We would love to see you at NRPA! Booth #2300

In this issue:

> **Please refresh your ActivityReg® website if you have not done so since 7/26/18.**

1. **Call to schedule your online Team Training refresh - they are free!**
2. **Are you on the latest version of ActivityReg® patron website and it is customized?**
3. **Please update your Key Contact List with us.**
4. **Click HELP on the top Application Menu for Documentation, Newsletters etc.**
5. **A new addition to our Technical Consultation and Training team.**
6. **Sportsman client survey feedback was collected, appreciated and being acted on!**
7. **For *FASTEST* Technical responses call/email the full team, not individuals.**

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1. Call to schedule your online Team Training refresh - they are free!

Have New Staff or Lots of SportsMan "how do I…" or "where can I…" questions? – Online training refreshes and Q&A sessions are free with your Service contract. Call or email us to schedule an online training or Q&A session. Call 801-572-3570 #2 or email us at Support@PeakInfo.com.

2. Are you on the latest Mobile-Friendly version of the ActivityReg® patron website and it is customized?

Many of our customers are using OLDER versions of ActivityReg® on Sportsman SQL –we are reaching out to our customers to remind them to update and get redesign help from us … it is free with your Service contract. We have made many improvements to our online Patron registration site over the years and we want you to take advantage of our mobile scalable functionality and all our customization options – from adding your site's logo and images to colorful and efficient designs, Community Calendar features and customized widgets. Call/email us to schedule an online design session. Call 801-572-3570 #2 or email Support@PeakInfo.com.

Don't have ActivityReg® Patron registration website module ? We can add it to your contract and help you design it all while training your staff. **–** Call 801-572-3570 #1 or Sales@peakInfo.com for information and pricing. Review our Gallery of ActivityReg® designs here.

Missing Patron Login functionality? Patron Login is now included with new ActivityReg® contracts, however some of our long time customers still do not offer that to their Patrons. For $230/year we can add it to your contract so that your patrons can save their family contact information and view their registrations and reservations. Call 801-572-3570 #2 or Support@peakInfo.com to add Patron Login .

3. Please update your Key Contact List with us.

Don't forget to call us when you have key staff changes including primary contacts (P&R Directors, aquatic directors, program directors, IT and billing contacts) so that we have current names, email addresses and phone numbers on file. It is important for us to be able to reach out to our customers with information about their services. Call our Technical Team 801-572-3570 #2 or Support@peakInfo.com to review and update.

4. Click HELP on the top Application Menu for Documentation, Newsletters etc.

Clicking on the Help option on the top banner provides access to "News, Info & Newsletters" and the "SportsMan SQL Help (F1)". The latter provides a link to our Support page which contains Documentation (in development), SportsMan Application downloads and options for contacting Support – TRY IT!

5. A new addition to our Technical Consultation and Training team and hours expanded

Matt McEwen is the latest addition to our Technical Consulting team. Matt has many years of experience helping clients implement and efficiently learn software. He is a pro with clients and is quickly developing his expertise with our products. Reach out with any and all questions to our team and say a special "Hello" if you reach Matt!

Our Technical Team is now available starting at 7:30am MT/9:30am ET to serve you better! We want to ensure that your SportsMan is working as efficiently and effectively as it can for your center so reach out and let us know how we can help.

Recent Kudos to our Technical Team *"Just a note to say every time I contact you guys, your support goes above and beyond to help us ~ Greg has so much patience, as I go around the world to describe a problem and then has the exact answer before I finish the explanation ☺ LOVE IT!!!"* ~ Jennifer Johnson, Co-Director Indoor Parks and Recreation, Coomes Recreation Center, Abingdon, VA

6. Sportsman client survey feedback was collected, appreciated and being acted on!

This Spring we invited our clients to participate in a brief survey to provide feedback on our SportsMan products and technical services. Here are some actions we are taking immediately to be an even stronger business partner to our clients. We appreciate your candid feedback – please continue to provide it through our Support channels or directly to Marty Bryant at 801-572-3570 x302 or Marty@Peakinfo.com. **Charlie Warrell, CEO**

CLIENT FEEDBACK	PEAK SOFTWARE ACTIONS
The strong majority of clients are likely to recommend SportsMan to others	Most of our new customers are 'word of mouth' and we appreciate that! We are implementing new strategies to better serve our valued clients so that all clients can confidently recommend SportsMan.
Respondents were mostly satisfied with our product and found it reliable and easy to use.	Overall, SportsMan is adding value and supporting efficiencies for our recreation clients as a robust software infrastructure. We are committed to continue to expand features while maintaining our reliability and ease of use.
ActivityReg ® is not as customizable and easy to use as desired for some clients	We have inventoried our client ActivityReg ® websites and realized that many of our existing customers have not updated to our recent version or reached out for design and customization assistance which is free with SportsMan service. We are reaching out to all our customers to help them update and create a site that represents their recreation center and is efficient for their patrons.
Software technical documentation should be improved	This is a high priority project now through December so watch for big improvements here. Documentation is on the HELP menu
Clients find it a challenge to stay up to date with new SportsMan features and thus are not always using the full power and value of SportsMan	It is difficult for P&R staff to find time to read Newsletters or read App update notes. We are happy to offer online training 'refresh' or Q&A sessions to your teams to keep you updated on our latest features. We also encourage you to visit our SportsMan features page.
Client suggestions for enhancements are not followed-up sufficiently.	We are currently revamping the process for documenting our client enhancement requests to give us improved insight into high value and broad-need enhancements and to allow us to better communicate about these items. We get our best ideas from clients so keep those ideas coming!

7. For the *FASTEST* Technical Team responses

Always contact our FULL Technical Consulting team with new items by calling 1-801-572-3570 #2 or emailing to Support@PeakInfo.com Emails to Support@PeakInfo.com generate technical tickets automatically.

Peak Software Systems, Inc.

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