



Mobile App

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Using the App	3
Logging In	3
Choosing a Channel	5
Viewing Notifications	6
Direct Messaging	6
Your Info	6
Customizing Your Experience	7
Meets	10
Meets on Desktop	13
Chat	14
Admin Functions	19
Member Directory	20
Events	23
Polls	25
In-App Notifications	26
Configure drop-down menu	28
Add Notification	30
Direct Messaging	33
Accessing Direct Messaging and Your Message Inbox	33
Message Requests	39
Exchanging Messages	45
Creating a Conversation with Your Contacts	50
Managing Blocked Contacts	53

Managing Deleted Conversations	55
Managing Reported Messages	57
Purchasing and Setting Up Your Mobile App	61

The mobile app is based around “channels”, which can be created in many different ways. Your club or association can define as many channels as it needs. Members will only see the channels that they have access to. The mobile app provides five special functions for each channel:

- Meets, allowing you to connect with channel members nearby
- Chat, a live chat function
- Channel Directory
- Channel Events, including the ability to create your own QuickEvents
- Channel Polls, including the ability to create your own Polls

In addition to channel-based features, your club's mobile app also comes with:

- Mobile App menu - a menu of featured functions you want to highlight for app users.
- In-App Notifications - push notifications out to users either generally, or as an admin option in events you've created.
- Direct Messaging - members can send direct messages to other members in the mobile app.

The Meets, Chat and Direct Messaging functions are also available on your website.

Activation: The one-time fee to activate the mobile app for your website is \$200. For information on purchasing and setting up your app, see "Purchasing and Setting Up Your Mobile App" on page 61

Using the App

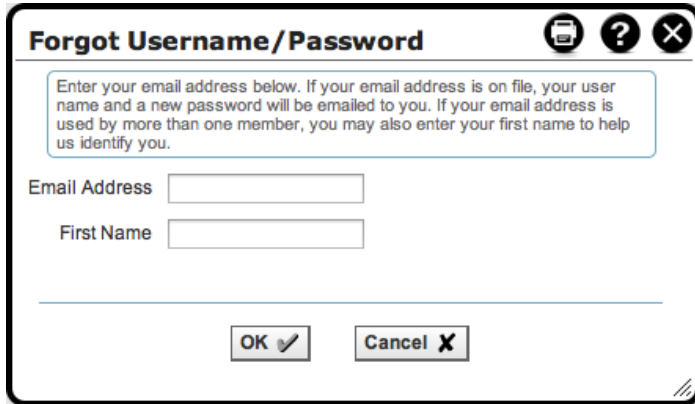
Logging In

Enter the same username and password that you use on the main website. You can also tap the **Remember me on this device** option so that the system will automatically log you in each time you open the app.

If you don't remember your username and or password, tap the **Forgot My Username/Password** option, enter your name and email address and the system will send you new temporary credentials, which you will change as soon as you login.

Retrieving a Lost Username/Password

If you forget your username and/or password, click the **Forgot My Username/Password** button. The following popup dialog is displayed:



Forgot Username/Password

Enter your email address below. If your email address is on file, your user name and a new password will be emailed to you. If your email address is used by more than one member, you may also enter your first name to help us identify you.

Email Address

First Name

OK Cancel

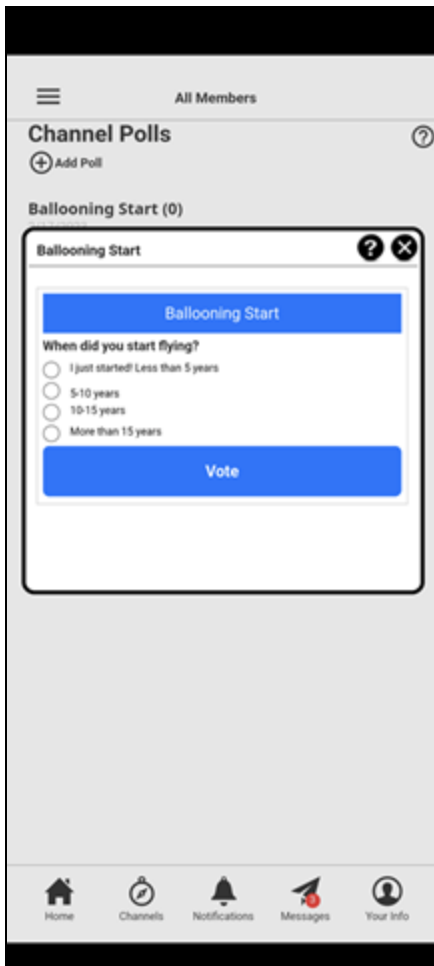
The system will prompt you to enter your email address and, optionally, your first name. When you click **OK**, the system will search for this information in the club's membership database. If one matching record is found, the username and a new temporary password is generated and sent to the email address on file. You will need to retrieve this information before you can log in, and the system will then give you the chance to change it.

If no match was found, or if multiple matches were found, the system will not generate a new password. If this occurs, or if your email address is no longer valid, **contact a club or association officer to have your password reset manually.**

The mobile app has two main navigation menus:

- The hamburger menu at the top left corner of the screen, which shows the mobile app menu and your club's full website menu, and
- The icon tray at the bottom of the screen, which includes quick links to take you to the home page, your channels (See Mobile App Manager), notifications (See "In-App Notifications" on page 26), direct messages (See "Direct Messaging" on page 33) and profile.

The app will next display a mobile version of home screen from your club's or association's website.



Choosing a Channel

Some features of the mobile app are built around channels created by your club or association to collect members together. Channels can be created based on things like your member type, interests, chapter, and more. Your organization may have many channels, and each member may belong to more than one channel. When you tap the Channels icon, you'll see a list of all the channels you can access, with a green dot next to your current channel.

You will see a small message at the bottom of the screen to confirm your channel selection; this message will fade after a couple of seconds. If you are viewing an app page that uses channels, the page will refresh to reflect the new channel. On any other page, nothing will happen (except the message.) When you later go to a page that uses channels, the most recently selected channel will be active.

When you select a channel, the "Chat" on page 14 and "Meets" on page 10 functions will be limited to that channel. For example, a member can be added to a channel for all active members, a channel for members of the club's Scholarship committee, and a channel for members interested in volunteering. When the

member selects the channel for the Scholarship committee and chooses Chat, the chat participants are limited to other members of the same committee.

See Customizing Your Experience to learn how to manage your available Channels.

Viewing Notifications

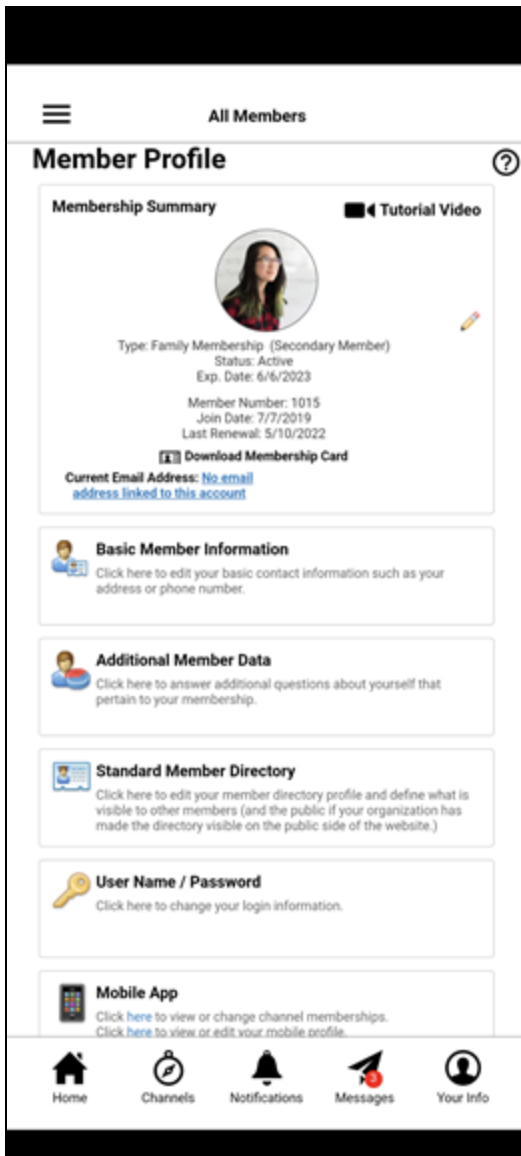
Notifications can be sent to you through the app by club administrators. You can view these notifications by tapping the **Notification** (bell) icon. Each notification will appear along with the sender and date. Tap an individual notification to view the entire message.

Direct Messaging

You can send one or more members a direct, private message, outside of any channel-based chat. Access your conversations by tapping the **Messages** (airplane) icon. See "Direct Messaging" on page 33 for more details.

Your Info


Use this option to access your member profile, virtual membership card (if your organization has membership cards), privacy policy and settings, online help, or to log out. If you have a pending payment, you'll also see a Payment Due option. Tap it to make a payment.



Customizing Your Experience

Some mobile app options can be customized through your member profile, like Channel memberships and your avatar.

If your club or association has activated the ClubExpress mobile app and you have downloaded this app from the Apple Store or Google Play and actually logged in, the following options will appear on your Profile screen:




Mobile App

Click [here](#) to view or change channel memberships.
Click [here](#) to view or edit your mobile profile.

Channel Memberships




[Home](#) > [Member Profile](#) > Channel Memberships

Channel Memberships


This page lists all the channels you belong to, along with an 'Edit' icon to modify your channel settings, and a 'Quit' icon to resign from optional channels. There is also a list of optional channels you may join if you wish.  Legend



Automatic channels

You are a member of these channels automatically based on your activity in Windy City Morgan Owners Group (for example, because you're on a committee or you joined an interest group or based on your member type or chapter membership). You cannot directly remove yourself from these channels, however you can hide them from your channel list by checking the "hide this channel" checkbox. This will prevent the channel from being selected in your chat or meets displays. Click the 'Edit' icon to set your preferences for each channel.

- fav color = blue *Member Additional Data* 
- All Active Members *All Club Members* 
- Member Type = Michelle *Membership Type: *Michelle* 

Optional channels

You are a member of these channels because you joined, or an admin added you. Click the 'Edit' icon to set your preferences for each channel. Click the 'Quit' icon to resign from the channel (or 'Quit All' to resign from all optional channels).  Quit All

- General Opt-In Chat *Member Opt-in*  

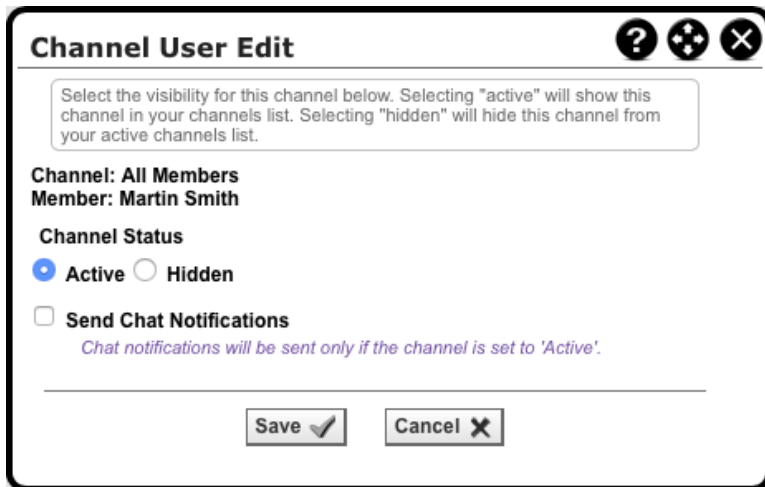
[Return to Previous Page](#)

Administrators: Configure and manage your organization's channels in the Website Tab > Setup > Mobile App Manager.

This screen lists the Automatic Channels you are a member of based on some fixed criteria, such as all active members, participation in an interest group or membership in a chapter.

It also lists Optional Channels where you can opt-in by clicking the green icon or opt-out by clicking the red icon. There is also a **Quit All** option to opt out of all optional channels.

For each channel, click the **Edit** (pencil) icon to modify your preferences for that channel. You will see the following screen:



Specify whether you want this channel to be active for you or hidden—even though you are a member of this channel, it will not be displayed in your mobile app or in the Chat or Meets functions on the website.

Check the **Chat Notifications** box if you want the app to notify you whenever a new chat message is posted in this channel. This notification is integrated with the notifications system of your phone; notifications will appear even if the screen is not currently active or if you are in another app.

This notification options is not active by default. It must be enabled for each channel where you want to receive notifications of new messages.

Mobile App Profile

Select this option to modify your profile in the Mobile App. You will see the following screen:



Specify the **Handle** you want to use in forums. The system will pick a default **Avatar** using your initials and a random color but you can also upload an image and have the system use that instead.

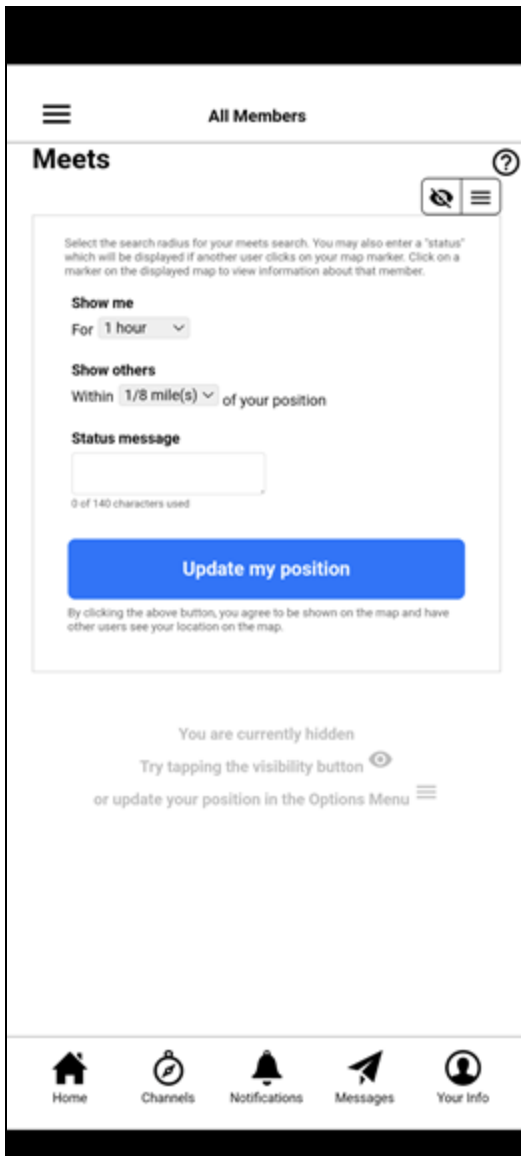
Specify a default **Channel** from the list of available channels. You can also specify whether you will be shown by default in the **Meets** function.

