

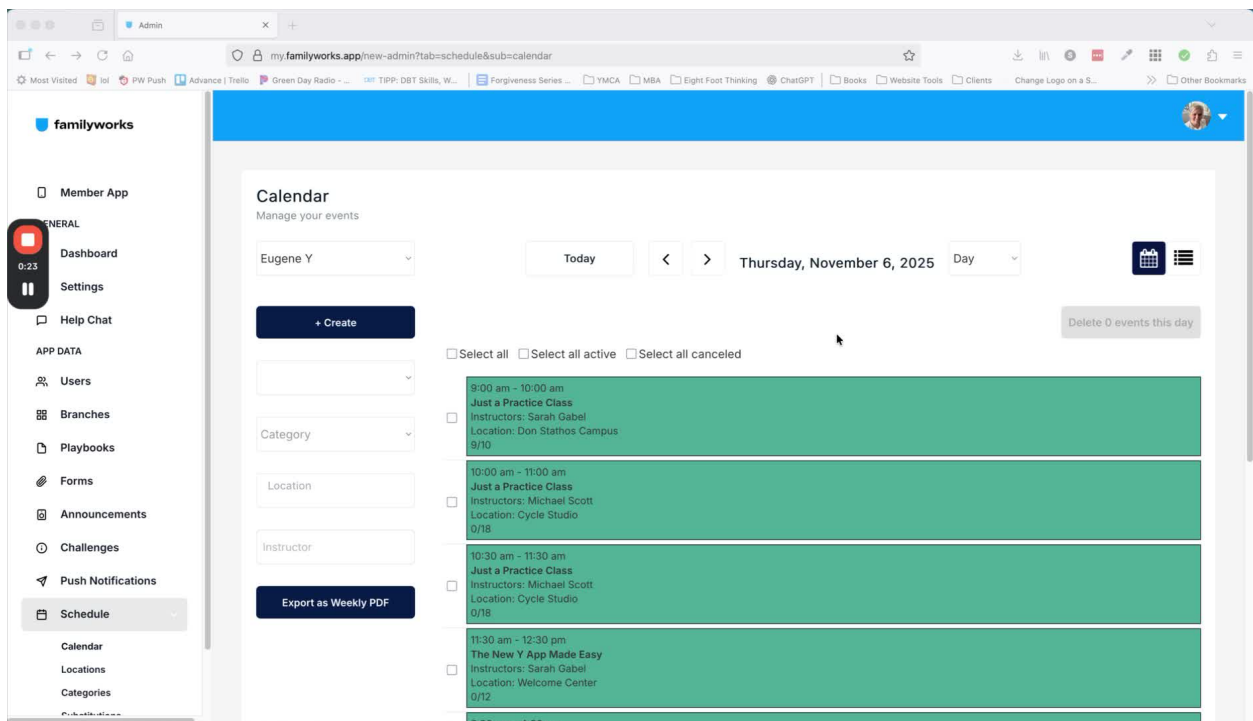
SOP: Managing Attendees & Messaging Registrants

Objective

This SOP outlines the steps for messaging class members, adding participants, and managing the class roster and waitlist effectively.

