CHAPTER

09

Managing your learners

This chapter is about the people on your site: who counts as a learner, how to read the Learners page and find who has stalled, how to bring across a class you already teach, how to file people into groups, and how to record money a class has already paid you. It also covers what happens when your plan is full, who takes a place on your plan and who no longer does, how to remove a learner, what happens when a learner leaves, and how to send one email to everyone. By the end you will have invited your first learners and know how to chase the ones who have not joined yet.

WHERE	TIME NEEDED	BEFORE YOU START	PLAN
Manage → Learners, Manage → Groups and Manage → Email learners	About 15 minutes to invite a class and put it in a group; a minute or two each time you check in after that	Your own email address confirmed, at least one published course, and the email addresses of the people you already teach	Every plan. Recording a payment you took yourself needs your site to charge through One monthly membership.

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Who counts as a learner

Before anything else, it helps to know exactly who appears on the Learners page and in your learner count, because the same rule is used everywhere: on the Learners page, on your dashboard, in the learner meter on your plan page, in the list **Email learners** sends to, and in every group.

A person becomes a learner of your site by **acting** on it. Any one of these makes them a learner:

- enrolling on a course, free or paid;
- buying your monthly membership;
- posting in a discussion or a topic, or writing to you in Chats;
- signing in on your site's own sign-in form;
- accepting an invitation you sent;
- having a payment you took yourself recorded against them.

Somebody who only opened a course page is never counted, even if they were signed in to RacingOwl at the time. Neither are you, nor anyone else who runs the site. Somebody who has **left** your site, or whom you **removed**, is not counted either, until they act again. So the number at the top of the page is real: every row is a person who chose your site, and the welcome email they received said so. The **?** beside the page title says the same thing in two sentences.

One more rule applies to your **plan's** count alone. A learner who has **finished everything** they took with you — no course still open, no membership running — stays on the Learners page and in its total, but no longer takes a place on your plan. Their row says **Not counted on your plan — finished**, the heading says how many of your learners count, and the meter on your plan page explains the difference. They take a place again only by enrolling in something new, which goes through your plan's limit like any newcomer. Whether you price per course or sell a membership makes no difference to this.

> TIP.
> Because the count only grows when people act, a learner you invited does not count until they follow the link and join. Invitations never use up places on your plan.

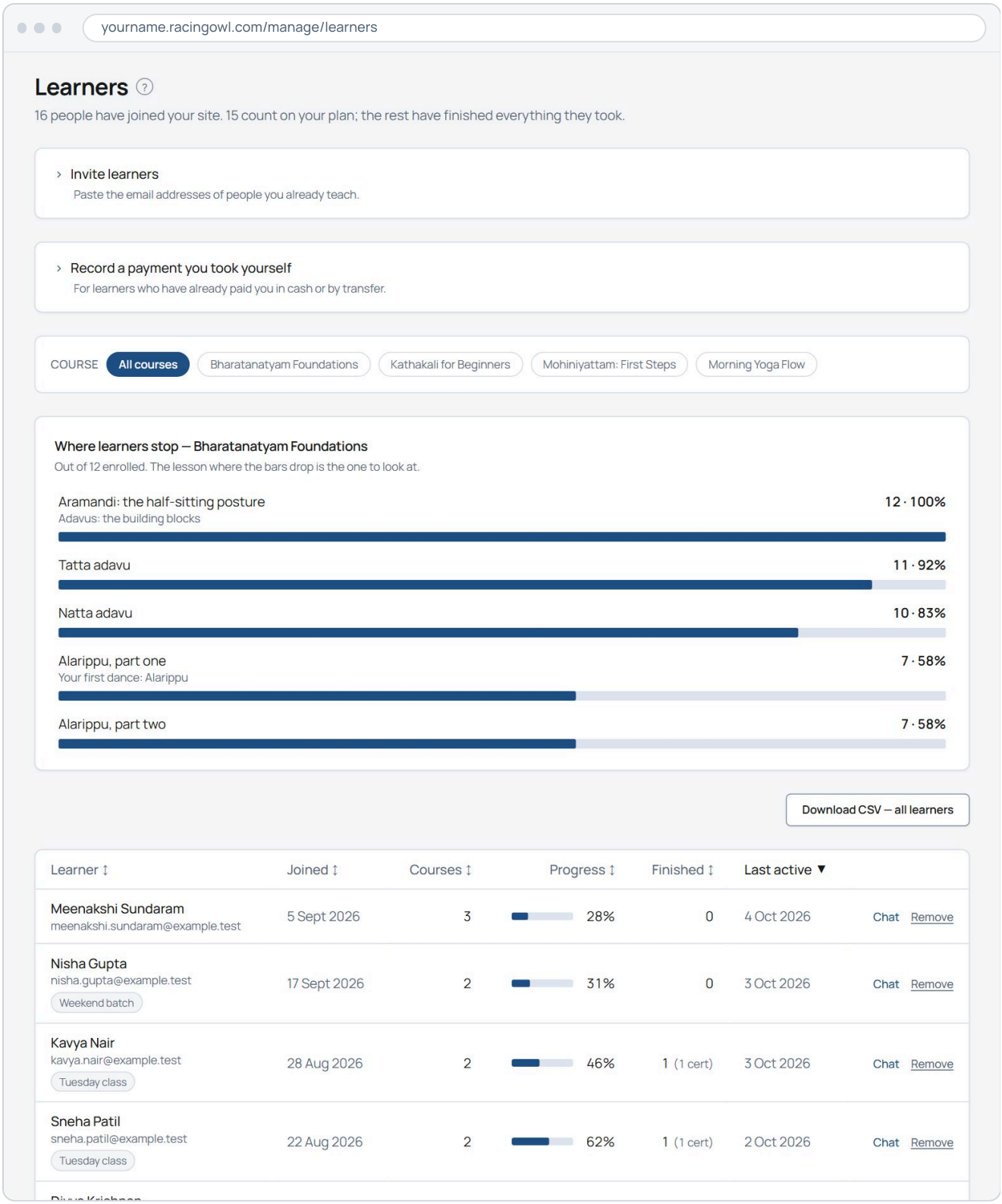
The Learners page, from top to bottom

Open **Manage → Learners**. The heading says how many people have joined, for example "42 people have joined your site.", and, when some of them have finished everything they took, how many count on your plan. Below it, in this order, you may see:

1. **Waiting to join**, open, only when somebody is waiting because your plan was full (see "When your plan is full" below).
2. **Invite learners**, folded shut. Press it to open the invitation form.
3. **Record a payment you took yourself**, folded shut.
4. **Invited, not joined yet**, only when at least one invitation is still outstanding.
5. **Payments you recorded yourself**, folded shut, only once you have recorded at least one.
6. A row of **Course** chips: **All courses** and one chip per course.

