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How To: Send an Athlete a Welcome Email - From Athlete Profile Page



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How To: Send an Athlete a Welcome Email - From Athlete Profile Page

In this section, you will learn how to send a welcome email to an athlete from their CoachMePlus athlete profile page. Follow these steps to provide athletes with a warm welcome and important information about their CoachMePlus account.

What is this used for?

Sending a welcome email is essential to onboard athletes effectively, providing them with essential information and access to their CoachMePlus accounts. This feature ensures athletes start their CoachMePlus journey with confidence.

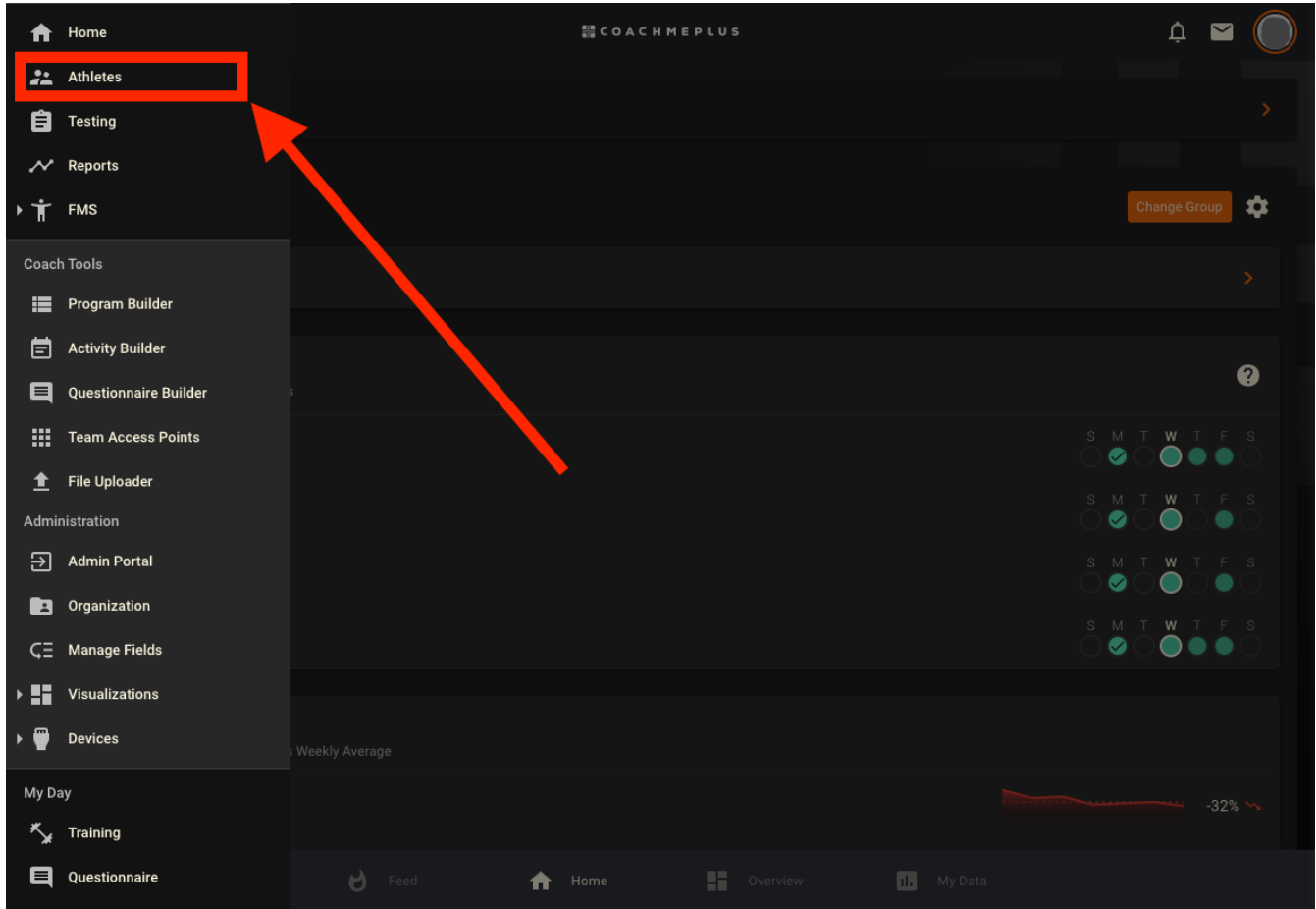
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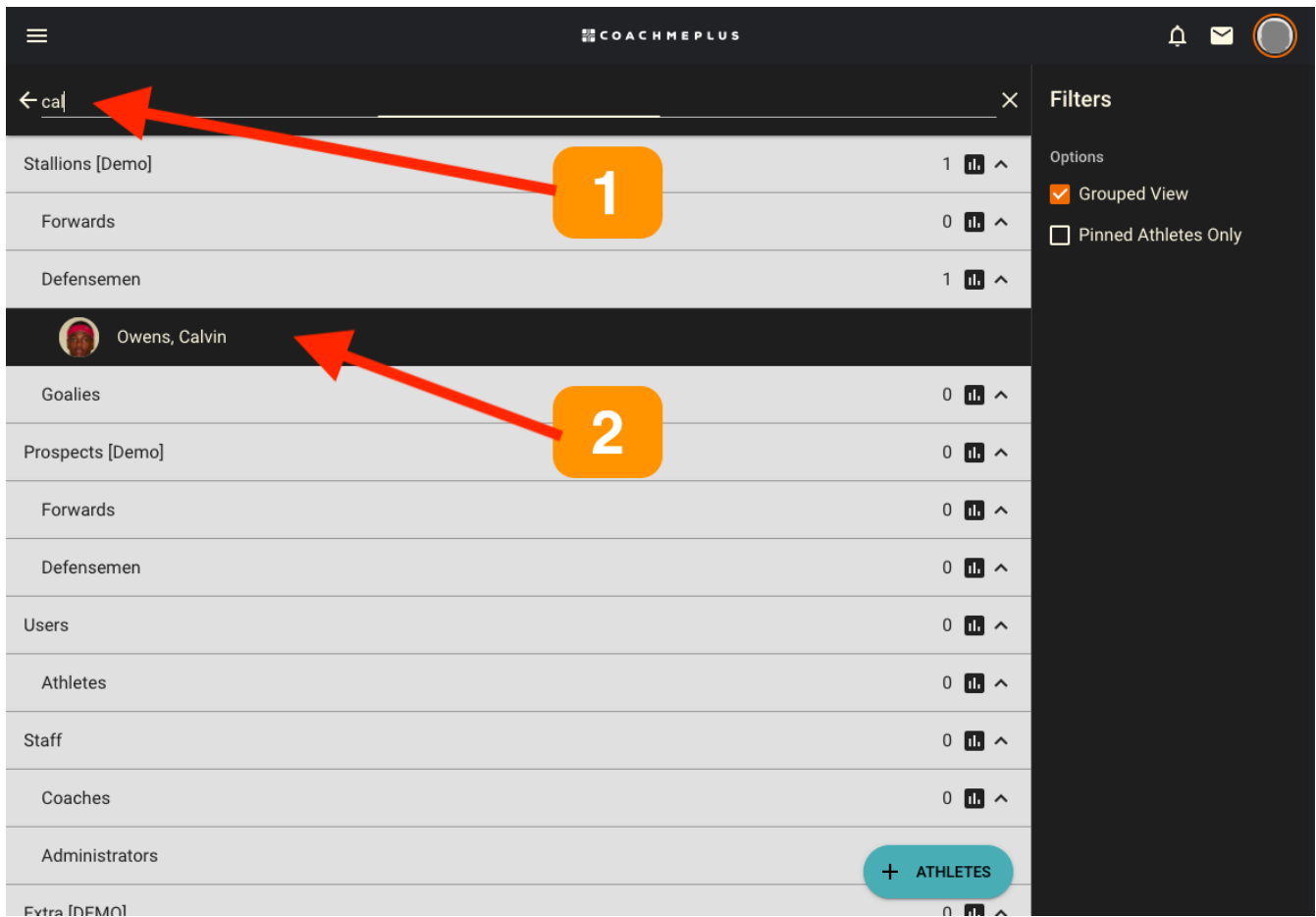
Step 1: Access the Athletes Option

