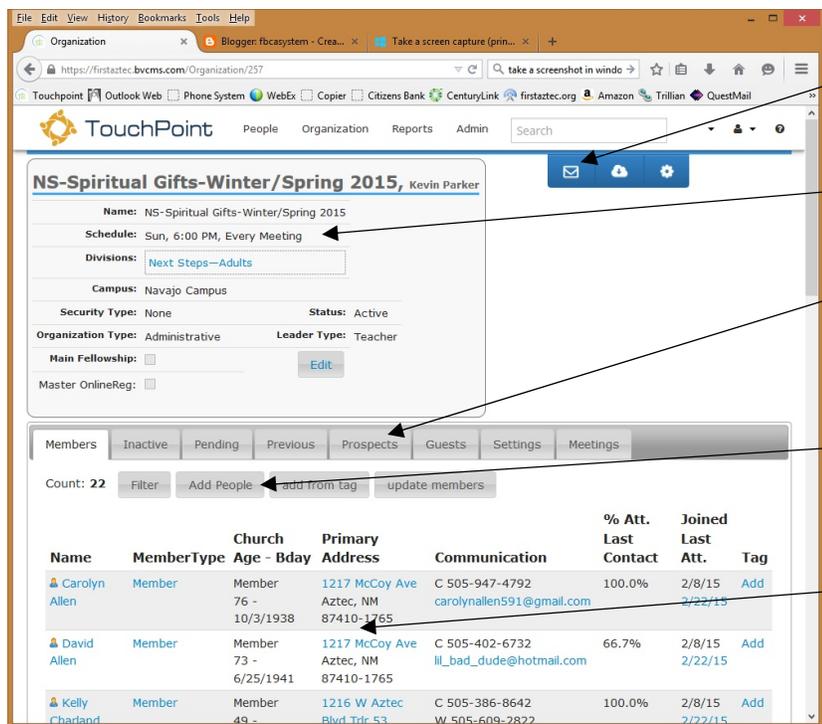


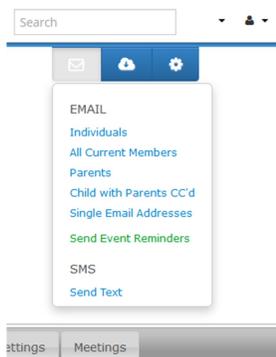
Composing and Sending Group or Class Emails

The following instructions describe how to compose and send an email to the members of your group or class. You'll need to be able to navigate to the group or class page in TouchPoint to send an email through the system. Many options are available when sending through the TouchPoint system that aren't available through personal email accounts.

Once you navigate to your group or class page in TouchPoint, you'll see something like the page below. We've marked the important parts of this page. You'll need to be familiar with its layout so you can navigate to the email service.



The screenshot shows the TouchPoint interface for a group named "NS-Spiritual Gifts-Winter/Spring 2015, Kevin Parker". The page includes a header with navigation tabs (People, Organization, Reports, Admin) and a search bar. Below the header, there are several tabs for group management: Members, Inactive, Pending, Previous, Prospects, Guests, Settings, and Meetings. The "Members" tab is selected, showing a list of 22 members with columns for Name, Member Type, Church, Age - Bday, Primary Address, Communication, % Att. Last Contact, and Joined Last Att. Annotations with arrows point to specific features: "Email Service Button" (the envelope icon in the top right), "Class or Group Schedule" (the "Schedule" field showing "Sun, 6:00 PM, Every Meeting"), "Tabs for Group Management Functions" (the "Members" tab), "Button to Add a Member to the Class or Group" (the "Add People" button), and "Listing of Class or Group Members" (the member list table).