7. The chart **Where learners stop** for one course.
8. The **Download CSV** button and the learner table, with page links under it when there are more than 25 learners.

The two forms are folded because most visits to this page are to read the figures. They are on this page rather than a page of their own because "who is on my site" and "put more people on my site" are one thought. The first time you open the page, a short tour points at the chart, the table and the panels; the compass button at the bottom right replays it.



Manage → Learners: the count, the course chips, the drop-off chart and the learner table.

A new site with nobody on it shows **No learners yet** instead of the table, with a **Go to my courses** button, and a reminder that **Invite learners** above is the quickest way to bring people across.

The learner table

The table has one row per learner. Each column header is a link: press it to sort by that column, press it again to reverse the order. A small arrow shows which column is sorted and which way. When you first open the page it is sorted by **Last active**, most recent first.

Column	What it shows	First press sorts
Learner	Their name with their email address underneath, or just the email address if they never gave a name. Any groups they are in appear as small labels under the name.	A to Z
Joined	The day they became a learner of your site.	Newest first
Courses	How many of your courses they are enrolled on.	Most first
Progress	Lessons finished out of lessons available, across every course they are on, as a bar and a percentage. "No courses yet" if they are on none.	Least progress first
Finished	How many courses they have completed, with "(2 certs)" beside it when they have earned certificates.	Most first
Last active	The later of the last lesson they completed and the last time they enrolled. A dash if neither has happened.	Most recent first
(no heading)	A **Chat** link that opens a private chat with that learner, and **Remove**, which takes them off your list (see "Removing a learner" below).	Not sortable

Progress is deliberately sorted the other way round from the rest. Nobody opens that column to find their best learner; they open it to find whoever has stopped. One press puts the stalled learners at the top, and the **Chat** link at the end of their row lets you write to them straight away (see Chats with learners). A short personal note to somebody who enrolled and stalled is the cheapest way there is to keep a learner.

> **IMPORTANT.**
> "Last active" is not "last signed in". RacingOwl keeps no record of when somebody signed in. It only knows when they last finished a lesson or enrolled. A learner who has been reading a long PDF for a week will look quiet here.

Narrowing the table to one course

Press a course chip above the chart. The chart redraws for that course, and every row's figures are worked out for that course only. Learners who are not on that course **stay in the list** with empty figures rather than disappearing, so you can also see who has not signed up for the thing you are asking about. Press **All courses** to go back.

The sort, the course and the page number all live in the page's web address. You can bookmark a view such as "course X, least progress first", send it to yourself, or use the browser's back button to return to it. Choosing a new sort or a new course takes you back to page one.

Reading the progress figure

Progress counts every lesson equally, across every course a learner is on. A learner on a forty-lesson course and a one-lesson course is mostly measured by the long one. And a lesson that is not open yet for them (because of a release rule, see Creating your first course) still counts in "lessons available", so a learner on a course that releases lessons over time cannot show 100% until the last lesson has opened for them.

Where learners stop: the drop-off chart

The chart is titled **Where learners stop**, followed by the course's name. It has one bar per lesson, in course order. Each bar shows how many enrolled learners have completed that lesson, as a number and a percentage, for example "14 · 70%". The module name is printed under the first lesson of each module.

If you have not picked a course chip, the chart shows the course with the most enrolments. The caption under the title says "Out of 20 enrolled. The lesson where the bars drop is the one to look at." If nobody is enrolled yet it says so, and a course with no lessons says that instead.

The bars are measured against everybody enrolled, not against the best lesson. So a course that everybody abandons at lesson two still shows the drop clearly. What to look for:

- **A cliff between two bars.** The lesson after the drop is where people give up. Look at it: is it too long, too hard, a video that does not play, a quiz with too high a pass mark?
- **A slow, steady slope.** Normal for a long course. Consider breaking it up or adding a live class part way through.
- **A drop on the very first lesson.** People enrolled and never started. A welcome email (see "Emailing your learners" below) often helps.

Your dashboard has a different chart, **Where learners drop off**, which follows people from joining your site to earning a certificate rather than lesson by lesson (see Your dashboard and earnings).

Downloading your learners as a spreadsheet

Above the table, **Download CSV — all learners** saves every learner on your site as a spreadsheet file, not just the 25 you can see on the page. If you have picked a course chip first, the button reads **Download CSV — this course**. The file then holds the same people as the table, with each learner's figures for that course only; somebody not on the course is still listed, with zeros. The file is named with the day's date, for example **learners-2026-10-14.csv**, and opens in Excel, Google Sheets or any spreadsheet program.

The file has one row per learner, sorted by name so it reads like a register, with these columns:

Column	What it holds
Name	Their name, blank if they never gave one
Email	Their email address
Joined	The date they joined, in IST
Courses	How many courses they are on

Column	What it holds
Finished	How many courses they have completed
Certificates	How many certificates they have earned
Lessons done	Lessons completed
Lessons available	Lessons on their courses
Progress %	Lessons done as a percentage of lessons available
Last active	The date of their last lesson or enrolment, in IST
Groups	The groups they are in, separated by semicolons

It holds the same people and the same figures as the table. The list is yours: download it whenever you like, and keep it. If the list cannot be read at that moment, the download fails with a message rather than giving you an empty file, so an empty spreadsheet never means "nobody".

Inviting the class you already teach

If you already teach people somewhere else, on WhatsApp, in a hall, over Zoom, inviting them is the quickest way to bring them across. You paste their email addresses; each person gets an email from you with a link; following the link makes their account and puts them on your site.

Nothing is created for anybody when you send. An account exists only once the person follows the link and chooses a password. Until then they are an invitation, not a learner, and they do not count towards your plan.

