

DA RSVP Training

Event RSVP Autoresponse and Reminder Emails

BY THE GLOBAL HELPDESK TEAM
JUNE 2021

Make your Events work better

DETAILS ON HOW TO CREATE EVENTS ARE IN THE [WEBSITE TRAINING MATERIALS](#)

Once you've created your Event on the Democrats Abroad website, there are a couple of extra things you can do to make them work better:

- Send a meeting link or other details automatically when people RSVP.
- Send a reminder email on the day of your event, to everyone who has RSVPd.

Create an event

HOW-TO DETAILS ARE IN THE [WEBSITE TRAINING MATERIALS](#)

Home / Countries Europe, Middle East & Africa Zambia Events

POST YOUR EVENT

Headline

When

Length

Time zone

Maximum capacity

Contact info

Name

Email

Phone

Don't publish email address Don't publish phone number

These steps are relevant for RSVPs:

- 1. Your event headline** – should be short and unique, so you can find it again. Eg, 'Barcelona Thanksgiving at the Pub' rather than 'Thanksgiving 2021'
- 2. Date / Time / Length** – When you choose the date, time and duration for your event, be sure to select your own Region, Country and time zone.
- 3. Contact information** If it isn't you, enter the name and contact details of the meeting organizer. You can also choose whether or not to publish the contact info. You, the event creator, will get notifications of RSVPs. If you are not the meeting organizer, you will have to inform the organizer about the people who RSVP. They will not get automatic notifications.

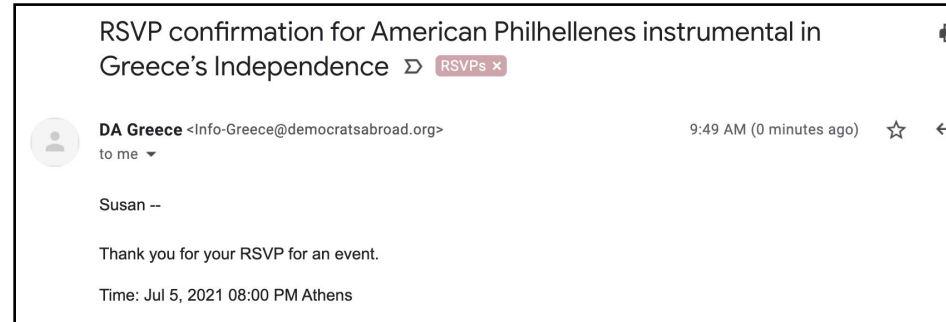
Autoresponse to RSVPs

Every time someone RSVPs to an Event on your Democrats Abroad webpage, they get a generic confirmation email from Nationbuilder.

We can customize the generic autoresponse, for example, to automatically send Zoom or Webex links, or any other information that you don't want to appear on the public page.

To request a customized autoresponse, send the URL of your event page and whatever text you want in the autoresponse email to helpdesk@democratsabroad.org

Note: If a member replies to the autoresponse email, it will go to the main country/chapter address (info-country@democratsabroad.org).



