

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 "Email History" 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 "Email History."



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 "Email History" tab.



Note: About the `series_conversation@collegenet.com` Address

When conversation threading is enabled, 25Live automatically adds **series_conversation@collegenet.com** as a recipient on the outbound email. This address is required for the threading system to capture replies and display them in 25Live.

Do not remove this address from the email. If it is removed, recipients' replies will not appear in the event's "Email History," and the threading feature will not function as expected.

Recipients may notice this address in the email. If your organization receives questions about it, you can explain that it is a system address that 25Live uses to track email replies for the event.

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 Email History Tab

Select the **"Email History"** tab in the event details.



Security Note

The "Email History" 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.

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.

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.
- **No in-app reply yet:** The ability to compose a reply from within 25Live is not yet available. Replies must be sent from the recipient's email client.