Before you invite

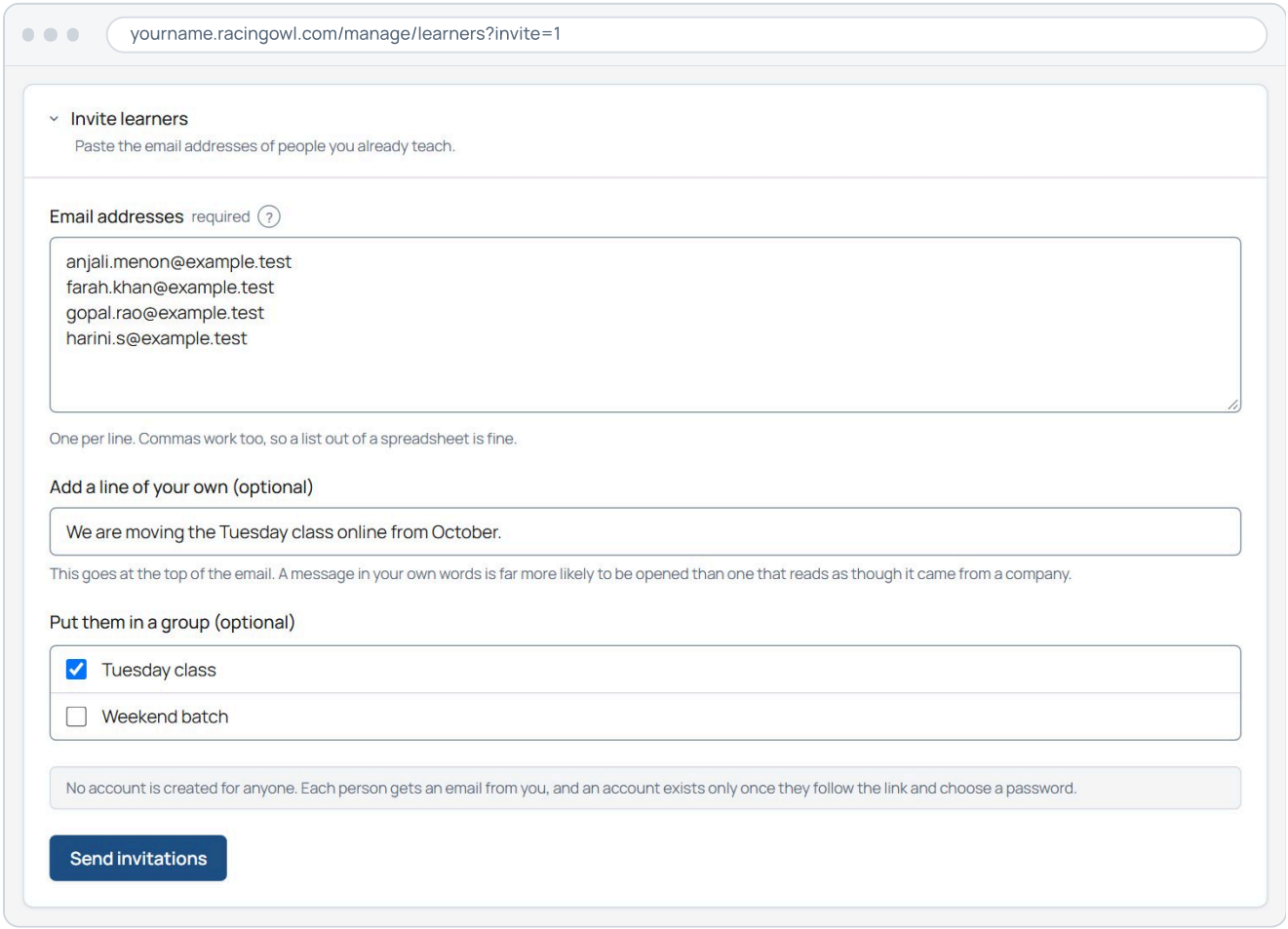
- **Confirm your own email address.** Invitations are refused until you have: "Confirm your own email address first. We will not send invitations from an account we cannot reach."
- **Publish at least one course,** so the people who arrive have something to open.
- **Consider making a group first,** such as "Tuesday class" (see "Groups" below), so everybody who accepts is filed as they arrive.
- **Set a Contact email** under **Manage → Settings** if you want replies to go to a particular address. Replies to your invitation go to that address, or to your own sign-in address if the site has none.

1. **Open the form.** Go to **Manage → Learners** and press **Invite learners** ("Paste the email addresses of people you already teach."). On a new site the dashboard's **Invite your learners** card has an **Invite learners** button that opens this form already unfolded.
2. **Paste the addresses.** In **Email addresses**, put one address per line. Commas work too, so a column copied out of a spreadsheet is fine. Blank lines, stray commas, capital letters and the same address twice are all tidied up for you. Up to 300 addresses go in one paste.

3. **Add a line of your own.** **Add a line of your own (optional)** goes at the very top of the email, above anything RacingOwl wrote. For example: **We are moving the Tuesday class online from October.** This line matters more than anything else on the form: a message that reads as coming from their teacher gets opened, and one that reads as coming from a company they have never heard of does not.

4. **Choose a group, if you like.** Under **Put them in a group (optional)**, tick one or more of your groups. Everybody who accepts lands in those groups. If you have no groups yet, the form says so.

5. **Send.** Press **Send invitations**. The button reads **Sending…** while it works.



The Invite learners form, open, with addresses pasted, a personal line and a group ticked.

What you see after pressing Send invitations

A short report appears above the button:

- "7 invitations sent." counts everybody who was sent an email, including anybody who had an older invitation that has now been replaced with a fresh one.
- "Already on your site, so nothing was sent to …" names anybody who is already one of your learners.
- "These did not look like email addresses and were skipped: …" names, in red, any line that is not an address. The rest still go. Fix the skipped lines and send just those again.

RacingOwl never tells you whether an address already has a RacingOwl account somewhere else. Every valid address gets the same answer. This is on purpose: otherwise anybody could paste addresses into this box to find out who uses RacingOwl.

The email your learner receives

The subject line leads with your name, for example "Priya Sharma has invited you to Priya's Yoga Studio". Your own line sits at the top of the message. The email goes out under your site's name from RacingOwl's own invitations address, and replies go to your site's contact address (or your own address). It carries a button that opens a page on your site's own address.

> **WHAT YOUR LEARNER SEES.**
> The link opens a page headed with your name and your site, for example "Priya Sharma has invited you to Priya's Yoga Studio", and the address being joined, which they cannot change. Somebody new sees "One step and you are in. Nothing has been set up for you yet.", then **Your name** (optional), **Choose a password** (at least 10 characters), their age, either **I am 18 or over** or **I am under 18, and a parent or guardian agrees to me using RacingOwl**, and a tick for **I agree to the terms of service and the privacy policy**. Pressing **Join** followed by your site's name makes their account, already confirmed, signs them in and puts them on your site. Somebody who already has a RacingOwl account with that address is asked for **Your RacingOwl password** instead, answers the same age question and tick, and is added to your site. One password works at every site on RacingOwl, so they never end up with two accounts.

A link that has already been used, has run out, or that you withdrew opens a page saying "This link is not valid any more", which asks them to get a new one from whoever invited them and offers a sign-in link for anybody who has already joined.