- Select the "Athletes" option in the main menu.



Step 2: Search for the Athlete

- Type the athlete's name in the Search box.
- Select the athlete's profile that you want to assist.



Step 3: Expand Edit Options

- On the Athlete Profile Page, locate the 3-dot menu to expand the edit options.

The screenshot shows the CoachMePlus interface for an athlete's profile. On the left is a sidebar with a list of names, including 'Owens, Calvin' which is highlighted. The main area shows the athlete's profile for 'Owens, Calvin' from the 'Stallions [Demo] > Defensemen' team. Below the profile name is a row of seven icons representing different features: Dashboards, Testing, FMS, Quick Report, Schedule, Notes, and Library. Further down are three summary cards: 'Training' with a '0/1' goal, 'Questionnaire' with a '1/1' goal, and 'Nutrition' showing 'Calories 717', 'Protein 24g', 'Carbs 95g', and 'Total Fat 28g'. At the bottom, there's a 'Today's Activities' section with 'Strength & Conditioning' and 'Strength Template'. A red arrow points to a three-dot menu icon in the top right corner of the main content area.

Step 4: Select "Send Welcome Email"

- Choose this option to send a welcome email to the athlete. An email will be dispatched to the athlete's registered email address with a link for them to activate their account.
- **Important!: For security purposes, this link will remain active for 72 hours.** After this time, it will be necessary to send a new "Send Welcome Email" email for security.
- If you have an **ELITE Package**, your **Customer Success Representative** can modify the email expiration time.

The screenshot shows the CoachMePlus interface for an athlete's profile. On the left is a sidebar with a list of training groups. The main area displays the athlete's name, 'Owens, Calvin', and their group, 'Stallions [Demo] > Defensemen'. Below this are several functional buttons: Dashboards, Testing, FMS, Quick Report, Schedule, and Notes. The 'Notes' button is highlighted with a red box, and a red arrow points to the 'Send Welcome Email' option within its dropdown menu. Other options in the dropdown include 'Send Password Reset' and 'Login History'. Below the buttons are three summary cards: 'Training' (0/2 Daily Goal), 'Questionnaire' (1/1 Daily Goal), and 'Nutrition' (0 Calories, 0 Protein, 0 Carbs, 0 Total Fat). At the bottom, there is a section for 'Today's Activities' showing 'Strength & Conditioning' with '2 missed days' and a 'Strength Template'.

Step 5: Athlete Receives Email

- The athlete will receive an email from the CoachMePlus application containing:
 - Activation instructions
 - Account group code information
 - Athlete Username information
 - "Activate Account" link
 - Links to iOS and Android app downloads

CoachMePlus Account Activation for Calvin

Inbox x



CoachMePlus <do-not-reply@coachmeplus.com>
to me

+ Add to HubSpot

10:31AM (9 minutes ago)



Log email to HubSpot



COACHMEPLUS



Hello Calvin,

It's time to activate your account!

Please click the link below to set your new password and login to your account.

Your group code is "demo"

Your username is "athlete.3"

ACTIVATE ACCOUNT

Have a smart phone? Get our app after Activation.



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By following these steps, you can ensure athletes receive a warm welcome and access essential information about their CoachMePlus account, setting the stage for a successful experience within the platform.



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