How to Email a Member

Actions · https://a2bmanager.com/docs/how-to-email-a-member/

Embedded media: https://a2bmanager.com/wp-content/uploads/2026/10/email-member-walkthrough-v4.mp4

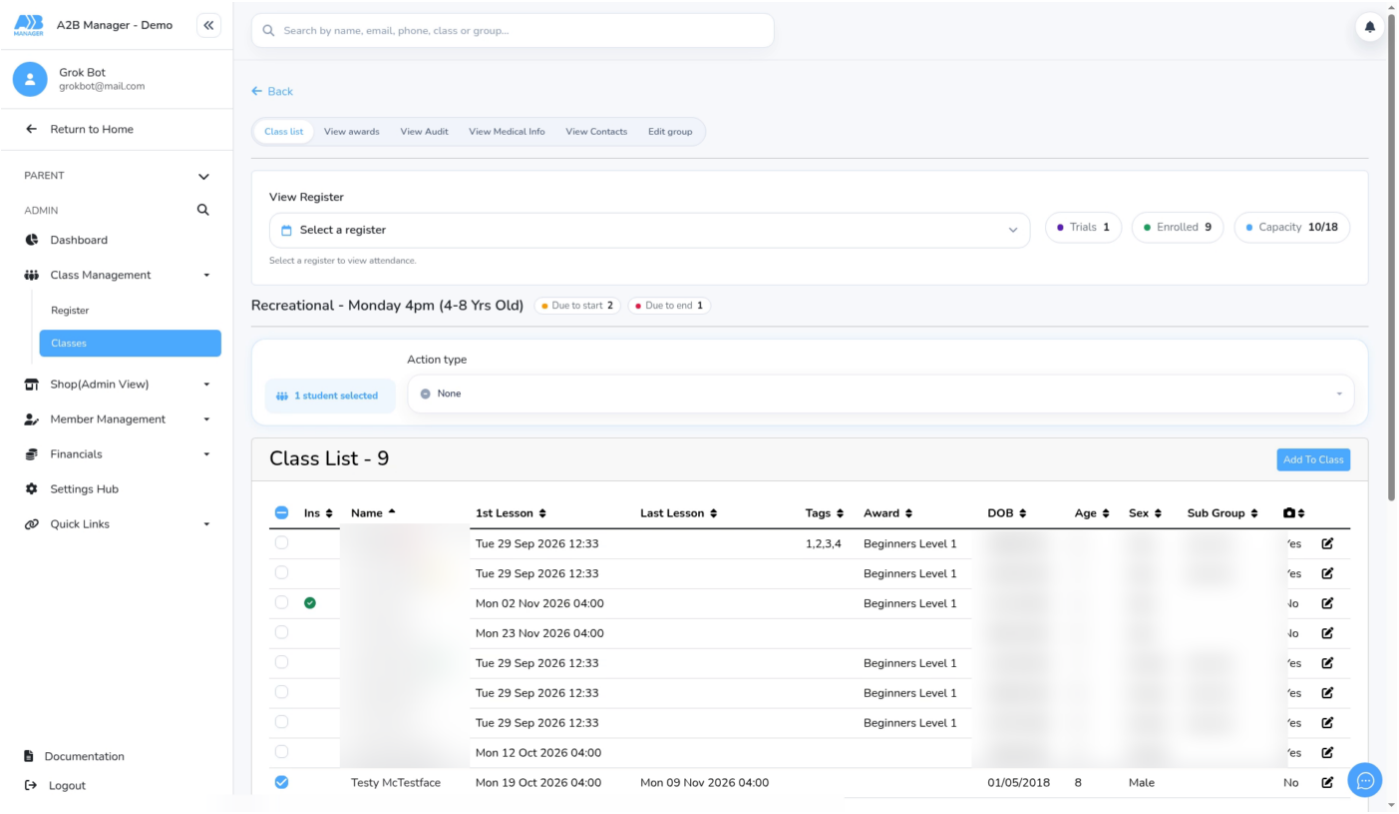
Video walkthrough: emailing one member from a class list

You can email one member's parent, a few members or a whole class straight from A2B Manager. Emails go to the parent's email address on the account.

