Release Notes

InTouch Follow-Up v5.13.0

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1   Product Release Information

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Product	InTouch Follow-Up
Release number	5.13.0
Release date/details	July 24, 2012 9pm PT Possible downtime of up to 30 min
Contact	For more information, please contact support@intouchfollowup.com

2   Enhancements

2.1 Inbound Text Leads - Text number displayed in Club details

We found that more and more of our customers are growing their leads from using the Inbound Text lead capture feature in InTouch where you can advertise your text/SMS number in a marketing campaign to capture leads e.g. "Text in to Win" or "Text in for a Free Workout".

You asked us to display your inbound SMS number so you can add it to your marketing materials. (Note: Inbound texting is currently only available for North American clubs).

Your club's SMS number can be found in the Admin > Club tab as shown below:
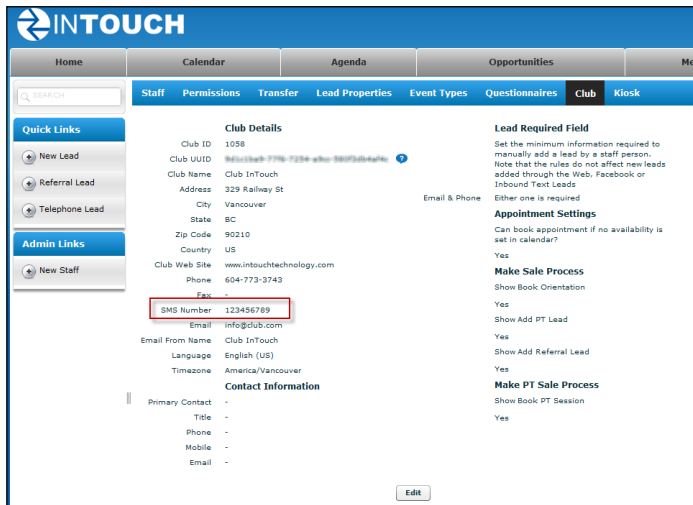
2.2 Calendar Defaults to All Appointments

Many of our users were confused as to why their completed appointments disappeared from the calendar when they completed them. In fact, the appointments had not disappeared but rather were moved from the "Open Appointments" default view to the "All Appointments" view.

We heard your feedback that this was confusing so we have altered the default view to show "All Appointments". If you want to view just your "Open Appointments" then click on this link in the top right of the Calendar window.
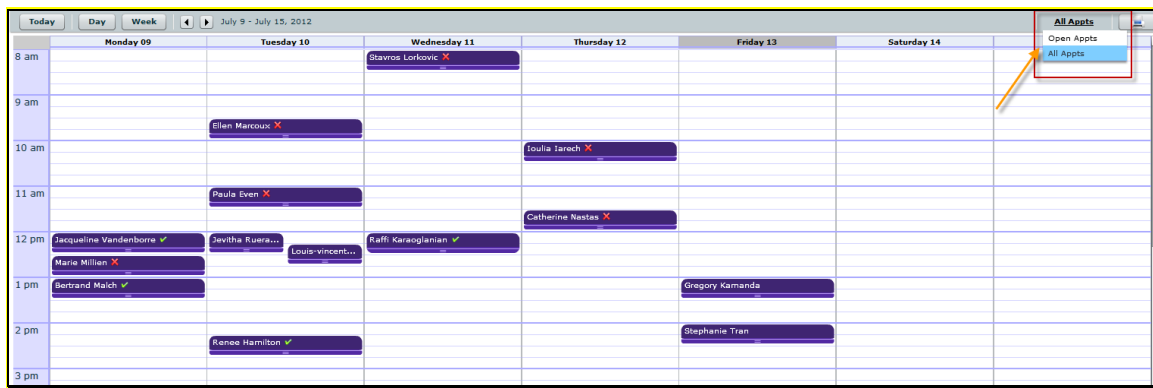
2.3 Guest Log moves to its own Tab

Some of you have given us feedback about how useful the Guest Log is but that it was a bit hidden under the Reports tab, so we've moved it to its own tab for better visibility.
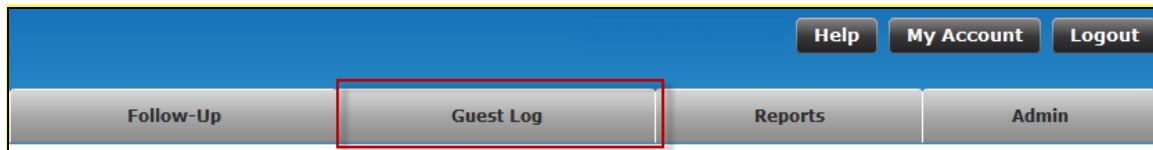
## 2.4 Permission to set Permissions!

