

Handy Hints for Unions

The document will help you to communicate with the members of your community.

Geddup allows the sender of the message to “add fields”. This makes it easier for members to respond. Geddup provides reports on these responses that help in organising events.

The additional fields available are Question and Answer, Adding Images with web links, Uploading Documents, Sharing Locations, Web Links by themselves and Sharing Events. Using these additions to your messages will increase your response rates and reduce your work load when organising events.

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Steps for engaging your members

Follow these steps for new ways to inform members, gather feedback and initiate actions... We have included links to some examples in the Geddup Help Centre – <http://bit.ly/1LipQEX> – to get you started.

#1 Building awareness

Make your members aware that you are going to be using Geddup by either making an announcement at a mass meeting or via site-specific activities by organisers and delegates. This will help build enthusiasm among members around using a tool that will deliver them better engagement.

#2 Connecting members

You want to be able to message every member, ideally by having them download the app, if not by confirming their current mobile number and email address, so that you can send emails and SMS.

To do this we use the “Update your details” message template

- Amend the template to suit your message <http://bit.ly/Changetemp>
- Then, send a message with SMS, requesting members confirm or update <http://bit.ly/as12bd>
- Follow-up with bounces or where you do not have email addresses

All members who connect to your community will be:

- Sent your default “Welcome” message – so amend the template to suit your purposes <http://bit.ly/Changetemp>
- Taken through on-boarding – you can offer that they join a helpers group by creating a group that “Anyone” can join (<http://bit.ly/2H5KqPM>)

#3 Recruiting helpers

In order to build engagement, it is very important to find some fellow members to support you, as they will effectively extend your reach. Geddup can make it easier to recruit and communicate with helpers.

Two key ways you can use Geddup:

- Send a message to recruit helpers <http://bit.ly/2dg29d>
- Adding members to a Helper group <http://bit.ly/2MhwVki>

#4 Gathering feedback

Gathering feedback from members can be a confusing process – some people prefer face-to-face engagement, others prefer the simplicity of emails. Geddup can help you with both.

To gather feedback, you can:

- Send a message with Q&A – members can simply click to respond via email or the app <http://bit.ly/2Tvirhe>
- Talk to those that have not responded, or asked to be contacted, for face-to-face feedback

#5 Arranging events

Embedding events in messages is one way to gauge interest from members and identify those that you may need to talk with further. It also helps by integrating with calendars and sending reminders.

To use the calendar:

- Create a calendar <http://bit.ly/2dB6MHc> and add an event <http://bit.ly/2evY9Ee>
- Embedding an event in a message <http://bit.ly/2yXZw5s>
- Manage attendees and follow-up with others <http://bit.ly/2N4aMFE>

#6 Sending report-backs

One of the most important ways that members can be engaged is through timely report-backs. Sending member updates as soon as you can after an important meeting or event, can make all the difference as members can get a sense of progress <http://bit.ly/2yWgoJP>.

How to use Geddup

Sending a Message

Sending a message in Geddup is like sending an email.

To Send a Message

1. On your “Community Homepage” in Geddup, click the “Send a Message” button found in the top right corner
2. On “Select Recipients” page, choose your members you wish to contact. You can select a group and choose all members of that group by clicking the “All member” button above the first members name, or you can search for a member using the search bar, or you can scroll down the list and choose your members. To choose a member, click the red “+” and it will turn to a green tick
3. Once you have chosen all your members, click the “Done” button
4. Once you have completed your message, press the “Review & Send” button
5. Next is the “Review” page. This page shows you how the message looks to the members. Once you are happy with your message click “Send”

On “Write Message” page, you must add a Title to your message and you must include some text in the main section of the message

Questions and Answers

The Q & A feature puts buttons on the message for the recipients to choose.

