

## **Email History**

RCO3<sup>®</sup> 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 Emai	il (51)		Search:	Show Emails sent	choose a filter 💌
Sent	Recipients	Туре	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

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

æ	Active Contacts (2)	)		Search:	Filter	Contacts: choose a	filter		-
	Name	Email		Category	🧃 🛵 My Last Use	Last Portal Visit	Ţ	<b>)</b>	0
	Jones Sally Sent Email (1)	sjones@m	ailinator.com		0 4:04 PM	never			
	Sent	Туре	Subject		Contents	Viewed			
	▼ 4:04 PM	Direct Email	Sample selected listings		3 listings	never			
	Edit Contact Delete	Contact Start CMA Ope	n Portal Open Cart						
	▼ Smith Sam	ssmith@m	ailinator.com		0 never	never			
8	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  $\leq$  drop down arrow
- 5. By clicking on the Z 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.



Contacts (12)	Search:		Filter Con	tacts: choose a fiter			-
Name Name	Email	a	Hy Last Use	Last Portal Visit	Ψ	9	0
Amodeo Cyndi	cyndia@cfinialianid/edi.onid@bion.ca		e never	never			
🗸 🗸 Davis Nadine	info@cm/md/all.cn.ca.		never	never			
🗖 🛫 Davis Jessica	jessicad plathotmonication and which an a		never	never			
Henderson Karen	membersation and an instance as		never	never			
🗸 🕣 Johnston Samantha	admin@c)/US/SR SD-CR indexb on ca		never	never			
- McNally Kaytee	kaytee_5mmonenened Ohotmail.co		never	never			
McNally Kaytee	kaytee@citerion_02@citerion_tehotmail.c	1	4/8/2010	3/14/2010	1	1	24
Atto Emails (1)     CAuto Emails (1)     CAuto Emails (1)     CAuto Emails (26)     Edit Contact Delete Contact Start CM	kaytee@ussayte.se.ag.mdreb.on.cs B@hotmail.com stidled.on.ds tatided.on.ds kaytee_SSS trothens.com prochat.com becomes.com A Open Portal who in .sa	1	8:54 AM	4/7/2010			
🗸 Morgan Hilary	support@ Somilabion Galacebion.co		4/9/2010	never			
🗖 🖕 Murata Roy	murate( stebnet.com		1 10/5/2009	never			
Ramsay-Brown Valerie	pr@omdreb.on.ca		o never	never			
- Sponder Marta	msponde calendar an an Domitration		never	never			

6. Each item will have another <sup>™</sup> drop down arrow. To view the email history click on the <sup>™</sup> drop down arrow next to "Sent Email"