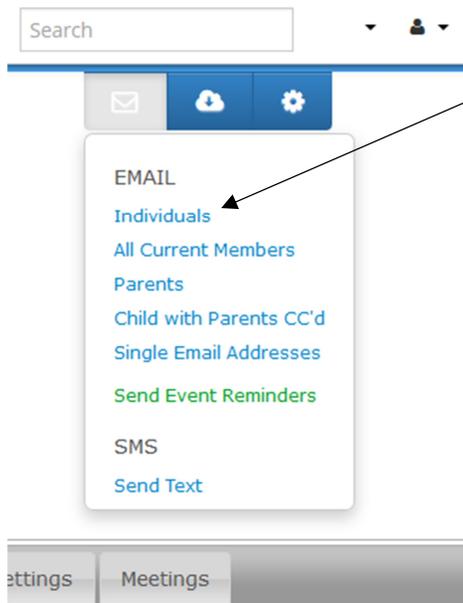


The close-up shows the dropdown menu that appears when the "Email Service Button" is clicked. The menu is titled "EMAIL" and contains the following options: "Individuals", "All Current Members", "Parents", "Child with Parents CC'd", "Single Email Addresses", "Send Event Reminders", "SMS", and "Send Text".

Step One:

To begin sending an email to your class or group, click on the **Email Service Button**, indicated above.

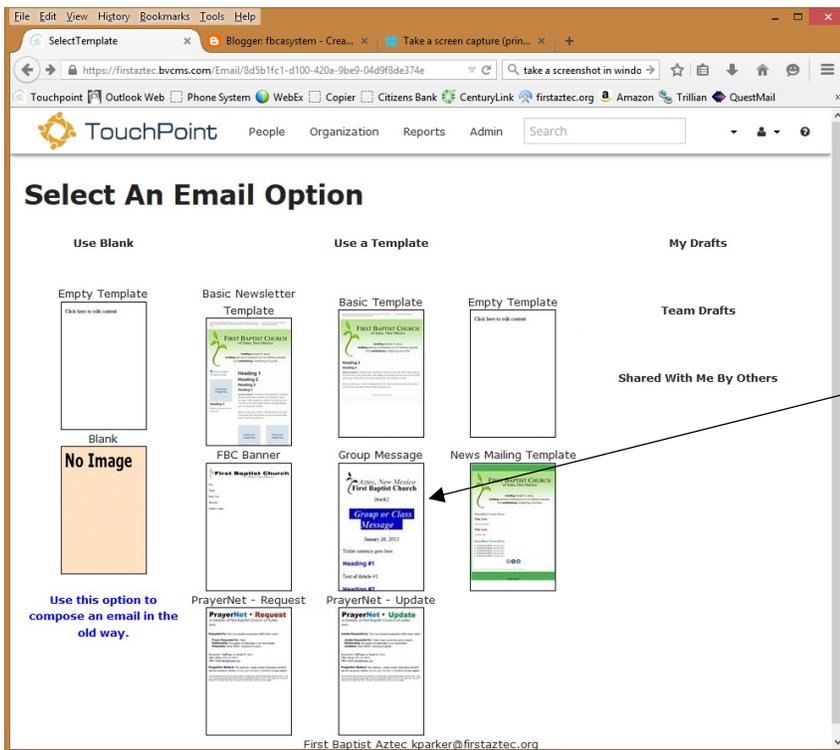
You'll see a dropdown menu appear, like the one to the right.



Step Two:

Next, click on the **Individuals** option in the dropdown menu.

An email options screen will appear, which contains all of the different email templates already prepared in TouchPoint.



