Email History

RCO3® keeps track of all emails you send through the system for 90 days. You can view your email history two separate ways. To view your email history, click on the My RCO tab and then the Sent Email link.

Sent	Recipients	Type	Subject	Contents	Viewed
8:01 AM	VanZwoll, Shay	Auto Email	Testing Farmington/Farmington Hills	3 New, 1 Updated	never
yesterday	VanZwoll, Shay	Auto Email	New Listings in your area	0 New, 1 Updated	never
yesterday	rob@cummingsonline.com,tcummings@corp...	Direct Email	WOW!	1 listing	
yesterday	Hamilton, Laird	Publish	emails	Initial email	yesterday
yesterday	VanZwoll, Shay	Auto Email	Testing Farmington/Farmington Hills	4 New, 0 Updated	never
Wednesday	VanZwoll, Shay	Direct Email	Testing test test	1 listing	never

Sent Email (51) — Search: — Show Emails sent ... choose a filter

You can also view the Email History under the MyRCO, Contacts link.

Active Contacts (2) — Search: — Filter Contacts: ... choose a filter

Name	Email	Category	My Last Use	Last Portal Visit				
Jones Sally	sjones@mailinator.com		0 0 4:04 PM	never	0	0	0	0
Smith Sam	ssmith@mailinator.com		0 0 never	never	0	0	0	0

Sent Email (1)

Sent	Type	Subject	Contents	Viewed
4:04 PM	Direct Email	Sample selected listings	3 listings	never

Edit Contact | Delete Contact | Start CMA | Open Portal | Open Cart

Add | Set Inactive | Delete   Show 2 Active | Show All 2 | Show 0 Inactive | Import | Export All

Viewing email history through Contacts:

1. Click on the My RCO tab
2. Click on the Contacts link
3. A list of all contacts will appear
4. Next to each contact there is a ⌄ drop down arrow
5. By clicking on the ⌄ drop down arrow a list of all items that you have set up for that client will appear. From here you can view things like CMAs, Sent Emails, and Auto Emails that you have attached to that client.
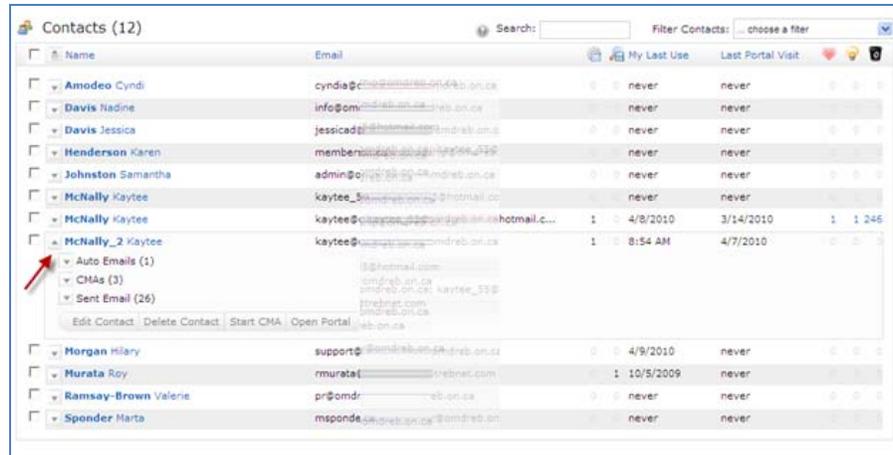
6. Each item will have another ▼ drop down arrow. To view the email history click on the ▼ drop down arrow next to "Sent Email"
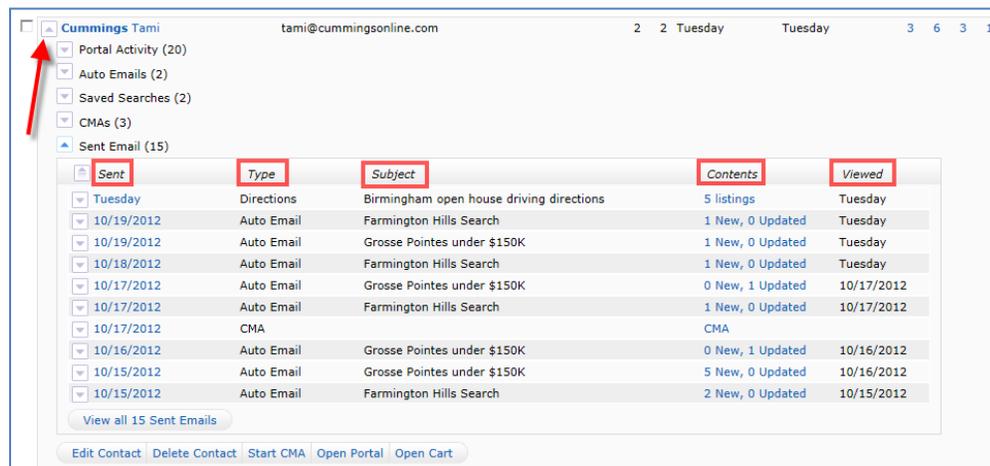
7. By clicking on the ▼ drop down arrow a list of all emails that have been sent to your client will appear. Below is an explanation of what each heading means
   o **Sent** – Date the email was sent
   o **Type** – What type of email you sent. This can be Direct Email, Auto Email, or Directions.
   o **Subject** – The subject text you typed when sending the email
   o **Contents** – How many listings were in that email **Note:** By clicking on the link underneath the Contents header you can view the listings that you sent to that client in that email.
   o **Viewed** – Last time the client viewed the email

