Relay Online How To:
Quick Email Guide

1. Start by logging into the EMC

2. Under the Event Emails tab, select Edit Coaching Emails.

Customize Your Email

1. Select the template you want to send, and Copy it to make it editable.

2. Click Edit next to the new version of your email template.

3. Work through the Related Actions:
   a. **Message Information:** Please do not change the message name
   b. **Envelope Information:** Update to staff person’s name and cancer.org email address
   c. **Stationary:** This has been set already
   d. **HTML Content:** Update the body of your email to include your desired information.

   e. **Plain Text Content:** Click the green Convert to Plain Text button.

If you have any questions, please open a support ticket at helpme.cancer.org.
4. Send your **Review Email** in both the HTML and Plain Text version verify that the content and links are all correct.

5. Click **Approve** and Finish.

**Set Up Email Audience**

1. Once you have **Approved** your email, click **Begin Delivery**.

2. **Email Audience**: Select the correct audience based on the email type.
   - **Engagement Email**: Should go to current participants, sharing event information and tips on being a successful fundraiser
   - **Recruitment Email**: Should go to past participants, inviting them back to Relay

**Setting up Current Participant audience for an Engagement Email:**

1. Select the **Current Event Participants** radio button, click **Next**.

2. Click **Add All** to email all current event participant groups, click **Next**.

3. Apply any optional filters on the recipient list, click **Next**.

4. Proceed to **Review Delivery Details** to set up your email delivery

**Setting up the Past Participant audience for a Recruitment Email:**

1. Select the **Previous Event Participants** radio button, click **Next**.

2. Click **Add All** to email all past participant groups, click **Next**.

*If you have any questions, please open a support ticket at helpme.cancer.org.*
3. On the summary page, click **Manage Do Not Email Groups** under Related Actions.

4. Choose the radio button for **Current Event Participants**, click **Next**.

5. Click **Exclude All >>**, then click **Finish**.

6. Proceed to [Review Delivery Details](#) to set up your email delivery

**Set Up Email Delivery (Review Delivery Details)**

1. If you wish to send your message immediately, click the **Send Immediately** button.

2. To schedule the delivery for a later time, click on **Schedule** under Related Actions.
   a. Select the date and time you want the message to send and click **Finish**.
   b. Verify that your delivery date/time is correct and click the **Send At Scheduled Time** button.