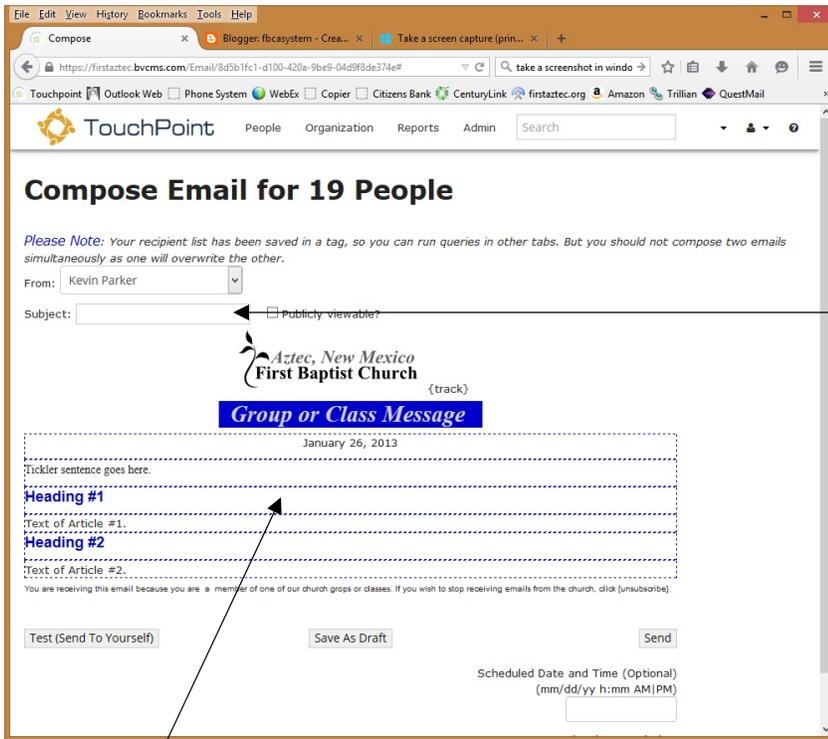
Step Three:

Each template is intended for a specific purpose. Templates contain the church logo and other information needed for TouchPoint to track email views and other important functions.

You'll want to select the **Group Message** template by clicking on it once.

Step Four:

Enter your text into the template. Instructions are below.

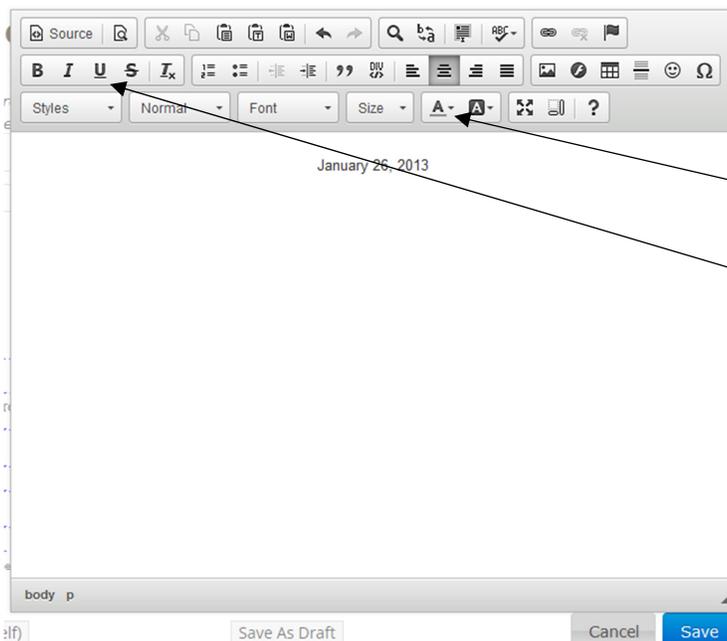


A template is merely a pre-arranged message page with “fields” or containers in which you can add your message. If you don’t want a particular element, you’ll just delete the filler text that’s already in that “field” or container.

Every email will need a **Subject** line. If you don’t enter one, you’ll get a prompt when you try to send your email.

You should compose and enter your subject line as you begin composing your email. Just click in the square box and begin typing.

Template containers or “fields” are indicated by blue dotted lines. Each blue dotted area is a separate field. You’ll enter information in each field. To enter information, simply click on the field and an editor will appear, like the one shown below.

