How to Send a Basic New Email Message

In this video, we will discuss How to Send a New Email Message. When you login to your account, the Send Alerts screen is the first page you'll see. If you navigate away from this page, you can easily locate it again by locating the alerts tab then selecting send alert in the drop-down menu.

To begin the Email Alert process, the first step is to select the group or groups of recipients you would like to send the message to from the group drop-down menu. If you have multiple groups that you would like to include in the alert, simply select each of them, one at a time, from the drop-down menu. Each group of recipients you select will appear in the yellow message detail bar noting the following things: the type of message being sent, total number of users, and the name of each selected group. If you find you've added too many groups to this alert simply click on the group name in the yellow bar to remove them. A box will pop up asking if you are sure you want to remove this group from the alert, simply click ok to confirm.

The second step is to identify the user types you would like notified. Then select Email as the Message Type. The third step is to select your alert escalation level which defines the types of email addresses you would like to contact and if the message is an emergency or non-emergency.

Once you have defined who will be receiving the message and how, the next step is to create your message. Below the yellow bar you will see the form to fill out for Email messages. Here you can choose to either create a new email message or use an email template. In this session, we are going to focus on creating a new email message.

First, label your email message for future reference by entering the Message Subject. Next, select your reply to address from the drop-down menu. Then you can keep the Email Send Name or update to something more specific to your topic. Next, you have the option to pick your email format of just plain text or html. Plain Text is exactly that…just your message text with no special fonts, text sizes, colors, images or hyperlinks. Html enables you to add more character to your message. You also have the options to view the Express Toolbar or the Full Toolbar. The Express Toolbar displays the basic information you need to create an email and is the default toolbar shown.

In this session, we are going to show you how to create a basic email message using the Express Toolbar option. Simply enter your message text in the message content box under the express tool

bar. Once you have created your message, you can either send your message immediately by clicking the send message now button or schedule your message for a later time by clicking the send message later button. Your page will refresh where you'll find a calendar. By clicking on the calendar, you can schedule the date, and by clicking on the clock you can schedule the time of your future alert. After this, make sure to click "Add" to schedule your alert and then confirm. This will schedule your alert for a future time.

Once you have sent out your alert you will be automatically redirected to the results page where you can view who has received your alert. If you need to view this information again in the future, simply click on "past alerts" under the "alerts" drop down menu on the navigation bar. An email alert's results page will show you the total number of emails sent, delivered, bounced, opened, unopened, clicked thru, spam reported and unsubscribed.

Also, if you have opted to receive alert delivery reports you should expect an email within 30 minutes -120 minutes after the alert was sent. The email will provide a quick summary of the success of your message.

That concludes our session on How to Send a Basic New Email Message. Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at support@highgroundsolutions.com.