Emailing members from a class list

Step 1: Select the member (0:00)

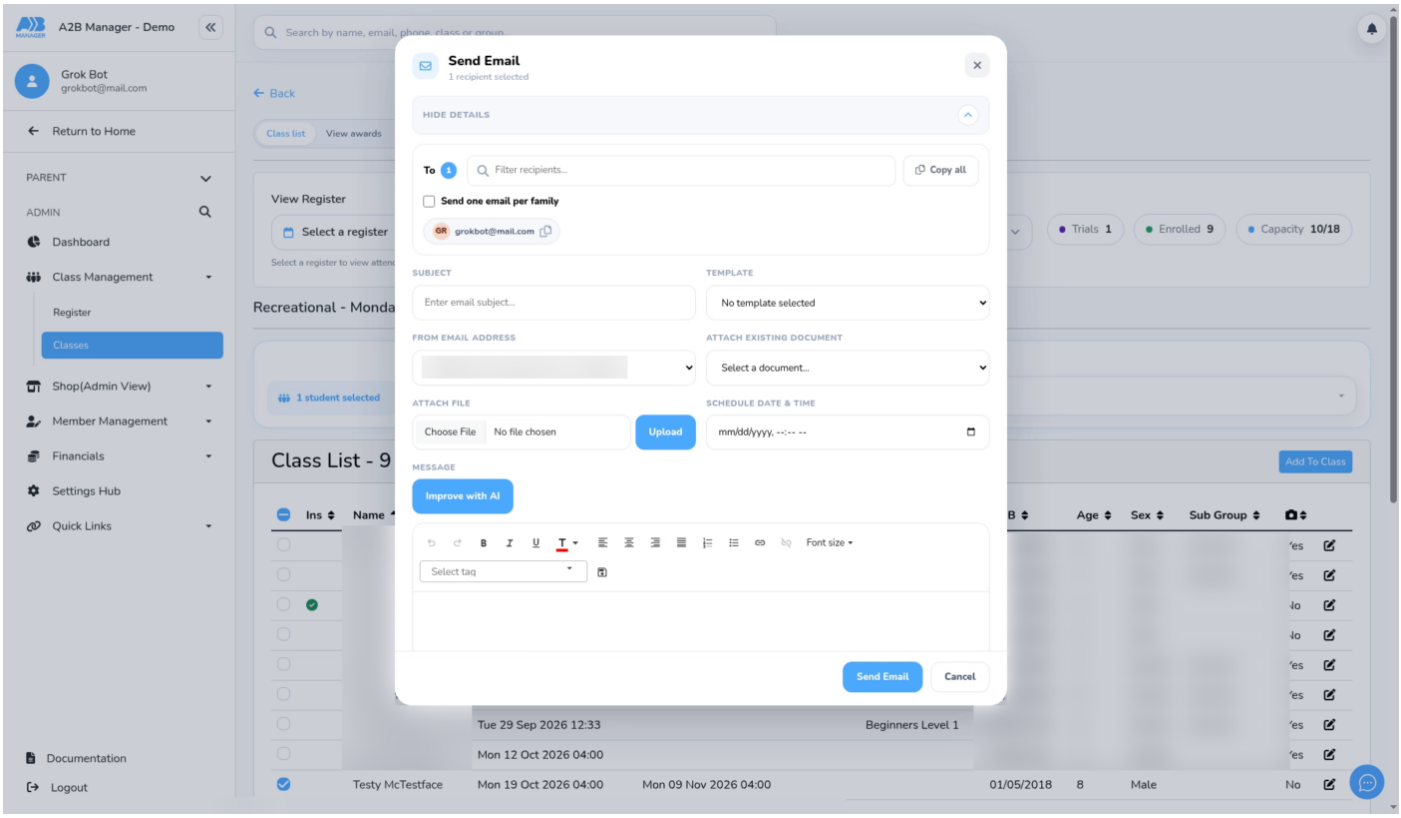
- Open the class (or Members, Trials or Waiting List) and find the member.
- Tick the round box at the start of their row. Tick more rows to email several members.
- The tick box in the header selects everyone shown. Check the count at the top, for example **1 student selected**.