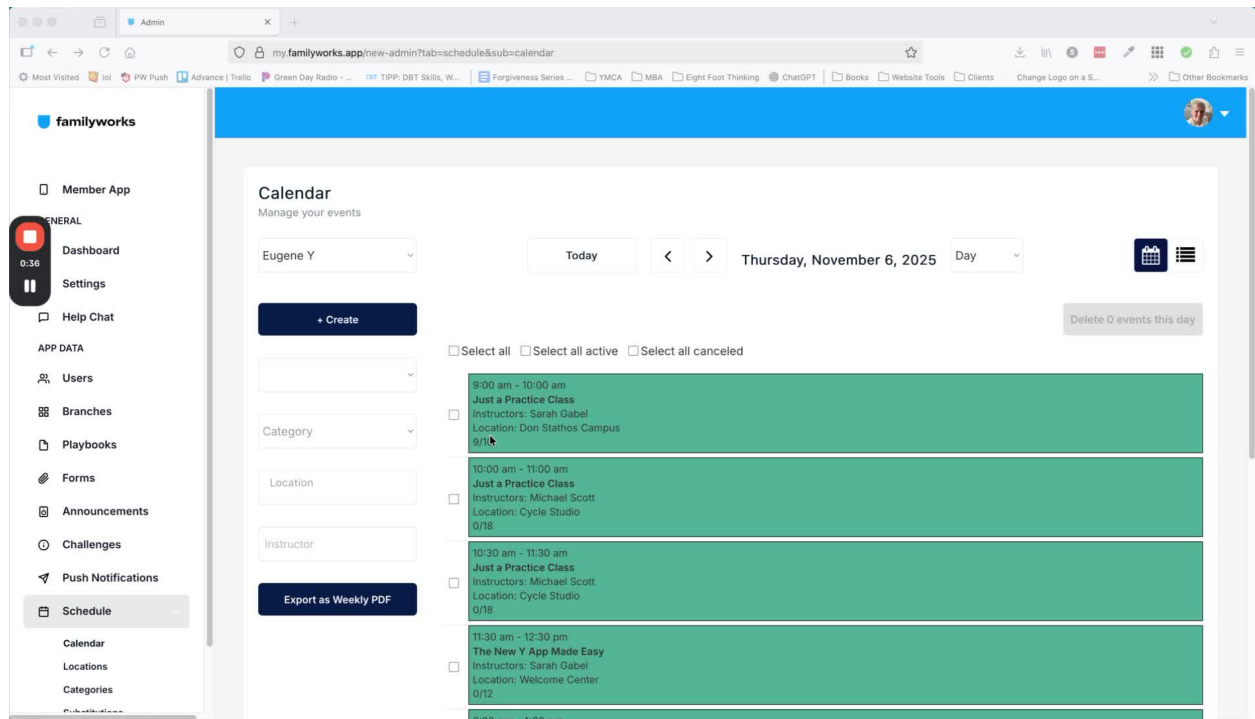
Key Steps

1. Accessing the Class Calendar [0:24](#)



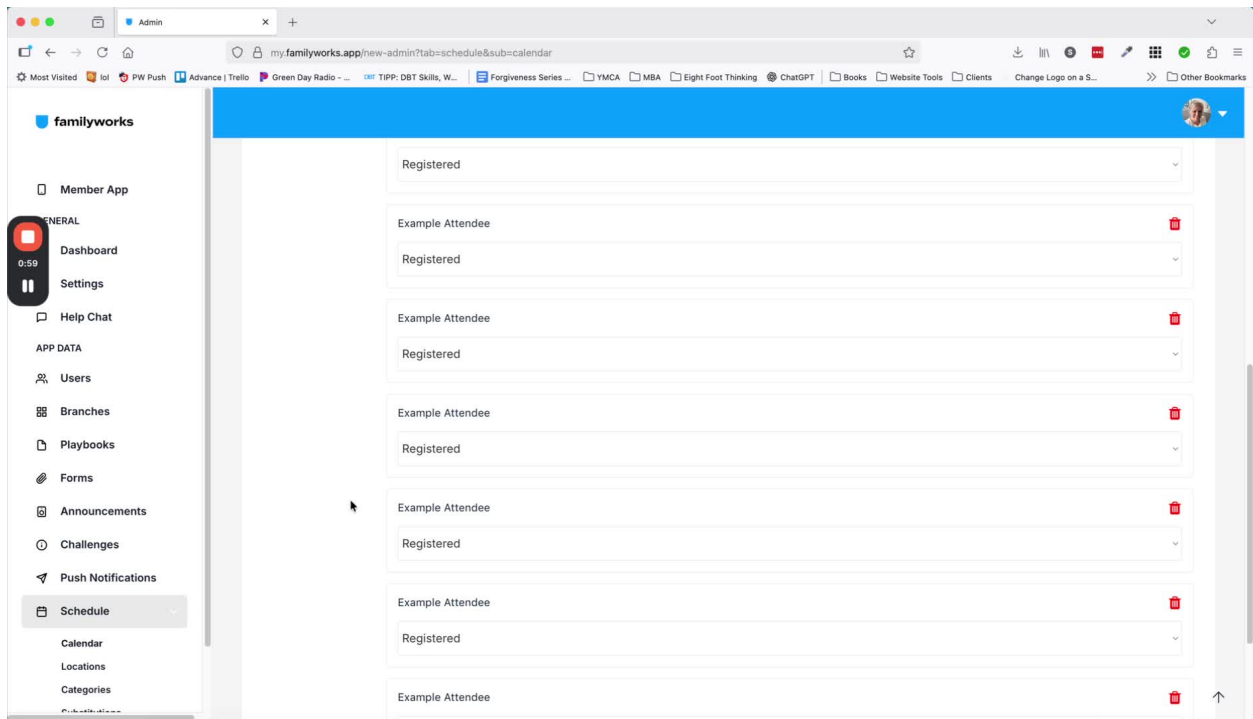
- Navigate to the calendar view.
- Click on the class you wish to manage.

