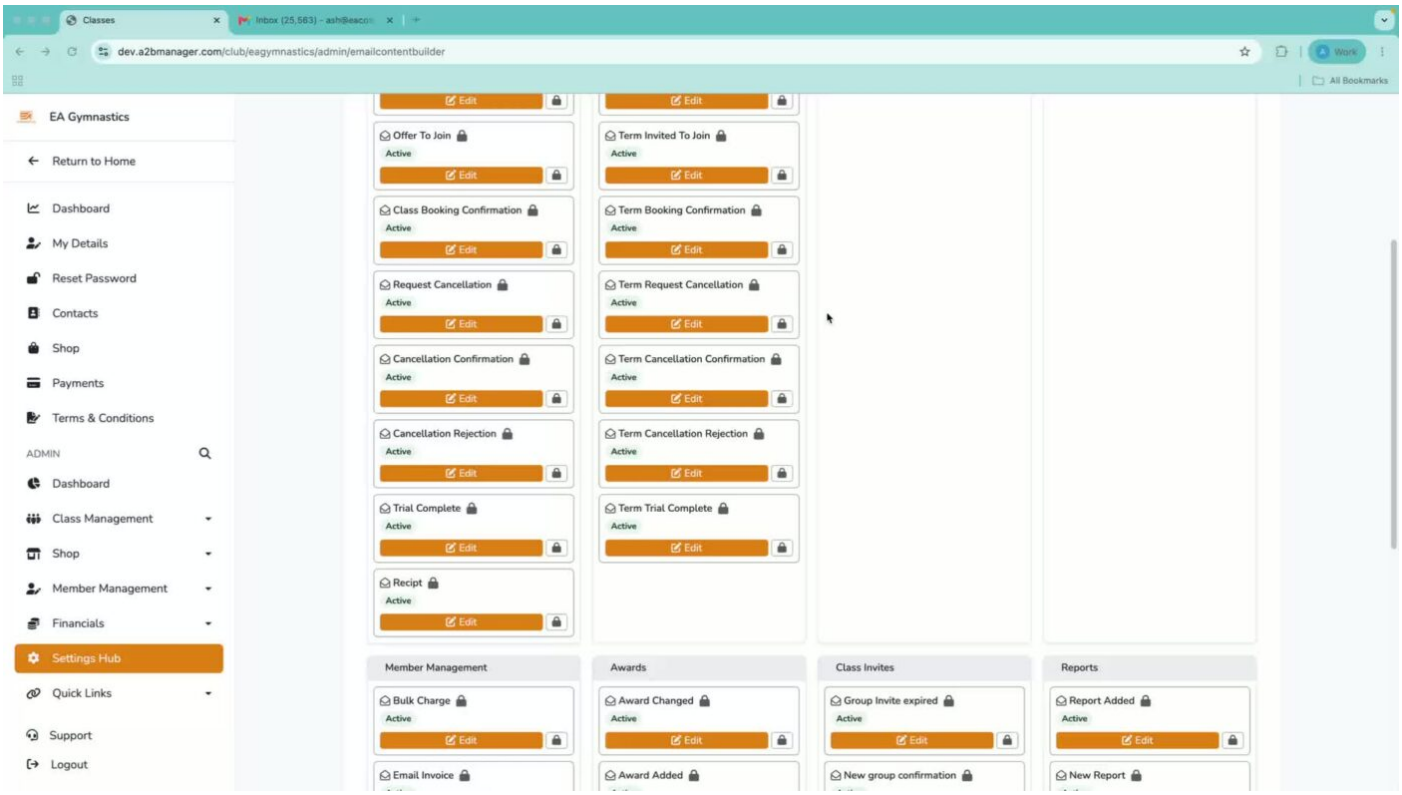
Trial Complete

Emails · https://a2bmanager.com/docs/trial-complete/

Embedded media: https://www.loom.com/embed