Click **Save** to save your changes and return to the Profile screen, or **Cancel** to return without saving.

Meets

Meets is a powerful function that uses the geolocation features of your smartphone or computer to help you meet other channel members. Your participation in Meets is entirely optional; if you are concerned about privacy, simply don't make yourself visible. But if you're in a time and place where you're open to meeting other channel members, you can make yourself visible for a specified period of time.

When you first select this option, you will see the following screen:



Specify for how long you want to be visible on the Meets map. Once this time is up, you will no longer be shown. You can configure visibility up to 24 hours.

Specify the range where other channel members will be shown on your map.

Specify a status message to be shown to other members when they tap your icon on the map.

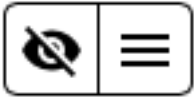
When you tap **Update my position**, the Meets map will be refreshed to show your position and any other channel members within the defined radius who have also agreed to make themselves visible to channel members.

When you tap another channel member's icon, you will see a small popup window showing the following information:

- Name
- Handle
- Avatar (picture or initials)
- The Status Message they have chosen to share
- Email Address (tapping it opens an email window to send them an email)
- Mobile Phone no. (tapping it opens a device popup menu where you can choose whether to send them a text or call them.)

Meets Options

Two controls are available in the top left corner.



Click the left icon to toggle between Visible and Not Visible. It shows the status you want to change to, the opposite of your current status.

Click the right icon to see a drop-down menu with options to refresh the map and update your current position (if you're moving!) When you select **Update Position**, the following dialog is displayed:

Select the search radius for your meets search. You may also enter a "status" which will be displayed if another user clicks on your map marker. Click on a marker on the displayed map to view information about that member.

Show me
For

Show others
Within of your position

Status message

0 of 140 characters used

Update my position

By clicking the above button, you agree to be shown on the map and have other users see your location on the map.

Specify how long you want yourself to be visible. Also specify the default radius within which other channel members will be shown.

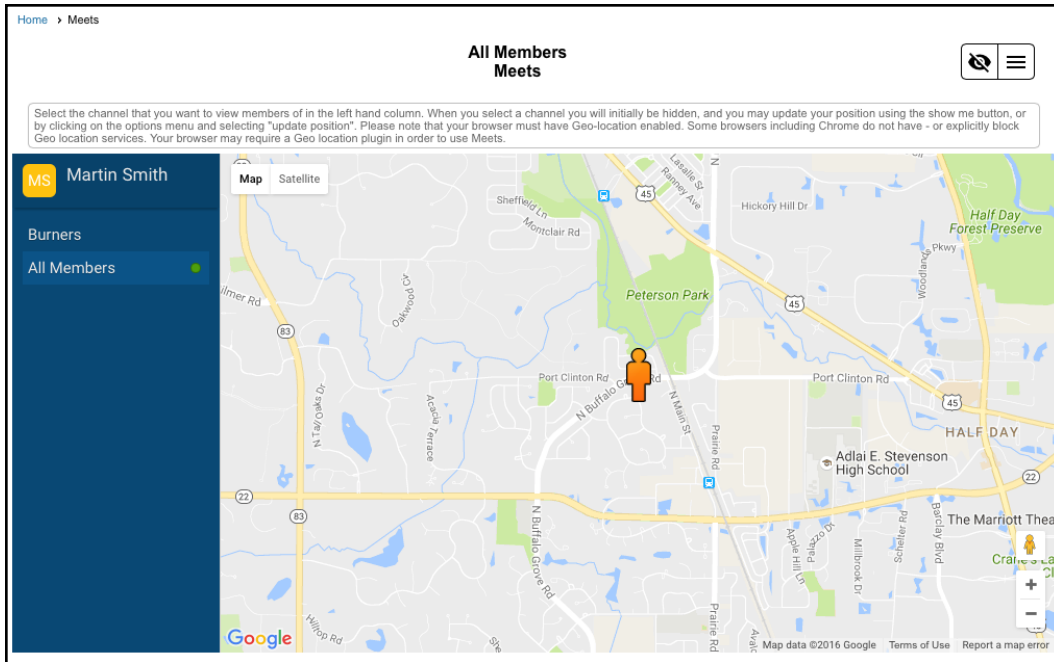
You can enter a short status message that will be shown to other channel members when they click or tap your icon on the map.

Click **Update my position** to refresh the map with the new parameters. By clicking the button, you agree to be shown on the map and have other users see your location.

Meets on Desktop

If your club or association has enabled the mobile app, and if you have downloaded the app and logged in, a Meets option may appear on your organization's website. This option mimics a function from the mobile app on the website, allowing you to participate in these club activities from your desktop.

When you select this option you will see a screen similar to the following:

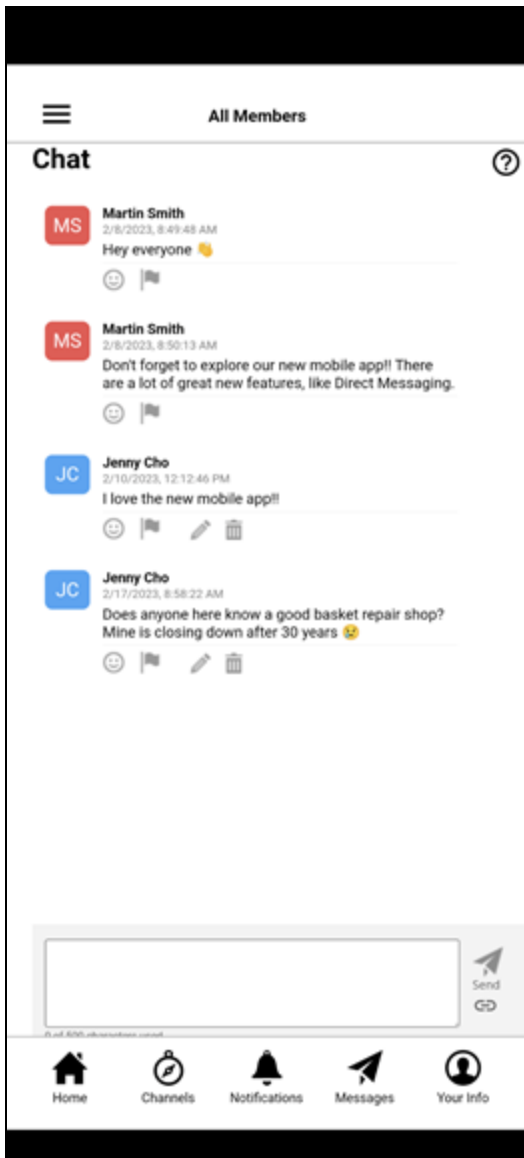


The remaining options and instructions are similar to the mobile app.

Chat

Tap the **Chat** icon to open a live chat function, similar to the chat functions provided by Facebook, WhatsApp, Slack, and other popular platforms.

Chat displays a sequence of messages posted by channel members. Select a channel from the list to view recently exchanged messages in that channel, and swipe down to bring older messages into view.



Each message is shown with the member’s avatar or initials, their name, and the date and time when the message was posted. If an image was uploaded with the message, it is shown above the message text.



A **Like** icon appears below each message. Tap the icon to record that you like it; tap it again to remove your like (you can only vote once!) The system will retain a count of likes and you can also tap the number to see a list of members who liked a specific post.



A **Flag** icon also appears below each message. Tap the icon to report a message to your organization's administrators.



Standard **Edit** and **Delete** icons appear for messages you have posted, allowing you to modify or remove these messages. (They also appear on every message for members with admin rights in the Chat module.)

Entering a New Message



Enter your message text (up to 500 characters) in the box provided. There is no formatting but the system will recognize the **[Enter]** key to start a new line or paragraph break. Tap the **Send** icon to post your message to the chat, where it will immediately appear for any other member currently in the chat session.



Tap the **Link** icon to view a popup menu with the following additional functions:

- **Select Image** from your device. You will see a popup menu asking if you want to take a photo immediately or choose an existing photo from your library. One photo can be added to a message, or removed before sending if you made a mistake.
- **Insert Link to Event**. You will see a popup list of events in your Channel. Select one to add a link to this event in your chat message.
- **Insert Link to Poll**. You will see a popup list of polls in your Channel. Select one to add link to this poll in your chat message.

Reporting a Message

Tap the flag icon to report a message to website administrators. When you report a message you will be asked to provide a reason for reporting the message.

Report This Message (and hide message)

G Admin

Be sure to update your member directory listings!

Your Reason For Reporting This Message

0 of 200 characters used

Save **Cancel**

Enter the reason for reporting, then press Save to flag the message and report it to your organization's administrators. The message will be removed from the chat immediately. Your website administrators will be able to review the message content, including the reason you entered when reporting the message.

Session Expiration

After one hour of inactivity on the Chat windows, the app will display a small message asking if you want to continue the session. If you respond, you will get another hour. If you don't respond within 2 minutes, the chat session will end.

Chat Notifications

Chat notifications are sent to members of a channel where:

- the member is active (or a trial member)
- the channel is set to active for the member (not hidden or banned)
- the member has requested notifications
- the member has visited the chat page on the app at least once in the past 30 days

The notification process runs every few minutes on the chat server. If any messages have been received in a channel, members of that channel receive the following notification: New messages have been posted in the <name> channel.

These messages are handled a little differently depending on the status of the app on your device:

- If the app is in the background (not visible) the notification will appear on the device's notification area;
- If the app is not in memory at all, it will get loaded, and then the notification will appear on the device's notification area;
- If the app is in the foreground (you are looking at it), the message will be displayed within the app - a little popup will slide down, and then disappear after a few seconds;
- If you are currently chatting on the same channel that the notification pertains to, nothing is displayed (you can already see that new messages have been posted.)

Tapping on the notification takes you to the chat page with the proper channel selected. Note that this does not change your “current channel”.

Example: Say you are viewing channel 'A' on the directory. You see a chat notification for channel 'B'. You tap it, and see chat messages for channel 'B'. You then tap the directory button, and you are back to channel 'A'.

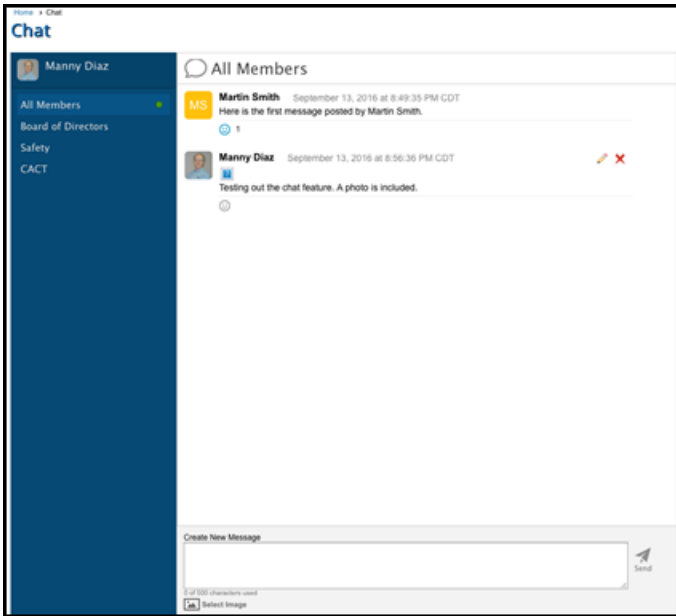
Multiple notifications from the same channel will be handled differently:

- On Android devices, only the latest message for a channel will be displayed - older ones will be replaced when new ones are received.
- On Apple devices, all messages for a channel are displayed, even if the same channel has sent multiple messages.

Chat on Desktop

If your club or association has enabled the mobile app, and if you have downloaded the app and logged in, a Chat option may appear on your organization’s website. This option mimics a function from the mobile app on the website, allowing you to participate in these club activities from your desktop.

When you select this option you will see a screen similar to the following:



The remaining options and instructions are similar to the mobile app.

Admin Functions

Editing Messages

For users with administrator or module coordinator rights to the Chat function, two icons appear to the right of each chat message allowing you to edit and delete messages.

Click the **Edit** (pencil) icon to modify the message. You will see the following dialog:

You can edit the message text in the top section, perhaps to remove offensive or incorrect statements.

If an image was added to the message, you have the option of keeping the existing image, removing it, or replacing it with something else. When you select the **Replace Image** option, an icon appears, allowing you to select another image from your local hard disk.

Click **Save** to save your changes and return to the Chat panel, or **Cancel** to close this window without saving.

There is also a **Delete** icon to remove a message completely. You will be prompted to confirm this action. Note that for archival and legal reasons, messages are not actually deleted. Rather, they are flagged as deleted so that they are never shown, but retained in the database.

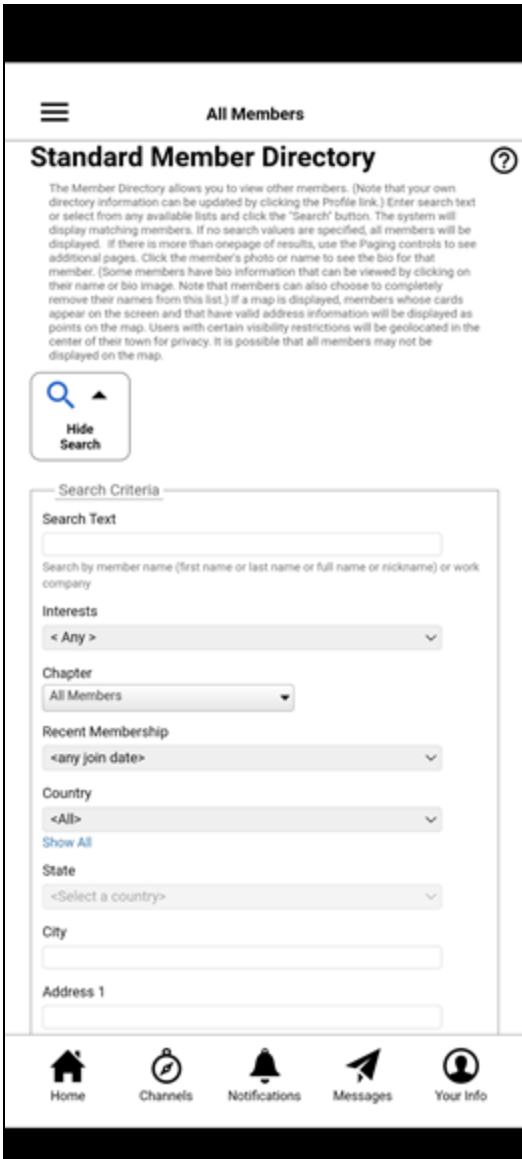
Managing Reported Messages

Members can flag and report messages to administrators. Reporting a message temporarily removes the message from the chat pending administrator review. Administrators receive an email with the reported message, and can manage those messages in the Website Tab > Setup > Mobile App Manager.

