

E-mail

semi-automatic mail

- Go to Automatic Mail under Mail
- Click New
- Select a template*
- Select a user whose name will be used for the e-mail
- Keep the check at active
- Select one of three options for the sending e-mail adres
 - Fill out a e-mail adres in 'From other' if you have selected this mode
- Select 'Send one mail per patient,mark only mailed tokens'
- Select at Filter: 'First mail'
- Change the settings for the automatic reminders
- Choose a track and/or survey for wich this template has te be sent.
- Press '**Save**'
- Repeat once for the automatic reminder, setting the filter to 'Reminder'

Based on these settings, Gemstracker wil create e-mails every time a survey becomes active for someone with a e-mail adres. These messages aren't sent until you tell Gemstracker to do so. You'll have to do this regularly.

- Go to Automatic Mail under Mail
- Go to Run
- Gemstracker wil send all the waiting messages

* See [making a mail template](#) on how to create one

automatic mail

The fully automatic e-mail works the same as the semi-automatic e-mail. The only difference is that the site-admin tells Gemstracker to automaticlly send the e-mail without you having to press the button.

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