2. Viewing Current Attendees [0:37](#)



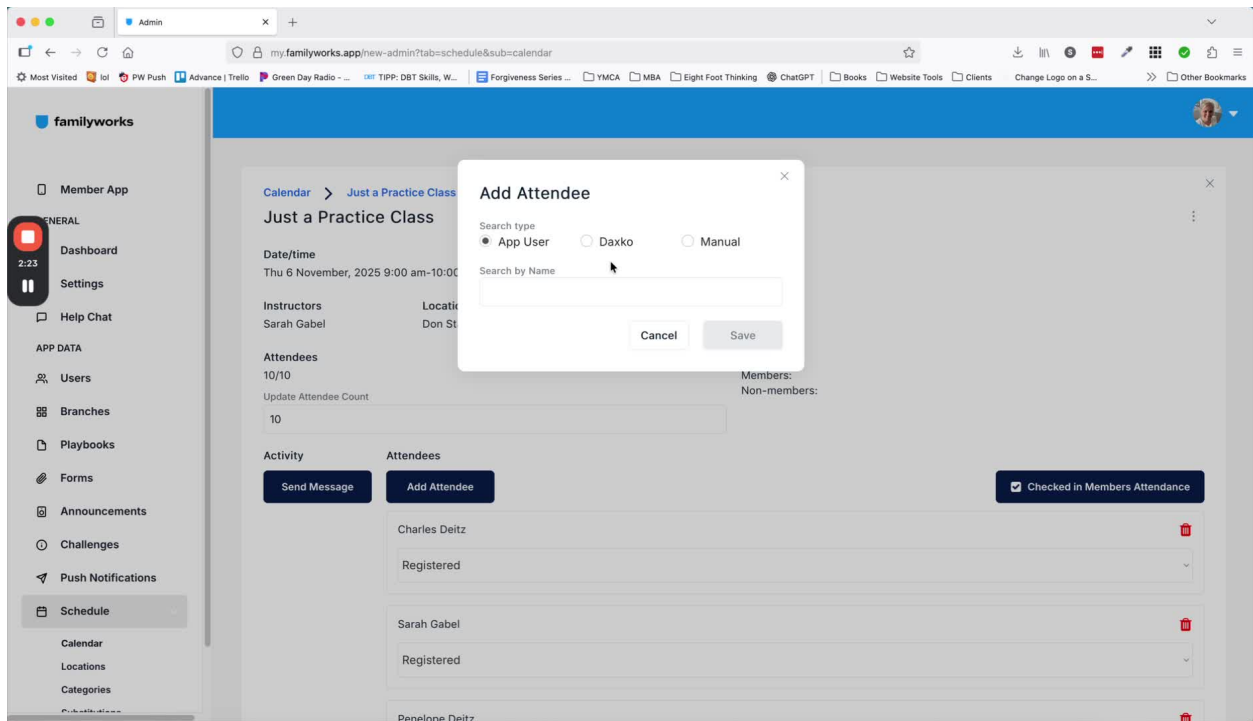
- Check the current number of attendees and the maximum capacity.
- Scroll to view the list of registered attendees.