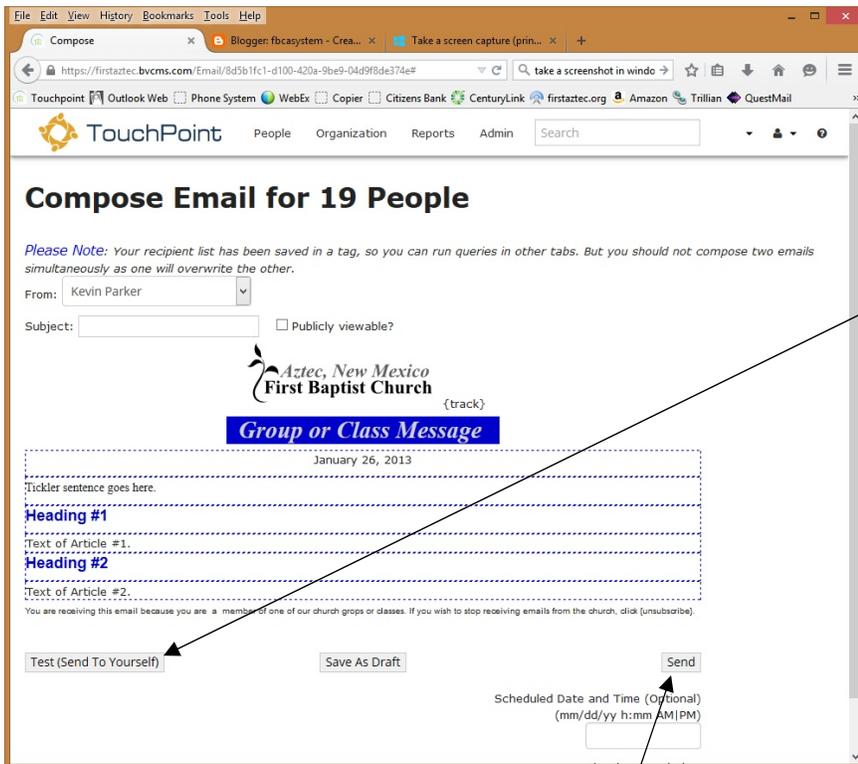


Select the pre-entered text in the editor window, just like using a word processor, and enter your new text.

You can change the color of the text you type by using the text color selector.

You can add attributes, such as bold, italic, or underlines by using the buttons provided.

Because of the nature of the HTML coding language, you don’t have many font options. Your message will appear on many different computers, tablets, phones, or other devices. Selecting fonts to display among so many devices is tricky, since they don’t all have the fonts we consider “normal.”



Step Five:

Sending your email is easy.

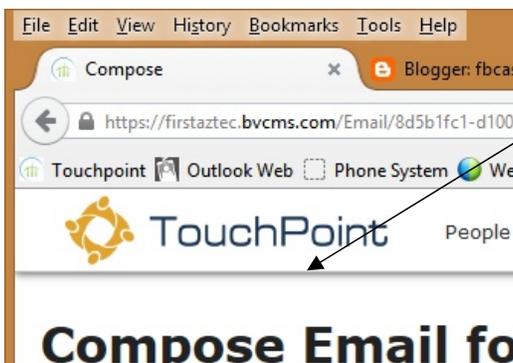
If you want to see what your email will look like when received, you can send a test email to yourself before sending it to everyone else.

Click the **Test (Send to Yourself)** button and be patient for the system to send your email and for it to be delivered across the internet. This can take several minutes.

Once you are satisfied with the appearance and content of your email, you're ready to send it to your class or group. You don't have to enter anyone's email addresses, because TouchPoint already has that information.

To send your email out to everyone, click the **Send** button. A pop-up will notify you that TouchPoint is sending your message.

The number of emails sent may vary from the number of individuals enrolled as members in your class or group. TouchPoint will only send one email when two members, like husbands and wife, have the same email address in the system. Also, some members of your group may not have email addresses in the TouchPoint system.



Step Six:

When you are done sending and close the pop-up notifications, TouchPoint will just sit there with your filled-in template on the screen. Click the **TouchPoint logo** in the upper left of the screen to return to the dashboard.

Congratulations, your email is completed and mailed!

TouchPoint can track who has opened their email and who hasn't. It also has many other features you can include in the body of your email. Also, emails can be composed and scheduled for sending in advance. Other guides will explain how to use these features to keep your class or group informed and in touch.