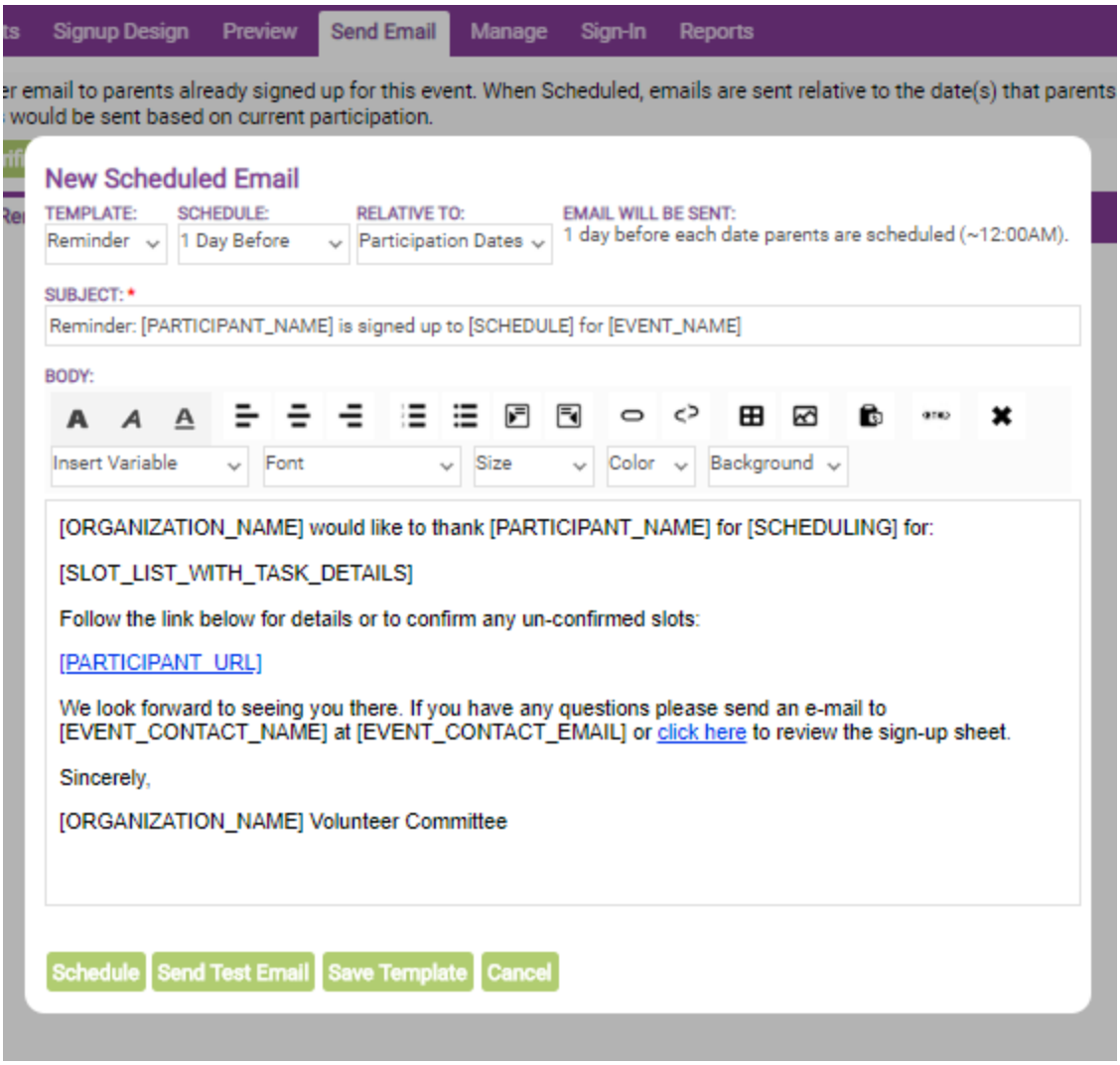
Send Emails and Texts to Your Volunteers