Туре	Subject		Contents		Viewed		
Directions	Birmingham open house driving directions		5 listings		Tuesday		
Auto Email	Farmington Hills Search		1 New, 0 Up	dated	Tuesday		
Auto Email	Grosse Pointes under \$150K		1 New, 0 Up	dated	Tuesday		
Auto Email	Farmington Hills Search		1 New, 0 Up	dated	Tuesday		
Auto Email	Grosse Pointes under \$150K		0 New, 1 Up	dated	10/17/2012		
Auto Email	Farmington Hills Search		1 New, 0 Up	dated	10/17/2012		
СМА			CMA				
Auto Email	Grosse Pointes under \$150K		0 New, 1 Up	dated	10/16/2012		
Auto Email	Grosse Pointes under \$150K		5 New, 0 Up	dated	10/16/2012		
Auto Email	Farmington Hills Search		2 New, 0 Up	dated	10/15/2012		
	Iype Virections uto Email uto Email uto Email Uto Email Uto Email Uto Email Uto Email Start CMA Open I	Type         Subject           Directions         Birmingham open house driving directions           uto Email         Farmington Hills Search           uto Email         Grosse Pointes under \$150K           uto Email         Farmington Hills Search	Type         Subject           Directions         Birmingham open house driving directions           uto Email         Farmington Hills Search           uto Email         Grosse Pointes under \$150K           uto Email         Farmington Hills Search           Start CMA         Open Portal	Type         Subject         Contents           Virections         Birmingham open house driving directions         \$ listings           uto Email         Farmington Hills Search         1 New, 0 Up           Vuto Email         Grosse Pointes under \$150K         1 New, 0 Up           Vuto Email         Farmington Hills Search         1 New, 0 Up           Vuto Email         Grosse Pointes under \$150K         0 New, 1 Up           Vuto Email         Grosse Pointes under \$150K         0 New, 1 Up           Vuto Email         Grosse Pointes under \$150K         0 New, 1 Up           Vuto Email         Grosse Pointes under \$150K         0 New, 0 Up           Auto Email         Grosse Pointes under \$150K         0 New, 0 Up           Start CMA         Open Portal         Open Cart	Type         Subject         Contents           Directions         Birmingham open house driving directions         S listings           uto Email         Farmington Hills Search         1 New, 0 Updated           Auto Email         Grosse Pointes under \$150K         1 New, 0 Updated           Auto Email         Grosse Pointes under \$150K         0 New, 1 Updated           Auto Email         Grosse Pointes under \$150K         0 New, 1 Updated           Wato Email         Grosse Pointes under \$150K         0 New, 1 Updated           ZMA         CMA         Uto Email         Grosse Pointes under \$150K           Auto Email         Grosse Pointes under \$150K         0 New, 1 Updated           Start CMA         Open Portal         Open Cart	Type         Subject         Contents         Viewed           Directions         Birmingham open house driving directions         S listings         Tuesday           uuto Email         Farmington Hills Search         1 New, 0 Updated         Tuesday           uuto Email         Grosse Pointes under \$150K         1 New, 0 Updated         Tuesday           uuto Email         Grosse Pointes under \$150K         0 New, 1 Updated         Tuesday           uuto Email         Grosse Pointes under \$150K         0 New, 1 Updated         10/17/2012           Wato Email         Farmington Hills Search         1 New, 0 Updated         10/17/2012           WA         CMA         CMA         Wato Email         Grosse Pointes under \$150K         0 New, 1 Updated         10/16/2012           Wato Email         Grosse Pointes under \$150K         5 New, 0 Updated         10/16/2012         Vato Email         Grosse Pointes under \$150K         5 New, 0 Updated         10/16/2012           Vato Email         Grosse Pointes under \$150K         5 New, 0 Updated         10/15/2012         Vato Email         Farmington Hills Search         2 New, 0 Updated         10/15/2012	Type     Subject     Contents     Viewed       Directions     Birmingham open house driving directions     5 listings     Tuesday       uuto Email     Farmington Hills Search     1 New, 0 Updated     Tuesday       uuto Email     Grosse Pointes under \$150K     1 New, 0 Updated     Tuesday       uuto Email     Grosse Pointes under \$150K     0 New, 1 Updated     10/17/2012       uuto Email     Grosse Pointes under \$150K     0 New, 1 Updated     10/17/2012       CMA     CMA     CMA       uuto Email     Grosse Pointes under \$150K     0 New, 1 Updated     10/16/2012       Uuto Email     Grosse Pointes under \$150K     0 New, 0 Updated     10/16/2012       Uuto Email     Grosse Pointes under \$150K     5 New, 0 Updated     10/16/2012       Auto Email     Grosse Pointes under \$150K     5 New, 0 Updated     10/15/2012       Auto Email     Farmington Hills Search     2 New, 0 Updated     10/15/2012

- 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
  - **Sent** Date the email was sent
  - **Type** What type of email you sent. This can be Direct Email, Auto Email, or Directions.
  - **Subject** The subject text you typed when sending the email
  - **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

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 I 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

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💌 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
To: Subject: no message Open in Por	VanZwoll, Shay (evanzwoll@corp.realcomp Testing test test	.com)			

When a sent email in your history section goes beyond 90 days old, RCO3 will automatically drop it from your list.