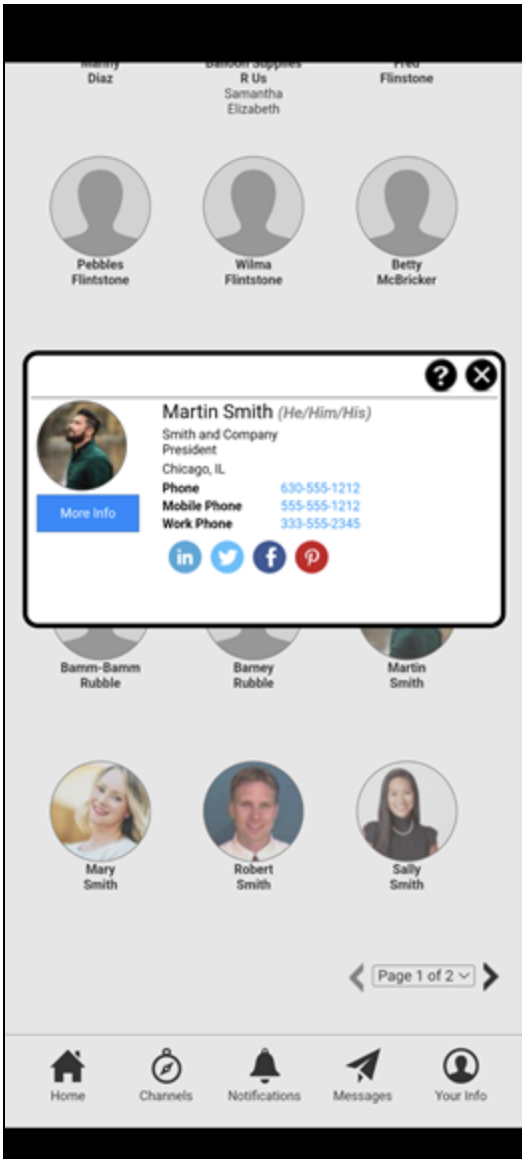
Member Directory

Navigate to your directory to view directory listings all members in your selected channel.

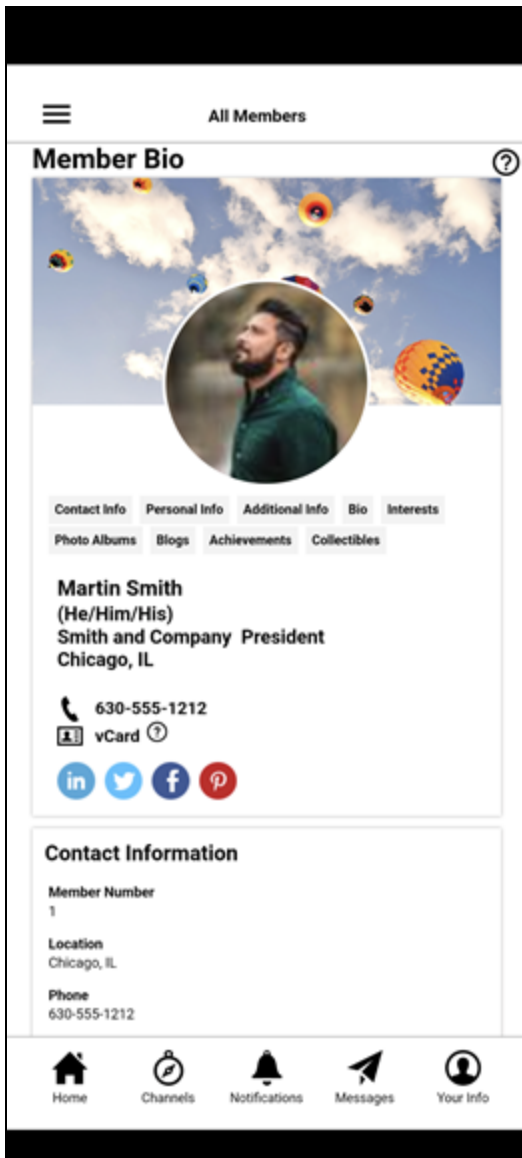
The directory also includes a Search function allowing you to search in a number of different ways.



Tap the photo or silhouette (if no photo was uploaded) to see a pop-up window showing more information about that channel member:



Tap the **More Info** button to see the full bio page:

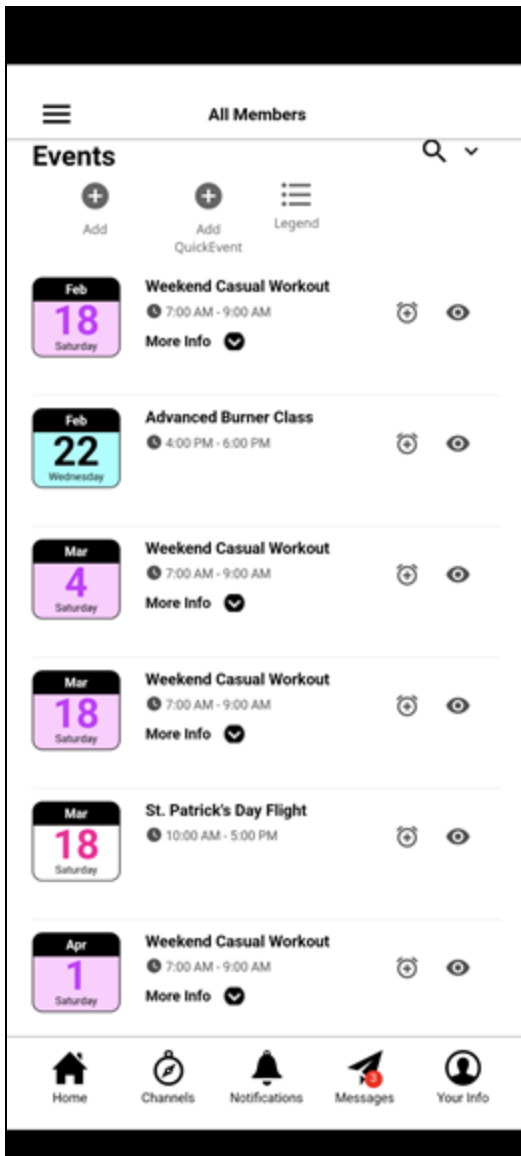


Note: The Channel Directory will respect a member’s visibility settings, defined on their Profile screen. If you choose not to show your email address or mobile phone, they will not be shown to other channel members.

You can interact with the directory the same way you would on your club's website.

Events

Tap the **Events** icon to see events created for and linked to the current channel. You will see a month list view of events similar to the following



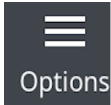
This is not the full calendar for your club or association. Rather, it is a list of events linked to the current channel. Some of these events may have been created by channel members. You can use the arrow keys on either side of the month title to move forward or backward one month at a time.



Tap the event date or the eyeball icon to see details for that event and to register for it.



Tap the Add to Calendar icon to add the event to your device's calendar.



Tap the Options bar in the top right corner to add a QuickEvent, search through events (within the current channel), or view the legend (which describes the color assigned to each category of events.)

Add QuickEvent

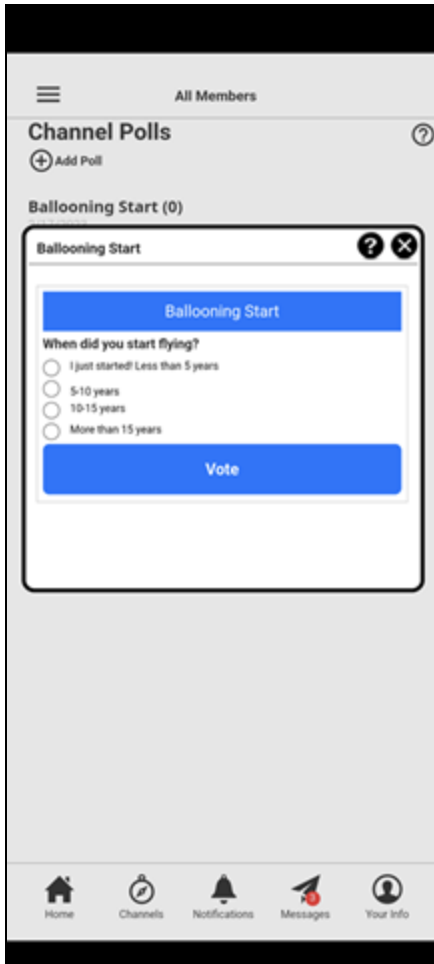
When you tap **Add QuickEvent** (see Create a QuickEvent), the Create QuickEvent screen is displayed. It allows you to specify the properties of a quick event, including:

- Title
- Short Description
- Category
- Date and time of the event
- Whether registration is available, optional, or required
- The maximum number of guests a member can bring
- The event location, including phone and website if necessary

You can create QuickEvents which are open only to members of the channel. Choose a channel from the Mobile Channel drop-down menu.

Polls

Tap the **Polls** icon to view and respond to channel polls.



If more than one poll is active, you will see a list of polls. If only one poll is active, it is immediately displayed and you can respond to it. If no polls are active, a message will be displayed.

Once you respond to a poll, the results are immediately displayed.

Add Poll

Tap the **Add Poll** (see Add Poll) button in the top right corner to create a new channel poll. You will be prompted for a poll title and question and then a list of possible responses that will be treated as radio buttons (only one can be selected by each respondent.)

In-App Notifications

Control Panel > Communications > Admin Functions

ClubExpress provides powerful tools that allow administrators to communicate with members by sending notifications through the club's mobile app, which also appear in the member widget when users log in to your desktop site.

Note: Members must (1) have the mobile app installed, (2) be logged in with their member username and password, and (3) allow notifications in order to receive in-app notifications.

Administrators: Don't have a mobile app for your organization? Go to "The mobile app is based around "channels", which can be created in many different ways. Your club or association can define as many channels as it needs. Members will only see the channels that they have access to. The mobile app provides five special functions for each channel:" on page 3 to learn more about the mobile app and special app-only features.

Select the option on the Control Panel to view the *Notification Manager*.





The **Notifications Manager** screen lists notifications previously created and sent. Each notification is shown with the title, sender, recipients, as well as the status:





- Draft (created on <date>) – not yet sent
- Sent (<date>)

You can filter by category, date range, sender, and optionally include archived notifications. Click **Search** to show a list of matching notifications.

Maintain Options

The following options appear in the Maintain column:

Icon	Description
 (Edit)	The Edit option allows you to modify notification. If the notification has not been sent, this option leads to the editor and a full set of options. If the notification has been sent, this option only allows you to change the category.
 (Copy)	Click Copy if you want to make a copy of a notification.
 (View)	The View option allows you to view the notification.
 (Archive)/	The Archive option archives a notification. It is still in the system but is not displayed unless the "Include Archived Notifications" box is checked. For a notification that is already archived, the option will say Unarchive , which reverses the operation.

Icon	Description
 (Unarchive)	
 (Results)	Select Results to display the results of the notification, including the number of notifications not allowed (delivered), and allowed.
 (Reports)	The Reports icon displays the standard reports dialog with reports showing the results by status, failed delivery, and messages received.
 (Delete)	Use the Delete option to completely remove a notification from the list if it has not been sent. <div style="background-color: #e6f2ff; padding: 5px;"> <p>Note: This option should be used with caution since the deleted notification cannot be recovered.</p> </div>

Maintain Options

Configure drop-down menu

Note: The **Configure** button is not available to Subgroup Administrators. These options can only be changed by full administrators or module coordinators.

Categories

Categories allow you to organize and filter notifications in different ways (for example, prospective members, event registrants or committee members.)

Select **Configure – Categories** to see a standard ClubExpress category management screen. All options perform their expected functions. The Delete icon only appears for categories that have not been used.

Note: Adding a category in Notifications also adds the same category to Emailings, Text Messaging and vice versa. You may only edit or delete the category through the module that created it.

Subgroups: If your club or association has subgroups, you can create categories for use by subgroups, allowing subgroup notifications to be organized into their own categories. You must create a category for each subgroup in order to be able to send notifications to members of that subgroup.

Saved Distribution Lists

Notifications can be sent to complex distribution lists, such as “all active members of a specified type + members of two specified committees + non-members in the Press category + the following three individuals.” You can also save these distribution lists for use at any time. ClubExpress builds the list dynamically when each notifications is about to be sent, so it’s always up-to-date. The system automatically removes duplicates so that each recipient only receives one notifications even if they are in multiple parts of the distribution list.

Note: Distribution lists with multiple options act using “OR” conditions; each option is additive to the list.

Example: If you select “Members in a specified city” and enter “Chicago”, then specify “Members of a specified type” and enter “Single”, you will be sending notifications everyone in Chicago as well as everyone who’s a Single member.

Select **Configure – Saved Distribution Lists** to create, view and edit your saved lists. (Lists can also be created and saved when you are creating a new notifications . You will see a screen similar to the following:



Click the **Add Distribution List** button to create a new list. Select an option from the **To** drop-down list. In some cases, a panel will appear underneath to configure additional settings.

Example: If you select **Members by selected Type** you will be asked to select one of your club’s member types.

Click the **Add** button to add each **To** option to your distribution list. If you make a mistake, you can click the **Remove** (trashcan) icon to remove this option from your list. When you are done, specify a name for your list and click the **Save** button. Or lick **Cancel** to close the dialog without saving.

On the Distribution Lists main screen, click the **Edit** icon to modify an existing distribution list, or the **Delete** icon to remove a list.

Note: Adding a distribution list in Notifications also adds the same list to Emailings, Text Messaging, and vice versa.

Options

Select **Configure – Options** to determine whether event coordinators are allowed to send notifications using the Notification option in the admin functions for an event.




Bad Devices

Bad Device List

Search Bad Phone Numbers

Exclude Expired Members

Found 2 device(s).

Name	Member?	Problem	Maintain 
Bumgardner, Leslie <small>Active</small>	Member	Unauthorized or Bad Key	
Diaz, Manny <small>Active</small>	Member	Unauthorized or Bad Key	

This page lists members experiencing notification delivery problems. Usually, this is the result of the member not receiving a valid Push Notification key after logging into the app. You can attempt to resolve the error by asking the member to uninstall, then reinstall their app. Be sure to have the member allow notifications and log in successfully. Once you confirm they've logged in, you can clear the error.

If you have devices that consistently appear in your Bad Device list, contact our support team at support@clubexpress.com

Add Notification

Clicking **Add Notification** will display the following screen:

Edit Distribution List

Click the **Edit Distribution List button** to specify a complex distribution list to receive the notification. An additional option allows you to reuse a previously saved distribution list. When **Use Saved Distribution List** is selected, click the drop-down to select a previously saved distribution list.

