Faculty Access for the Web 7

Teacher Tutorial: How to Send Email

In *Faculty Access for the Web*, teachers can send emails to students in their classes and to relations of students in their classes. Advisors can send emails to advisees and relations of advisees.

Compose Emails

To send an email to students and relations of students, from the navigation bar, under **Emails**, click **Create a new email**.

General

On the **General** tab, select which academic year and session for the students to include. Then select to send email to students, student relationships, or both. You can also select to include only students currently enrolled in the class.
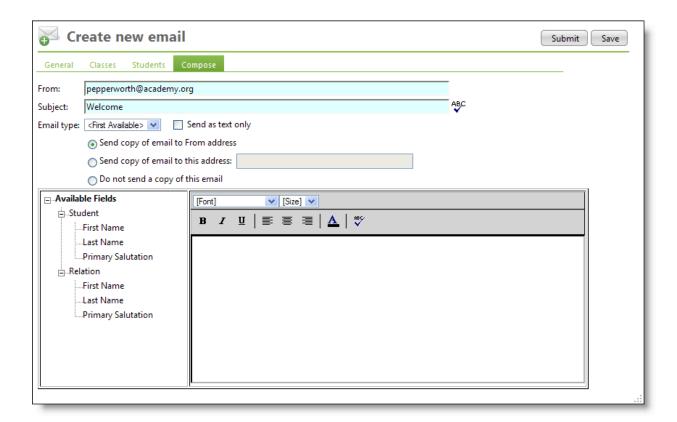
Classes

On the **Classes** tab, select to include all or selected classes for the students to include. The classes available for you to select are based on your academic year and session selections in the **General** section.

Students

On the **Students** tab, select to include all or selected students on the email.

Compose

On the **Compose** tab, write your email and include your email address, a clear subject title, and your email message.

In the **Email type** field, if your school has more than one type of email, select which email type on the student and student relation record you want to email. For example, if your school tracks two email addresses for every parent, you can select to send to the first available email address or one of the two types of email on record.

If you do not want to send an html message, you can send the email as text only. Use this option if you think most recipients email tool cannot read an html message.

Before you send the email, select to send a copy of the email to your email address, to another email address, or do not send a copy at all.

When you compose email, you can insert fields from The Education EdgeBlackbaud Student Information System. For example, enter "Dear" then include "(Student First Name)" "(Student Last Name)." The message is personalized on an individual basis with the student's first name and last name. The process is similar to what you do when you complete a mail merge in your word processor program.

Email Summary

To review information about each email you've sent, from the navigation bar, under **Emails**, click **Email summary**. For each email you can view statistics and delete sent emails. Statistics refresh each time you access this page and include the following information:

- Number of Emails Sent – the number of emails generated and sent
- Number of Hard Bounces – the number of emails returned because of invalid email addresses

- Number of Soft Bounces – the number of emails returned due to mailboxes full or size restrictions
- Date and Time Submitted –the date and time the email was sent

Select a row to open and review the sent email, delete the email, or refresh the row for updated statistics.

> You cannot un-send an email. When you delete an email, it no longer appears in your list.

Undeliverable Emails

To review emails not able to be delivered, from the navigation bar, under **Emails**, click **Undeliverable emails**. For each undeliverable email, you can review the email subject, email recipient, email address, type of email bounce, and the failure message.

> Reminder - students and relations of students can opt out of email messages. You may get an undeliverable message for those students who selected not to receive email.

Email Recipients

To review the recipients of email you send, from the navigation bar, under **Emails**, click **Email recipients**.

> If on the Email summary page, you delete a sent email, you can no longer review information about recipients for that email on the Email recipients page.

On the Email recipients page, to review the list of recipients who received an email, select the email in the **Email subject** field.