Using the “Question & Answer” Field

1. Follow the “Send a Message” procedure as far as the “Write Message” page
2. Click “Add Fields” button
3. Click “Ask a Question”
4. On the “Question & Answers” page, write your question in the box provided
5. Adding an “Expiry Date” in the next field will put a time limit on when the question can be answered
6. Add the first response in the “Response” box. If you wish to have just one response, click the red “X” to the right of the second response. If you wish to have many answers, click the green “+”
7. Limit the number of responses allowed. This is useful when asking for a particular number of members to volunteer
8. To add another “Question and Answer” to the message, click “Add Question” button at the top of the page

Geddup builds a report around those answers. You can have as many Question and Answers sections on a message as needed.

Creating a Calendar

Create a calendar that everyone in your group can see.

To create a Calendar

1. On the community homepage, click the “Settings” icon (it looks like a grey cog) next to the group for whom you wish to create a calendar
2. Under the calendar section, click “Add a Calendar”
3. On the “Create a Calendar for XXX” enter a name for the calendar
4. Click “Create a Calendar”

Each group can have their own separate calendar of events. Only Administrators, Group Administrators and Managers can create calendars, only they will see the grey cog. To create a calendar for a group you must be included in the group.

Creating and Editing an Event

Create on event or a series of events with two clicks.

To Create an Event

1. On the homepage, click the grey drop down arrow on the group to reveal the icons
2. Click the “Calendars” icon
3. On the calendar page click the orange drop down button next to the search bar
4. Click the “Add an Event” tab
5. Enter the required event title and start time
6. Enter the optional end time, description, location, number of attendees and limit of attendees
7. Click the “Event Repeater” if you wish the event to happen more than once
8. Choose how many times and how often the event will occur
9. Review the events below and click “Save” at the bottom of the page
10. Once the calendar is populated, you can change and remove single events as needed.
11. Click the grey drop down arrow on the event you wish to change.
12. Click “Edit event” and edit the fields that need changing
13. Once edited, click the “Save” button at the bottom right of the screen

Events sit in a groups calendar. They are specific time-based modules, such as classes, sessions, meetings, parties, jobs for fetes, catch-ups, parent teacher interviews, room bookings etc. Calendars can be accessed by member directly within Geddup or sent attached to a message for those members who are not connected to Geddup. If a message with an event is sent to members of Geddup outside the group of that that calendar, and they join the event, they will be automatically added to the group.

Sending a Message with Events Attached

Attach one or multiple events

To Send a Message with an Event Attached

1. Follow the “Send a Message” procedure as far as the “Write Message” page
2. Click the “Add Fields” button, at the bottom left of the screen
3. Click the “Share Events” tab
4. Click “From Calendars” on the top right of screen
5. Click “Select a Calendar”
6. Choose your calendar where your event/s are held
7. Click on the red “+” to choose the events you wish to share
8. Click the “Save” button at the bottom right of the screen
9. Click the “Done” button at the bottom right of the screen
10. Add more fields if required
11. Click the “Review & Send” button at the bottom right of the screen
12. Review your message. If correct, click the “Send” button at the bottom right of the screen

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Uploading a Document

Make your message look good or provide your members with more information.

To Upload a Document

1. Follow the “Send a Message” procedure as far as the “Write Message” page
2. Click the “Add Fields” button, at the bottom left of the screen
3. Click the “Upload Attachments” tab
4. Click the “Upload a File” button.
5. Select the file you wish to upload
6. If you wish to add an image to your message that is a call to action*, type the web address in the URL box provided**

*Call to action is if the member clicks on the image, it will take them to a webpage that you want them view.

** To reduce mistakes with typing in the URL, we suggest opening the webpage in another browser window and copy & paste the URL (web address).

Uploading a document can be useful if you wish to add an image to your message or create a call to action that when the image is clicked the member will be taken to a specific webpage, or to share a document. Png, Jpg, and gif are the only file types that will show the image in the message.

Adding a Location

Show members where to go. One press on their phone and Google will show them.

To Add a Location

1. Follow the “Send a Message” procedure as far as the “Write Message” page
2. Click the “Add Fields” button at the bottom left of the screen
3. Click “Share a Location”
4. Enter the address in the “Search Field”
5. Confirm the location on the map
6. Click the “Use this location”
7. Click “Review & Send”

Adding a location to your message can be useful, if you want to direct your members to a location but do not wish to create an event. Geddup uses Google maps for this service. Before you send the message, we recommend you review the location that Google has suggested. Google is not always reliable.