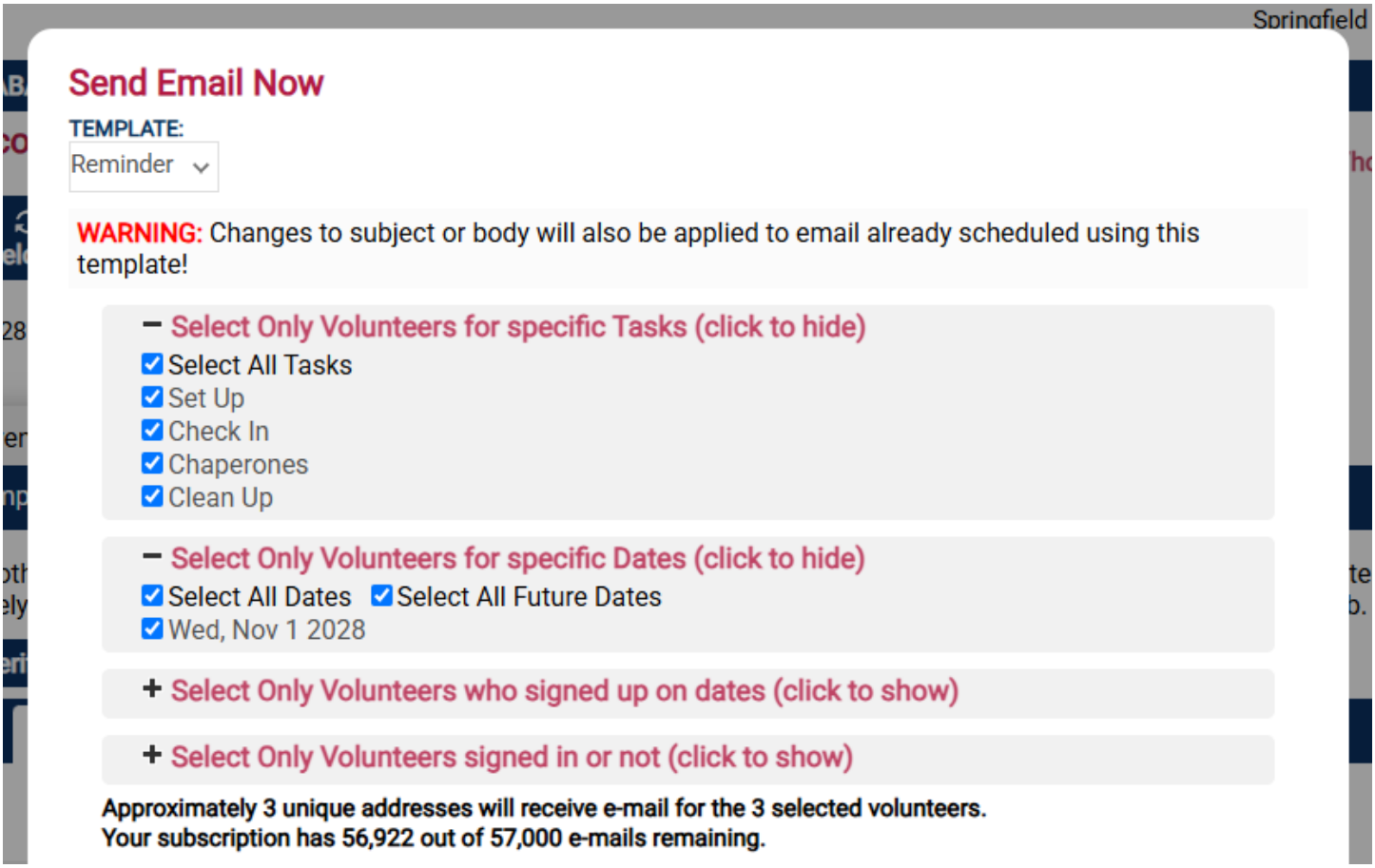
ivolunteer.com's email tools help you stay connected to your participants and manage signups. With all accounts, including the free trial, you can schedule reminders and thank-you emails. With a Premium subscription, you also can send emails to your volunteers on demand, such as invitations to sign up for a new opportunity. If participants with a Premium account have opted their mobile phones into SMS messages in their My Commitments portal, they will also receive a text with a link to view the email in their portal.

Reminders, Thank-Yous, Invitations, and Custom Emails

The **Send Email** tab under **Event Details & Actions** gives you the ability to invite participants to sign up for your event and to schedule and send other types of emails to participants.



If available with your subscription, the **Send Now** button offers additional sending options, such as the ability to select a subset of participants by Task or Date.



Note: You can define a default schedule for any new events in your Organization's **New Event Settings**.

To create a reminder, thank-you, or custom email to send now or later:

1. Click on the **Reminders/Thank Yous** tab.
2. Press either the **Schedule** or **Send Now** button.
3. Select the type of email you want to create from the **Template** dropdown list:
4. **Reminder:** Send an email reminder to participants in your signup sheet. See the Emails Tab under the Settings Tab to customize the Reminder email text.
5. **Thank You:** Send a thank you email participants in your signup sheet. See the Emails Tab under the Settings Tab to customize the Thank You email text.
6. **Custom:** Send an email from a custom template that you create. After you select **Custom** from the list, either select an existing custom template or click on the **New Custom Template** button to build a new one.

