

Welcome Emails

Last Modified on 11/09/2023 4:33 pm BST

A New Client User can be set-up directly from a Client Account.

To manually generate a new Client User Login, click on  , fill in the form, and save. If you've entered contact details for the Client Account and there are no Users already set-up, when you select this button it will pull the relevant details into form for you.

This will automatically send out the Welcome Email. You can add several Client User Logins so more than one person can have access to the account, which is useful where the bill payer is different from the person booking.

Alternatively, your hirers automatically receive a Welcome Email once you send them any correspondence from the system. This could be:

- A provisional booking email
- Confirmed booking email
- Invoice awaiting payment email

Their Welcome Email will have their log-in details for BookingsPlus (wording can be amended to suit your venue in the Manage tab - Edit Venue - Emails sub-tab).

To check if a Welcome Email has been sent:

- Select the **Clients** tab, search your client and click **View**.

- In the **Client User Logins** section, a blue hyperlinked User ID will show if a login has been created.

Email: schoolbookings5+johnjames@gmail.com Football Pavilion
 Telephone: 01604 675849 Grange Park
 Northampton
 NN5 8ZU

Mobile: 07917 859456

Notes (for administrator view only):

Regular football booking, all year round. Uses Sports Hall in Winter (£35 per hour) , grass pitch in summer (£20 per hour)
 Adults only

Secretary - Bill Bailey to receive invoices only

Client User Logins

ID	Name	Roles			
#13652	Club Secretary	booking	Resend Welcome Email	Edit User	Unlink User
#14804	Finance Team	billing	Resend Welcome Email	Edit User	Unlink User
#11691	John James	booking, billing	Resend Welcome Email	Edit User	Unlink User
#14750	Tim Tyler	booking, billing	Resend Welcome Email	Edit User	Unlink User

[New Client User](#)

If a client forgets their password, you can send them a new password by using the [Reset password](#) option. Just select the Blue ID hyperlink to see this option, and check which email that is being sent to:

1. Grange Park School Demo

Dashboard | Calendar | Enquiries **5** | Clients | Bookings | Invoices **2** | Pay

John James

Email: schoolbookings5+johnjames@gmail.com

Clients:

[John James \(Grange Park FC \(WK\)\)](#)

[Edit](#) [Resend welcome email](#) [Reset password](#) [Back](#)

If your client hasn't received their Welcome Email yet, you can always choose to [Resend welcome email](#) instead.

Please see an example of a Welcome Email below.

Welcome to Kajima Community Σ Inbox x



1. Grange Park School Demo <noreply@email.schoolbookings.co.uk>
to John ▾

Dear John James,

Welcome to Kajima Community. Please login to your account to view our terms and conditions.

Please click this link to login to our website:
https://my.schoolbookings.co.uk/users/sign_in

You may login with your email address and the following password:
BBFwdVKp

Kind Regards

The Kajima Community Team at Grange Park School

schoolbookings5@gmail.com

www.test.schoolbookings.co.uk

03330 110476

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***** Please do NOT reply to this email address, it is not monitored. Please contact the venue that you hire facilities at *****