Note: The Notification function is also available in the Event Calendar, where several additional options are provided, such as the ability to send a notification to everyone registered for that event. Remember to enable the option to allow event coordinators to send notifications in **Configure - Options**.

Click the **Create a New List...** radio button to create a new list. Start by clicking the drop-down to select one of the available options. Some options will then prompt for additional information.

Example: If you select "Members by Selected Type", you will be asked to select one of your club's defined member types. Once this is done, click the **Add** button to add this option to your distribution list. Click the **Remove** icon to remove an option that was added in error.

Once your list is complete, you have the option to save it for future use, without needing to recreate it each time. You will be prompted for a distribution list name.

Click **Save** to save the distribution list and return to the main screen. Once you save a distribution list, the “To (Your Distribution List)” icon will change to green.

The system will show the preliminary results of your distribution list.

Notification Content

Enter in a title for the message, to be used in searching, and a category from the pre-configured list of categories. You may also elect to send the notification on a specific date and time, or immediately.

Clicking on "Click here to add a link" displays a short link builder screen. You may link to any of the following:

- Home Page
- Custom Page
- Photo Album
- Upcoming Event
- Volunteering Opportunity
- News/Article
- Blog Entry

Creating the short link may take several seconds. The link will not appear in the drafted notification. It is saved separately from the notification and only inserted later when the message is sent by the system. Links can only be accessed in the mobile app or through the member's profile widget.

Click **Save** to save the message without sending, **Ready For Delivery** to send the notification, or **Cancel** to exit without saving your changes.

Sending a Notification

If you click **Ready for Delivery**, the message will be queued for immediate delivery, or on the specified date if you have chosen delayed delivery. Notifications are sent about every 15 minutes once delivery is scheduled (either immediately or at a specified date and time). Once your notification has been sent, you can click on the **Results** icon to see what was actually sent. The **Reports** icon lets you see reports that include details about the notifications, including results and failed delivery.

If you schedule a notification for future delivery, the status of the notification on the Notification Manager screen will reflect the scheduled delivery date and time. You can edit the notification up to the scheduled delivery time, but remember to click Ready for Delivery when you're done to schedule your updated message.

Direct Messaging

Administrators: Direct Messaging is located in the People Tab and must be enabled separately. See [Enabling and Disabling a Website Module](#)

Note: This feature is only available for clubs and associations using the Mobile App. If you aren't sure your club has one, contact your club administrator.

Note: You must have your club or association's mobile app installed on a device and be logged in to use Direct Messaging for the first time. Once you've installed the app and logged in, you can send messages from either your mobile device, or your organization's website.

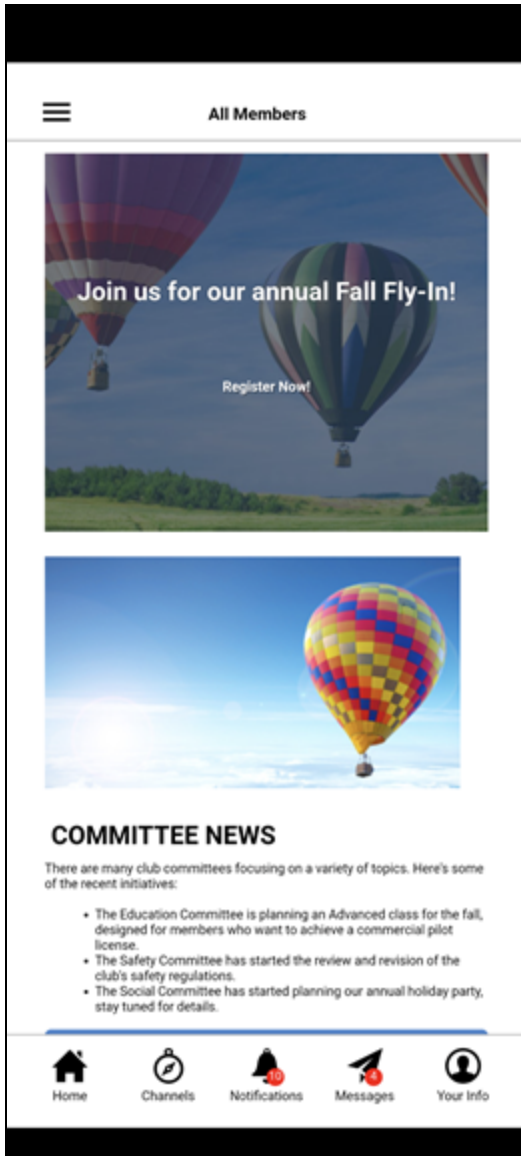
Direct messages can be sent to one or more members either through your club's mobile app, or from your member profile. Messages can include text, images, links, and reactions. You can also edit messages previously sent in the conversation.

Accessing Direct Messaging and Your Message Inbox

You can access Direct Messaging three ways. Remember, you won't be able to access Direct Messaging on desktop until you have installed and logged into the mobile app on your device.

Navigating to Direct Messaging

1. In your club's mobile app by tapping the **Messages** icon



2. On desktop, in your member profile under *Your Website Functions*, select **Direct Messaging**.

Home | Member Profile

Member Profile

Membership Summary Tutorial Video

Type: Local Business | Member Number: 10
Status: Active | Join Date: 7/21/2020
Exp. Date: 3/14/2023 | Last Renewal: 3/15/2022
[Download Membership Card](#)

Your Membership is not yet due for renewal. If you want to renew early, [click here](#).

Current Email Address: colleen@email.com

Basic Member Information
Click here to edit your basic contact information such as your address or phone number.

Additional Member Data
Click here to answer additional questions about yourself that pertain to your membership.

Standard Member Directory
Click here to edit your member directory profile and define what is visible to other members (and the public if your organization has made the directory visible on the public side of the website.)

User Name / Password
Click here to change your login information.

Mobile App
Click here to view or change channel memberships.
Click here to view or edit your mobile profile.

More Member Options
[Privacy/Cancel/Remove](#)
[Optional Additional Charges](#)
[Chapters/Additional Members](#)
[Achievements](#)
[Guest Passes](#)
[Attachments](#)
[Gift Memberships](#)

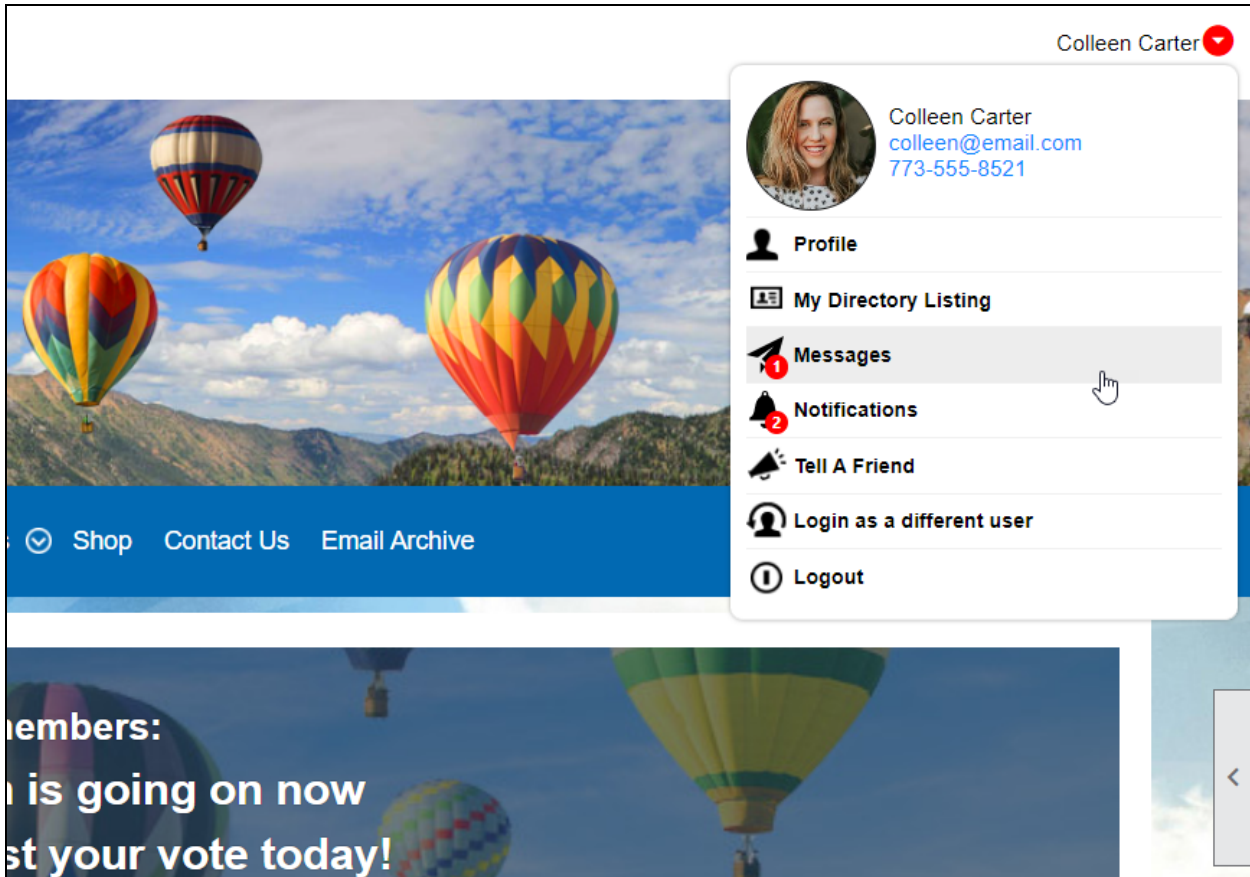
Histories
[Transaction History](#)
[Payment/Credit History](#)
[Event History](#)
[Donation History](#)
[Reservation History](#)
[Volunteering](#)

Forums
[Forum General Preferences](#)
[Forum Memberships](#)
[Thread Subscriptions](#)

Your Website Functions
[Interests](#)
[Photo Albums](#)
[Collectibles](#)
[Download Bank](#)
[Rings](#)
[Direct Messaging](#)

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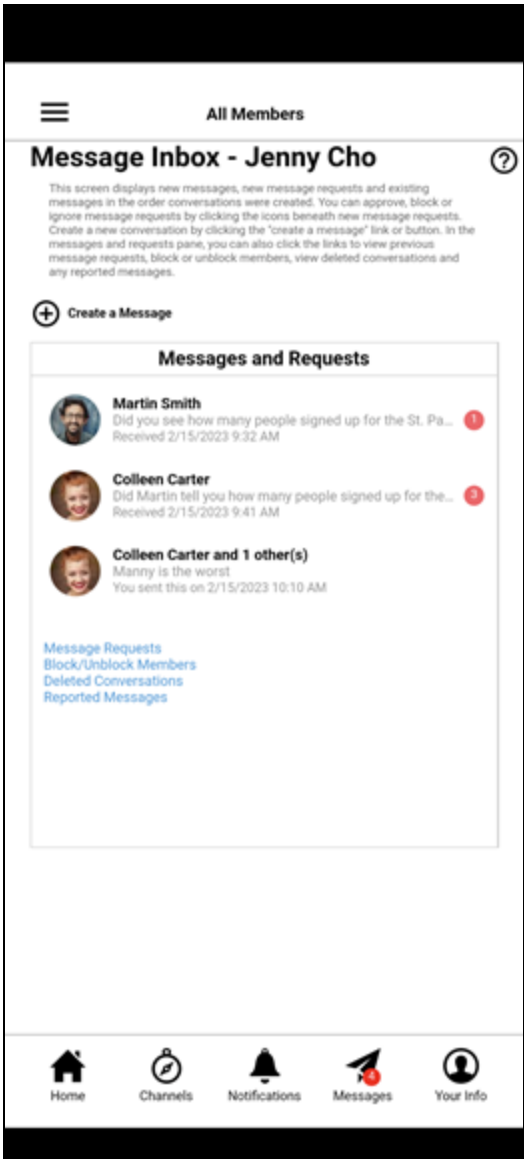
3. On desktop, in your *member widget*, select **Messages** to view your messages.

