

Members

Allows you to view all registered users for the site and their information. This tab is mostly just for viewing, but there are a few functions that you can perform.

View Members Tab

Resetting a password for a fan/customer

This should only apply to store customers. In order to reset a password, click to edit that person's name. Toward the bottom of the page, you will type in the new password in both Password boxes. Note that you can never view a current password, you can only reset it.

Edit a user's information

Click on the Edit icon, and you can edit any of their profile information. You can also deactivate their subscription and place them in multiple groups.

Search Tool

Located on the right side of the page, this tool allows you to search for users by entering in various field(s) of information

Member Tools tab

Gives you access to several tools (see below). To run any of these tools, simply click on the orange Run button. You can run them as often as you need to.

Duplicate Remover

Removes any duplicate email addresses from the database; if a person is listed in multiple groups, it will combine the entries and copy the information, so that the user is only listed once in the database, but within that entry, they will be associated to multiple groups.

Invalid Email Remover

Removes invalid email addresses from the database such as john@yahoo.cm or sallygmail.com; this tool only removes email addresses that are in incorrect format, it will not know whether or not an email address is still active


Quote Remover

Removes double and single quotes from email addresses

Creating a Custom Field

Note that creating custom fields is identical no matter what component you're editing.

1. When you are viewing the Custom Fields tab, you will have a place to create an entry.
2. Type in the name of the custom field.
3. The type refers to the type of information that will be entered.
 - a. Drop-down Box – drop-down menu of choices
 - b. Multiple Select Box – user can select multiple answer choices from the list
 - c. Checkbox Array – displays checkboxes, but the user can only select one choice
 - d. Radio Array – displays circles for you to select, but the user can only select one choice
 - e. Small Text – this allows the user to type in information such as a name or address
 - f. Large Text – allows the user to type in information, but this gives them a lot more characters than a Small Text box; generally used when the user needs to type sentences or paragraphs
 - g. Photo – allows the user to upload a photo

4. Required – it's up to you if you want to require it or not, but if you select Yes, then the user will have to enter that field in order to submit the information or save.
5. Click the orange Add Field button (), and this will save the Custom Field.
6. Once you have added the custom field, it will show up automatically on the back end, but depending on where you are adding it, it may or may not display on the front end. If it does not show up, you will need to contact your customer service representative or enter a task in the task manager for this field to appear.