

Bulk Email Users

This article describes how to use the Email Users tool to send mass email communications. This feature allows administrators to compose and send messages to targeted groups of users based on criteria like user type, permit status, or assigned parking lot. This guide is intended for OPSCOM administrators responsible for user communications.

Using this Feature

This tool is a standard feature and does not require any specific setup. The effectiveness of the recipient filtering depends on having accurate and up-to-date user data, including correct *User Types*, *Lot Assignments*, and other user profile details. The process is divided into two phases: first defining your recipient list using filters, and then composing and sending the email.

Defining the Recipient List

1. Go to **User Management** and click **Email Users**.
2. On the **Email Users** page, begin by selecting a primary group from the **User Type Group** drop-down menu.
3. Next, refine your recipient list by selecting one or more filters from the available options:
 - **Filter by:** Narrow the list by user status (e.g., *Has Active Permit, Is on a Waitlist*).
 - **Select by Lot:** Target users assigned to specific parking lots.

- **Select by Locker Area:** Target users with lockers in specific areas.
4. Once your filters are chosen, click the **Prepare Email** button. This action generates the final recipient list based on your criteria and reveals the email composition tools.

Tip: To select multiple options within a single filter box (e.g., to email users in three different lots), hold the **Ctrl** key (or **Cmd** on Mac) and click each desired option. To deselect an option, hold the same key and click it again.

Composing and Sending the Email

After preparing the email, a new section will appear on the page.

1. First, **verify your recipients**. Click the **View Recipient List** button to review the list of users who will receive the email. You can also click **Export Recipient List** to download a CSV file for external review.
2. Compose your message by filling in the **Subject** and **Message** fields.
3. To include a file, click the **Choose File** button and select the desired attachment.
4. When your message is ready, click the **Send Email** button.
5. A confirmation prompt will appear. Click **Yes** to proceed.
6. A confirmation message will then display, stating that the email has been queued for delivery.

Warning: Sending a mass email is an **irreversible action**. Always proofread your subject line and message content carefully for accuracy

and clarity before clicking **Send Email**.

Best Practices & Considerations

- **Always use the View Recipient List button** to check your final list of recipients before sending. This is a critical step to ensure your communication reaches the correct audience.
- Be aware that emails are **queued for delivery** and may not be sent instantaneously, especially for very large recipient lists. The system sends them in batches to ensure reliable delivery.
- Use this tool for important operational announcements, such as lot closures, policy changes, or permit renewal deadlines. Avoid overusing it for non-essential matters to prevent 'email fatigue' among your users.
- You can view emails sent successfully to a user by navigating to their profile and going to **History > History > Sent Mail**, or by accessing the **Complete History Log**. This will display the emails sent to that specific user.

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