



Fall 2022 Updates Webinar Outline (9/27/2022)

All examples are on the Demo Training Site (please call client services if you need access). Demo Training site is refreshed in January and July.

System Wide- Refreshers

- Our Knowledge Base is here to help! Check the question mark at the top of the page, in each nav area, or below the management home page quick utilities.
- User setting feature where admins can choose what users have access to (or which navigation tabs they can access). (Custom User Privileges)
- We have a new email for client services: support@myrec.com, and for billing inquiries: billing@myrec.com.

Activities & Memberships

- Creation and latest modification date/time/user information was added to the disclaimer setup area under Programs, Memberships, & Admin.

Facilities and Reservations

- Facilities and areas can have minimum hours set on them for requests and reservations. The time is per-facility and cumulative in that item.
- When canceling part of a reservation group, any associated deposit may be left alone for a future decision on whether to return or keep it.
- Facility areas can import rental settings from parent facilities that don't have minimum hour requirements.
- Receipts, reservations, and reporting show whether a reservation deposit was returned (in whole or part), unaffected, or not returned.
- Notes can be added to facility requests for status tracking and the like.
- Adjustments for date changes on reservations can refund to the credit card in some cases.

Reports

- A new report called Reservation Deposit Returns is available in the financial reports area to show deposit statuses.
- Clicking missing custom disclaimer icon in the disclaimer completion activity report shows the custom activity disclaimer for email.



- Incomplete custom disclaimers for memberships appear in the Disclaimer Completion membership report and may be emailed out for completion.
- When present, the program catalog custom report will show the first coach/instructor added to the activity level.
- Emergency contact information has been added for coaches/instructors in the Coaches & Instructors reports under Programs & Activity Reports.
- The coach/instructor program & activity reports show non-adult coaches and identify them with asterisks. Unassigned coach filter also added.
- The Advanced Activity Seats at a Glance report now has a dropdown filter for pricing option with seating.
- The Advanced Activity Schedule report has a column to show time slots, when applicable, or activity time if no time slots present.
- A report is available under activity reports called Registration Date Openings to show which activities start registration when.
- Quick-add items will appear in any newly generated facility maintenance reports if applicable to selected facility(ies).
- The comparison report charts have links that allow them to be printed with their hover states shown as text on the chart.
- Clicking on a column name in the Access Scan Out report will sort by that column's information.
- Field selections on the roster export report can be saved, copied, and modified for future use.
- The digital sign in/out report can be filtered by teams if applicable. The digital sign in/out sheet itself already contained this filter.
- The digital sign in/out report can be viewed by single day or multiple days and organized by day or registrant in the multiple day view.
- Added column to show if doc is required on required document reports for activities and memberships.
- A disbursement export report has been added to financial reports from custom reports.

Accounts

- If a custom membership disclaimer was not signed during checkout, it can be emailed from the mgmt account or signed from the public account.
- Standard activity transfer process offers fewer choices, less flexibility, and indeed more confusion than its 'cancel and re-register' counterpart, so we have decided to retire it.
- Membership autopay items show custom disclaimer statuses in accounts and reports with a possible option to send for signature if missing.



Misc

- Change requests can no longer be put in by clients without CS help.
- New color and banner options are available for those with basic themes- not custom.
- We're updating our main website - do you have any photos you'd like to share for it?

What's Coming

- You will be hearing three new voices on the other side of the phone. Please welcome Cassie, Danny and Brandon M. to the MyRec.com family!
- We have plans to update the public programs list area with easy-to-access categories. Take a look at Misc > Upcoming Changes to learn more.
- Price Increase effective January 2023
 - As you know, we value your business and have enjoyed working with you and have achieved some great results along the way. Like any business though, our own operating costs do increase over time. To maintain the level of service you're accustomed to, this modest increase is necessary, so we wanted to communicate this to you in good time. We're confident that our prices remain competitive within our sector for the quality of the service that we provide and, as always, we're focused on the results we provide to clients. Our prices will be increasing starting with your January 2023 invoice. Thanks again for your business, and please contact billing@myrec.com if you have any questions about your new prices.

You can and should (on your mgmt home page):

- Update your home page photos with buttons
- Check the Updates for the newest functionality weekly
- Sign up for our Quarterly Newsletter (check your spam folder)
- Attend quarterly live webinars

Reminders

- We have a [Musco connection](#) available to send your event schedule to ControlLink for lighting control.
- Need receipt printers, card scanners, or other equipment? Visit our [POS portal](#) – also check out the equipment guide for all items tested to work in our system.
- Our [Constant Contact](#) partnership can give you a discount on email advantages, marketing and more.

Help Us Help You Grow

- See what we're working on from Misc > Upcoming Changes.



MyRec.com
Recreation Software

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- Ask what others are doing in Misc > Discussion Board.
- Check us out on [Instagram](#), [Twitter](#), [Facebook](#) and [Linked in](#).
- We care about your feedback and would love your Facebook Review:
<https://www.facebook.com/MyRecDept/reviews/>