

Email Centre update

We've recently added CC and BCC to the Email Centre.

- When creating a new message, add recipients as usual (individuals and/or groups).
- On the resulting list of recipients, click CC or BCC where appropriate. Any recipient not marked CC or BCC will appear in the TO box.
- All recipients will see everyone listed in the TO and CC boxes, with their email addresses. No one will see who appears in the BCC box.
- If no recipients are marked CC or BCC, the Email Centre reverts to 'mailer mode', sending a separate email to each recipient with each recipient unaware of who else has received the message. In this mode, a mail merge facility is available. (Dear Bill, Dear Mary etc)

Choosing how to send messages may, in part, be determined by how important it is to keep private your recipients' email addresses. When **anyone** on your recipient list is marked CC or BCC, the email addresses of **all** those in the TO and CC boxes become visible to **every** recipient.

If you wish to keep private your recipients' email addresses, either mark every recipient BCC, or ensure none in the list is marked CC or BCC (as this causes the system to revert to 'mailer mode').

If you send a group email without revealing all recipients, it may be useful to explain in the message who is receiving it. ("This message is being sent to all members of the walking club.") This could prevent any recipient feeling targeted when it appears they are the message's only recipient.

Where it is important to reveal all recipients and their email addresses, mark at least one name (your own perhaps) CC or BCC before sending. This prevents the system going into 'mailer mode' and ensures recipients see each other.