Limits on invitations

Limit	What happens
Links last a week and work once	After seven days the link stops working. Press **Remind** or invite the address again for a fresh link.
200 invitations a day per site	Counted over the last 24 hours, and reminders count too. Going over is refused with how many you have sent and "try the rest tomorrow".
300 addresses in one paste	A bigger paste is refused with the number you pasted. Split it in two.
The bounce pause	If more than one in ten of your site's invitations from the last day bounced or were marked as spam (once five or more have gone), new invitations pause: "Invitations from this site are paused for a day because too many recent ones bounced. Check the addresses and try again tomorrow." It lifts by itself once those bounced sends are a day old.
Your email confirmed	Nothing is sent until your own address is confirmed.

The bounce pause exists because invitations are the only email RacingOwl sends to people who never asked to hear from it. When too many bounce, email providers start treating everything from RacingOwl with suspicion, including your learners' receipts and certificates. Check addresses before you paste them.

Invited, not joined yet

Above the learner table, **Invited, not joined yet** lists every invitation not yet taken up, with the count in brackets. It is the list to work through on the morning of your first session. When somebody accepts, they leave this list and appear in the table as a learner.

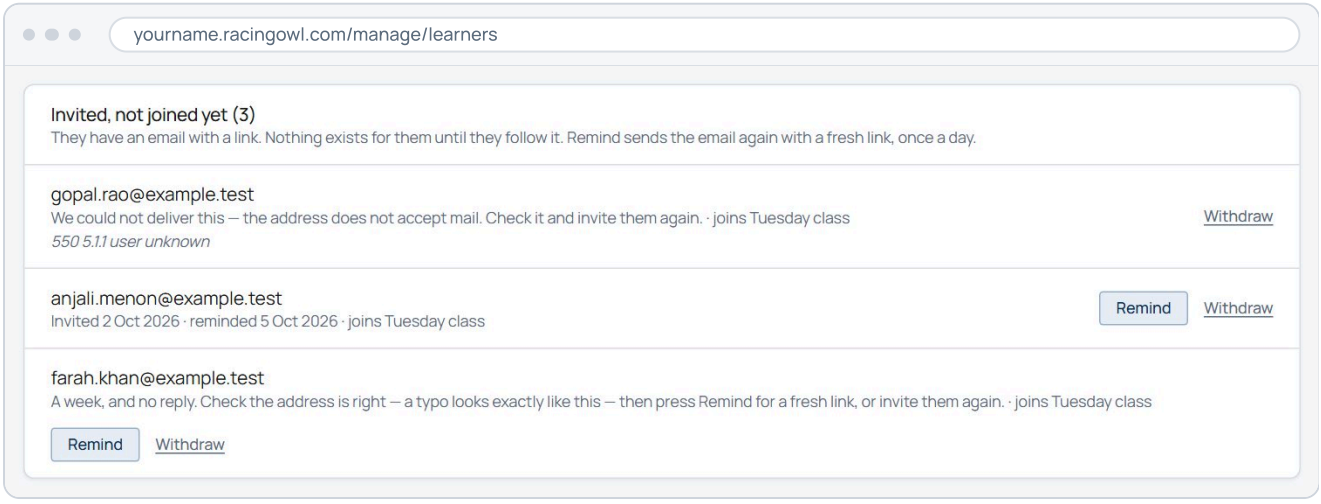
Each line shows the address and one of these:

The line says	What it means and what to do
"Invited 3 Oct" (and "· reminded 5 Oct" once you have reminded them)	The link is live. Give them time, or press **Remind** the next day.
"A week, and no reply. Check the address is right — a typo looks exactly like this — then press Remind for a fresh link, or invite them again."	The link ran out unused. Very often the address was mistyped. Check it with the person, then press **Remind**, or paste the corrected address into the invitation form.
"We could not deliver this — the address does not accept mail. Check it and invite them again."	The email bounced. The mail provider's own reason, such as "550 5.1.1 user unknown", appears in italics underneath. There is no **Remind** button on this line. Get the right address and invite that.

If the invitation carried groups, the line ends with "joins" and the group names.

Remind sends the same email again with a fresh link and a fresh week, headed "A reminder:" followed by the original subject. The earlier link stops working. The groups you chose stay exactly as they were. The reminder does not carry your personal line again; it only says the earlier link has been replaced. You can remind the same person once a day, counted from the last email of either kind; pressing it sooner shows "They were emailed less than a day ago. Give it a day before reminding them." under the line. A reminder counts as one of your 200 a day, and the bounce pause and the confirm-your-address rule apply to it too.

Withdraw asks "Withdraw the invitation to …?" and explains "Their link stops working. Nothing else changes, and you can invite them again whenever you like." Press **Withdraw** to confirm, or **Keep it** to change your mind. Use it for an invitation sent to the wrong person.



Invited, not joined yet: a live invitation with Remind and Withdraw, a week-old one, and one that bounced with the provider's reason.

> **TIP.**
> Pasting an address that already has an outstanding invitation also sends a fresh link, but it *replaces* the groups on that invitation with whatever you ticked this time. To chase somebody without touching their groups, use **Remind** instead.

When an invitation bounces

A bounce is the mail provider telling RacingOwl that an address does not exist or will not accept mail. The line changes to say so, whatever the age of the invitation, because knowing the address is wrong is the useful fact. A spam complaint is treated the same way, with the reason "They marked it as spam." underneath.

To fix it, find out the right address and invite that; inviting the same address again clears the warning. RacingOwl can tell you when an email failed. It cannot tell you that one was read: no line on this page ever says "delivered", because silence from the provider is not proof of arrival.

Other emails your site sends that could not be delivered, such as a welcome or an enrolment confirmation, appear on a red card on your dashboard with a **Try again** button (see Your dashboard and earnings).

Groups

Manage → Groups is your own filing: a name and a list of people on your site. "Tuesday class", "the advanced group", "2026 batch". Nothing more. Your learners never see a group, and being in one changes nothing for them on its own. Each learner's groups show as small labels under their name on the Learners page.

Groups earn their keep three ways, and each turns thirty separate actions into one:

- **A private course for a whole class,** ticked in one go on the course's Details tab under **Who can reach it** (see Creating your first course).
- **Inviting a whole class** straight into a group, so they are filed as they join.
- **Recording that a whole class has already paid you** for the membership (see the next section).

Groups cannot be used to pick who receives **Email learners**, and they do not appear in any figures or charts.