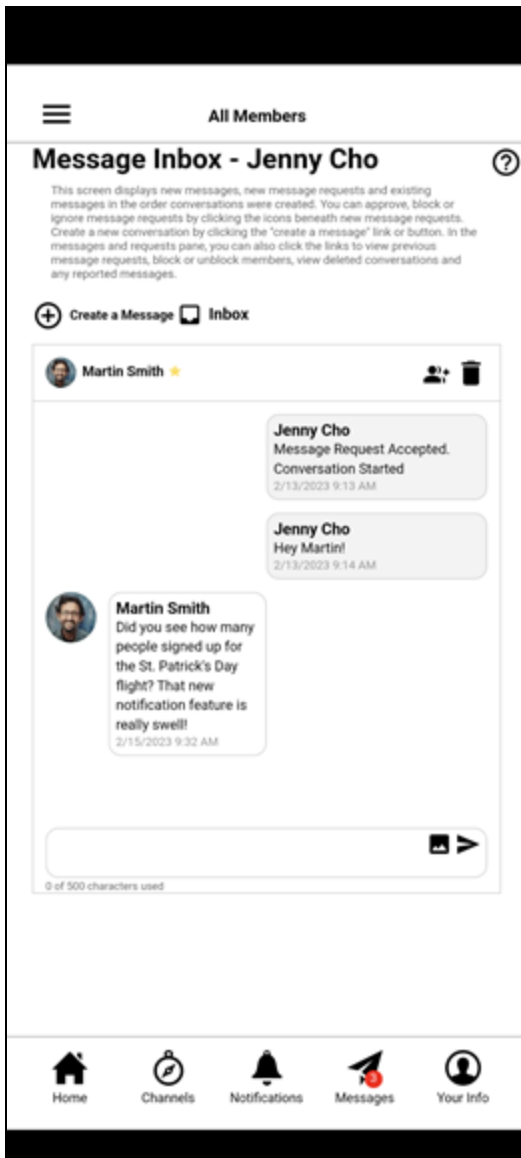


Your Message Inbox

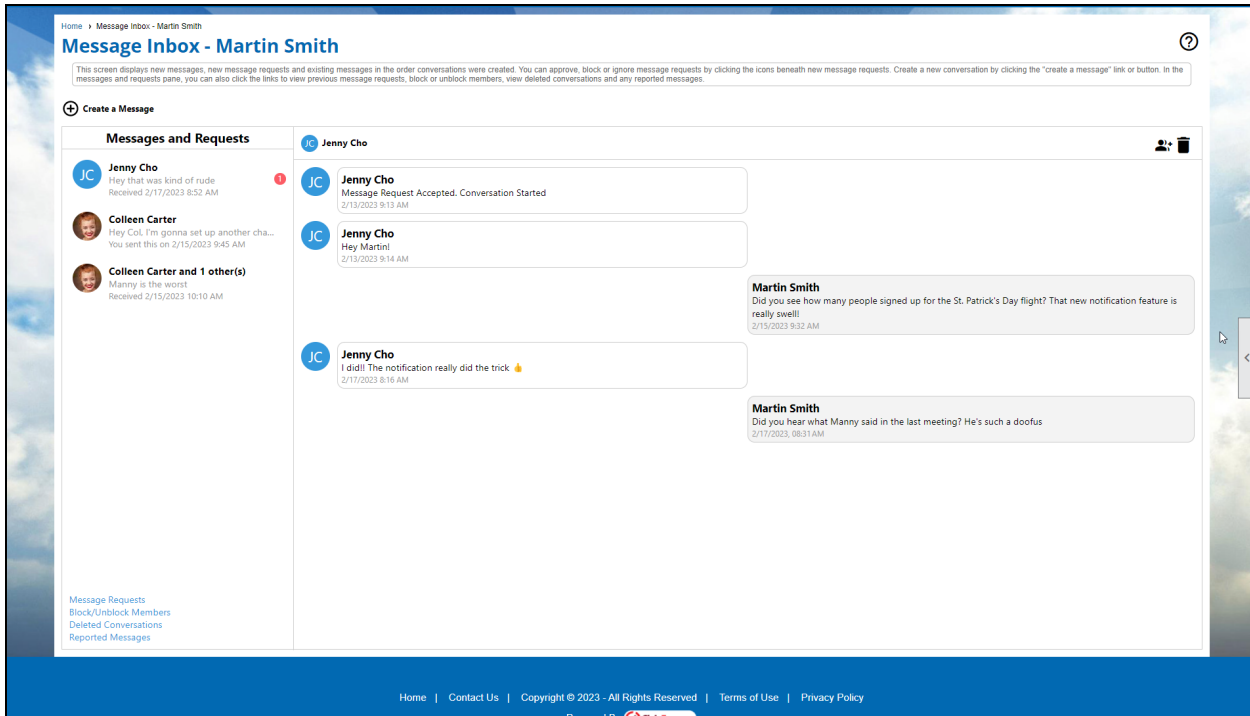
On desktop and the mobile app, the *Message Inbox* is where you'll find all your conversations, message requests (both sent and received) and where you can manage your blocked contacts.

In the Mobile App, the *Message Inbox* shows all conversations and message requests. Select an existing conversation to view it and exchange messages. To return to the *Message Inbox*, tap **Inbox**.





On desktop, all conversations and message requests are listed in the left panel, with the most recent item at the top of the list. Select an existing conversation to view it in the messaging pane on the right.



At the bottom of the Message Inbox, you'll find links to view your Message Requests, Blocked Members, Deleted Conversations, and Reported Messages. Read more about these options below.

Message Requests

Message requests can be managed from the *Message Inbox*, or by selecting **Message Requests** at the bottom of the screen.

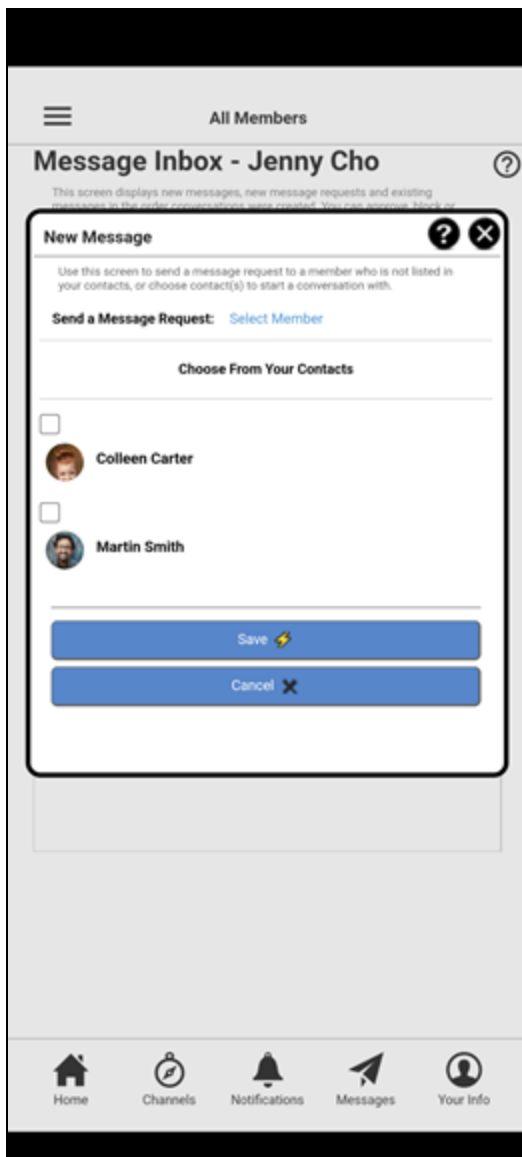
Before you can exchange messages with another member, you'll need to send a Message Request. Once the member accepts your request, you'll be able to send messages to the member. Similarly, when another member wants to send a Direct Message to you, they'll first send a Message Request, which you will need to approve in order to exchange messages with the member. Once a contact is approved, no further approval is required to continue exchanging messages.

Note: If you block a member, then remove them from your blocked contacts, you will receive a Message Request if they contact you again, and be asked to approve, ignore or block the request. See "Managing Blocked Contacts" on page 53 for more information.

Sending Message Requests

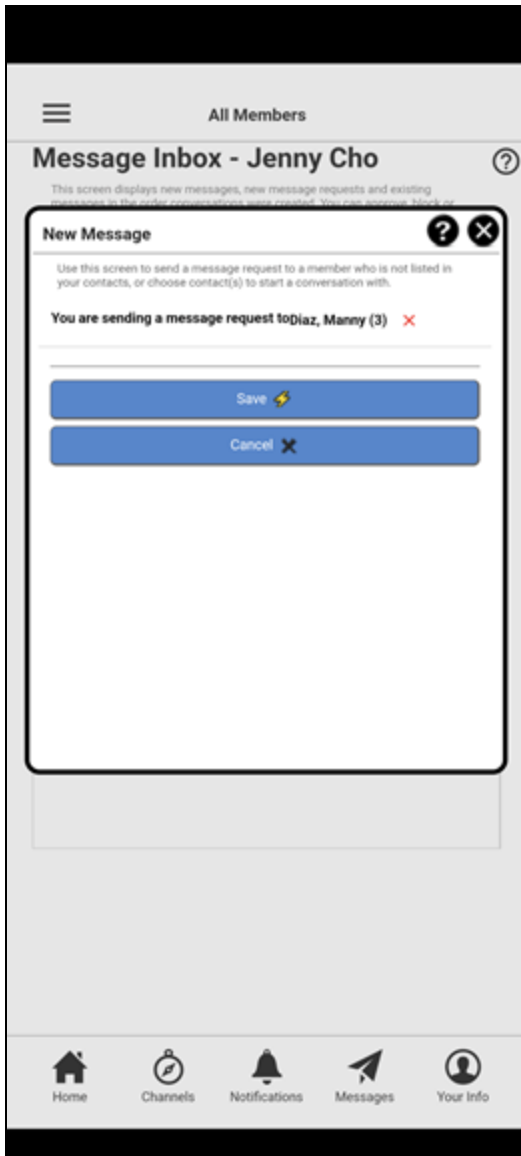
Before you can exchange messages with another member, you must send a Message Request. The member you sent the request to can accept or ignore your request, or block you from messaging them in the future. You will not be able to send the member another message if they have not responded to your initial request. See "Managing Message Requests" on page 42 to learn how to view your sent requests.

Select Messages, then select **Create a Message** to start a new conversation. You'll see the *New Message* pop-up window.

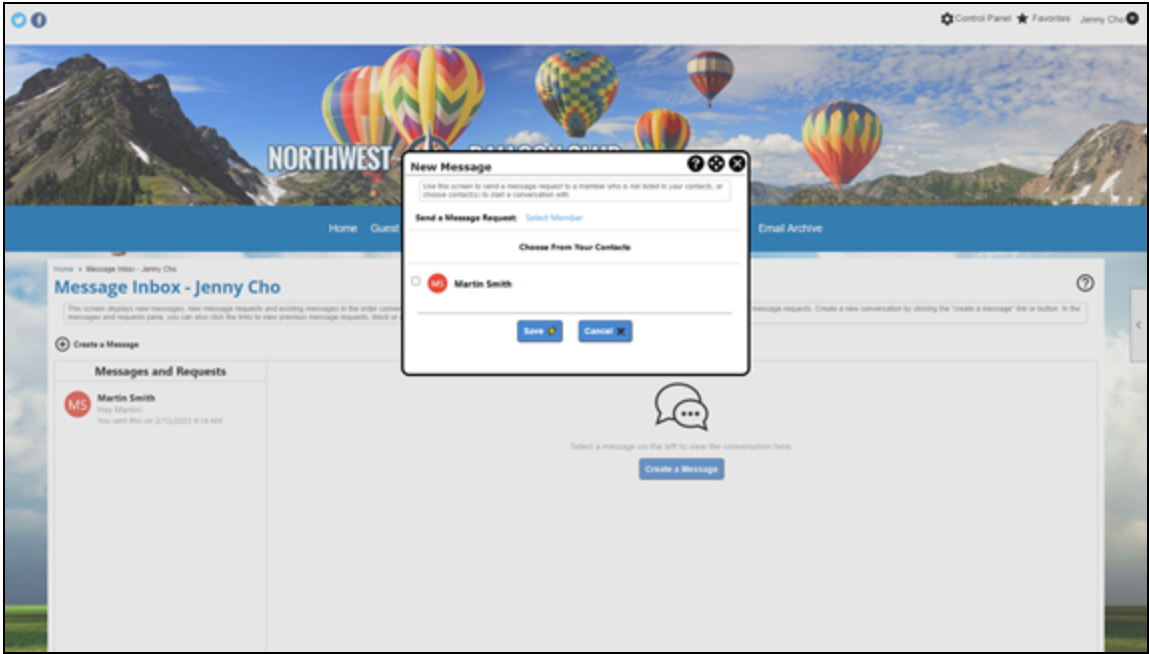


Note: If you're messaging someone already in your Contact List, find the conversation with them in the Messages and Requests panel.

Search for the member you want to message; you will only see members who have downloaded and logged into the app. Select the member, then tap **Select**. You'll be asked to confirm sending a message request to the member. Tap **Save** to send the request.



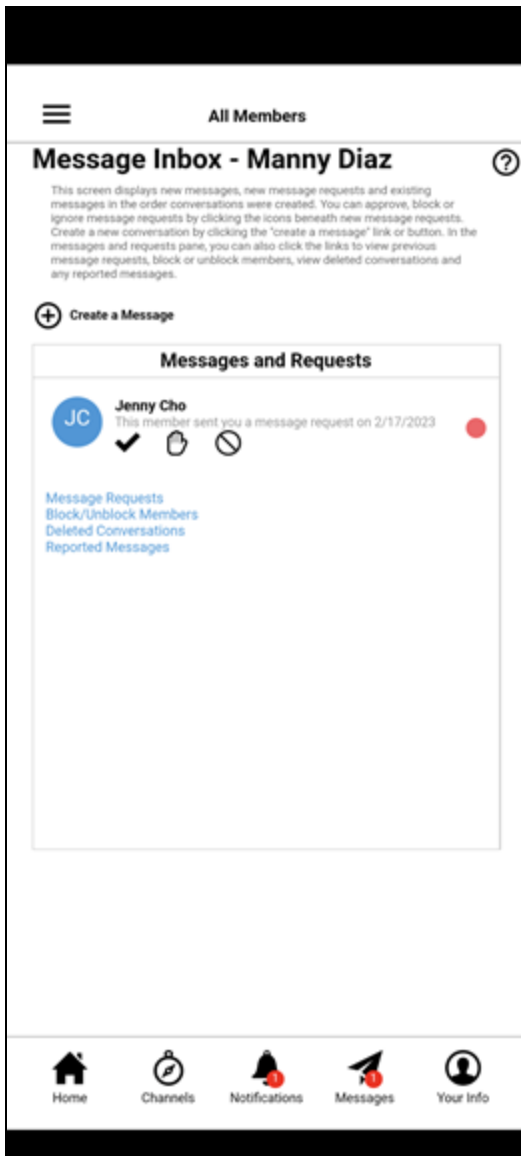
On desktop, in Direct Messaging, select **Create a Message** to start a new conversation. You'll see the *New Message* pop-up window. The remaining steps are the same as in the mobile app.



Managing Message Requests

When a member sends you a Direct Message for the first time, you'll receive a Message Request. You can access these requests in your *Message Inbox*.

In the *Message Inbox*, new Message Requests appear with any existing conversations, along with options to accept the message, ignore the request, or block the user. You can also access and manage all requests by selecting *Message Requests* at the bottom of the screen.

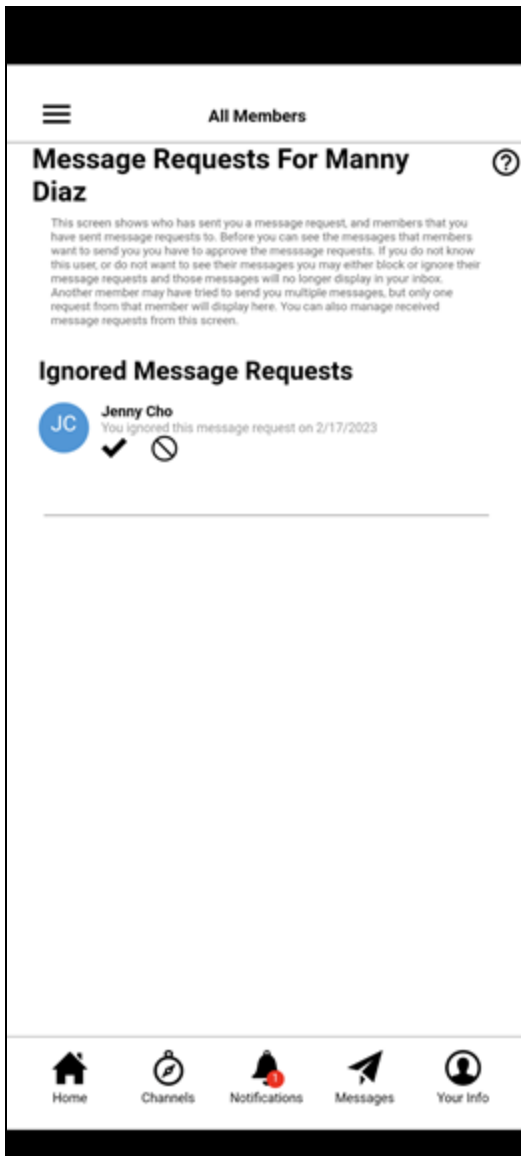


Tap **Accept** (check mark icon) to accept the message request. This opens a new conversation with the member and sends a message notifying them that you've accepted their request. From here, you can continue to message the member using the new thread.