3. Adding an Attendee via App User [1:00](#)



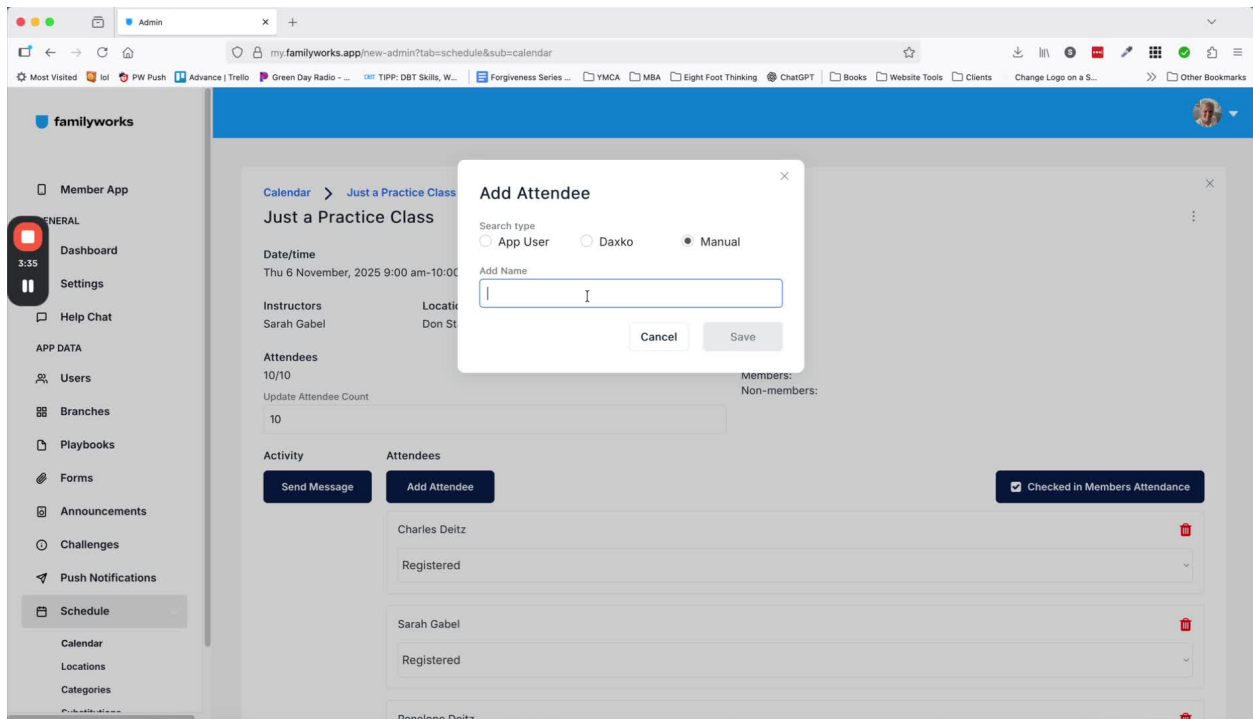
- Click the 'Add Attendee' button.
- Select the 'App User' option to ensure they receive app benefits.
- Search for the member's name and select it.
- Click 'Save' to register them.