Making a group

1. **Start a new group.** Go to Manage → Groups and press **New group**.
2. **Name it.** In **Group name**, type something you will recognise in a list, up to 60 characters. Two groups may have the same name, though it is easier if they do not.
3. **Add people, if you know who.** Under **Who is in it (optional)**, type at least two letters of a name or an email address in **Find a learner**. Matching learners appear underneath (up to 20); press **Add** beside each one you want. Each person you add appears above the search box with a ✕ to take them off again. Pressing Enter in the search box searches; it never saves the form by accident.
4. **Save.** Press **Create group**. You land on the group's own page.

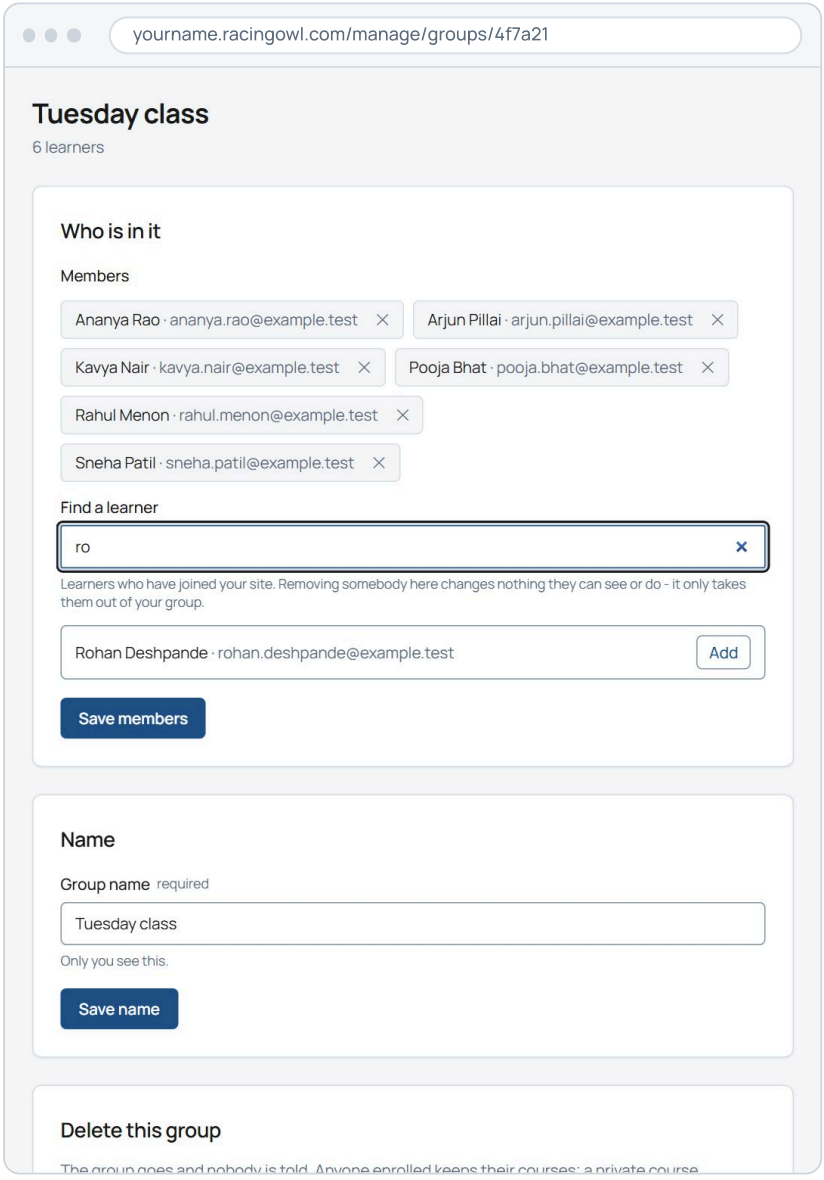
Leaving the group empty is fine and common. A group made before its people have joined can be filled later from its own page, or by inviting people straight into it.

IMPORTANT.
The search only finds people who have already joined your site. Somebody you have invited but who has not accepted is not a learner yet, so they cannot be added by hand. Tick the group on their invitation instead, and they land in it when they accept.

Changing a group

Open the group from the list (each row shows the name and "12 learners"). Its page has three panels:

- **Who is in it**: the members, with the same search to add people and a ✕ beside each to take them out. Press **Save members**; "Saved." confirms it. Taking somebody out of a group takes nothing away from them and tells them nothing.
- **Name**: change the **Group name** and press **Save name**. "Renamed." confirms it, and the new name shows everywhere the group is used.
- **Delete this group**: press **Delete group**. You are asked "Delete the group …?" with what it means: the people in it keep every course they are enrolled in, but a private course they reached only through this group, and never enrolled in, closes to them. Nobody is told. Press **Keep it** if you change your mind.



A group's page: Who is in it, with the learner search, then Name and Delete this group.

Somebody who **leaves** your site drops out of the group's count and out of the member list, but stays in the group behind the scenes. If they come back in June, your filing is still right, and saving the member list in the meantime does not remove them.