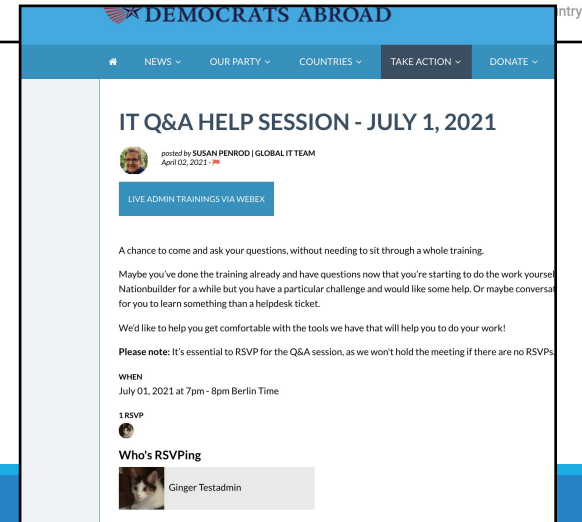
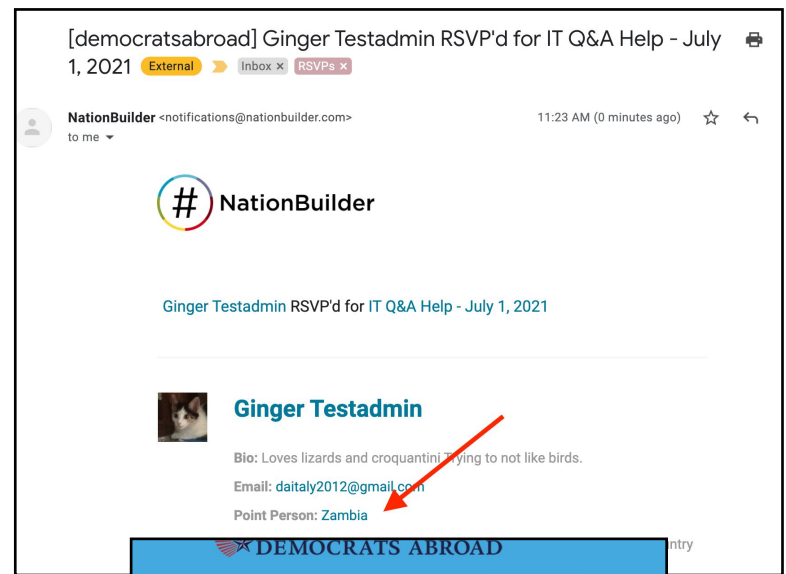
Finding your RSVPs so you can communicate with them

Who has RSVPd?

The person who creates the event will receive an email notification each time someone RSVPs, and you can also see most RSVPs on the event page (people can opt out of appearing on the page when they RSVP though).

It's important to notice if you get RSVPs from people who are NOT in your country/chapter, because you won't be able to email them yourself from Nationbuilder. Helpdesk can help with this - see page 8, below.

The email notifications include the country/chapter the person belongs to (see top image).

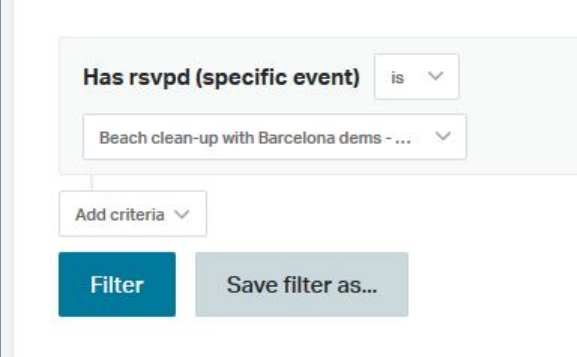


Finding your RSVPs so you can communicate with them

For Membership and Emailing Admins:

Admins with database access can make a filter of people who have RSVPd, so you can communicate with them via email blasts.

- Click the Filter icon, click Add criteria: Has RSVPd (specific event). Then paste in the name of the event (or begin typing significant words) and select it.
- Click **Save Filter As** to give the filter a specific name. Preface it with your country or chapter abbreviation, eg. 'ES Beach Clean-up June 19, 2021'



The screenshot shows a filter creation interface. At the top, there is a criterion 'Has rsvpd (specific event)' with a dropdown menu set to 'is'. Below this, a search box contains the text 'Beach clean-up with Barcelona dems - ...'. Underneath the search box is an 'Add criteria' button with a dropdown arrow. At the bottom of the interface are two buttons: a blue 'Filter' button and a grey 'Save filter as...' button.

DETAILS ON HOW TO CREATE FILTERS ARE IN THE [MEMBERSHIP TRAINING MATERIALS](#)

Emailing your RSVPs Meeting attendance is higher when people get a reminder.

