Using PCRMail

Communication · https://learning.pcrecruiter.net/site/docs/communication/using-pcrmail/

PCRMail is a built-in email client which can be used for reading your incoming email from the PCR interface without using a separate website or email client such as Gmail or Outlook. It is automatically available if you have synced with your incoming email via IMAP with PCR.

You can access PCRMail by choosing **Email** from the dropdown menu under the small 'gear' icon at the top right corner of the Main Menu.

View Email List

After opening the PCRMail area, you'll be presented with a list of emails that is similar to those found in other email clients.

- Click the **Subject** of an email to display the message.
- Click the **From** address to show a list of emails involving that address.
- Use the **Select** column to select one or more messages and then Delete, Move, or Set to Read/Unread with the Action menu items.
- **Get New** will immediately force retrieval of new messages.
- **Get All**: If you have set your account not to delete email from the server after checking mail, any items that you have deleted from PCRMail will still remain on the server. "Get New" will not download these emails again, but "Get All" will force the system to download those mails as well.
- **Compose** in the Action menu will launch a blank mail.

Working with an Individual Email

After you have clicked the Subject to view a message, you will find various actions in the Action menu at the top of the message. You can pin the most commonly used items for quicker access:

- **Reply** - Use this icon to respond to the sender. Original content is included.

- **Reply All** - Use this icon to respond to the sender and other recipients of the email. Original content is included.
- **Delete** – Use this icon to send this email to the Deleted folder, or delete it, depending on your configuration.
- **Forward** - Use this icon to send the content to another email address.
- **Name** – Use this icon to jump to the name record bearing the same email address as the sender of this email. If the email address is not found, the Add Name screen appears to create a new record.
- **Add Activity** – Use this icon to create an activity and follow-up for the sender. For example, if you need to write an activity that you called or need to follow up.

Other Actions which appear in the menu but are less commonly used include:

- **Blind Relay** – Forwards the mail to a new recipient while keeping the original sender's address and reply address on the email header.
- **Move Mail** – Use this icon to move this email to a different folder.
- **Copy Mail** – Use this icon to copy this email to a different folder while keeping it in the current folder.
- **Print** – Use this icon to send the mail to your printer.
- **Download Email** – Use this icon to save the current email as an .eml file on your PC for archival purposes or use in other email applications.
- **View Source** – Use this icon to display the underlying source code of the email, including the detailed email headers.

Searching Emails

The **Search** option appears above the list of emails. The following filter options are available:

- Begin Date
- End Date
- From Name
- From Email
- Subject

- To Email
- Folder
- Body Must Contain (3 fields provided to narrow results)

To run the search, use the **Search** magnifying glass icon in the Action menu.

Composing an Email

1. Select the **Compose** action menu icon to begin a new message.
2. Type in a recipient email address or use the Envelope icon at the right of the To field to search the database for a contact by name.
3. Enter the subject and body of the message. Select **Send Options** for meeting request, return receipt, importance, and private email options.
4. Select **Attachments**. Here you can add and upload files stored on your computer (outside of PCRecruiter) to include as attachments to the message.
5. Select **PCR Files**. Here you can add global attachments and other files stored within PCRecruiter.