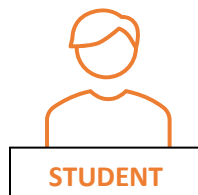


Email Configuration Changes (Appointment Scheduling)

Sender information for appointment emails has changed. EAB has updated who emails come from when appointments are scheduled, attendees are added, or appointments are canceled. Please read below for scenarios and corresponding email actions.



The **student** is identified as a Campus Connect user without elevated access or additional roles to view other student profiles. Most SHSU students have the student role and schedule appointments through the student scheduler workflow. Students attend appointments with organizers.



The **organizer** is identified as a Campus Connect user with elevated access or an additional role such as Advisor or Faculty/Professor. Organizers can view student profiles and perform functions such as file Appointment Summary Reports. The organizer facilitates appointments with students.



A **third party** user has special permissions to manage appointments for organizers and students. Third party users do not attend or facilitate appointments but can cancel appointments on behalf of the student or move appointments on behalf of the organizer. Third party users are identified as “front desk” personnel or other administrative roles that manage appointments without attending.

Appointment Scheduling:

When a **STUDENT schedules the appointment....**

An email is sent to the organizer. It is sent from the student to the organizer.

An email is sent to the student. It is sent from the organizer to the student.

When an **ORGANIZER schedules an appointment....**

An email is sent to the organizer. It is sent from a NO-REPLY to the organizer.

An email is sent to the student. It is sent from the organizer to the student.

When a **THIRD PARTY schedules an appointment...**

An email is sent to the organizer. It is sent from NO-REPLY to the organizer.

An email is sent to the student. It is sent from the organizer to the student.

Appointment Reminders:

When a **STUDENT receives an appointment reminder...**

An email is sent to the student from the organizer to the student.

When an **ORGANIZER receives an appointment reminder...**

An email is sent to the organizer from NO-REPLY.

Group Appointments:

When a **THIRD PARTY adds an attendee to a group appointment...**

An email is sent to the organizer from NO-REPLY.

An email is sent to the student (attendee). It is sent from the organizer to the student.

When a **STUDENT adds themselves to a group appointment...**

An email is sent to the organizer. It is sent from the student to the organizer.

An email is sent to the student. It is sent from the organizer to the student.

Appointment Cancellations:

When a **THIRD PARTY cancels a student attendance/appointment...**

An email is sent to the student whose attendance is being canceled from the person who canceled the appointment.

An email is sent to the organizer from the person who canceled the appointment.

When a **STUDENT cancels their own attendance...**

An email is sent to the student from the student.

An email is sent to the organizer from the student.

When an **ORGANIZER cancels a student's attendance...**

An email is sent to the student from the organizer.

An email is sent to the organizer from the organizer.