HELP

Welcome your members

Prepare the arrival of members on Reefwise: order of operations, message template to send and guides to pass on.

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Written with the help of an AI

What it is for

Your members arrive on Reefwise with a single message: how to sign up, how to join the club and where to find help. This page gives the order of operations and a message to copy.

Before sending the message

1. Complete the club profile and its logo (see “Create and set up your club”).
2. Open the season, with at least one base price and memberships open (see “Manage seasons and memberships”).
3. Generate a short-lived invitation code, or prepare your import file.
4. Create a first event so that newcomers have something to see.

Choose how to bring your members in

Your situation	The simplest way
You have the list of members with their e-mails	Import the file: each one receives an e-mail to set their password, and their membership is already accepted.
Your members have an iPhone	Send the invitation code: it is typed in the **Join a club** menu of the app.
Your members mostly use the web space	They follow the club from their profile, then send their membership request; you accept it in **Manage members**.

Message template

Copy this text into your e-mail or your club messaging, then replace the items in square brackets.

Hello,

The club [club name] now uses Reefwise for its outings, its memberships and the dive log.

1. Create your account: https://reefwise.info/en/help/creer-un-compte
2. Join the club with the code [CODE], valid until [date]: https://reefwise.info/en/help/rejoindre-un-club
3. Register for the next outing: https://reefwise.info/en/help/evenements-et-sondages

To go further: add a dive, have the fish in your photos recognised and share a dive with the club. All the guides are at https://reefwise.info/en/help and can be saved as PDF.

A question? Reply to this message or write to [club contact].

The guides to pass on

- To get started: “Create an account”, “Join a club”, “Register for an event and answer a poll”.
- For the logbook: “Add a dive session”, “Analyse a photo”, “Share a dive”.
- Each guide offers the **Save as PDF** button: print them for the club premises or attach them to your message.

After sending

1. In **Manage members**, accept the **Pending requests** and the follow requests of the same window: until you do, the person does not see the events.
2. Check the memberships and payments of the season.
3. Revoke the invitation code once everyone is in.

Good to know

- Someone who joins the club with a code is accepted at once, without your validation: do not share the code outside the club.
- The invitations sent by the import stay valid for 7 days; you can send them again.
- Club notifications only reach the phone: a member who only uses the web space does not receive them. Repeat important announcements by e-mail.

Going further

To present Reefwise to your committee or to another club: see “Present Reefwise to your club”.