Tap **Ignore** (hand icon) to ignore the request and remove it from your Message Inbox. To find the request in the future or to change your selection, go to *Message Requests*.

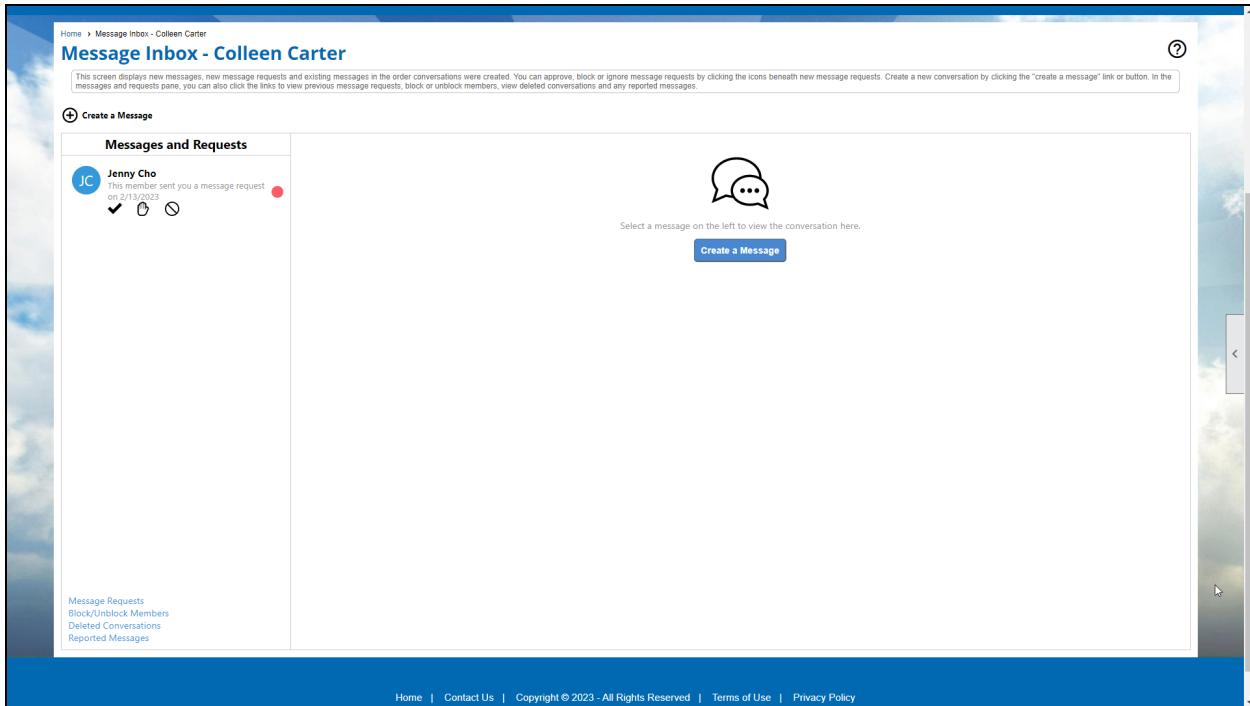
Tap **Block** (cancel icon) to block the message request and the user. See "Managing Blocked Contacts" on page 53 for managing blocked contacts.

Tap **Message Requests** to see all your sent and received Message Requests.



For requests you've sent other members that haven't been accepted, you can withdraw the request. For requests you've accepted, you'll have the option to block the contact. For requests you've ignored, you can accept or block the contact.

On desktop, your message requests appear in your *Message Inbox*. You can manage new and existing message requests the same way you would in the mobile app, either in the *Message Inbox*, or in *Message Requests*.

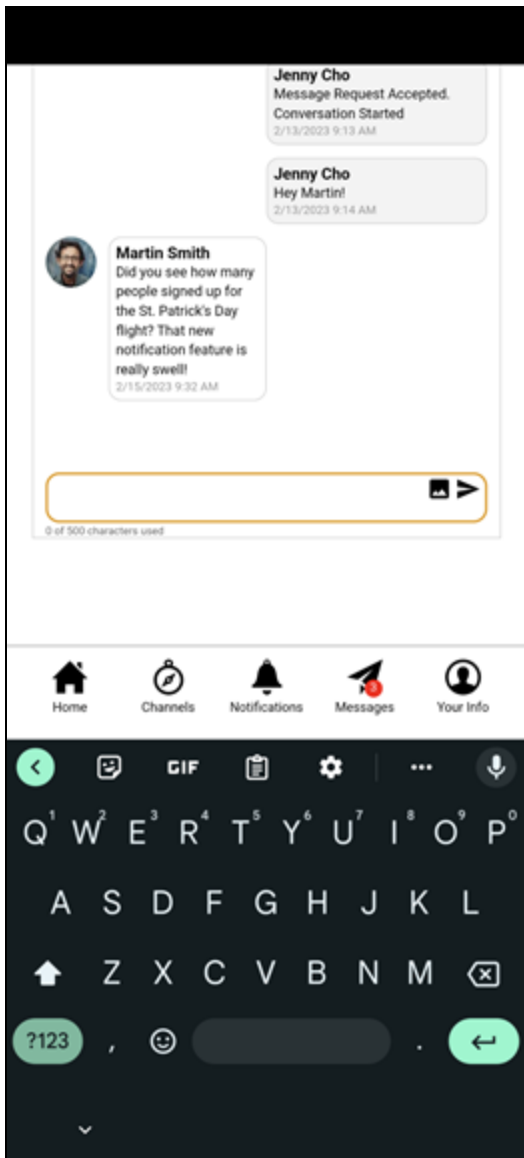


Exchanging Messages

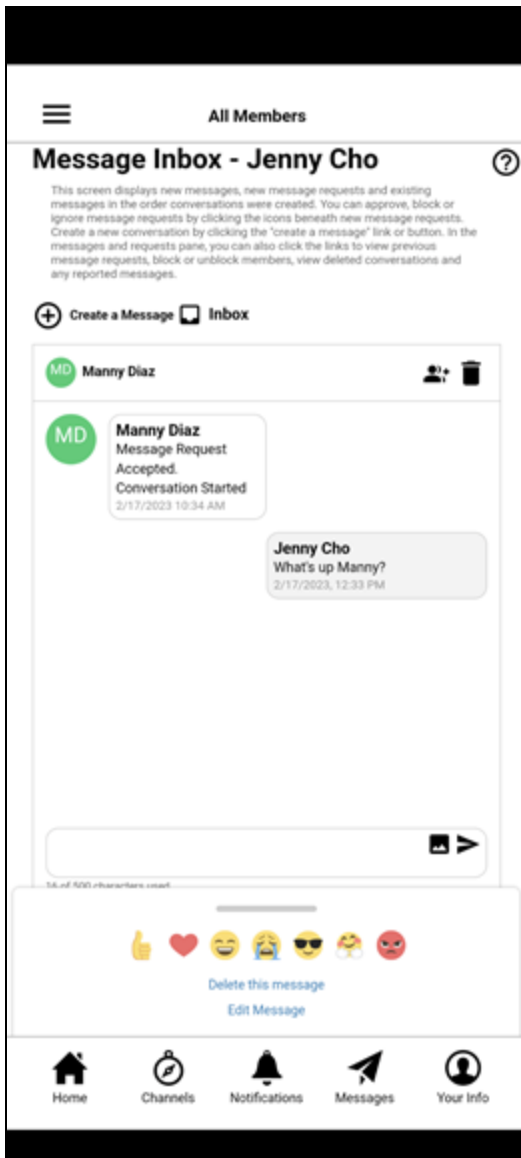
You can send messages to one contact in a conversation, or create a message group with multiple contacts. Messages can include links, images and emoji. Once you've accepted a message request from a member, or when they've accepted yours, you can begin exchanging messages.

Sending Messages

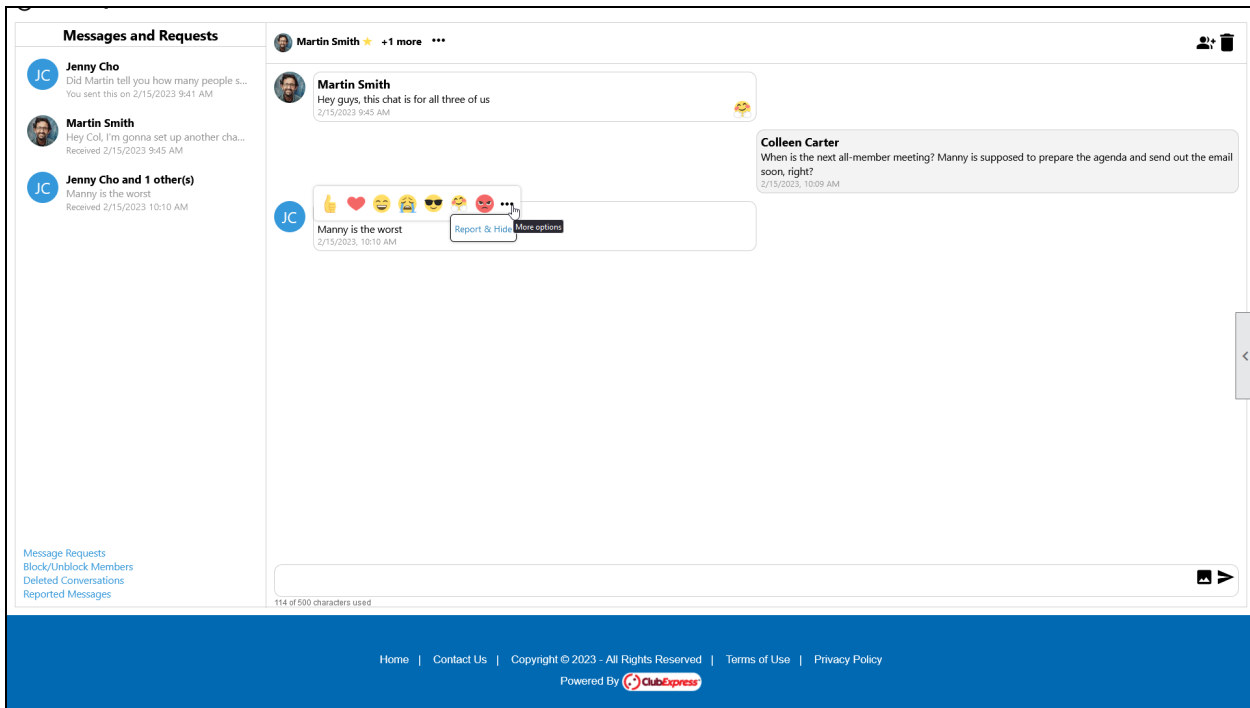
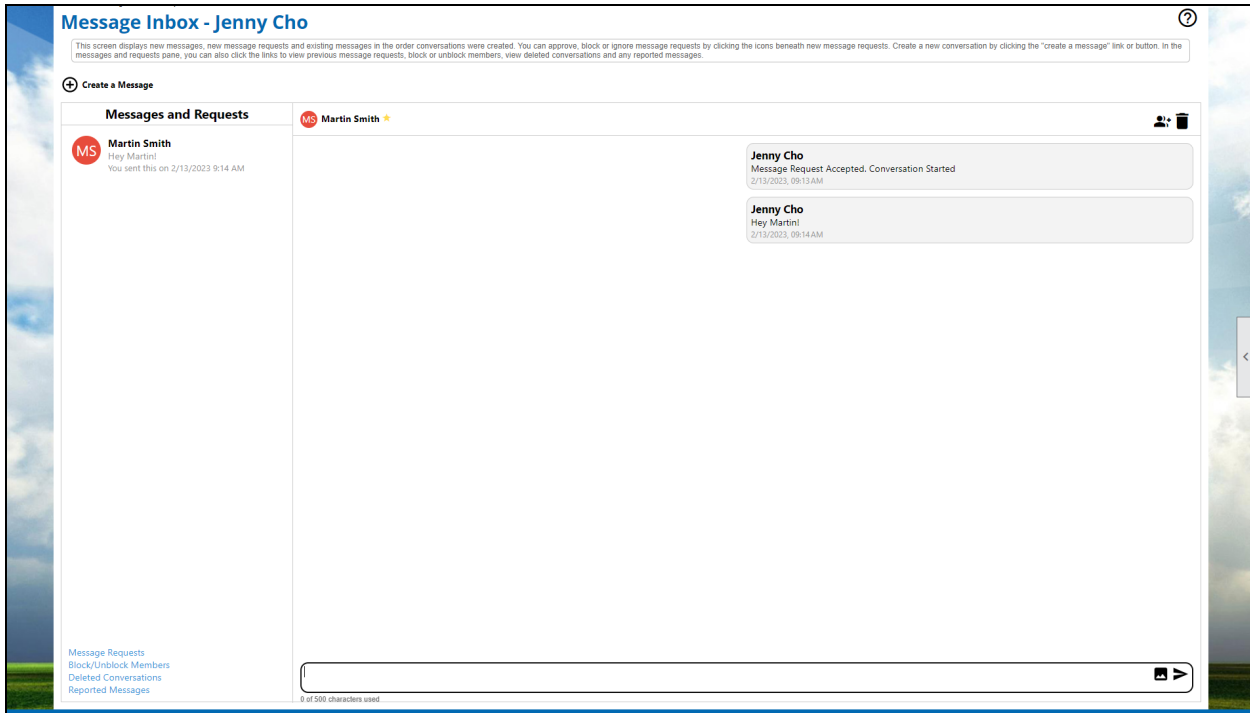
Tap the message box to bring up your mobile device keyboard to type and send your message. Select the image icon in the message box to browse your device and attach an image. Use your device keyboard to insert emoji into your message. Tap the Send (airplane) icon to send your message.



To react to a message, tap the message to bring up the message menu and select the reaction. If you see reactions on other messages, tap the reaction to see who added it.