Step 1: One member ticked: 1 student selected

Step 2: Choose Email (0:14)

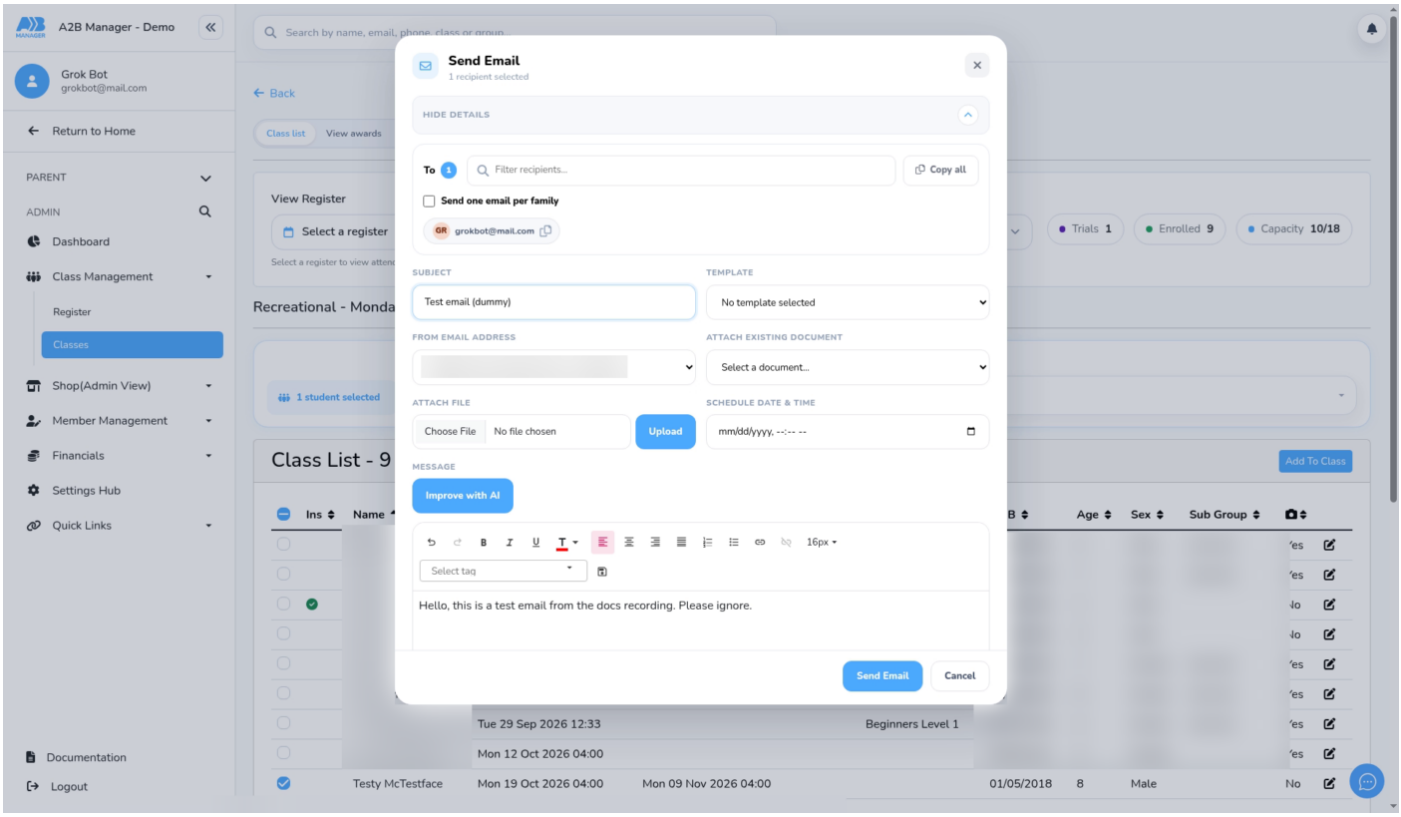
- Open **Action type** and choose **Email**.
- The Send Email window shows how many recipients are selected, with each parent's email address.



Step 2: The Send Email window

Step 3: Write the email (0:24)