4. Adding an Attendee via DAXCO [2:24](#)



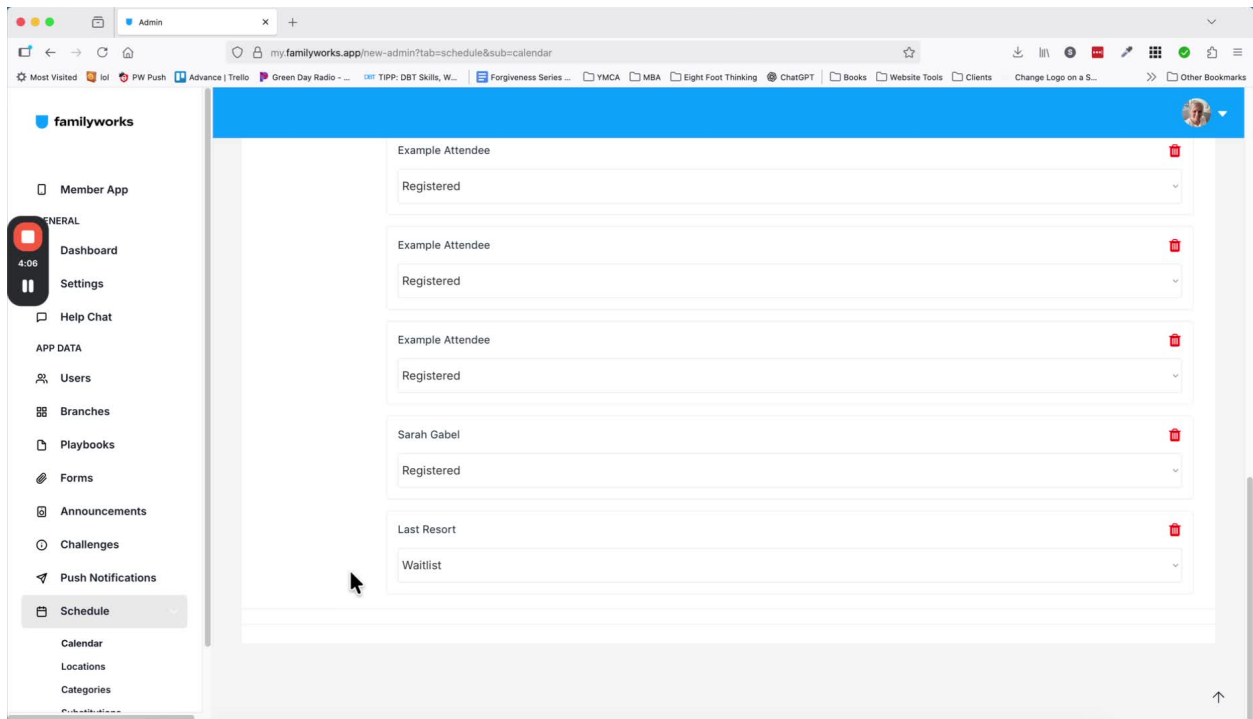
- If the member does not have the app, search for them in DAXCO.
- Use specific identifiers like email or full name for accurate results.
- Select the member and click 'Save'.

5. Manual Addition of Attendee [3:36](#)



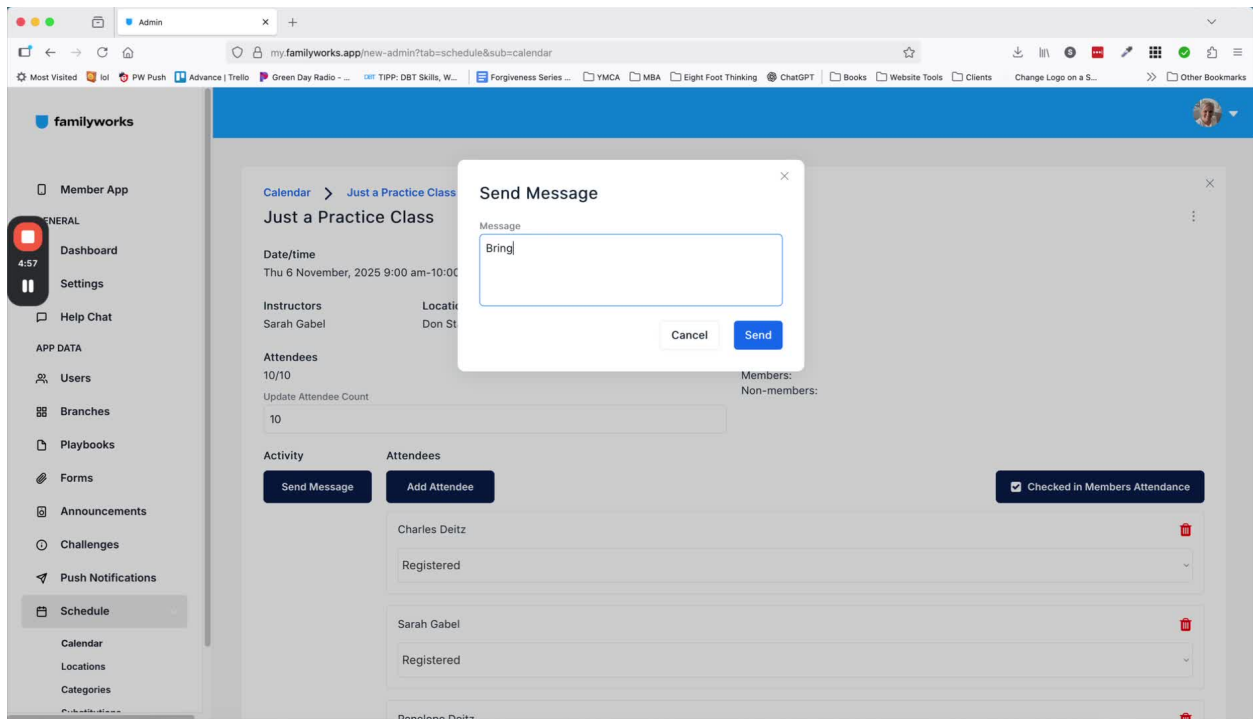
- As a last resort, manually add the attendee if they cannot be found.
- Type in their name and click 'Save'.