Your InTouch administrator can now set a permission to allow a user access to the admin tab features, but not allow them to change their own permissions or the permissions of other users.

Go to Admin>Permissions. Select the appropriate permission/role and click Edit. Find "Can set permissions", select Yes or No and Save.

Note: Permissions that did not previously have Admin access will have this defaulted to No.

2.5 Make Sale for PT Leads improved

The Make Sale process for a membership lead should differ from the Make Sale process for a PT Lead. Now when you click Make Sale for a PT Lead you are presented with the option to Book a PT Session* in your calendar (and not the previously presented steps to add a Member Owner, Book an Orientation, to Add/Sell PT lead or to Add Referrals)
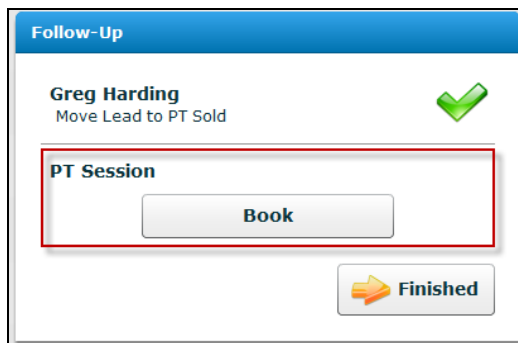
*Note: To do this you need to have assigned Personal Trainers to the Personal Trainer Group calendar as per the attached screenshot below:
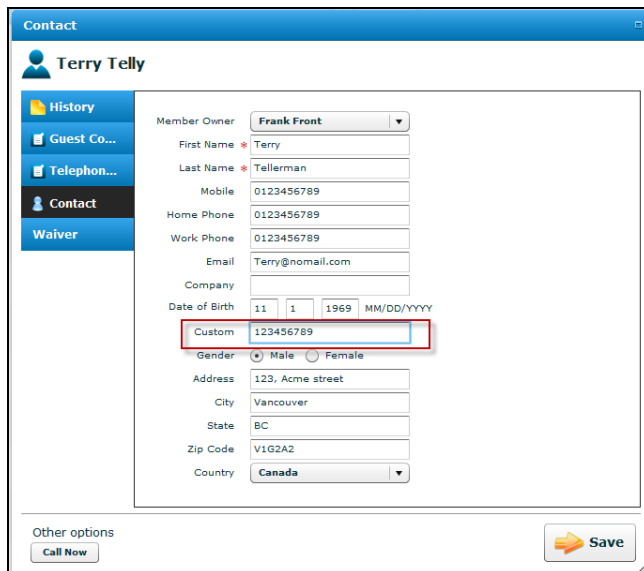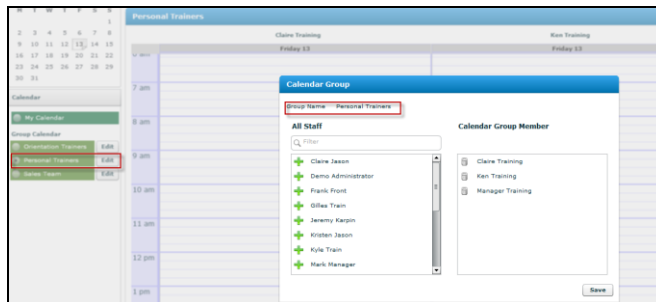
3 Resolved Issues

3.1 Appointment SMS/Text Reminder no longer re-sent when duration of appointment changed

An SMS alert is no longer being re-sent to a lead or member if the duration of their appointment is changed in the calendar. The alert is only sent if the time or date changes.

3.2 Rename SSN Field to Custom Field

Customers have asked us to remove the SSN (Social Security Number) field from the members contact details. Rather than deleting data that you may have used this field for, we have renamed this field to Custom so that you can choose whether to keep recording an SSN here or use it for another purpose.