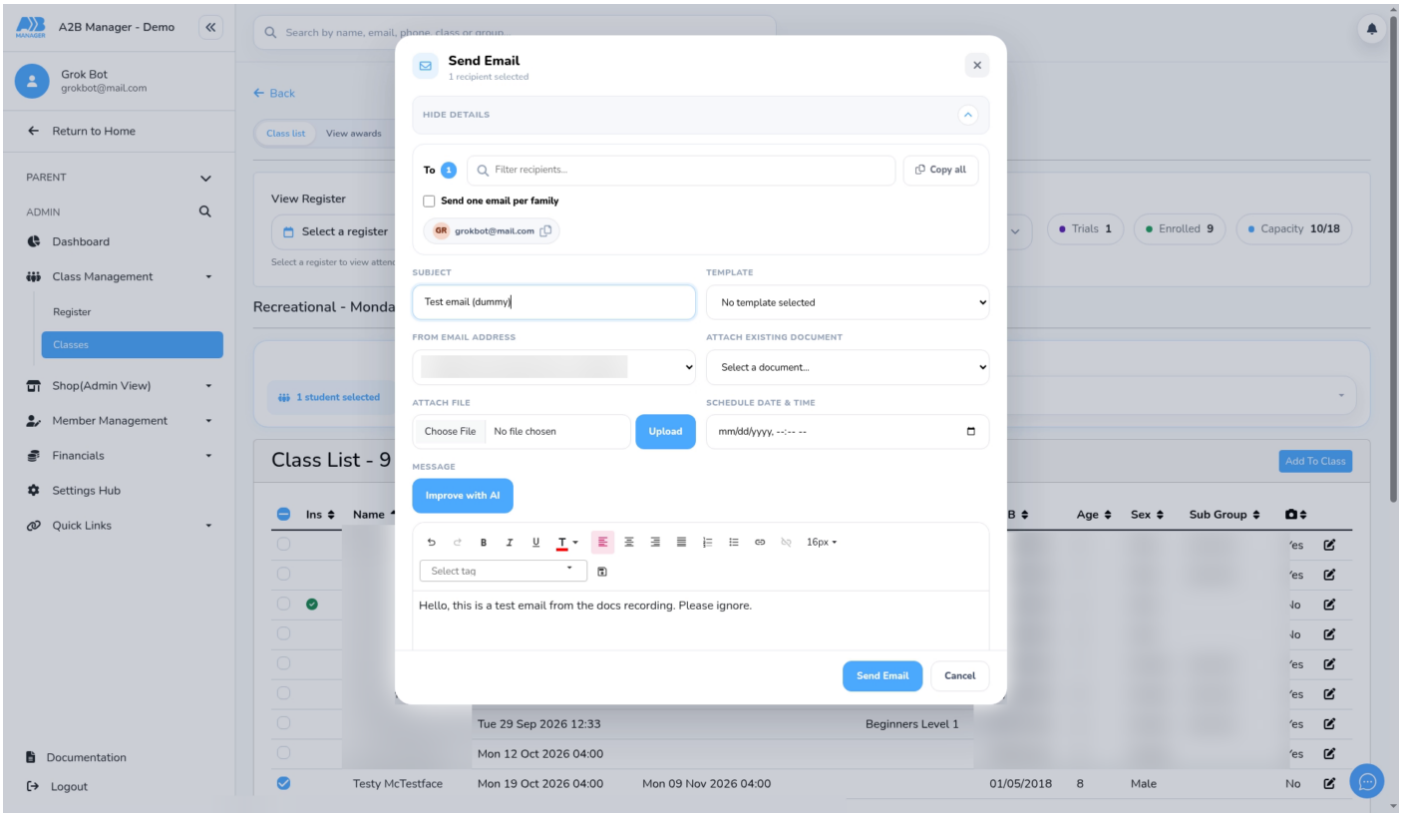
- Check the recipients. You can remove an address, or add a supplier's email address. Saved Suppliers keeps addresses you use often.
- Emailing brothers and sisters? Tick **Send one email per family** so each parent gets one email.
- Enter a **Subject** (required).
- Choose a **Template** if you have one. It fills in the message and may set the From address and attachments.
- Check the **From email address**. The list shows your club's default address, plus your own verified address if it matches the email you log in with. Other staff members' personal addresses aren't listed.
- Write your **Message**. Use **Select tag** to add names, such as the child's first name. **Improve with AI** can suggest a tidier version of your draft.