Recording a payment you took yourself

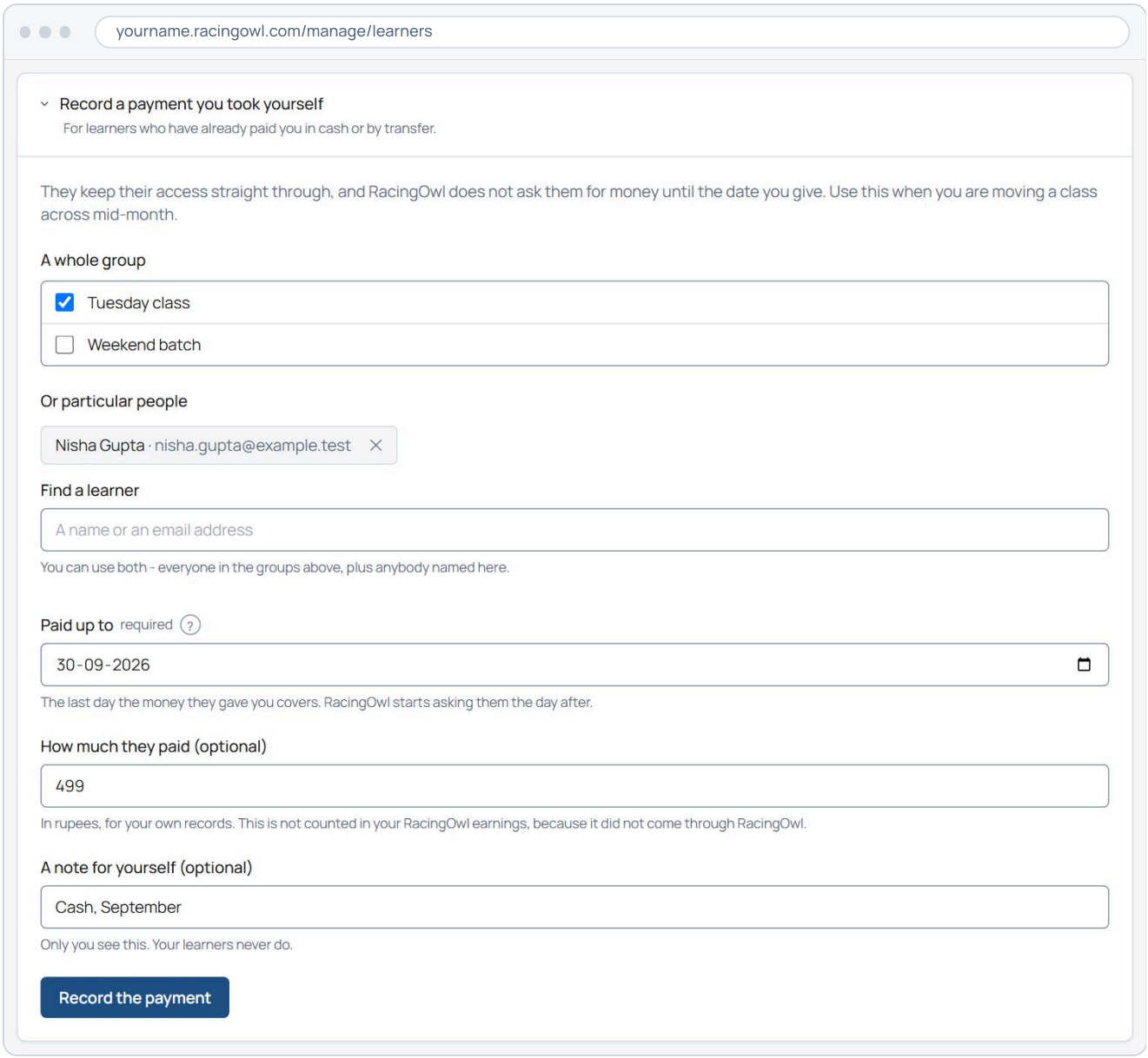
Moving a class across in the middle of a month is the awkward part. They have paid you in cash up to the 30th, and you do not want RacingOwl asking them for money again on the 12th. **Record a payment you took yourself** is the answer: you say who, and the last day their money covers, and they are in straight away with nothing owing until the day after that date.

Before you start

This needs your site to charge through **One monthly membership** (**How you charge**, under **Manage → Membership offer**; see Pricing your courses), because the time up to your date is recorded as a paid period of that membership. Without it, the panel shows a sentence pointing you to Membership offer instead of the form.

The people must already be learners of your site. Invite them first, and record the payment once they have joined.

1. **Open the form.** On **Manage → Learners**, press **Record a payment you took yourself** ("For learners who have already paid you in cash or by transfer.").
2. **Say who.** Tick groups under **A whole group**, name people under **Or particular people** using **Find a learner**, or both. Somebody in two ticked groups, or in a group and named as well, is covered once.
3. **Give the date.** In **Paid up to**, choose the last day the money they gave you covers. That whole day is covered; RacingOwl starts asking them the day after. The date must be in the future.
4. **Note the amount, if you like.** **How much they paid (optional)** is in rupees, for your own records, for example `499`. Leave it empty if you only want to say they are square with you.
5. **Add a note for yourself.** **A note for yourself (optional)**, for example `Cash, September`. Only you see it.
6. **Save.** Press **Record the payment**.



Record a payment you took yourself: a group ticked, a paid-up-to date, an amount and a note.

The report says "Recorded for 28 learners." If anybody was already paid up beyond the date you gave, for instance somebody who renewed by card last week, they are skipped and named: "Already paid up beyond that date, so nothing was added for …". The rest still go through. That named person is the one whose money may now be in two places, so check with them.

How the time is worked out

For each learner, the recorded time starts where their current paid time ends, if that is still in the future, and otherwise today. So recording "paid to the 30th" for somebody whose card month runs to the 20th adds the ten days after it. A second record with a later date stacks on the first.

What happens next

- They have the membership straight away, and every Members only course opens to them. If an earlier lapse had closed their courses, those reopen at once with their progress kept.

- Before the date runs out, they get the ordinary membership reminder, as they would for a month paid by card.
- When the date passes, they can pay by card or UPI as usual. If they do not, the membership lapses the ordinary way.

> **WHAT YOUR LEARNER SEES.**
> An ordinary active membership. They are not emailed about the record, they get no receipt for it, and nothing tells them it was recorded rather than paid by card. They never see the amount or your note.

Where your records are kept

Everything you record is listed under **Payments you recorded yourself** on the Learners page, newest first: the learner, the amount (a dash where you left it empty), "Paid up to" the date, when it was recorded and by whom, and your note. The same lines appear under **Recorded by you** on **Manage → Earnings**, between the Payments list and **Receipts and credit notes**.

This money is deliberately **not** counted in your RacingOwl earnings, and no receipt, invoice or credit note is raised, because it never came through RacingOwl. For the same reason it cannot be refunded from RacingOwl. If you owe somebody money back, return it the way they gave it to you.

A recorded period cannot be edited or deleted from the screen. If you gave too short a date, record again with the right one; it stacks. If you gave a date that is too long, write to us through **Ask RacingOwl** (see Ask RacingOwl).

> **TIP.**
> This is for the membership only. It does not enrol anybody on a single priced course. If your site prices each course and a learner paid you in cash for one, a 100% discount limited to that named learner is one way to let them in without paying twice (see Discounts and coupons).

Learner limits and when your plan is full

Each plan holds a set number of learners; the plan cards and racingowl.com/pricing show the numbers. The **Your plan in use** card at the top of **Manage → Your RacingOwl plan** has a **Learners** meter showing how many you have against your plan's limit. Your dashboard warns you as well.

- **At 80% of the limit** the plan page says "You are close to your learner limit." and you are emailed once, with the next plan up and what it allows.
- **At the limit** the page says "Your site is full. New learners are being turned away until there is room; everybody already with you keeps everything." and you are emailed once more.

When your site is full, **RacingOwl removes nobody**. Everyone already with you keeps everything, and existing learners can still join more of your courses. What stops is new people joining. Invitations still send, and recording a payment you took yourself still works (it records a fact, not a new sale), so you can end up over the limit that way.

