

# Send reminder emails for a converted Simulated Live event

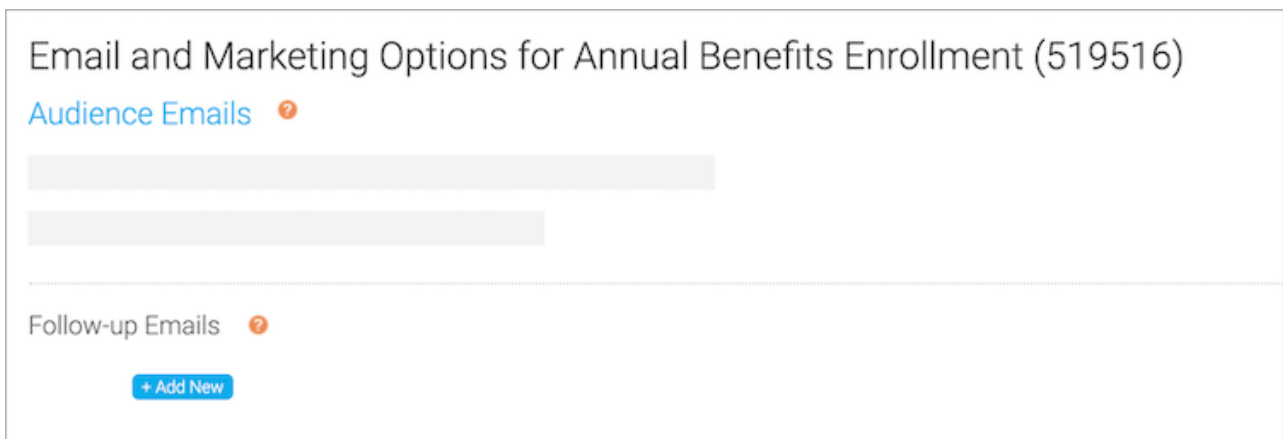
---

When you convert a Live event into a Simulated Live event or change a Simulated Live event from live acquisition to pre-recorded content, the Event Reminder Emails option is no longer available. To send reminder emails for a converted event, create a follow-up email and use the "did not attend" option to send it to registrants (they haven't attended it yet).

## Schedule and send reminder emails

**To schedule reminder emails for a converted Simulated Live event:**

1. Sign in to the Webcast Admin portal and edit the event.
2. On the left panel, click the **Email & Marketing** tab.
3. In the Audience Emails section, under Follow-up Emails, click **+ Add New**.



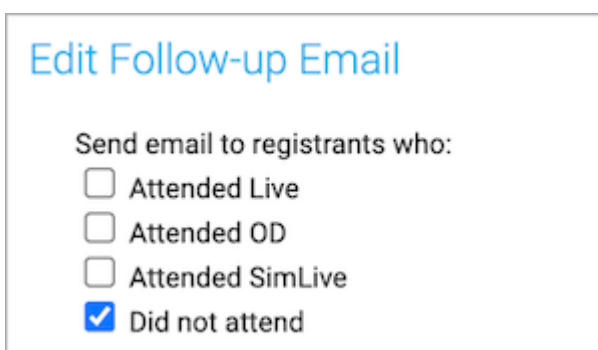
Email and Marketing Options for Annual Benefits Enrollment (519516)

Audience Emails ?

Follow-up Emails ?

+ Add New

4. In the Edit Follow-up Email window, under Send email to registrants to:, select **Did not attend** and clear the other checkboxes.



Edit Follow-up Email

Send email to registrants who:

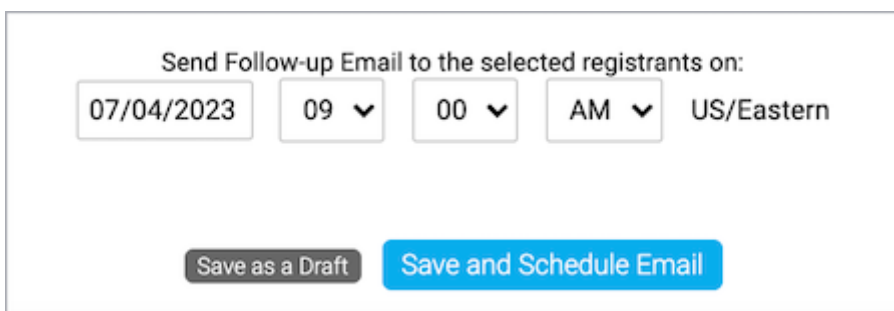
☐ Attended Live

☐ Attended OD

☐ Attended SimLive

☒ Did not attend

- Optional. Delete the placeholder text in the From Name, Reply-To Email, and the Email Subject fields and enter new text.
- At the right side of the text editor, click **</>** to switch to code view.
- Delete all the placeholder code.
- Paste your custom code or click **</>** again to switch back to the text editor view to add text, images, or links.
- Click **Schedule Email**, select the date and time you want to send the email, and then click **Save and Schedule Email**. You can also optionally save the email as a draft and schedule it later.



Send Follow-up Email to the selected registrants on:

07/04/2023 09 00 AM US/Eastern

Save as a Draft Save and Schedule Email

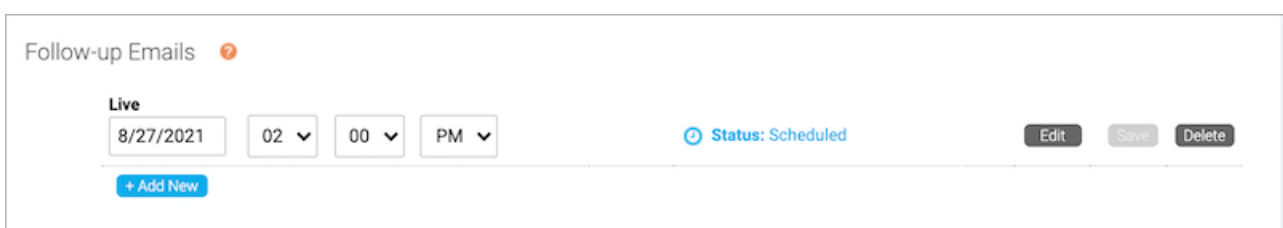
- Click **Save and Continue**.

## Preview your work

You should always send yourself the email before sending it to attendees.

### To preview the follow-up email:

- In the Webcast Admin portal, edit the event.
- On the left panel, click the **Email & Marketing** tab.
- In the Audience Emails, next to the email you scheduled, click **Edit**.



Follow-up Emails ⓘ

Live

8/27/2021 02 00 PM Status: Scheduled Edit Save Delete

+ Add New

4. Under the text editor, next to Send a test email to, enter your email.

Send a test email to  when page is saved.

5. Click **Save and Schedule Email**.

6. Click **Save and Continue**.

---

Revision #5

Created 7 July 2022 13:54:37

Updated 12 August 2022 17:01:02