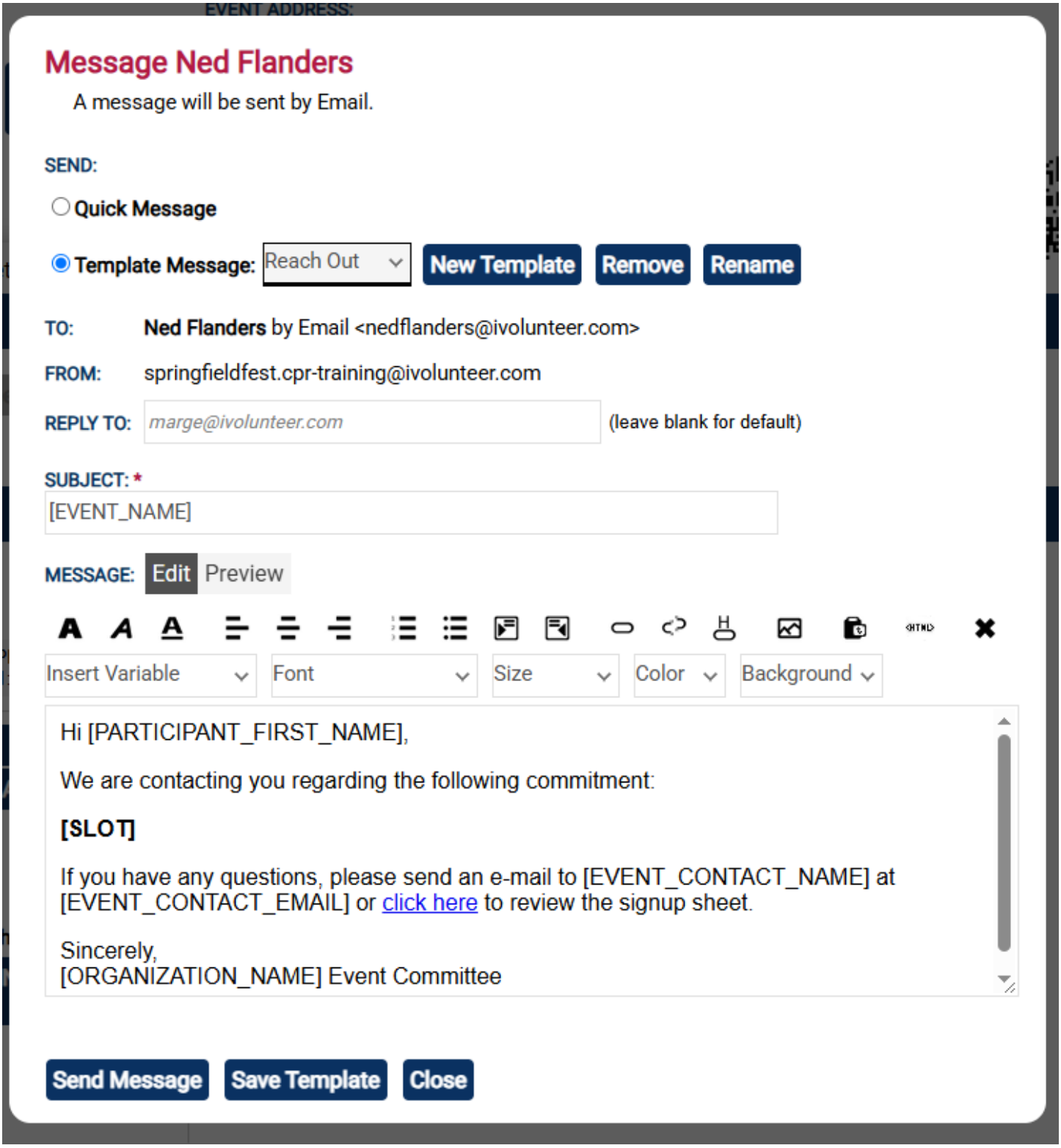
7. If you are scheduling an email, select when you want the email to go out relative to which date.
8. Edit the Subject and Body of your email as necessary.
9. Click **Send Test E-Mail** if you want to send a test. You also may save the email as a template.
10. Click on the **Schedule** or **Send Now** button as applicable.

