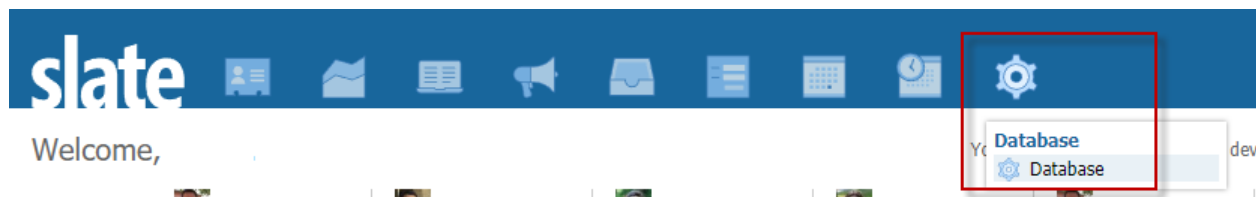


Track and Add External Email to Slate

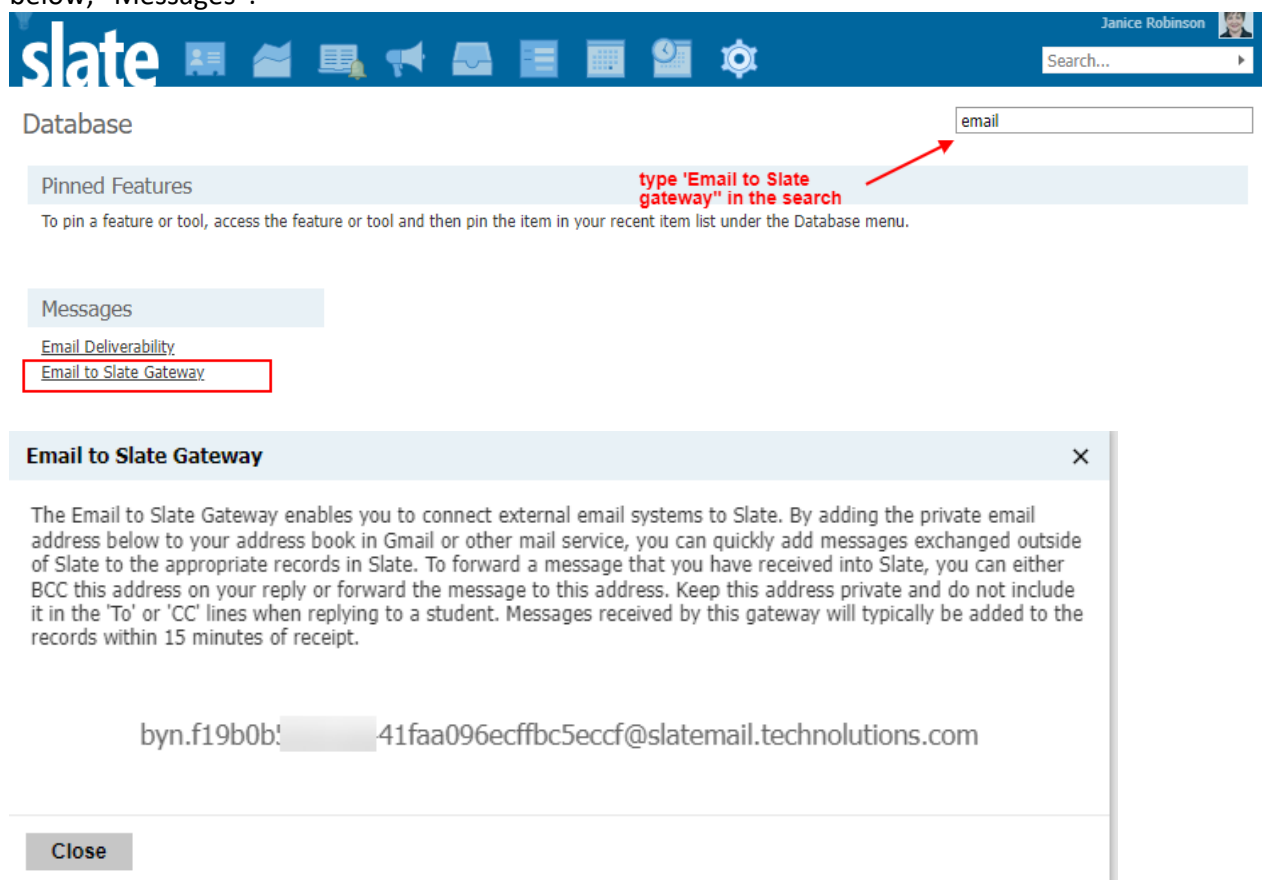
Find and use your unique Slate BCC email address

If you are sending a reply to an applicant from your outlook or other external email you can have the reply message copied into their Slate record.

