Using Email Conversation Threading in 25Live

Security Note

To use email conversation threading, users need the following permissions set in their security group in Group Administration:

- **14.0 Send Emails** = Yes
- **14.2 Use Advanced Email Options** = Yes

Email conversation threading allows 25Live users to send emails from an event and track replies as a continuous thread, visible in the event's "Threaded Emails" tab. When a recipient replies from their email client, the response appears in the thread in 25Live, so all communication about an event can be reviewed in one place.

When threading is not enabled, email sends behave as usual — one-time sends that are not tracked in "Threaded Emails"

Note

This feature is separate from Event Save Email scenarios, which are administrator-configured automated emails. Threading applies only to emails sent manually using the **More Actions** > **Email Event** option.

How to Send an Email with Threading Enabled

1. Open the Event and Select Email Event

Navigate to or search for the event, then open its details view.

In the main "Details" tab, select the **More Actions** link to reveal options, then select **Email Event**.

2. Complete the Email

Fill in recipients, subject line, and body as you normally would when emailing event details.

3. Enable Conversation Threading

Select the **"Enable conversation threading"** checkbox before sending.

The "Enable conversation threading" checkbox is not available when "Scheduled Email" is checked. Threading and scheduled delivery cannot be used simultaneously. If you check "Scheduled Email," the threading option will be hidden, and any prior threading selection will be cleared.

4. Send the Email

Select the **Send** button. The email will be sent, and the conversation will be tracked under the event's "Threaded Emails" tab.

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Note: About the series_conversation@collegenet.com Address

All emails sent with conversation threading enabled are routed through **series_conversation@collegenet.com**, a central CollegeNET mailbox. When 25Live sends the email, the **From** address changes from the individual sender's address to **series_conversation@collegenet.com**. When recipients reply, their reply goes to **series_conversation@collegenet.com** — not directly to the original sender. This allows 25Live to capture and record the reply in the conversation thread, then forward it to the original sender.

The original sender's email address cannot appear in the **From** field. To help identify who sent the email, 25Live adds 'Sent by [Name]' to the body of any threaded email that does not include an email signature.

If recipients ask about the address, you can let them know it is the system mailbox CollegeNET uses to enable conversation tracking in 25Live.

Viewing the Conversation Thread

After sending an email with threading enabled, you can view the thread from the event record.

1. Open the Event

Navigate to the event in 25Live and open its details view.

2. Go to the Threaded Emails Tab

Select the **"Threaded Emails"** tab in the event details.

Security Note

The "Threaded Emails" tab only appears for users with **14.0 Send Emails = Yes** in their security group. The tab displays only emails sent with threading enabled for that event — emails sent without threading are not shown here.

Only contacts who are associated with a threaded conversation can see that conversation. Contacts who are not associated with a threaded conversation cannot see it in the "Threaded Emails" tab.

3. Filter Results *(Optional)*

Use the **date range** and **keyword search** filters to narrow the list of threaded emails if needed. Select the **Clear** option to remove filters.

4. Open a Thread

Select any row to open the full conversation thread, including any replies received from recipients.

Replying to a Threaded Email

1. Open the Event

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Navigate to the event in 25Live and open its details view.

2. Go to the Threaded Emails Tab

Select the **"Threaded Emails"** tab in the event details.

3. Tap Reply and Write Your Message

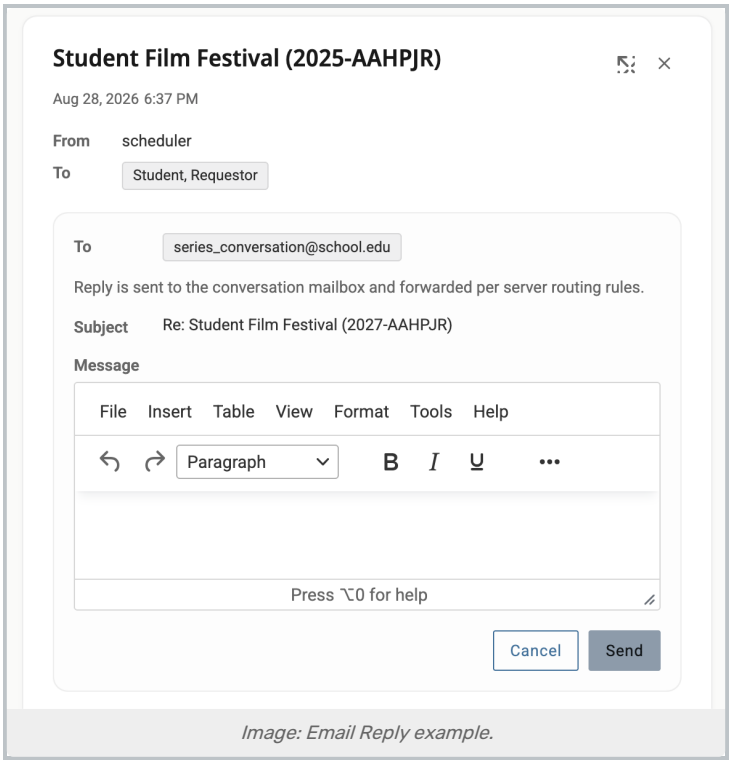


Image: Email Reply example.

4. Send

Requirements and Limitations

- **Unique email addresses required:** Recipients must have a unique email address recorded in 25Live for their replies to be resolved back to the correct contact record. If a recipient's email address is shared with another contact, the reply may not display correctly.
- **Not available for scheduled emails:** Threading cannot be combined with the "Scheduled Email" option.

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