Make Your Message Personalised and Arresting

Geddup provides a couple of tricks to grab the attention of your reader.

Using Name Code and Mark-up

1. If you type %GIVEN_NAMES% in your message, Geddup changes this code word to the first name of the recipient. This is a useful trick if you are sending the message to multiple members
2. To focus the reader's attention on key ideas, use one of the Basic Text Enhancers to highlight words or phrases in the text. You can make words bold or italic, change the size of the font or create a web link. The Text Enhancer is only available on computers (not phones or tablets) and can be found, between the title and where you write the main part of your message

Comment/Reply to a Message

Comments in Geddup are similar to comments in Facebook or Twitter

How to use Comments

1. If a member writes a comment in response to your message you will receive notification about the comment
2. All comments are visible to anyone who received the message, they are listed under the message content
3. To reply to a single comment, click the grey return arrow found on the top right-hand side of the Comment Box
4. To add another member to your reply, type “@” in the Comment Box and start to type their name. After a couple of letters their name will appear. Click on that name
5. To send a comment to everyone who received the initial message type “@all” in the Comment

You can turn Comments on or off on a message when you are sending it (the toggle is at the bottom of the new message page) or after you have sent it (by viewing your message and clicking through to View Message Reporting where you will find the toggle).

Daily Report

(Community Activity Report)

Reports to let you know what's been happening with your messages.

The Daily report gives an overview of the activities from messages you have sent, or messages sent to your group where responses have made. The activities you may see are:

1. XX members have joined events on YY calendar
2. XX members joined your groups
3. XX new responses were received on message ZZ
4. XX members updated their details
5. XX new comments were received on message ZZ

All reports have a “View” button. When clicked it will take you to the specific message, member card or notification page that is relevant to your enquire.

XX is number of members

YY is the name of the calendar

ZZ is the title of a message

Although this is called a daily report, Managers and Administrators only receive these reports when there is either action taken, or responses to messages, that relates to their groups. These reports are a great way to keep informed about how members are interacting.

Viewing Events and Downloading Reports

Viewing events keeps you informed. Downloading reports helps you to organise.

To View an Event

1. On the homepage click the grey drop down arrow on the group, to reveal the icons
2. Click the “Calendars” icon
3. On the Calendar Page, click the grey drop down arrow to particular event you wish to view
4. Click the red “Manage attendees” to add or remove members or
5. Click the grey drop down arrow on a member’s name to either “Send a Message” or “View Details” or Remove Attendee”
6. Once finished, click the back button at the top left of the screen. This will take you back to the calendar

To Download Reports

1. On the homepage, click the grey drop down arrow on the group to reveal the icons
2. Click the “Calendars” icon
3. On the calendar page, click the orange drop down arrow
4. Click either the “Report on Upcoming Events” or “Report on All Events”

Viewing an individual event provides some useful information. The title, date & time, description of the event and spots available are at the top. The organiser of the event, who’s attending the event and the messages sent to the members of that event are also available. You can manage attendees (add or remove members) send a message, or view details of the individuals attending the event. You can also download a “Report on Upcoming Events” and “Report on All Events”.

Using Reports for Questions & Answers

Keep an eye on your responses.

To Access Reports for Messages

1. Open the sidebar of Geddup. On a phone/tablet, slide the top right of the screen right to left. On a computer desktop, the sidebar is always open on the right side of the screen and click “My Messages”
2. Click on the message you wish to view
3. Click on the orange “Reports and Settings” button found on the top right corner of the message
4. The first pie chart reports on who was sent the message and who has opened it. You can click on the “read/unread” button for more information
5. The second and subsequent pie charts are the responses to the questions asked. Each answer is clickable to see who provided the responses.
6. Each question has a report that you can download for more details and for an overview. To download the report, click the orange “Download Report” button below the pie chart

Reports for Q & A are excellent for getting an overall view of the responses to a Q & A. Geddup provides an on-screen report which is interactive both for a quick view and for further actions. You can also download a full report for a more detailed understanding of the responses and who responded.