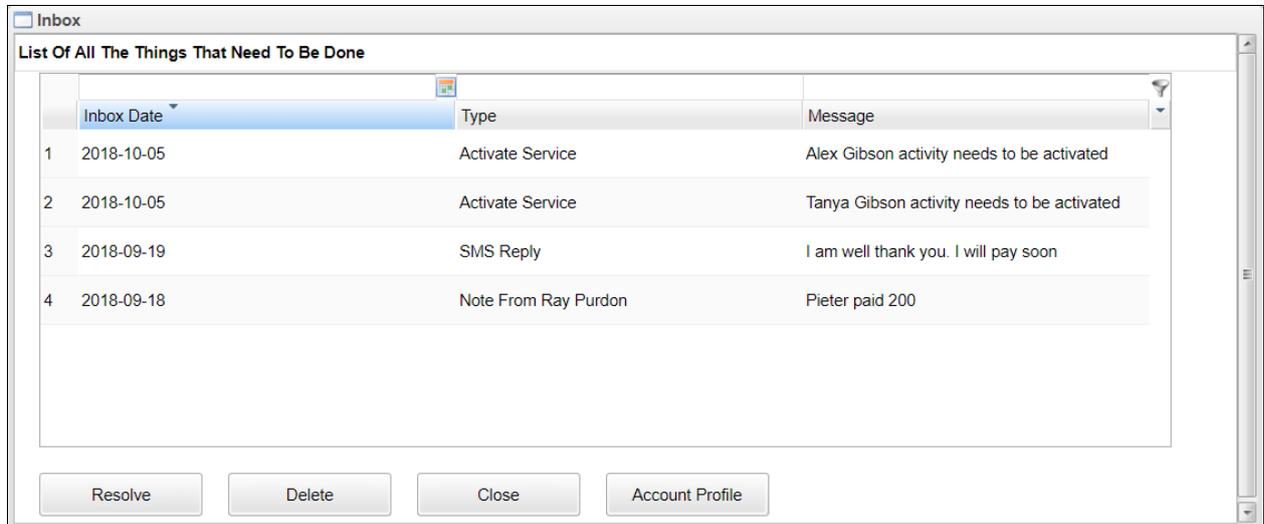
> The task to approve registration will be indicated under the "Task Column" with the name "Activate Service"
> Select by highlighting one task, then click on the "Account Profile" button below
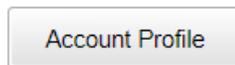
> You will then be directed to the full account an if 2 children were registered simultaneously on the same account, their information will be available to check as well.
>
  Colour coded dots on tabs…
> Blue dot: Newly registered child
> Green dot: Attendee is active
> Red dot: Attendee/s are cancelled
> Yellow dot: appears on the parents name, means there is missing information that needs to be filled out.
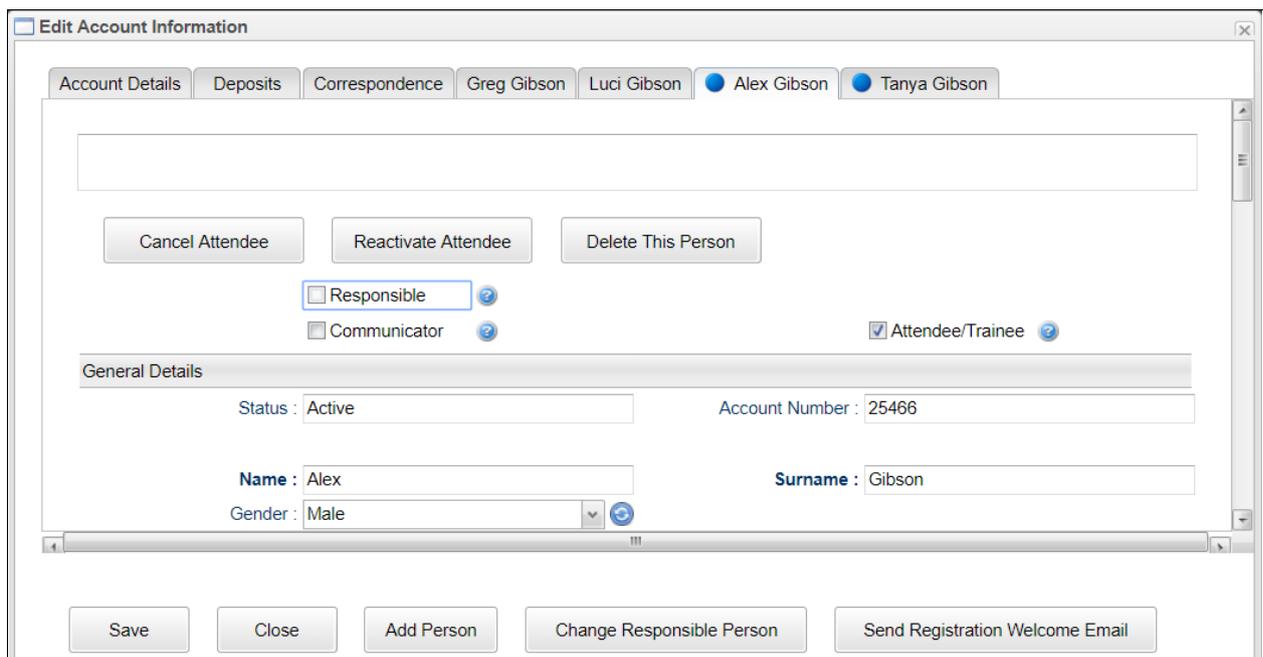
➢ Once you have checked all the information on the account profile, you can click on the "Save" button below. This will activate the entire account and attendee's services they have selected upon registration.

