Messaging a Student
Sending Email & Text Messages

Emails
1. **Step One:** To send a student an email through the platform, navigate to the student’s profile and click the *Message Student* link. The Message box will open where the advisor can select the *Send Email* or *Send Text* tab option. For emails, the advisor can enter the following items:

- Subject
- Message
- Attachment Option
- Send Additional Email Notifications To – comparable to a Cc:

<table>
<thead>
<tr>
<th>Send E-mail</th>
<th>Send Text</th>
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To: [Insert Student Email]

Subject: [Insert Subject]

Message: [Insert Message]

Send Additional E-mail Notifications To: [Insert Additional Email]

[Send Message]
2. **Step Two:** Upon entering the text or details desired to send within the email message, click the *Send Message* button.

   □ Emails sent through the platform will appear on the student’s profile under the *More* tab, *Conversations* link. The email message can be reviewed by clicking on the subject title to open the email and read the message details.

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**Texts**

1. **Step One:** To send a student a text through the platform, navigate to the student’s profile and click the *Message Student* link. The Message box will open where the advisor can select the *Send Email* or *Send Text* tab option. For texts, the advisor can enter up to 160 characters within their message.

   ![Text Message Interface]

   **To:**

   **Message:**

   This is a sample text message. |

   You have 128 characters remaining.

   ![Send Message Button]

   **Cancel** **Send Message**

2. **Step Two:** Upon entering the content or details desired to send within the text, click the *Send Message* button.

   □ Comparable to emails, texts sent through the platform will appear on the student’s profile under the *More* tab, *Conversations* link.
How Does Email Capture Work?

- An Advisor sends an email to a student from within SSC Campus
- The "from" address of the email that the student receives is the advisor's BHSC email address (@advisor.udel.edu) rather than their actual UD email address
- The Student then replies from the student's email address; the reply is now recorded in BHSC
- The reply is also forwarded to the advisor's actual UD email address
- The message forwarded to the advisor's email is from the student's BHSC email address (@advisor.udel.edu)
- The advisor replies to this message to the student’s BHSC email (@advisor.udel.edu) and a message also goes to the student’s actual UD email address
- BHSC captures all of the messages in a conversation thread

Opting Out of Text Messages

- Students can opt out of BHSC text messages by texting "stop" back to the message.
- If a student opts out of receiving text messages, this does not impact their ability to receive BHSC emails.
- Please note, this only opts the student out of BHSC texts, not other UD texts.