> **WHAT A NEW PERSON SEES ON A FULL SITE.**
> A banner that the classes are full just now, and that anybody who already has an account there keeps everything they enrolled in. If they are signed in and open a course page, it says "This class is full just now, so you cannot enrol yet. It is nothing to do with your account." If they press Enrol anyway, it says "This class is full just now, so we could not enrol you." Neither mentions plans or numbers. Both offer a button, **Ask the teacher to make room for you**. Once pressed, the page says "We have told the teacher you would like to join." and that they can enrol as soon as you make room.

Waiting to join

When somebody asks, every owner of the site gets an email, "… is waiting to join …", saying how many learners your plan holds and how many you have, with a **See who is waiting** button. The person appears under **Waiting to join** at the top of **Manage → Learners**, longest wait first, with their name, email address and the day they asked. Asking twice counts as one ask.

- **Let them in** takes a place on your plan like any other join. If there is room, they become a learner, leave the list and are emailed "You can join … now" with a button to your site. If there is still no room, the line says "Your plan is full, so … cannot come in yet." with a **Move to a larger plan** link, and that everybody already with you is unaffected either way. They stay on the list until you make room, and then the same button works.
- **Not now** clears the request without telling them. They lose nothing, and they can ask again later.

Somebody you **invited** who accepts while your site is full does not have to ask. Their account and sign-in work as usual, they go straight onto the Waiting to join list, and you get the same email.

To make room, move up a plan from **Manage → Your RacingOwl plan**. Moving up takes effect the same day, and the days you have not used on your current plan are credited against the new one (see Choosing your RacingOwl plan). A learner who leaves, or whom you remove, frees a place at once; so does a learner who finishes everything they took with you (see "Who counts as a learner" above).

Removing a learner, and when learners leave or delete their account

Removing a learner

Since 6 October 2026 you can take a learner off your list yourself. It is for the people the finished-everything rule does not catch: a live class that is over with an assessment still open, somebody who signed in and never enrolled, a class that has moved on. Press **Remove** at the end of their row on **Manage → Learners**. A panel above the table asks "Remove … from your learner list?" and spells out what follows before you confirm; **Keep them** cancels.

Confirming does exactly what the learner's own Leave does, listed below: they come off your list and your plan's count at once, the courses they are still taking close to them (paid ones too, so give any refund that is owed from **Manage → Earnings**), an all-access membership ends now without a refund and its auto-renew stops, their chat with you is archived and their notifications go. Courses they had finished stay open to them, and their certificates stay valid. The one difference from a leaving: **they are emailed**, "… has taken you off its learner list", because they pressed nothing and would otherwise find their courses closed with no word. Their

own **Your schools** page on racingowl.com then says your school took them off its list, and when. Enrolling or posting on your site again puts them back on your list, through your plan's limit like any newcomer. Staff cannot be removed this way, and somebody already off the list cannot be removed twice; the row says so.

When learners leave, or delete their account

Leaving is the learner's own choice, made from their RacingOwl profile on racingowl.com. Nothing in either case below needs anything from you.

A learner leaves your site

From their own RacingOwl account a learner can **leave your site**. When they do:

- they come off your learner list and your count straight away, which frees a place on your plan;
- their enrolments end, including paid ones, so a refund question may come to you first;
- an all-access membership with you ends at the same moment, with no refund, and any auto-renew they had turned on stops;
- they stop receiving your emails, including **Email learners**;
- their chat with you is archived, and they stop following your discussions;
- what they posted stays under their name, and their receipts and certificates stay too;
- they stay in your groups behind the scenes, but drop out of the group count.

Enrolling, posting, writing a chat or signing in on your site again rejoins them, counted like any newcomer. Courses they had been on pick up where they left off when they enrol again.

A learner deletes their RacingOwl account

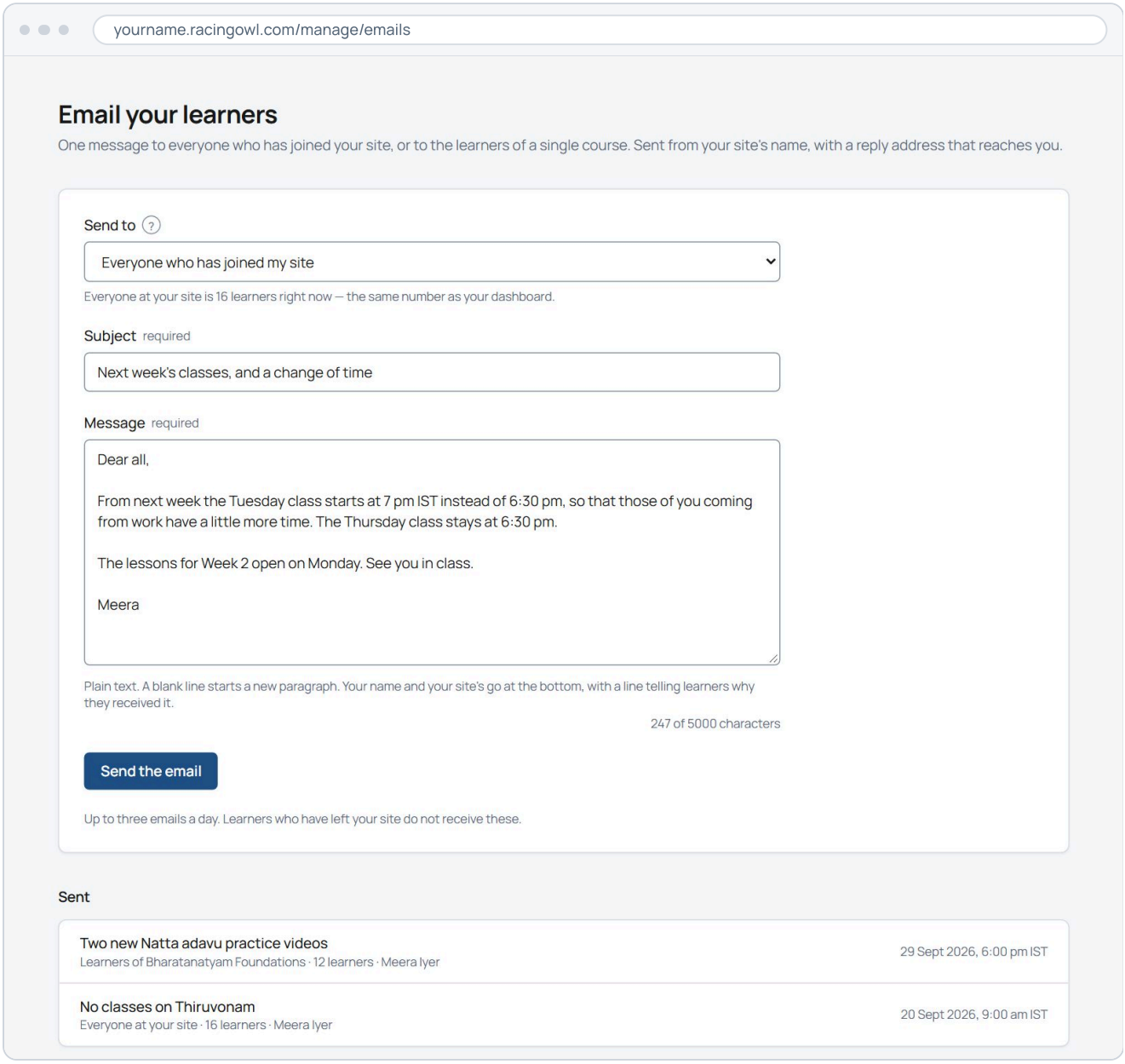
A learner can also delete their RacingOwl account altogether. That leaves every site at once and removes their name, email address and photo everywhere. Their posts and chat messages then read "Deleted learner". The invoices for what they paid you stay, as tax law requires, with the name and address printed on them, and so do their certificates. Your earnings and orders are unchanged.

