

COMMUNICATIONS

Access Path: EMS > [Competition Management](#)

Ways to Communicate With Your Participants

EMS allows you to compose and send an email to selected individuals and teams. You can include additional contacts and attachments to each message. The on demand email icon is available on the Entry Info, Compliance, Volunteer Management and Officials Management pages. You are able to compose emails when the following icons are available:

Email Icons



1 To select the individual/team receiving the message, check the individual row or the box at the top to select all.

Note: When emailing teams, the email recipients include all coaches and team managers associated to the team profile.

2 Click the email icon.

3 Check the box next to the contact you are including.

4 To add a different email, select from the drop down list, or type the address and click **Enter** twice.

5 Compose the subject and body of the email.


6 To add a file, click Attachments.

Note: Images are not allowed in the body of the email. They can be attached or can be a link to a public URL for people to view.

7 Click **Send Email**.

8 To close or cancel the email window, click the **X** button.

Note: Draft emails are not saved.

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| | First Name | Last Name | Partner First Name |
|--------------------------|------------|-----------|--------------------|
| <input type="checkbox"/> | Skater | Name | |
| <input type="checkbox"/> | Skater | Name | |
| <input type="checkbox"/> | Skater | Name | |

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3 CC Add recipients...

4 Competition Chairs (CC) Chief Music (CC) Chief Referee (CC) Competition Email (CC)

BCC Add recipients...

Coaches (BCC)

5 Subject: |

6 ATTACHMENTS

7 Send Email

8 X



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Automatic Email Reminders

EMS sends automated emails according to an established schedule. Review the table below for details.

| EMAIL | SCHEDULE | RECIPIENTS |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Music/PPC | <ul style="list-style-type: none"> • Sent after registration deadline • 7 days prior to Music/PPC deadline • 48 hrs prior to Music/PPC deadline • 24 hrs prior to Music/PPC deadline | Competitors |
| Compliance | <ul style="list-style-type: none"> • Sent after registration deadline • 7 days prior to event start date • 48 hrs prior to event start date • 24 hrs prior to event start date | Coaches |
| Late Fees | <ul style="list-style-type: none"> • Sent within 15 mins after the deadline • Additional roster: sent the morning after the roster deadline | Competitors |

Coach/Team Service Personnel Compliance

Subject: <Competition Name> - Compliance

Dear Coach/Team Personnel,

You have been named as a coach for 2022 Competition Name and are **currently non-compliant**.

You are currently missing:

- Learn to Skate USA Instructor Membership
- Successful NCSI background check (i.e. "Green Light")
 - Begin this process through your profile at www.usfsaonline.org. Note: the background check process can take up to 14 business days to process.

View compliance requirements for coaches [\(Coach Requirements Chart\)](#)

To be credentialed, you must meet these compliance requirements prior to checking in (no exceptions). If you are not planning on attending this event, advise your skaters to remove you from [EMS](#) via [My Coaches](#).

Email MemberServices@usfigureskating.org if you have any questions regarding compliance requirements, or if you feel you've received this email in error.

Thank you!



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Music/PPC Reminder

Subject: <Competition Name> - Music/PPC Incomplete

Dear Coaches/Team Managers - Aspire Preliminary,

Thank you for registering for 2022 Competition Name.

This email is a reminder of the music requirement for this competition through [EMS](#).

Items missing:

- Aspire Preliminary: Music

Note, after the deadline, you will not have access to the upload (including changes) via EMS. [Log into EMS](#) today to review deadlines, upload and/or edit.

If you need assistance, email productsupport@usfigureskating.org

Thank you,

2022 Competition Name

Music Late Fee Email

Subject: <Competition Name> - Late Fees have been assessed for missing information

Dear Coach/Team Manager - Junior,

You are receiving this email because you have not submitted your PPC for 2022 Competition Name.

Items missing:

- Junior Teams Combined: PPC

Log in to [EMS](#) prior to the deadline listed below to complete this requirement. Note, after the deadline, you will not have access to the upload. If you need assistance, email productsupport@usfigureskating.org

PPC Deadline: 01/01/2022 11:59 PM ET

PPC Late Fee: \$10.00

Thank you,

2022 Competition Name