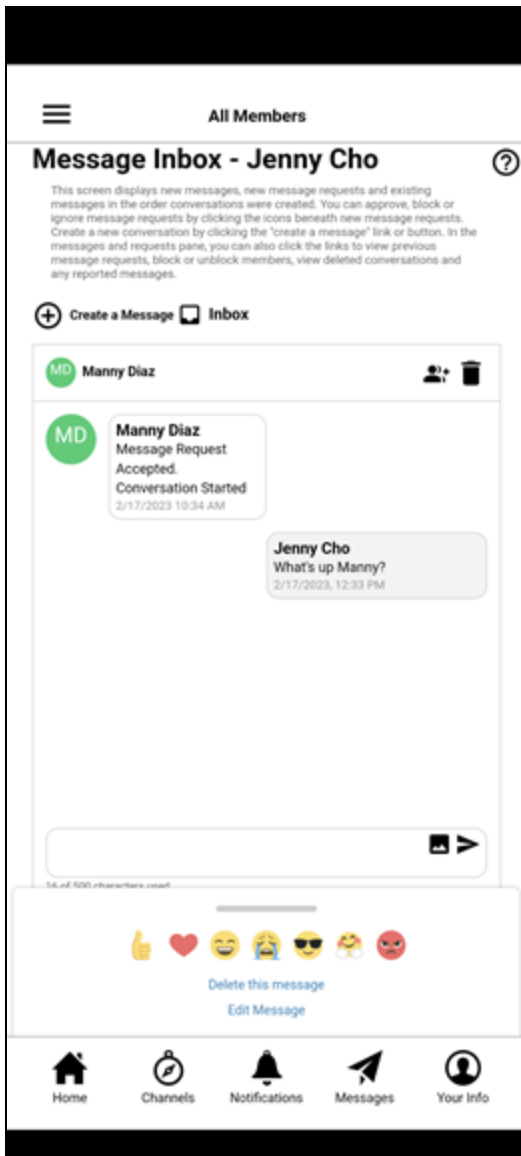


On desktop, select the conversation from the left pane of your Message Inbox to bring up the conversation. Begin typing in the message window at the bottom of your screen. You can also access the message menu by hovering over the message.



Editing and Deleting Your Messages

You can edit or delete a message you've sent, tap the message to view the *message menu*.



Tap **Delete this message** to remove the message from the conversation. Deleting a message removes it from the conversation for all participants. You'll be prompted to confirm this action.

Note: You cannot recover individual messages that have been deleted.

Tap **Edit** to edit the message in a pop-up window. If your original message included an image, you'll see options to keep the image, remove it, or replace it. When you're done, tap **Save** to save your changes and send the edited message.

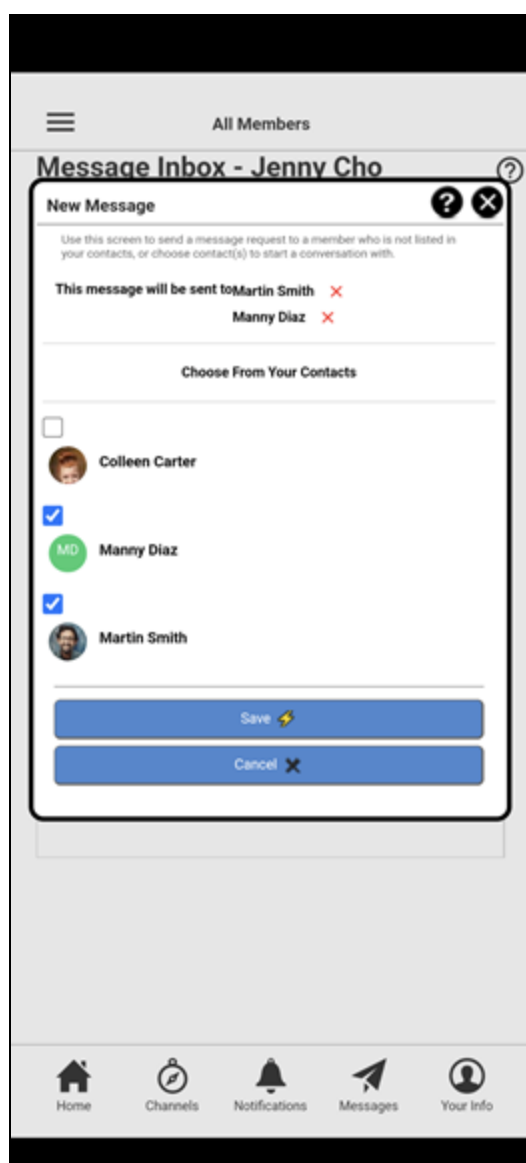
On desktop, you'll access the message menu by hovering over a message. Choose a reaction, or click the **three-dot menu** to report the message. See "Managing Reported Messages" on page 57

Creating a Conversation with Your Contacts

You can exchange messages in a conversation with one contact, or multiple contacts in a group chat. Select **Create a Message** to start a new conversation.

Creating Individual and Group Conversations

In the *New Message* pop-up window, select the member you want to contact. Remember, check your *Message Inbox* to see if you have an existing conversation with the contact(s). To start a group conversation, select more than one member from your contacts.



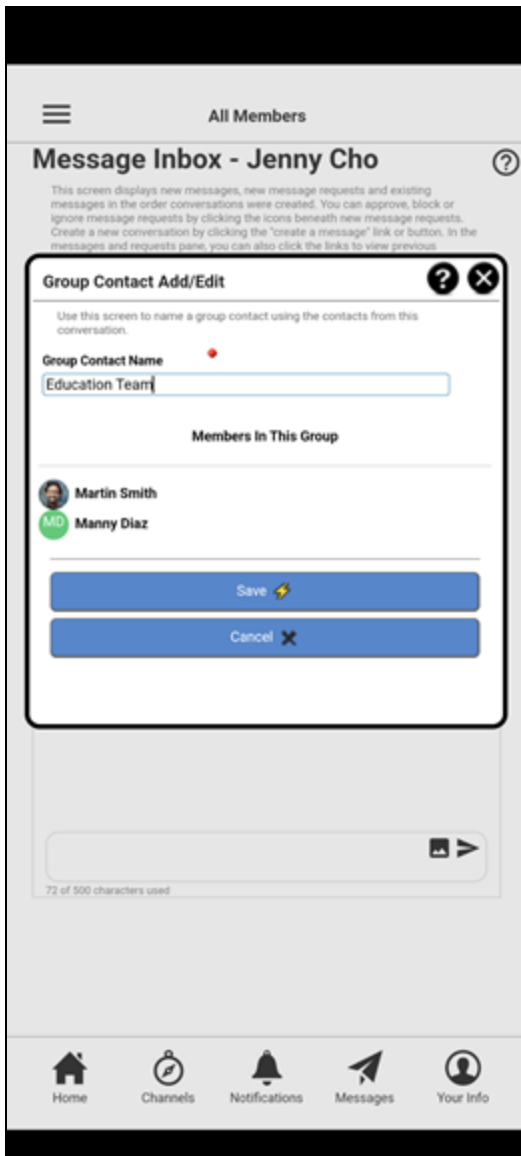
Note: If you want to create a group conversation, you cannot add members to an existing chat; you must create a new conversation with the desired contacts.

Note: You cannot create a group conversation with members you have not previously sent a message request. Send any necessary message requests first and wait for their replies, or select from members currently in your contact list.

Once you've started the conversation, you and the contact(s) in the group will see the conversation in their *Message Inbox*. When you're in a group conversation, you can select the three dot menu next to the list of contacts in a group to see the list of members. In both individual and group conversations, you'll see a star next to the name of the member who started the conversation. If you don't see a star next to anyone's name, that means you started the conversation.



Tap the **Group Contact** icon on the right of the screen to rename individual or group conversations.



Managing Blocked Contacts

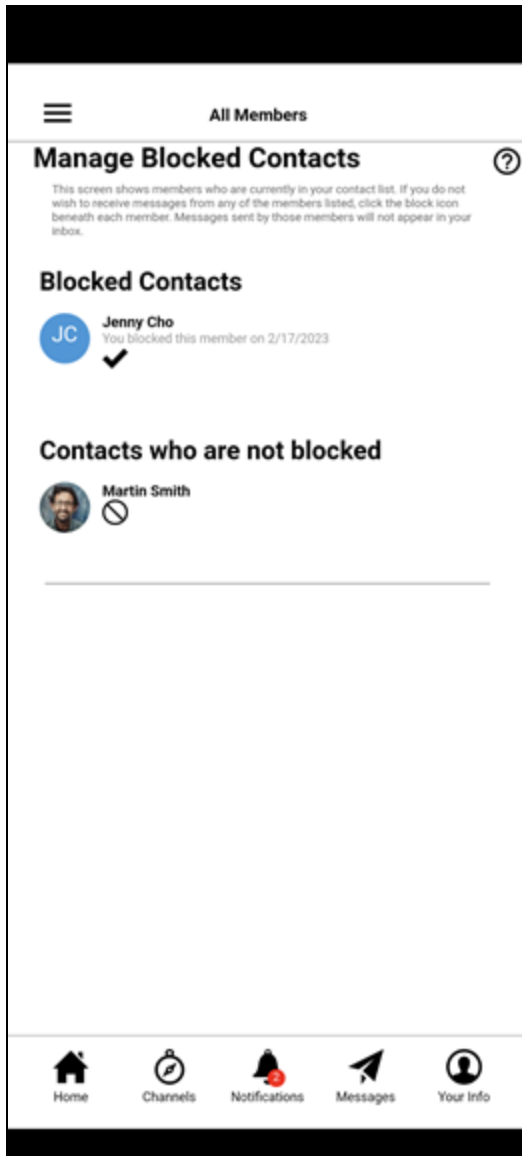
You have the option to block a member when they send an initial message request, or after you've already accepted their message request. The member is not notified that they have been blocked, and they cannot message you again until you removed them from your blocked contacts.

Blocking and Unblocking a Member

When a member attempts to message you for the first time, you have the option to immediately block the member. This prevents the member from sending any further message requests (the member cannot

withdraw and resend their request). The member will not be notified that they have been blocked; instead, the member will only see that you have not accepted their request.

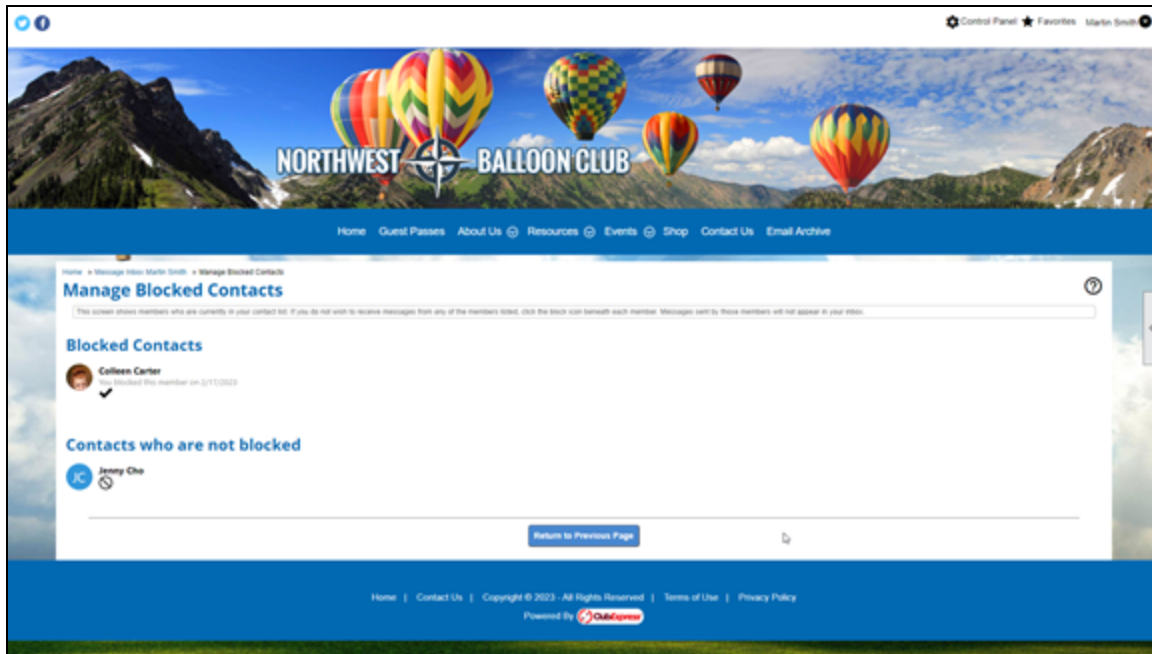
Tap **Block/Unblock Users** to view a list of blocked contacts, and a list of active contacts who are not blocked.



You can also block a member you accepted a message request from who is listed in your Contacts. To block a member in your list of Contacts, find the member in the list of *Contacts who are not blocked* and tap the **Block** icon. When you block a member from your Contacts, any conversation with that member is removed from your Message Inbox.

To unblock a member you blocked previously, find the member in the list of Blocked contacts and tap the **Accept** (check-mark) icon. When you unblock a member, any conversation with that member is moved back to your Message Inbox.

On desktop, you can managed your blocked contacts the same way, by selecting **Block/Unblock Users** at the bottom of your *Message Inbox*.



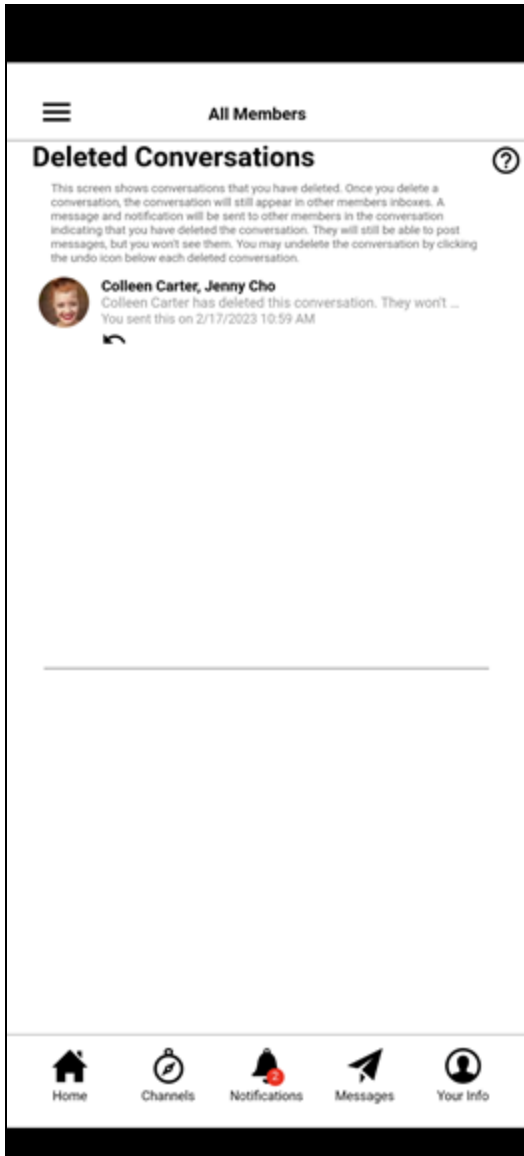
Managing Deleted Conversations

Deleting a conversation moves it from your Message Inbox to Deleted Conversations. The conversation isn't deleted for any other member, and if it's a group message, other members of the group will still be able to message each other. You won't receive notifications for any messages in a conversation you delete.