/32d7f21f84ad414889d29faed582b16d

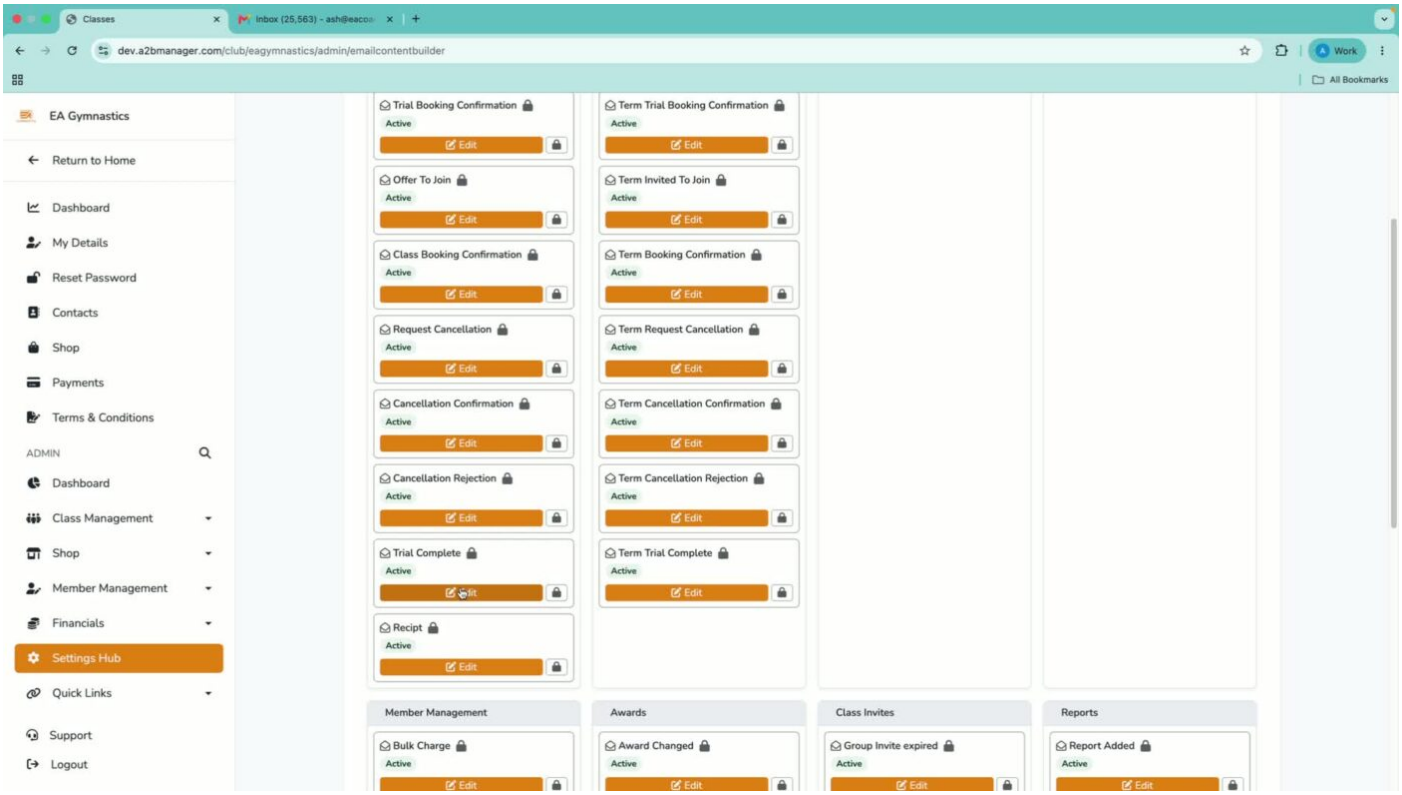
How to Set Up and Trigger the Trial Complete Email for Subscription Groups

