To an individual registrant

- Filters and/or Search may be used to make the task easier, and when the registrant is found, select him/her and then click **Email**. The email work area opens. Either select an email template or draft a text to send (pg.13).

- An alternative is to send an email from the registrant’s profile. Click the registrant’s name on the list and when the profile opens, click **Email** under **Registrant actions**. The email work area opens.
To a select group of registrants

- Filter out a group of registrants based on a specific filter, e.g. approved, and then click **Select filtered** and then **Email**. The email work area opens. Either select an email template or draft a text to send (pg.13).
Email templates

- There are several standard default email templates loaded\(^1\) to events that may be used. They already contain tags (fields) that place data and text at specific points in the body of the email.

- Select an appropriate template and click **Use Template**.

- The email address that features in *Reply To* is normally, by default, the email of the currently logged in user but it may be changed to another e.g. that which features on the main event page, that of the conference manager, a generic mailbox of the event secretariat, etc. This means that when a recipient replies to the e-mail message, the response is received by the addressee specified in the *Reply To* field.

Ad hoc emails

- Indico allows for ad hoc emails to be sent e.g. to remind or inform.

- Select/filter the registrant(s) to email, and when the email work area opens, start the email in the **Compose the email** pane – don’t select a template.

- Use the format bar if desired and insert the relevant tags (fields) at the relevant locations in the body of the text where specific data on the participant(s) and event is to appear.

---

\(^1\) Indico Support manages the upload of templates and customization if custom templates are needed for specific events.
Emails may be previewed before sending – click preview at the bottom of the email.