You can also filter your results. To set the filter, click the "Filter Contents:" drop down box. Example: By clicking on "with active auto emails" RCO3 will automatically give you a list of only contacts that have active auto emails.
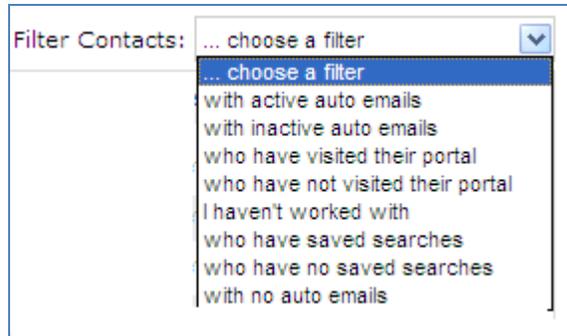
You can also Search for a contact using the "Search" field. In this field you can enter in any combination of letters to bring up clients.

Searching email history in Sent Emails

1. Click on the My RCO tab> Sent Emails
2. This will bring up a list of all emails that you have sent through RCO3

3. By clicking on the ⌄ drop down arrow next to a sent email the details of that email will appear. From here you can also click on the "Open in Portal" link this will open up the "Portal" window, showing you all of the listings that you have sent to your client. You can also see the listings that your client has put in the separate folders. For more information on the folders please see Chapter 10 Auto Emails
4. There are 6 different headings on the Sent Email screen. Below is an explanation of what each heading means
   - **Date Sent** – Date the email was sent
   - **Recipients** – Who you sent the email to
   - **Type** – What type of email you sent. This can be Direct Email, Auto Email, or Directions.
   - **Subject** – What the email was about
   - **Contents** – How many listings were in that email
     - **Note:** By clicking on the link underneath the Contents header you can view the listings that you sent to that client in that email.
   - **Viewed** – Last time the client viewed the email
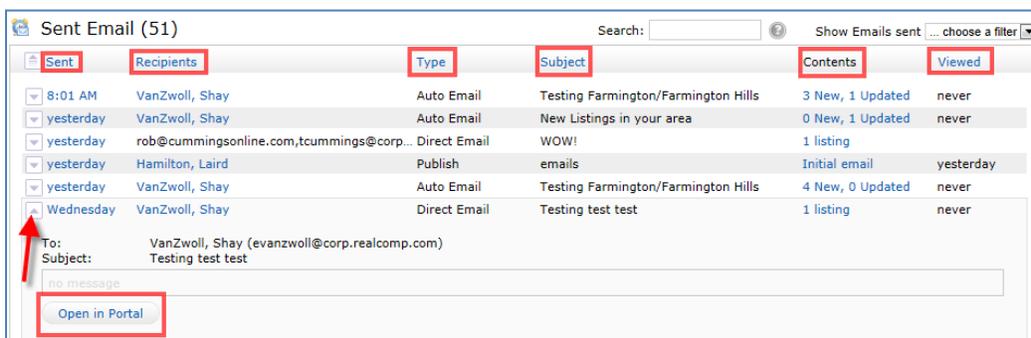
When a sent email in your history section goes beyond 90 days old, RCO3 will automatically drop it from your list.