

5. Sending Class Notifications

You can send participants an **email**, a **text message (SMS)**, or both — for reminders, changes, or follow-ups — straight from the participants page. Messages can be personalised and can carry attachments.

5.1 Opening the Send Notification window

From the participants page (4.3), use **Send Notification** on a single booking's row, or select several rows and use **Send Notification To Selected Participants** at the top. With nothing selected, the top action sends to **everyone** registered for the class.

5.2 Email & SMS, subject & message

- **Send Email** and **Send SMS** — YES/NO switches. Turn on whichever channels you want; at least one is required.
- **Subject** — the email subject (required when Send Email is on).
- **Message** — the message body (always required).
- **Email Template** — optionally choose a saved email template as the styled frame for the email.

The **Send** button stays disabled until at least one channel is on, the message has text, and — if email is on — the subject is filled in.

5.3 Personalization tokens

Use the **Add Personalization** menu to drop in placeholders that are filled per recipient when the message is sent. Available tokens include the participant's **First Name**, **Last Name**, **Email** and **Phone**; the **Class Name**, **Location** and **Start Time**; the **Store Name**, **Email** and **Phone**; and — for emails — **Document Links** and **Future Sessions**.

5.4 Attachments

For emails you can attach files via **Add Attachments**. In the attachments window you can **drag a document to upload** or **click to browse**, and — where class documents already exist — **Select Existing Documents** to pick from them. Selected files are listed and can be removed before sending. The **Attach Class Documents** switch automatically includes the class's own documents.

5.5 Preview & recipients

Preview renders the email exactly as a recipient will see it — you can pick a class for context and a send date/time, and expand to full screen. Recipients are worked out automatically from the participants' emails and phones and the booking customer's contact details, scoped to the booking, your selection, or the whole class as described in 5.1.