1. Open the Trial Complete Email Template 0:00



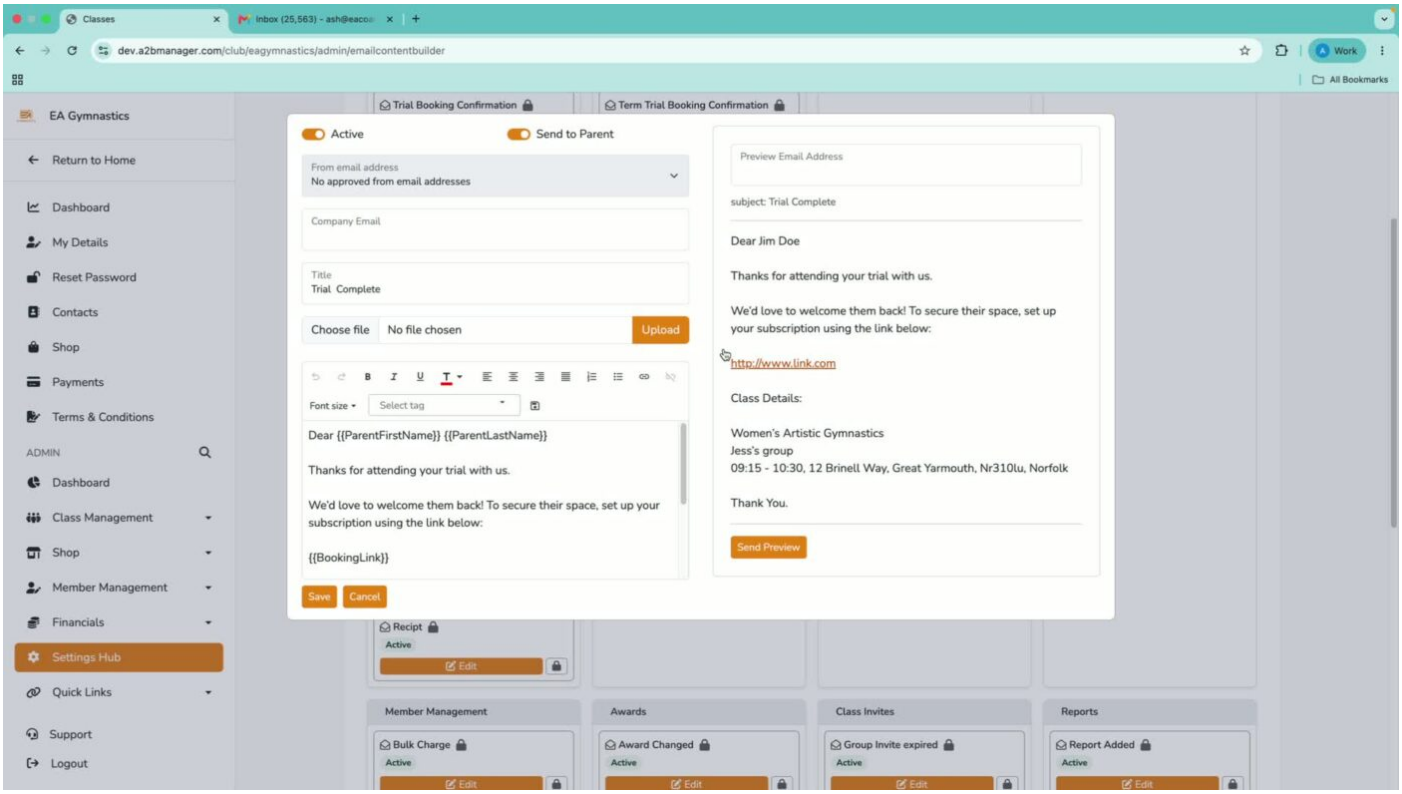
- Go to the **Trial Complete Email** under **Subscription Groups**.
- This email is sent to a user when they finish a trial in a subscription group.
- Open the template to review or edit the message content.