SCHEDULED REMINDERS

As soon as you've made your Event, you can create an email blast to send to the RSVPs, and schedule it to go out shortly before the event. [DETAILS ON HOW TO CREATE EMAIL BLASTS ARE IN THE EMAIL TRAINING MATERIALS](#)

- On the Recipients tab, choose Filter and select the Saved Filter you made (see previous slide).
- On the Review and Send tab, instead of hitting 'Send email now,' click 'Schedule' and you can schedule it to go out the morning of, or night before your event (Note: the time for scheduled blasts is always in US Eastern Time.)
 - Since Saved Filters are dynamic, everyone who has RSVPd from your country/chapter will get the email, even if they RSVP right before the email goes out.

If you have RSVPs from outside your country/chapter you'll do it a little differently - See the next slide.

✕ **Beach Clean-up Reminder June 19, 2021** DRAFT less than a minute ago Schedule Send email now to 1 person

Settings > Theme > Content > Recipients > **Review and send**

Desktop Mobile Text Manage files Send test email **Details**

DEMOCRATS ABROAD

Hi Susan --

A quick reminder that you signed up for the IT Admin Training session happening today at **12:00PM - Rome, 6:00PM - Manila, 7:00PM Seoul, 8:00PM Sydney**. If you won't be able to make it, please let us know.

Please note that you **MUST** have a signed **Confidentiality Agreement** on file with us to participate. You can find it on the Wiki: [Confidentiality Agreement 2015b](#)

To: supporters with filter IT ADMIN TRAINING - JULY 8, 2021 [Edit](#)

From: DA Spain <info-spain@democratsabroad.org> [Edit](#)

Subject: Reminder and Meeting link for IT Training session today [Edit](#)

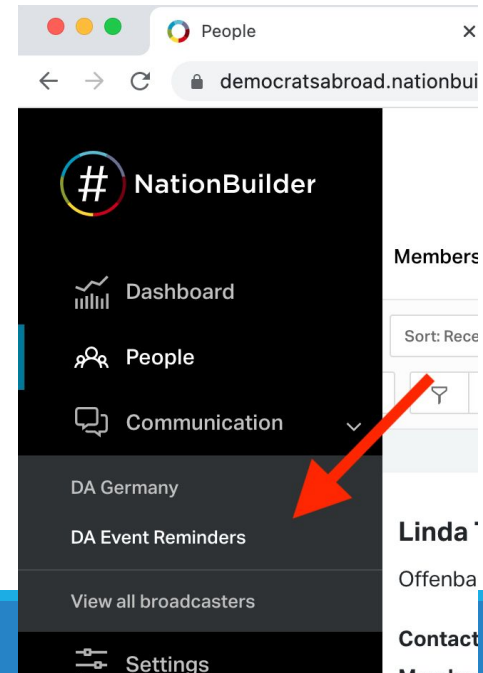
[+ Add A/B test variants](#)

RSVPs from outside your country/chapter

In the database you won't see - and cannot email - the people who RSVPd who are NOT in your chapter or country, or who are not DA members. So if you get an email notification from someone outside your country or chapter, you can do this instead:

Prepare the email in the Event Reminders broadcaster rather than your country/chapter broadcaster, and Helpdesk can send it to **all** RSVPs: local and global.

- In the left sidebar, choose Communications/Event Reminders.
- Create the email as usual in the Events Reminder broadcaster. Put in the content you want, **BUT**:
- **Don't set the Recipients.**
- **Don't schedule or send it.**
- Email helpdesk@democratsabroad.org and tell us the name of the email you've created, the Saved Filter you've created, and when you want it to go out. We will send it to all RSVPs, local and global.





When to contact Helpdesk

- Anytime you have a question! Email us at helpdesk@democratsabroad.org, come to a [Training or to a Q&A Help session](#) for one-to-one help.
- For Autoresponses to RSVPs, send us:
 - Link to your event page
 - The text you want in the autoresponse
- For Event Reminder emails, send us:
 - Name of the email you've created in Event Reminders
 - Name of the Saved filter you've created
 - When you want it to be scheduled to go out