



Successful Communications

Communications is one of the most important things to parents and players within any soccer team. Where they are playing, which team they are on, what they need and what's going on? are the most frequent questions asked.

Text Messaging

The newest and best cost effective way to communicate to your parents, players and families quickly and effectively. How to use this form of communication:

- First, create an email account to use for the CFJ. Obviously, this is not necessary but to keep things organized separate this from your other email accounts - It is less confusing and keeps things in order.
- The cell phone numbers will be used to send emails to their cell phones as text messages. You will need to gather all cell numbers and the providers for players, parents and family members.
- Place all the information in an excel spreadsheet.
- Using the cell phone companies "extensions" document match up the extensions with the correct cell phone provider and add the extension to the cell phone number. For example, John Smith's cell phone number is 630-721-5061 and the provider is Verizon - so his text address is 6307215061@vtext.com.
- So in essence you are emailing to text. When the user replies to the text on their phone it will be sent back as an email into your inbox.
- Cross reference the providers to the cell phone numbers that you are given. The email address then becomes the actual phone number (area code and phone number) with NO spaces in-between along with the extension for their provider.
- Once you have all the phone numbers and cell provider extensions in the excel spreadsheet - *you have to manually key them into my address book of my email account. This is the part that takes a bit of time, DEFINITELY WORTH THE TIME.*
- Once your contact list is set up, then all you need to do is keep it updated and you can communicate to the team through their cell phones.
- You can then add all text message contacts into one email "group" to save time, titled "team text email".
- Some phones only allow 160 characters to be sent over texting, so if you are "long winded" it will come in as 2 text messages.
- Send a test "text message" email to the team and then follow up a email stating that you have just sent a text and what it stated, just to be sure everyone that wanted to receive the updates, actually did receive it. You may get a few errors and you can change accordingly.

Emails

Obviously emailing is the best way to get words, images, maps and instructions across to your teams. The club has enabled all team managers to use the e7 system to make this happen, weekly team updates for the "next week ahead" at the same time each week can get parents on the same page and train them to know when emails will be sent with important information on the team.

- Login into e7 and click on "teams", within the teams you can view all contact information and cut and paste email addresses out into your personal accounts or email straight out of the system.
- Click on "email", this will provide you with a template to email "text only" to each member of the team that has added an email address to their profile.
- When sending emails place all emails in the BCC columns to prevent "reply all" situations that may not necessarily be needed. E7 emails automatically do this.
- Press submit or send and the email should be sent within 10 minutes out of the system providing you with a copy of your submission.

Calling Post

The Calling post is a voicemail messaging service that allows you to record a voice note and send it to as many telephone numbers you have on your accounts. This system can be expensive when used frequently or with a lot numbers connected to your teams. However, it sends the voicemail instantly and all at the same time, allowing you to connect with all your team members straight away rather than individually calling them with an important up emergency or time sensitive information.

- Go online and click on www.callingpost.org
- Create new account
- Create PIN numbers
- Submit funds (that can be billed to the team)
- Create a group in your team name
- Add all telephone numbers to that group
- Once the group is complete you can manage your account via telephone or online with your account information
- Manage your account by either clicking www.callingpost.org or calling 866.994.7678