

Contact Emails

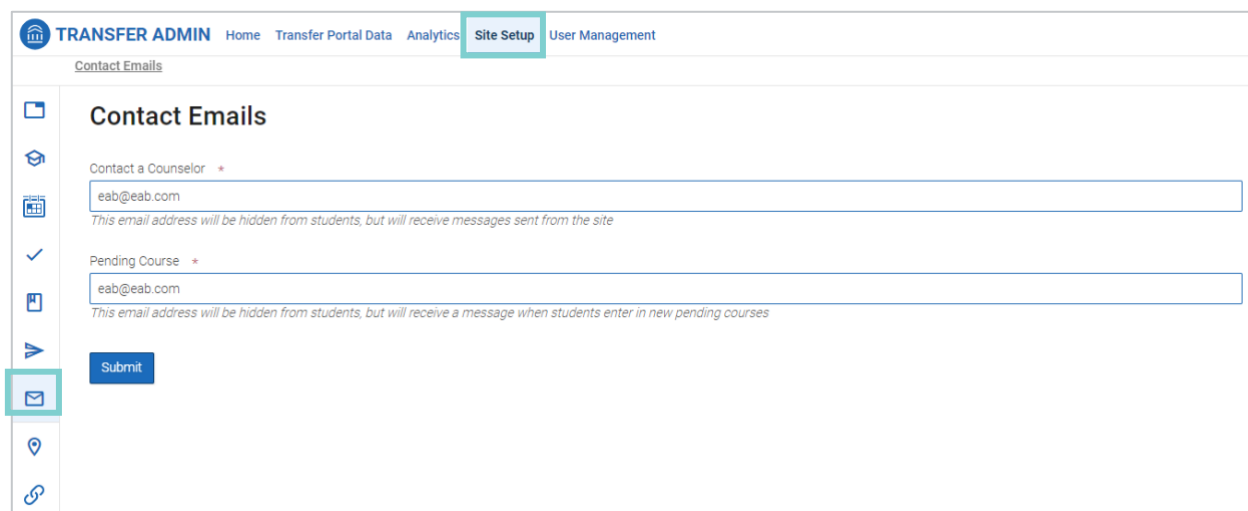
What are the Contact Emails?

There are two configurable contact email fields in the Portal

- Contact a Counselor
- Pending Course Workflow notifications

Feature Overview

Contact emails can be edited through the **Site Setup tab > Contact Emails**.



TRANSFER ADMIN Home Transfer Portal Data Analytics **Site Setup** User Management

Contact Emails

Contact Emails

Contact a Counselor *

This email address will be hidden from students, but will receive messages sent from the site

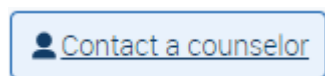
Pending Course *

This email address will be hidden from students, but will receive a message when students enter in new pending courses

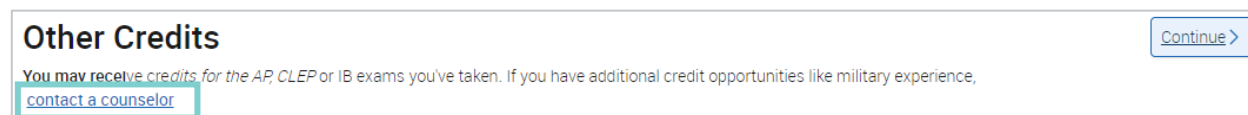
Submit

Contact a Counselor

This email address will receive all inquiries from students who click the "Contact a Counselor" button in the Portal at any time. A single email will be sent to this email address with each inquiry from a prospective student. A counselor is not able to respond to a student's inquiry in the Portal, they must utilize an institutional email address.



Contact a Counselor button found in the top right corner of Transfer Portal.



Other Credits

Continue >

You may receive credits for the AP, CLEP or IB exams you've taken. If you have additional credit opportunities like military experience,

[contact a counselor](#)

Contact a Counselor found on the Other Credits tab.

Pending Courses

This email address will receive all pending course notifications submitted by prospective students. One email will be sent per pending course submitted.

New Course ×

Course Prefix*
Example: PSYC

Course Number*
Example: 101

Course Name*
Example: Introduction to Psychology

Term Taken*
Term ▾

Year Taken*
Example: 2001

Credit Hours*
Example: 3


Grade*
Grade ▾

Confirm that this information exactly matches your transcript. You will not be able to edit after submission.

Add

Cancel

A partner institution can consider not adding an email address here if the Pending Course dashboard will be frequently monitored by a staff member. Please see the Pending Course Workflow Help Center article for more information.



TIP

Consider adding an email address with shared log-in credentials so multiple staff members can check for student inquiries or pending courses.

Frequently Asked Questions

1. Can I add more than one email address per field?
 - Only one email address may be added per field. Consider using an email address with shared log-in credentials should multiple staff members require access to Contact a Counselor messages.
2. Can I turn off notifications for Pending Courses?
 - Yes. Please confirm your desired workflow process with your Consultant if notifications are turned off, and they will assist in making that adjustment.

Related articles

1. Pending Course Workflow
2. Other Credits
3. How to Log In