Bulk Email Users

> The Bulk Email Users tool allows administrators to compose and send mass email communications to targeted groups. Its primary purpose is to efficiently broadcast important operational announcements based on specific criteria such as user type, permit status, or assigned parking lot. This article is intended for OperationsCommander (OPSCOM) administrators responsible for managing user communications.

Setup and Configuration

This tool is a core administrative feature and does not require specialized setup to activate.

Admin Side: This tool is available by default. However, the effectiveness of the recipient filtering depends entirely on having accurate and up-to-date user data in the system, including correct user types, lot assignments, and profile statuses.

User Side: End-users do not interact with the configuration of this tool; they simply receive the dispatched mass emails in their personal inboxes.

Using this Feature

Administrators can use the following instructions to define a targeted recipient list, compose a message, and dispatch a mass email.

Defining the Recipient List

1. Hover over **User Management** and click **Email Users**.
2. Select either a **User Type Group**, **User Type**, or **Locker User Type** on the Email Users page to begin defining your audience.
3. Refine your recipient list by selecting options from the **Filter by**, **Select by Lot**, or **Select by Locker Area** menus.
4. Click the **Prepare Email** button to generate the final recipient list based on your chosen criteria and reveal the email composition tools.

> To select multiple options within a single filter box (e.g., to email users in three different lots simultaneously), hold the Ctrl key (or Cmd on a 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 composition section will appear on the page.

1. Click the **View Recipient List** button to review the exact list of users who will receive the email, or click the **Export Recipient List** button to download a CSV file for external review.
2. Enter your message details into the **Subject** and **Message** fields.
3. Click the **Choose File** button and select the desired attachment if you wish to include a document or image.
4. Click the **Send Email** button when your message is finalized.
5. Click **Yes** on the prompt to confirm the action and queue the email for delivery.

> Sending a mass email is an irreversible action. Always proofread your subject line and message content carefully for accuracy and clarity before clicking the Send Email button.

Best Practices and Considerations

- **Always verify the recipient list: 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 and prevents you from accidentally spamming unrelated users.
- **Anticipate delivery queues: Be aware that emails are queued for delivery and may not be sent instantaneously, especially for very large recipient lists.** The system automatically sends them in batches to ensure reliable delivery and avoid server timeouts.
- **Reserve for operational announcements: Use this tool strictly for important operational announcements, such as lot closures, policy changes, or permit renewal deadlines.** Avoid overusing the mass email function for non-essential matters to prevent email fatigue among your user base.
- **Verify historical delivery: You can view emails sent successfully to a specific user by navigating to their profile and checking their sent mail history.** Detailed instructions for this verification process can be found in the *Review Emails Sent to Users* article.

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