There are two ways to send email messages from the application system (AY). Follow the steps below to send emails messages to an applicant or applicants.

- To send a one-time, personalized email message to one applicant, click on an applicant’s email address on the search screen. Your default email program will open with the applicant’s email address included in the To field.

  Perform a Search for Applicants to find the applicant. Click on the applicant’s email address to open your default email program.

  Click on the applicant’s email address to open your default email program.

- The applicant’s email address will be prefilled in the To field. Type and send your message.

- To send a customized email to one or more or more applicants (a “batch” email), you must select from a pre-formatted email template.

  The Graduate School can design customized email templates for your program which may be sent automatically (“auto-replies”) or manually (e.g. accept/deny templates).

  Please contact Graduate Admissions gradadmissions@missouri.edu if you are interested in learning more about customized email templates.
To send a pre-formatted email template **manually**, select the applicant(s) and then select the **Send Email** option under **Select an Action**.

(For training purposes, only one test record has been selected.)

Next, select the appropriate **email template** from the **Select a Template** drop down menu. Scroll down to your program’s **folder** (folders are off-set to the left) and select the appropriate template.

For this example, the **Physical Therapy App Downloaded** message has been chosen. The Physical Therapy program **manually** sends this message once an application is considered complete by program standards and has been downloaded for committee review.
• Do not click Send until after the template populates and the HTML coding can be seen in the Message box.

Also, at the bottom of the email template, you have the option of scheduling a date/time to send the message. For example, you may wish to deliver all decision messages on the same day at the same time.

After the template has populated and you have decided when to send the message, click Send.

Below is how the email message appears to the receiver.

Dear Truman:
Thank you for your application to the PT program. Your completed application has been downloaded by the Physical Therapy program. We are currently reviewing applications and will schedule interviews for February 14 and 15th.

If you have any questions, please do not hesitate to e-mail me.

Sincerely,

Bev Denighb

Department of Physical Therapy
• The Graduate School can create **customized email templates** for your program. Your program just has to provide the message content (e.g. program specific information).

• Email templates can be sent **manually** or **automatically**.
  
  o **Autoreplies** can be triggered upon **saving** of the application by the applicant or upon **submission** of the application.

    A **Save** template can be used to explain your program’s application requirements and/or drive your applicants to submit all materials online (paperless applications!).

    A **Submit** template can help manage expectations, communicating to applicants when your program plans to review applications and/or when applicants should expect to receive their decision.

  o **Manually sent** messages can be used to deliver decisions (acceptances or denials) or other information to applicants.

If your program is interested in customized emails templates, please contact [gradadmissions@missouri.edu](mailto:gradadmissions@missouri.edu) for assistance.