How to Queue a Connect Email

Emails should only be queued after they are completely finished and ready to be sent out to students and prospective applicants.

1. Select queue to the left of the email that you would like to send out in your email templates folder.

2. Select the appropriate communication plan from the drop-down menu.

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   - Admits: students who have been admitted to the program
   - Applicant Plan: students who have started an application
   - Enrolled: students who have accepted their offer of admission
   - Prospect Communication Plan: prospective applicants who have not started an online application

3. Select contact filters directly below the communication plan by clicking on the “select” button

   a) A new window will appear that shows all possible filters.
   b) Select the filter by checking the box to the left of the filter.
   c) Click “okay” at the top of the page to return to the queue.

   *If you cannot find your filters they may not be on the current page. You can see all filters available by changing the number of rows per page at the top.

4. Set start time, select “on” from the drop-down menu.

5. What type of email? Is this email a recurring email or a one-time/deadline email?

   A recurring email will always be sent out to applicants based on certain characteristics (ie: if they have started an application, submitted, accepted an offer of admission, etc.). Recurring emails check every day to see if there is someone in the system who meets the criteria should receive the email.

   A one-time/deadline email is sent out one time. For example, after a graduate student fair to potential applicants or before a deadline as a reminder to submit an application.
Start Times for Recurring Emails

1. **Enter the start date and time** for your email (make sure it is not earlier than the current time). The time should also be no earlier than 3:00 am (emails are sent out eastern time).

   ![Date and Time Input](image)

2. **Select “recurring” under send frequency.**

   ![Send Frequency](image)

3. **Enter a send time.** (set the time at least five minutes later than the original start time you set above.)

   ![Send Frequency Options](image)

4. **Set the end date.** Select “stop by” and enter 12/20/2020 as the date (the time is irrelevant).

   ![End Date Options](image)

5. **Click OK.** The email has been queued.

Start Times for One-time/Deadline Emails

1. **Enter the start date and time** for your email (this should be an exact date and time). For example, deadline reminder emails should go out one week or four days before the deadline, or graduate fair emails could go out one week after the grad fair. The time should also be no earlier than 3:00 am (emails are sent out eastern time).

   ![Date Input](image)

2. **Select “send one time only” under send frequency.**

   ![Send Frequency](image)

3. **Click OK.** The email has been queued.