Step 3: Subject, From address and message

Step 4: Attach or schedule (optional) (0:41)

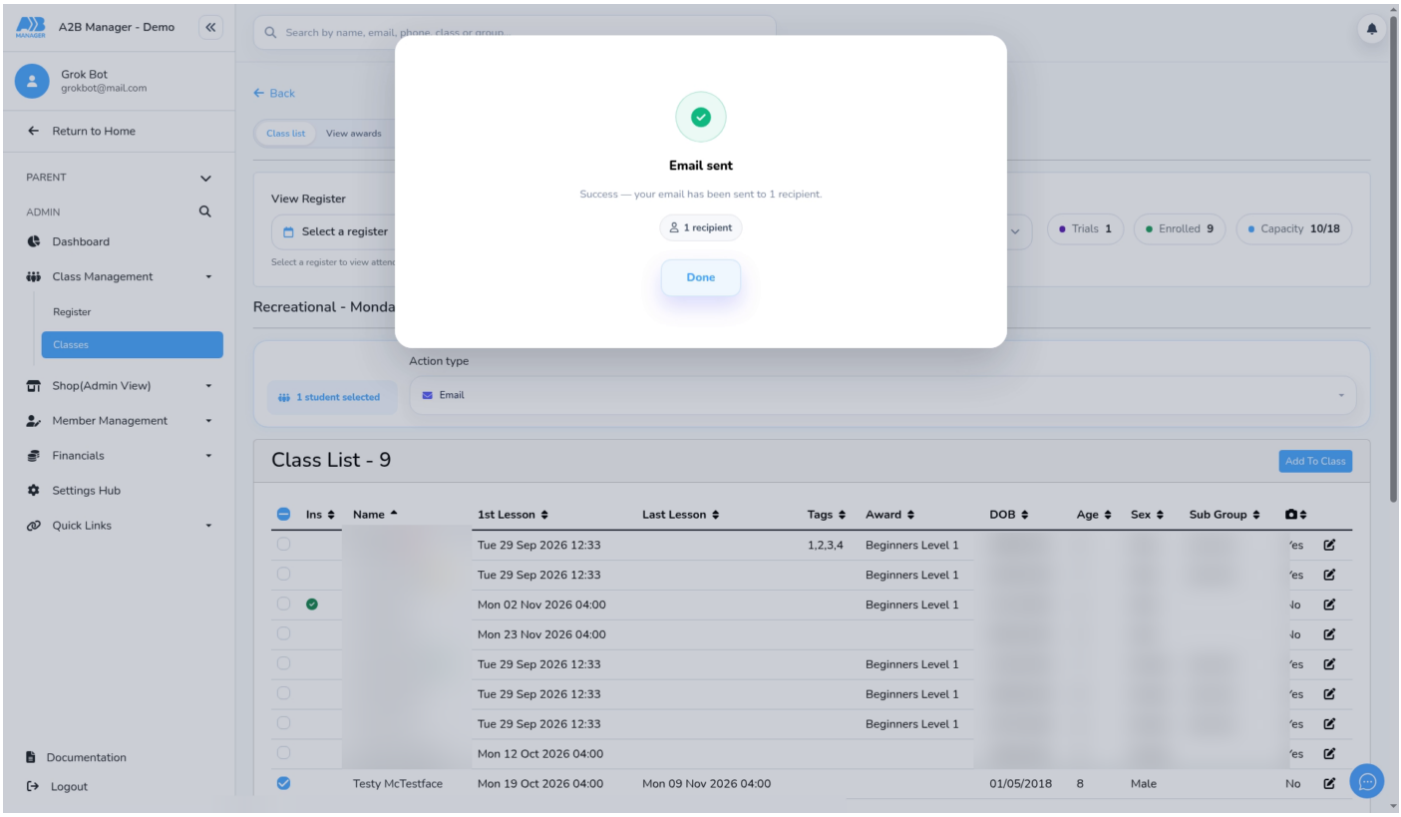
- Choose a file from **Attach existing document**, or upload one with **Attach file**.
- To send later, set **Schedule Date & Time**. The button changes to **Schedule Email**.
- To change or cancel a scheduled email, open **Email Schedules** in the menu.



Step 4: Attach and schedule options

Step 5: Send the email (0:53)