2. Review or Edit the Email Content 0:17



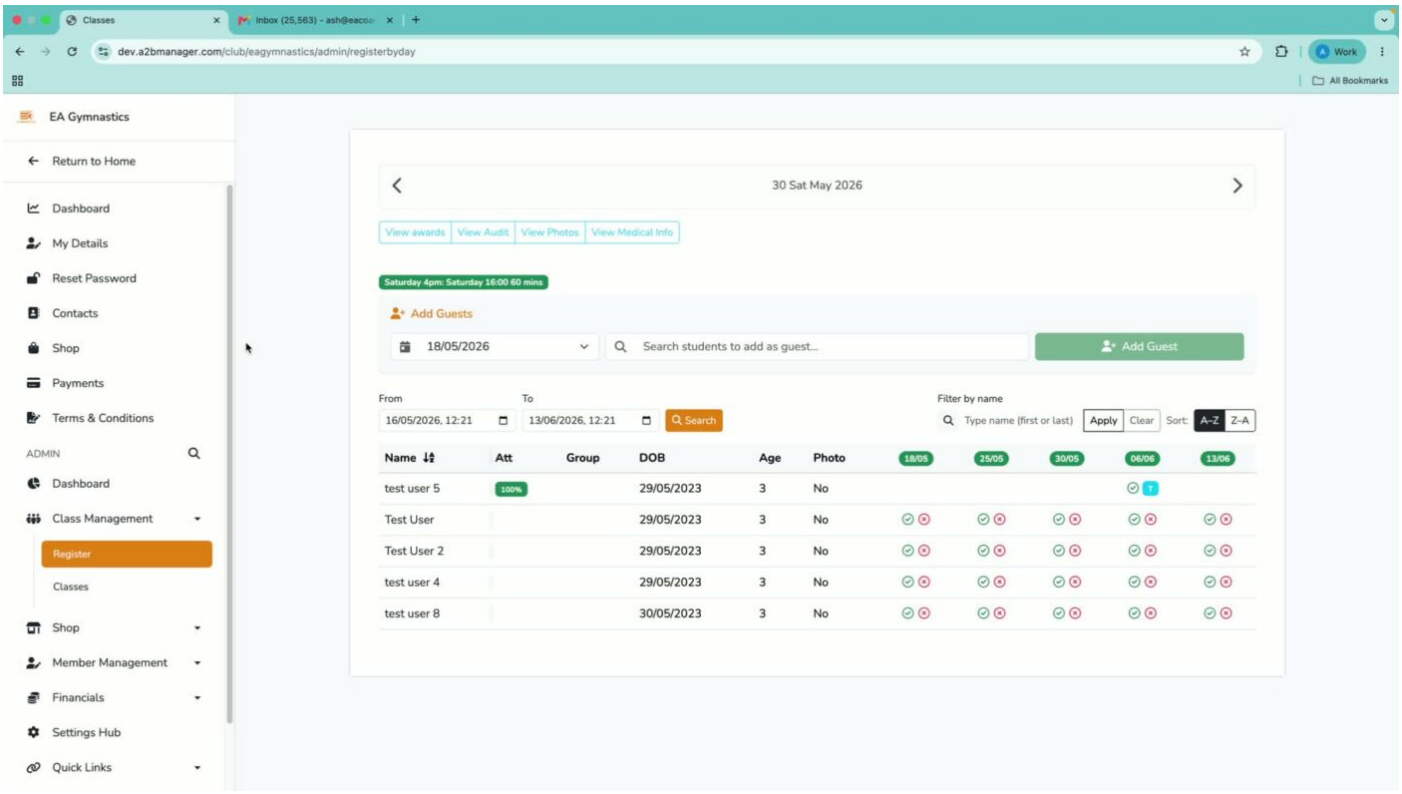
- The default email is a simple example message.
- It typically includes:
  - A thank-you message for attending the trial
  - A welcome message
  - A booking or registration link
  - Class details
- You can expand this email with more detail about joining the club or next steps.