To send an invitation email:

1. Click on the **Invitations to Sign up** tab.
2. Click **Send or Schedule.**
3. Select whether you want to send now or schedule for a later date. If you are scheduling an email, enter the date and time that you want it to be sent.
4. Select your recipients: either all the database participants or a specific group of recipients. You also can exclude people who already have signed up for the event.
5. Select an email template, or click on the **New Template** button to build a new one.
6. Edit the Reply-to Address and the Subject and Body of your email as necessary.
7. Click **Send Test E-Mail** if you want to send a test. You also may save the email as a template.
8. Click **Schedule** or **Send Now.**

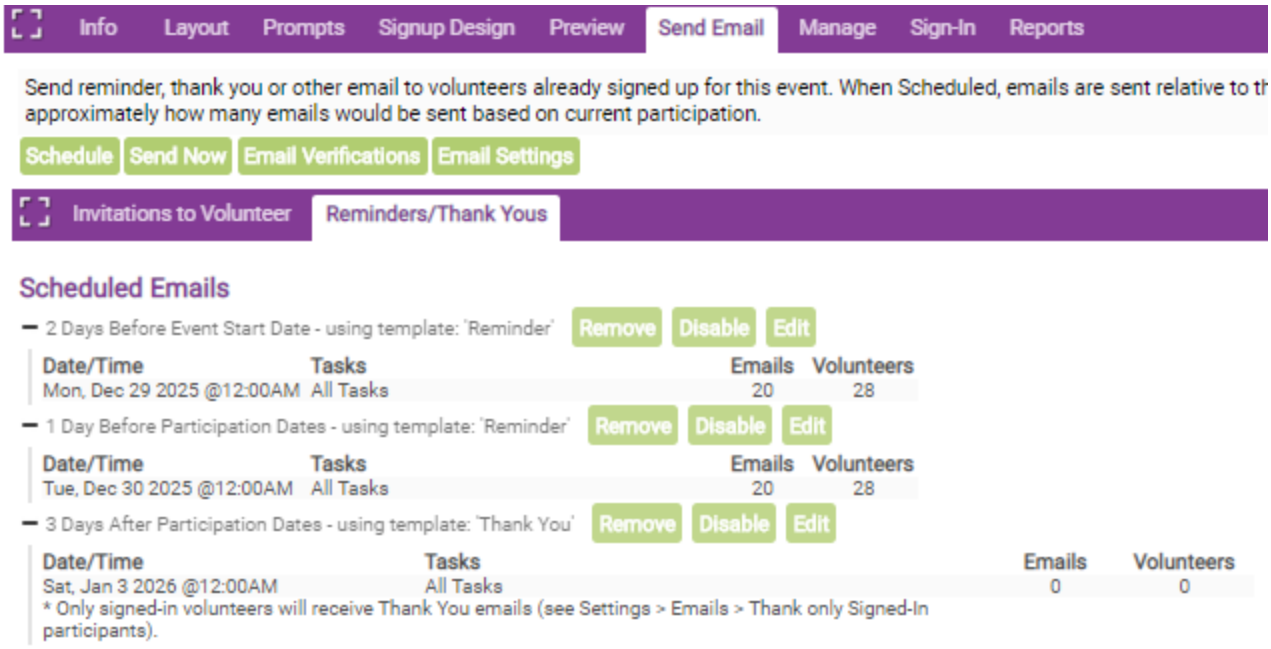
Quick Messages to Individual Volunteers

Suppose you need to send a quick note to an individual volunteer--for example, to let them know about a change in time or location. You can now email and/or text (Premium) a quick note to a volunteer from the Manage tab under Event Details & Actions. Just click on the volunteer's signup and then click the Email button at the bottom to open the message composition box. Click Quick Message or Template Message. If using a template, select an existing one or click **New Template.**



Setting Email Defaults

You can define a default schedule for any new events under Organization > Organization Details > New Event Defaults. A saved schedule might look something like this:



When the scheduled time arrives, email will be sent to participants signed up in the tasks listed. You can also receive a confirmation email that the communication was sent, including all of the recipients. See the **Emails** tab under Event Settings to define who will get this notification.

Note: Please allow anywhere from a few minutes to up to 6 hours from the scheduled time for emails to be sent. We spread out the sending of these emails to avoid having ivolunteer.com emails marked as spam by email providers.

To Re-Send Email Verifications:

You can re-send confirmation emails to participants in your signup sheet who have not yet confirmed as a subtle way to remind participants that they need to confirm their slot(s). See the Emails tab under Event Settings to customize the Confirmation email text. Note that this is the same text used for all confirmations for the event.