Where you look	After they leave, or you remove them	After they delete their account
Learner count and plan meter	One fewer	One fewer
Learners page	Not listed	Not listed
Course discussion	Posts under their real name	Posts under "Deleted learner"
Chats	Chat archived, real name	Chat archived, "Deleted learner"
Earnings, receipts, invoices	Unchanged	Unchanged

Emailing your learners

Manage → Email learners sends one message to everyone who has joined your site, or to the learners of a single course. It does what a WhatsApp broadcast list does well, done by email from your site's own name, with a reply address that reaches you, and without you keeping the list. Every plan can use it.

1. **Open the page.** Go to Manage → Email learners. The page is headed **Email your learners**.
2. **Choose who.** Under **Send to**, pick **Everyone who has joined my site** (the page uses the word you chose for your site in Settings) or **The learners of one course**. The hint under the choice says how many people "everyone" is right now, the same number as your dashboard. If you pick one course, a **Which course** box appears: choose the course from it.
3. **Write a subject.** **Subject**, 3 to 150 characters, for example **Next week's classes, and a change of time**.
4. **Write the message.** **Message**, 10 to 5,000 characters. Plain text only: a blank line starts a new paragraph. There are no attachments, pictures or bold text.
5. **Send.** Press **Send the email**. A green note says "Sent to 42 learners. It goes out over the next few minutes, and appears in the list below."



Email your learners: the Send to choice with the count, the subject and message, and the Sent list below.

Who receives it

"Everyone" is exactly the people your dashboard counts: learners who joined by enrolling, buying a membership, posting or signing in here, and have not left. "One course" narrows that to the course's current and finished learners, each once. Staff, people who only visited, and anyone who has left your site are never included. The course list includes every course except drafts, so you can also write to the learners of an unlisted, private or archived course.

What the email looks like

Each learner gets their own copy. It starts "Hello" and their first name, then your paragraphs, then your name and your site's name. It carries a button to open your site. Replies go to your own email address. The bottom of every email says why the learner received it, that they learn at your site (or are enrolled on that course), and that leaving your site from their RacingOwl account is how they stop these.

There is no separate unsubscribe link. So write as you would to a class, not as an advertiser. For the same reason there is a limit of **three emails a day** per site, counted over the last 24 hours. It counts emails sent, not people: one email to 400 learners is one of the three. A fourth is refused with "You have sent 3 emails in the last day, which is the limit. Try again tomorrow."

The Sent list

Under the form, **Sent** lists your 30 most recent emails, newest first: the subject, who it went to ("Everyone at your site" or "Learners of" and the course), how many learners, who sent it, and when. Press one to read what you wrote. It answers "did I already tell them?" on the same page.

> TIP.
> Email learners is for announcements. To write to one person, use **Chat** on their row of the Learners page. For a conversation everyone can join in, post a topic (see Discussions and reviews).

Common questions

Q Can I add a learner myself, without them doing anything?

No. An account on RacingOwl always belongs to the person, and only they can make it, by following your invitation link and choosing a password. This protects them and it protects you: nobody can be signed up to your site on somebody else's say-so. Invite them, then chase with **Remind**.

Q Can I remove or block a learner?

Not from the Learners page. Leaving is the learner's own act. If somebody is behaving badly, remove their posts, hide their review, remove held chat messages, and tell RacingOwl through **Ask RacingOwl**. RacingOwl can act on a person across the platform (see Notifications and keeping your site safe). To take one course away from somebody, refund them in full (see Your dashboard and earnings).

Q I invited thirty people but only eighteen appear in the table. Where are the rest?

Under **Invited, not joined yet**, above the table. They have the email but have not followed the link. Look for bounced lines first (wrong addresses), then remind the rest. Check your plan is not full too: somebody

who accepts while it is full waits under **Waiting to join** instead.

Q A learner says they never got the invitation.

Ask them to check their spam or promotions folder, and check the address on their line under **Invited, not joined yet** letter by letter. If the line says the address does not accept mail, it was mistyped. If it looks right, press **Remind** (once a day) and ask them to search their inbox for your name.

Q Can I invite someone straight onto one course?

Not directly. Invite them into a group, and give that group access to a private course, or simply tell them in your personal line which course to open. Anyone on your site can enrol on a published course.

Q Why does a learner show "No courses yet"?

They joined your site, perhaps by accepting an invitation, signing in or posting, but have not enrolled on anything. Or you have a course chip selected and they are not on that course. Press **All courses** to check.

Q Can I email just one group?

No. Email learners goes to everyone, or to one course's learners. If you need to reach one class regularly, give them their own course (a private one works well) and email that course's learners.

Q I recorded a cash payment with the wrong date. How do I fix it?

If the date was too early, record again with the right date; the new time is added on after the old. If it was too late, write to us through **Ask RacingOwl** with the learner's name and the right date.

Q A learner left my site and wants to come back. What do I do?

Nothing. As soon as they enrol, post, chat or sign in on your site again, they are back, counted like a newcomer. If they had a private course, name them on its list again.

Q Does inviting people use up places on my plan?

No. Only people who accept and join count. If your site is full when they accept, they wait under **Waiting to join** until you make room.

Related: Creating your first course, Pricing your courses, Your dashboard and earnings, Chats with learners, Choosing your RacingOwl plan.

THE REST OF THE GUIDE

This is chapter 9 of 17 of the RacingOwl Trainer's Guide. The full guide, every other chapter as its own PDF, and the online version are at racingowl.com/trainer-guide. Stuck? Press **Ask RacingOwl** at the bottom right of any Manage page.