<div style="background-color:red; color:white; text-align:center;">

3. Approving ReActivated Customers – Account Profile

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In the course of your business you might have some accounts that are cancelled due to the customer leaving. If that customer returns, they do not have to complete a registration form again; you can simply reactivate their account from within.

1. Go to Customers
2. Change the "Status Column" from Active to Inactive
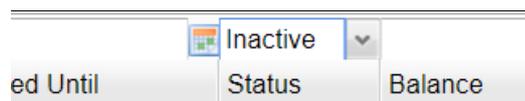
3. This brings up a list of all your Inactive customers
4. Highlight the relevant account, then click the button "Reactivate Customer" button
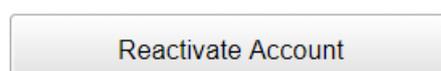
- From here your Admin Inbox is populated with the services that are relinked to the attendee
- Select the Admin Inbox on your dashboard
- Highlight the task to activate the child's service
- Then click on the "Account Profile" button
- Same as approving a newly registered account you will be guided to their account profile to check all the information and make necessary changes if required.
- Once all is checked click on save, and the account and attendee's service links will be active again

<div style="background-color: red; text-align: center;">
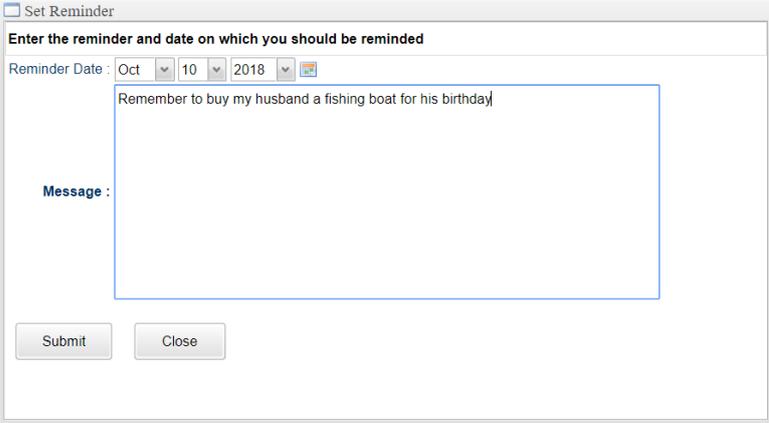### 4. Reminder message to yourself
</div>

You might find that you have to remind yourself at a future date on something to do

- Click on the "Reminder" button
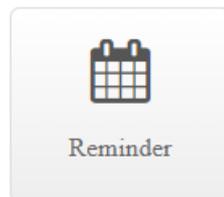
- A text box appears for you to set a date and create a message for you to see

- This message will be populated in your Admin Inbox on the date set. Where you can read and delete

5. Receiving – Parent Portal messages

Every message will count as 1 unit on the Admin Inbox button.

Messages can be read by double clicking the line to open the message and then click on resolve to remove
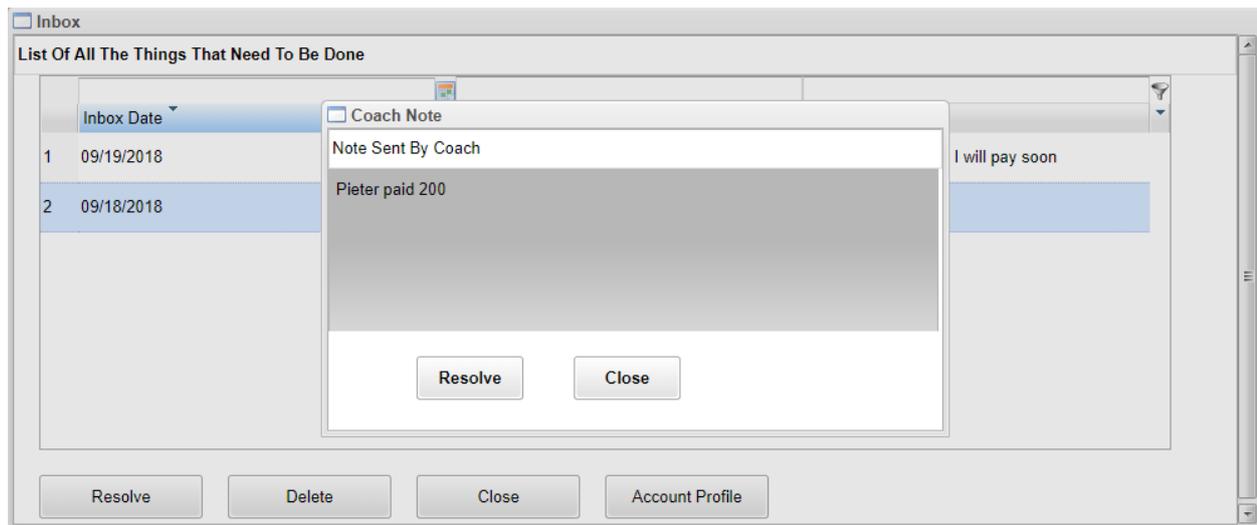
6. Receiving - Coach or Teacher Portal messages

Every message will count as 1 unit on the Admin Inbox button.

Messages can be read by double clicking the line to open the message and then click on resolve to remove

Same as a message from a parent

7. SMS response by a customer

When you send out an sms to a account or person for personal or financial communication. They can respond to the sms via sms. Your Admin Inbox will present the response to you.