Using unique Slate address to BCC
Instructions

January 11, 2016
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Why do I need to add my unique Slate address to the BCC line?

In an effort to provide prospects and applicants with the best customer service and to ensure that both the department and the Graduate School office are on the same page, adding your unique Slate address to the BCC line will allow all communication with prospects and applicants to be documented on Slate.

By doing so, both the department and the Graduate School office will be able to see what has been communicated to the students and allow us to convey a unified message and information. Additionally, this will allow both the department and the Graduate School office to evaluate each student’s interaction with Binghamton University.

When do I need to add my unique Slate address to my BCC line?

Whenever you are sending an e-mail to a prospect or applicant or responding to a prospect or applicant’s e-mail, add your unique Slate address to the BCC line. Include the Slate address in the BCC line even if the student is not currently in the system. If he/she is added later on and/or decides to apply, Slate has the ability to incorporate previous interaction(s) into the student’s profile.
Where do I go to find my unique Slate BCC address?

From your Slate Dashboard...

1a) Mouse over the gear icon
1b) Select “Database”

2) Select “E-mail to Slate Gateway” located under “Messages” (2nd row, 4th column)

3) A pop-up will appear with your unique Slate e-mail address

4) Copy and paste this address into the “BCC” field of your e-mail

Recommendation:
Add this e-mail address to your Contacts and name it “Slate” to easily add it to the “BCC” line.