6. Managing the Waitlist [4:07](#)



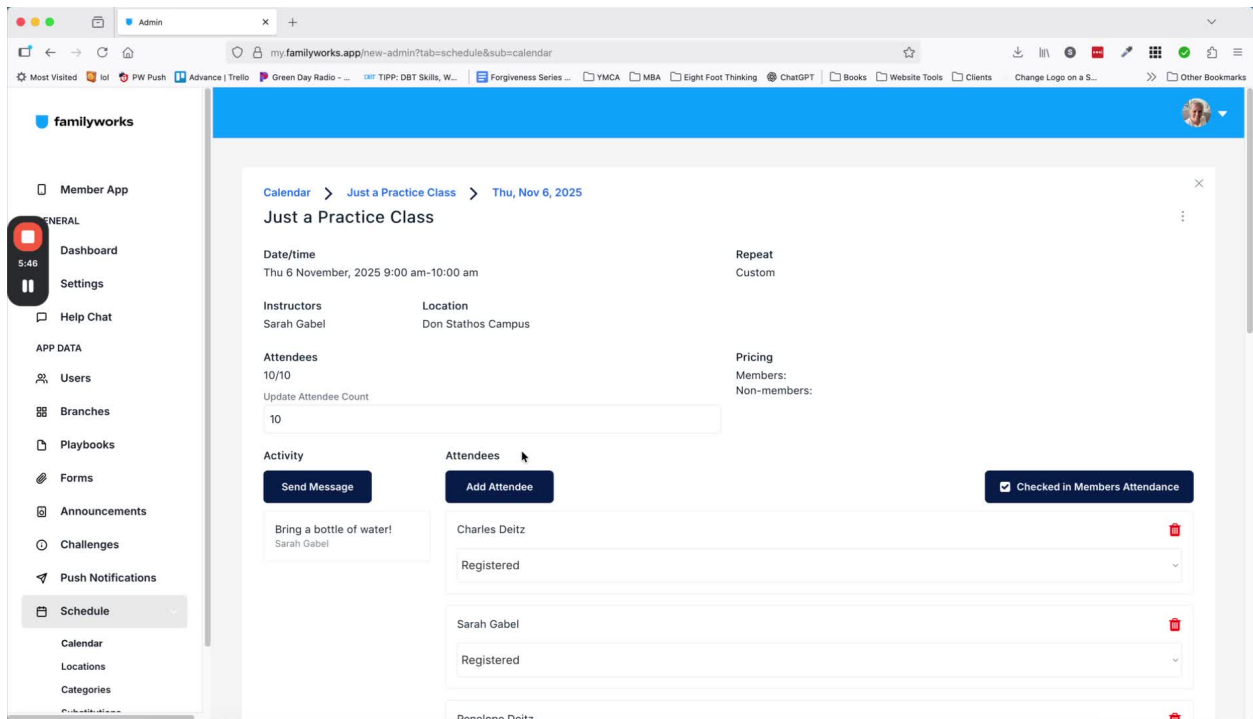
- Monitor the waitlist for attendees who are not registered.
- The waitlist displays in order of registration.

7. Sending Messages to Attendees [4:58](#)



- Click 'Send Message' to communicate with all attendees.
- Type your message and click 'Send'.
- Review message history for reference.

8. Updating Attendee Count After Class [5:47](#)



- After the class, update the attendee count if necessary.
- Change the status of no-shows directly in the roster.

Cautionary Notes

- Always ensure that you have the correct member information before adding them to avoid duplicates.
- Use specific search terms to find members quickly in DAXCO.

Tips for Efficiency

- Regularly check the class roster to anticipate any changes.
- Utilize the messaging feature to keep attendees informed about any updates or changes to the class.

Link to Loom

<https://loom.com/share/675bf2da412b497fb667c658c49f6a45>