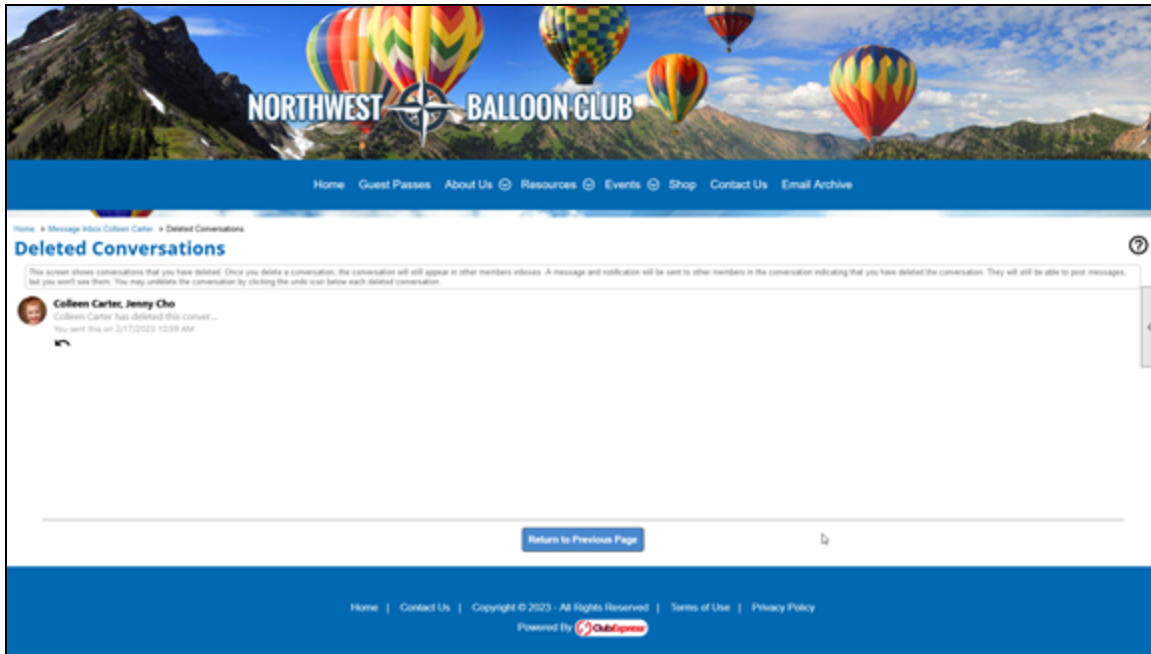
Deleting a Conversation

In a conversation, tap the **Delete** (trashcan) icon to move the conversation from your Message Inbox to Deleted Conversations. You'll be prompted to confirm this action. Any other members in the conversation will be notified that you have deleted the conversation and won't see any new replies.

To restore a deleted conversation, in the *Message Inbox*, tap **Deleted Conversations**. Tap the **Undo** (arrow) icon to move the conversation back to your Message Inbox.



On desktop, click the **Delete** icon above the conversation window to delete a conversation. Click Deleted Conversations at the bottom of your Message Inbox to manage deleted conversations .

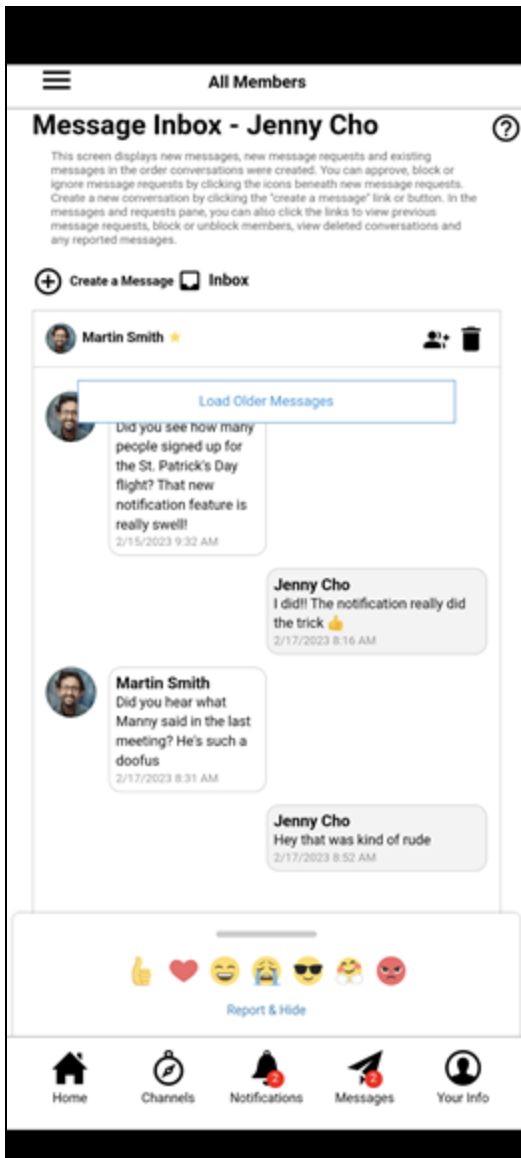


Managing Reported Messages

You can report messages in any conversation for any reason, including violating club terms or inappropriate remarks. Reporting a message moves the individual message to *Reported Messages*.

Reporting a Message

Tap an individual message in a conversation to view the message menu; you'll see options to react to the message, and to Report & Hide.



Tap **Report & Hide**, then enter your reason for reporting the message in the pop-up window.

Report and Hide Message ✕

Martin Smith

Did you hear what Manny said in the last meeting? He's such a doofus

Your Reason For Reporting This Message

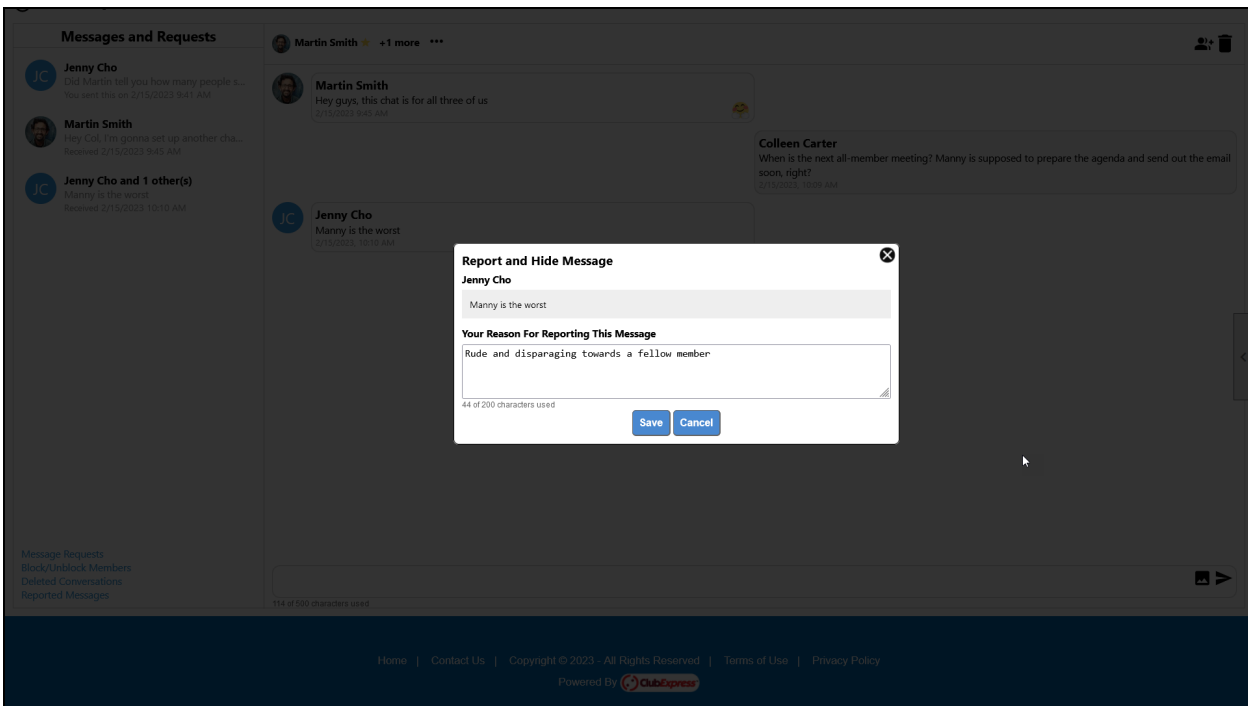
Rude remarks about another member

33 of 200 characters used

Save
Cancel

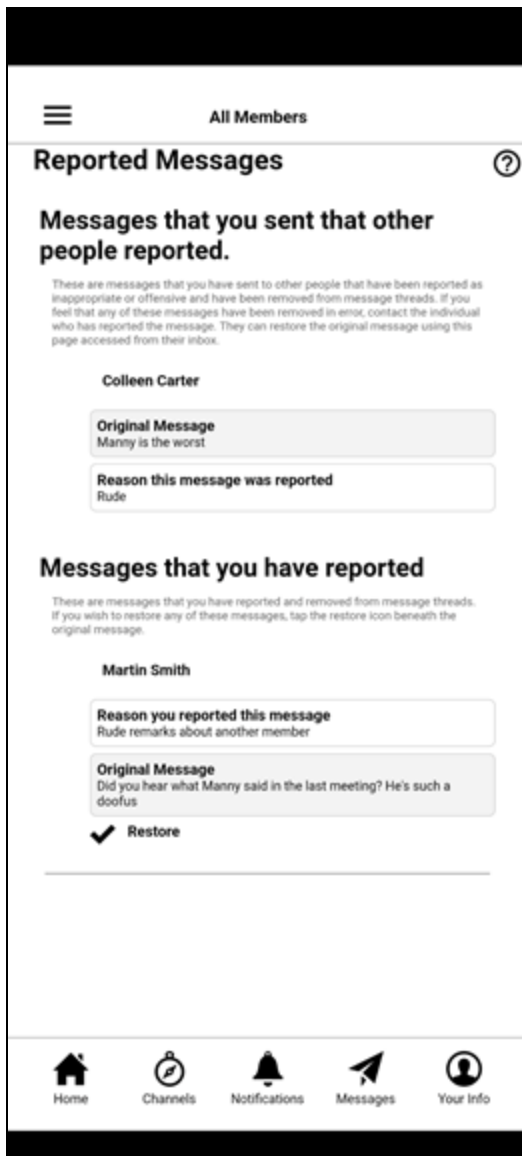
Click **Save** to report the message and remove it from the conversation.

To report a message on desktop, hover over the message and select the **three-dot menu**, then select **Report & Hide**. Enter the reason for reporting the message, then click **Save** to report it and remove it from the conversation.



Restoring Reported Messages

To view reported messages, tap **Reported Messages** in the *Message Inbox*. You'll see any messages you've reported, as well as messages you've sent that other members have reported.



Tap the **Restore** icon to remove a message from your reported messages and back to its original conversation.

Note: You cannot manage messages of your own that have been reported by other members.

On desktop, select **Reported Messages** from your *Message Inbox* to view reported messages. The remaining options to manage reported messages are the same as in the mobile app.



Purchasing and Setting Up Your Mobile App

Administrators: If you've already set up your mobile app, go to Mobile App Manager to set up Channels and options for your club's app.

ClubExpress has an available mobile app for your club or association, see Mobile App. This is not a "ClubExpress" app. Rather, it's an app that's fully branded by your organization.

The app needs to be built and deployed to the Apple Store and Google Play before members can download it. Once members have logged into the app, new options appear on their Profile screen to update app preferences and channel memberships. Some functions such as Chat and Meets can also be accessed from the website.

Activation: The one-time fee to activate the mobile app for your website is \$200.

The app may be free or may have a \$2.00 charge to download it (based on your club's or association's preference.)

This app works for members only, and they will need to login with the same username and password that they use for the main website. These credentials only need to be entered once; members can check the **Remember Me** option so that the app subsequently opens without prompting for this information.

The mobile app provides access to the full website as well as the member's Profile screen and payment options if money is owed. But its real strength lies in the special features provided for members and administrators.

Note that if you want to change any of the information on this screen, including the app name, download method, or any of the images, it will require that a new version of the app be built and sent to Apple and Google for review and approval. This will incur an additional \$100 setup fee.

Mobile App Setup

Once you've purchased the app, you also need to decide whether members will be charged a fee to download the app. There are two options, one that makes a little money for your organization and the other that costs a small fee for each download:

1. Members will be charged \$2.00 to download the app. Apple and Google keep 30% of this or \$0.60. The \$1.40 balance is remitted to ClubExpress and we will split this with you, \$0.70 each. The amount is paid within 30 days after the end of each month, as a credit to your account.
2. Downloading the app will be free to members. In this case, ClubExpress will charge you \$0.70 for each download. The amount will be debited from your account within 30 days after the end of each month.

Specify the App name. This is the name that will appear under the icon on the mobile device's home screen or app manager. For most organizations, it will be an abbreviated version of your club or association name.

The **Meets** function within the app allows channel members to optionally choose to find other members within a defined radius and time frame who are interested in meeting each other. You can specify which time spans and radius choices will be shown to members when they use this function.

The Mobile App Setup screen continues below:

Three images must be uploaded. These images are used for your organization's logo, the app splash screen, and the icon on the device's home screen. Apple and Google require that these images be submitted to them in multiple resolutions but ClubExpress will derive these resolutions from the three images that we ask you to upload.

Note that if you do not have the services of a graphic designer within your organization, ClubExpress can help generate attractive images for a one-time additional fee. Contact us for more information.

Specify which model you want to use when members download the app. The two models are described on the previous page.

You can click the **Save** button at any time and your settings will be saved with a status of "Pending". Or click **Cancel** to cancel your changes and return to the Control Panel without saving.

When you check the box at the bottom of the form, your settings are saved with a status of “Submitted”. This tells us that you want us to charge the \$100 one-time setup fee and proceed with building your app and submitting it to Apple and Google for review and approval.

Note that we may need you to fix problems with the uploaded images if we believe that the ones you provided are not suitable (too large or small, wrong aspect ratio, too grainy, etc.) before we can build the app and submit it to Apple and Google.

Note also that the Apple and Google approvals process may take a few days. We will notify you when the app is available to be downloaded from the Apple Store and Google Play.