Adding your unique Slate email address to emails enables you to send your external email responses to Slate. To forward a message that you have received into Slate, you can either BCC your Slate email address on your reply or forward the message to your unique Slate email address. It's imperative that this email address is kept private and never included in the "To" or "CC" lines when replying to a student. To find your unique Slate BCC email address, select the Dashboard's Database icon and click **Database**.



In the "Search Database" search bar, type "Email to Slate Gateway," and click the link which will appear below, "Messages":



A pop-up will appear with your unique Slate email address. Copy and paste this email address into the **BCC** field of your email.

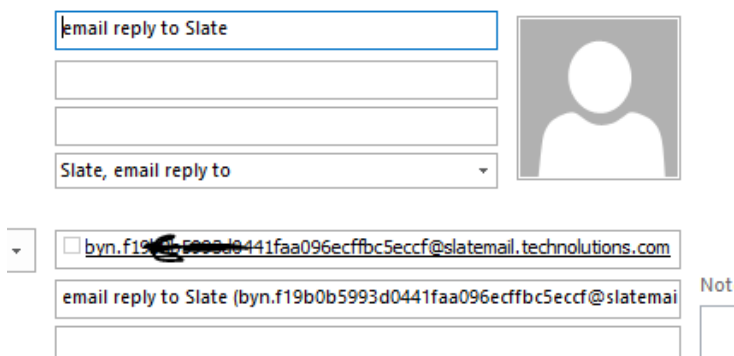
Once you copy the email code into the BCC field, in about 15 minutes you will see the email recorded in the Timeline tab for that applicant.

Create a new contact in Outlook for the unique Slate email address

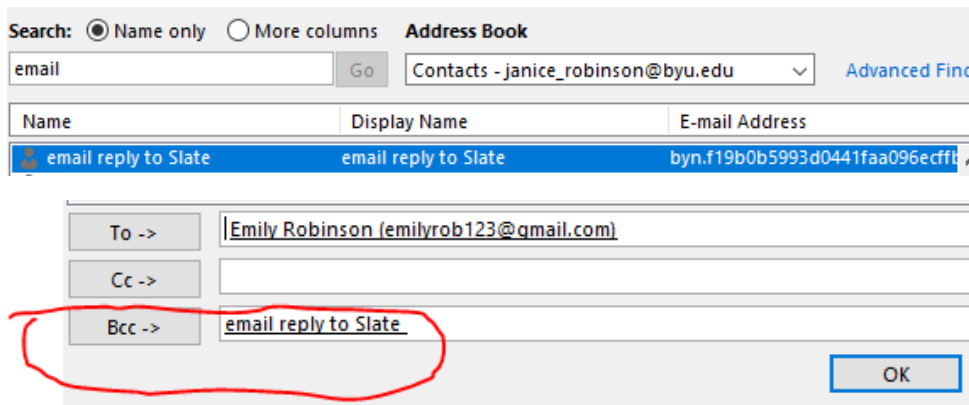
****To make this easier to use regularly, you can create a new Contact in your Outlook – name it something you will remember like, “Email Response to Slate.” Paste the long string from the Slate Gateway page into the email field and save.**

The next time you are replying to an applicant and want the reply to be attached to their Slate record, add the new contact with the Slate Gateway string as a contact in the BCC field.

- Added as a new contact:



- Adding it to an email reply:



What you will see in Slate in the Timeline tab

2021 November

11/30 9:45:10 AM Login
11/23 5:46:28 PM Received Message RE: test of email into Slate.
11/18 4:01:32 PM Login

Click the email to open it. It displays the original email to you (the program manager) and your reply.

Note: The original applicant email address and the “reply to” email applicant email address need to be the same for this to connect the reply email to the applicant in Slate.

RE: test of email into Slate.

| | |
|-----------|--|
| Status | External |
| Sent | Tuesday, November 23, 2021 at 05:46 PM |
| From | Janice Robinson |
| Sender | janice_robinson@byu.edu |
| Recipient | jkrobinson1@comcast.net |
| Subject | RE: test of email into Slate. |

sent from
outlook
applicant
email

Hi Janice,

This was a nice test. Have a happy Thanksgiving.

Janice Robinson
BYU Graduate Studies
801 422-7396

From: JANICE ROBINSON <jkrobinson1@comcast.net>
Sent: Tuesday, November 23, 2021 3:45 PM
To: Janice Robinson <janice_robinson@byu.edu>
Subject: test of email into Slate.

did this attach to my record?

Thanks,

Janice Robinson