3. Understand How the Email Is Triggered 0:34



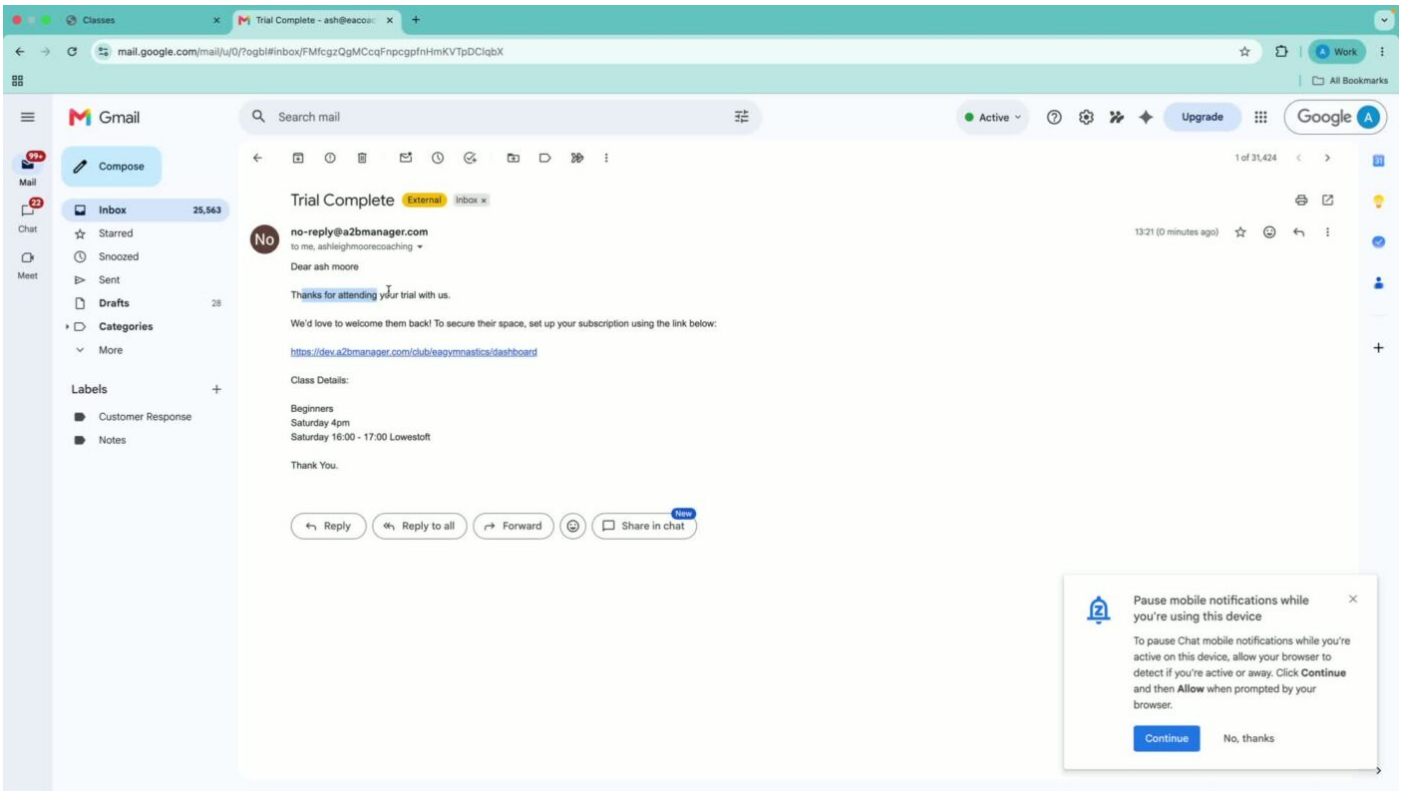
- Coaches trigger this email from the **register**.
- In the register, they will see a **T** next to the two icons for a trial attendee.
- Clicking the **tick** marks the person as having attended their trial.

4. Mark the Trial as Attended 0:57



- When the coach ticks the trial attendance box:
  - The system signs the person in as having attended their trial.
  - The parent automatically receives the trial complete email.
- This is the action that sends the email.

5. Confirm the Email Was Sent 1:06



- After the trial is marked complete, the email should arrive in the parent's inbox.
- The email includes the thank-you message and the link to continue registration.
- You can edit the wording if you want the message to sound more polished or include stronger calls to action.
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