

Onboarding best practices and communications

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Onboarding your members onto Heylo is a breeze. You can invite them by link, email, and QR code. Or, if your members are on another platform, we've got you covered with our free [member import tool](#).

Regardless of method, it is most effective to include a reason for that member to join.

Here are a few reasons you can use with your members to ensure a smooth transition to Heylo:

1. **RSVP to an event.** For events with limited space or RSVP requirements, ask members to register in advance on Heylo.
2. **Sign a waiver.** If you have a liability release, upload it to Heylo to collect signatures. No one can join your group or event without signing.
3. **Share event photos.** Members can save photos from the event, contribute to the event album, and share directly to social media.
4. **Incentivize attendance.** Celebrate members who reach attendance milestones! Heylo tracks attendance and generates check-in cards automatically.
5. **Collect info.** Whether you need birthdate, t-shirt size, or emergency contact, Heylo collects it for you.
6. **Pay membership dues.** If your group has a paid membership, add your membership on Heylo.

Sample member communication

Hey members, exciting news! We're moving to Heylo. Heylo is the best way to see all our upcoming events and connect with other members. [If membership... you can also directly manage your membership, update payment info, and get invoices.]

Sample FAQs

You can copy and paste these into your communications!

What's Heylo and why are we moving?

Heylo is a group platform that helps organize our club calendar, communications and benefits. It's the best way to see our full upcoming events calendar and connect with other members. Heylo is used by the top clubs and communities around the world.

Do I have to download an app?

Nope! You can use Heylo from your computer, mobile app or phone browser. We have our own dedicated space on Heylo, so you'll only get communications from our group.

How do I join?

In the coming days, you'll receive an email invitation to join our group on Heylo. It's a magic link with all info pre-loaded. Just accept the invitation via link, and join our group!

Is Heylo safe?

Yes - our group has a dedicated space on Heylo. It's just for us - access is controlled and no non-members can join. Plus, there are safety and security features built into Heylo so you can provide feedback or report any issues right away.

What if I already use Heylo?

No problem! If you accept the invitation, you'll be added to our group. You can use the same existing account without impact to your other groups on Heylo.

What happens to my paid membership?

Your membership renewal date has already been added to Heylo. When your date comes up, you can complete your renewal payment right in the Heylo platform. You can use major credit card or debit card, including Apple or Google Pay, from your phone or computer. Plus, you can get receipts or update your payment info anytime.

What if I have questions or get stuck?

No problem! Every member of our group has a direct line of communication to the Heylo team. You can message a real person directly via support chat in Heylo, or email at support@heylo.co.

Does else change?

Nope, that's it! We're super excited to build our community further with Heylo.

Testimonial

As a leader recently with personalized onboarding recently said, "You guys are great. My members are loving Heylo. I have not gotten one single complaint, ZERO!"