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

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4 days ago · Updated

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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.
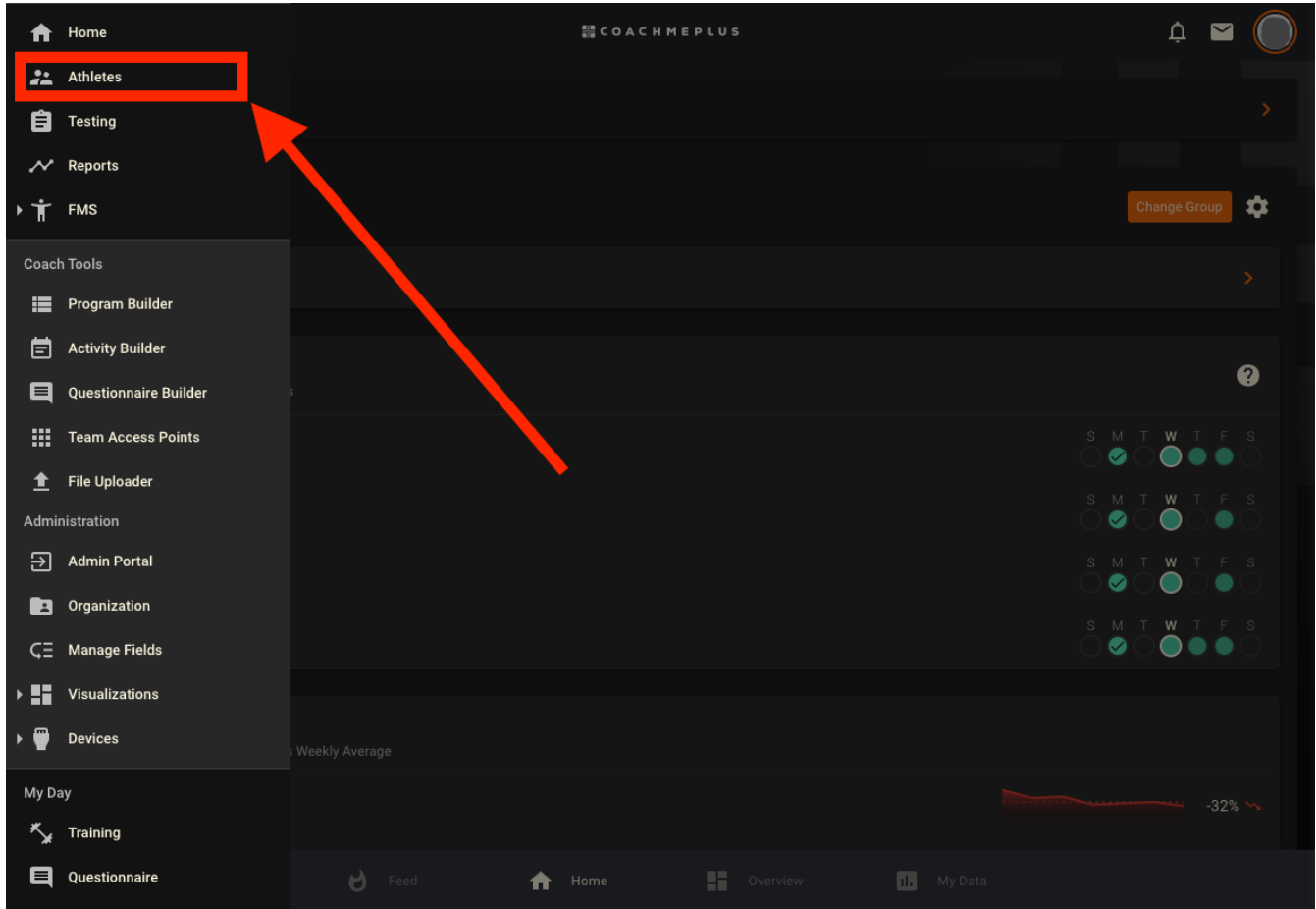
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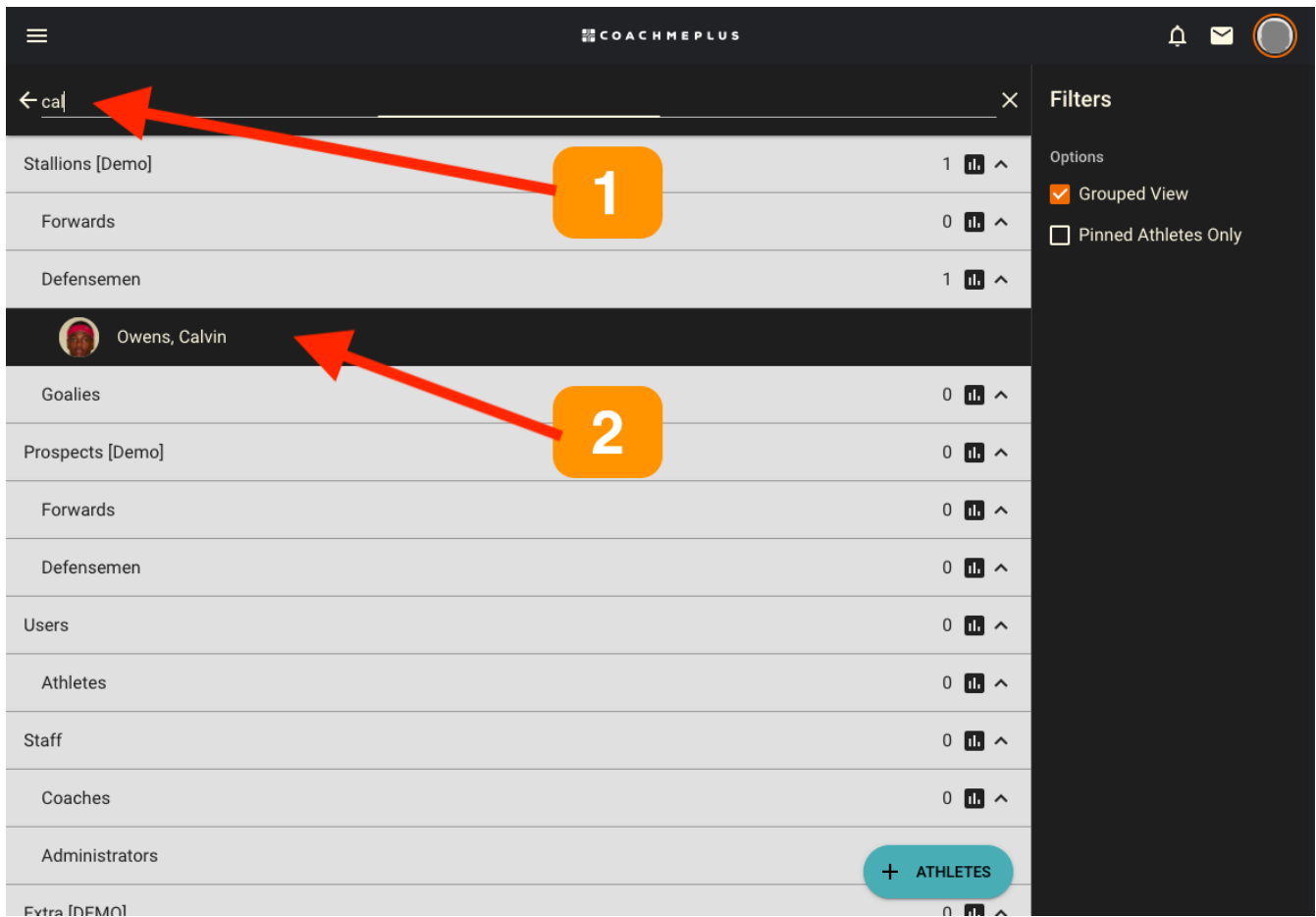
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Step 1: Access the Athletes Option

- 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.

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.

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 ×

CoachMePlus <do-not-reply@coachmeplus.com>   + Add to HubSpot   10:31 AM (9 minutes ago)
to me ▾

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.

Download on the App Store   GET IT ON Google Play

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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