

## III. Enhanced Version

### 1. Enhanced Version Features

The Enhanced version allows for further functionality once your committees have been added. You can **post documents** and folders for download exclusively by committee members, **send secured emails** to committee members, and **create subcommittees** that each has their own set of functions.

### 2. What are Subcommittees?

These are committees that are part of a larger committee. Subcommittees are visible within the larger committee, and are a nice way to create a structured hierarchy. Subcommittees can be private or public and each have access to their own area to define members, documents, emails and subcommittees. Members of a parent committee have access to information within the subcommittees, but members of a subcommittee do not get access to the parent committee information.

#### Committee List

[Home](#) > Past Presidents

Standing committee for past club presidents.

Name	Chair	Type	Actions
<a href="#">subcommittee</a>			

Total: 1 committee(s)

### 3. How do I post Documents?

1. Once in the committee module, select the committee that you need to upload a document to.
2. Select the "Documents" tab

#### Committee List

[Home](#) > Website Committee

Current: 2010 - 11

[Carry this committee over to next year](#)

Name	Owner	Uploaded File	Date	Authorization	Actions
Main					

3. Click on the “Add New Document” icon under the actions column. Once the popup appears, you will be prompted to:
  - Enter the document name
  - Enter the description (optional)
  - Select access level from the drop down menu (see below for definitions)
  - Click on the Browse button and locate the file from your computer

Name (at most 250 characters)

Description (at most 1000 characters)

Access Level:

Committee Members ▼

Select file to upload:  
 (bmp, doc, docx, eps, gif, html, htm, jpeg, jpg, pdf, png, ppt, pptx, swf, tif, txt, vsd, xls, xlsx) Note: File size should not be more than 4M.

4. Click Save to document changes

Repeat this process for each document you wish to upload. Note that you can change the order sequence that these documents appear in by clicking on the corresponding up and down arrows located under the Actions column.

**NOTE: Definitions for access levels**

**Committee Members** – Only available to members of the committee where the document is posted.

**Public** – Is available to anyone (acts as a download file).

**Private** – Only available to club members, upon login.

Can upload the following file formats:

PDF, HTML, HTM, DOC, DOCX, XLS, PPT, TIF, JPEG, JPG, GIF or EPS

## 4. How do I create folders to organize documents?

1. Once in the Committee’s module, select the committee that you need to upload a document to.
2. Select the “Documents” tab
3. Click on the “Add New Folder” icon under the actions column.

**Committee List**[Home](#) > Website Committee

<< **Current: 2010 - 11** >>

[Carry this committee over to next year](#)

**Members** **Subcommittees** **Documents** **Email**

Name	Owner	Uploaded File	Date	Authorization	Actions
 Main					 

Once the popup appears, you will be prompted to:

- Enter the document name
- Enter the description (optional)
- Click Save

Name (at most 250 characters)

Description (at most 1000 characters)

Save

Cancel

Repeat this process for each folder you wish to create. To add documents within folders, be sure to click on the Add New Document icon located on the folder row rather than the Root row.

## 5. How do I send email to my committee members?

1. Once in the module, select the committee.
2. Select the “Email” tab

**Committee List**[Home](#) > Past Presidents

Standing committee for past club presidents.

**Members** **Subcommittees** **Documents** **Email**

[Show All Emails](#) | [Compose new message](#)

3. Click on the [Compose new message](#) icon.

- Select your recipients from your distribution list, located on the left hand side of the screen. You may need to click on the plus (+) sign to expand the group.

**Step 1:** Select the recipients of this message by clicking on the group name to expand, then select from the list of people.




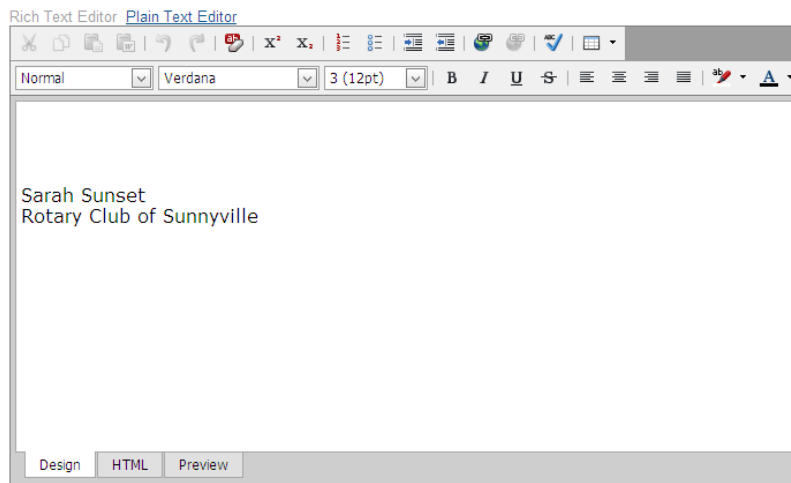
- Enter the subject of your email. **NOTE: You cannot send an email without a subject line.**

**Step 2:** Enter your email subject and message.

Subject:


- Enter the body of your message.

Message: If you are copying and pasting from Word, please use the **Paste from Word** icon (  )



- If you have any attachments to include, expand step 3 and click on "**Browse**" to locate the file on your computer.

**Step 3 (Optional):** Upload attachments to your email.

Attachment [Total file size for uploaded attachments cannot exceed 3MB] 

8. Select your email options

**Step 4:** Choose your email options and send.

- ☒ Send a list of recipients as an attachment.  
☒ Copy me on this email.

Send

9. Press **Send** to immediately distribute your email to your recipients. Otherwise, press "**Save as Draft**" to keep the message for later.

## IV. Support & Training

Visit our **Support Center** at <http://clubrunner.helpserve.com> to access all resources available, including submitting a support ticket, searching the Knowledge Base, downloading helpful "how-to" documents and viewing on-demand demos. The following is a list of all the various resource guides available to you.

<p><b><u><a href="#">Knowledgebase</a></u></b></p> <p>This is where you will find access to hundreds of articles answering frequently asked questions on how to do virtually everything on ClubRunner.</p>	<p><b><u><a href="#">Downloads</a></u></b></p> <p>This area contains useful documents referenced within this guide, including the Member Cheatsheet, access rights matrix, presentation agenda, and more.</p>
<p><b><u><a href="#">On-Demand Videos</a></u></b></p> <p>For frequently asked questions on how to do certain things on ClubRunner, we have recorded video tutorials available for you to view.</p>	<p><b><u><a href="#">Webinar Training</a></u></b></p> <p>We hold several webinars every week on the various modules of ClubRunner. These are open to any member of your club, and we recommend that you send your board members to attend.</p>
<p><b><u><a href="#">Submit a Ticket</a></u></b></p> <p>For technical support, use our Support Center to submit a ticket, or send an email to <a href="mailto:support@clubrunner.ca">support@clubrunner.ca</a>. Our turnaround time for email tickets is 2 business days.</p>	<p><b><u><a href="#">Community</a></u></b></p> <p>Start a conversation with other ClubRunner customers on best practices, tips and tricks, feature enhancements and more. The discussion forum is a great place to learn how other customers are utilizing ClubRunner to manage their club website.</p>

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