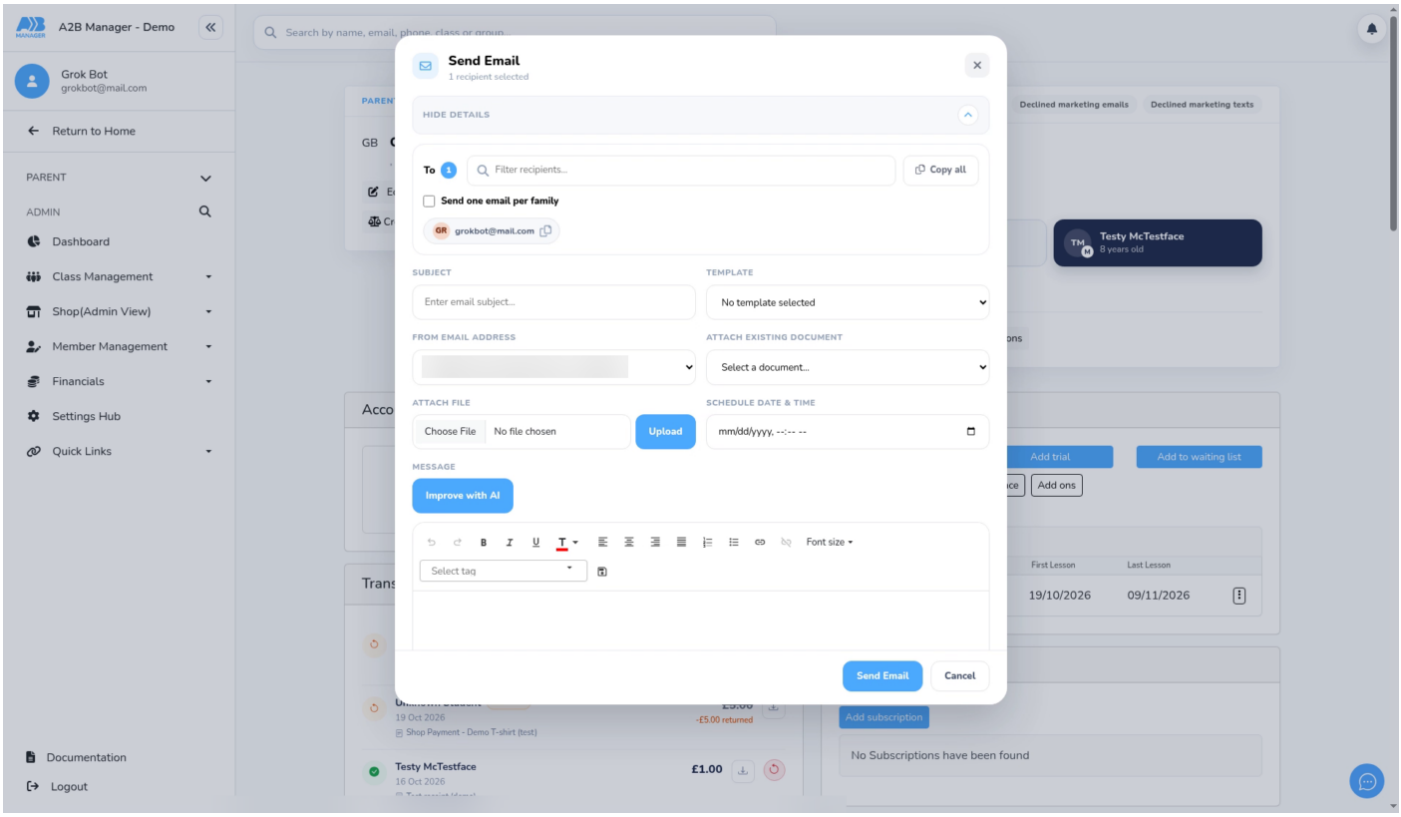
- Click **Send Email**. You'll see, for example, **your email has been sent to 1 recipient**. Click **Done**.
- Emails to two or more people send in the background. Follow progress in the notification at the top right.
- Untick the member when you've finished.



Step 5: Email sent to 1 recipient

Step 6: Email from the member's profile (1:13)

- On a member's profile, click **Email** on the parent card. The same window opens, addressed to the parent.
- Contacts with an email address have their own Email button.
- Emails sent from the profile are recorded in the member's activity.



Step 6: The Send Email window opened from the parent card

Good to know

- Emails go to the parent's email address on the account.
- There's no CC or BCC.
- If your own address isn't in the From list, it needs to be added and verified first, and it must match the email you log in with.
- Text messages are a separate action (SMS).

> **Tip:** Emailing a whole class? Tick Send one email per family so parents with more than one child don't get the same email twice.

FAQs

- **Can I cancel a scheduled email?** Yes. Open Email Schedules, then Cancel this email, or Cancel whole group for a group send. You can also reschedule a group.
- **Is a subject required?** Yes. The email won't send without one.
- **Can I email someone who isn't a member?** Yes, add their address as a supplier email in the recipients.

Download the PDF guide (optional)