

Client Training HQ

Using the Firm Email Sending and Reply Feature

You can send emails to clients via Immigration Case Management (ICM) using a standardized organization-wide email address instead of your individual user email address. By default, a Welcome Email issued from ICM to a Foreign National client will appear as having been sent from the individual user email address assigned to the originator of the message (e.g., `paralegal@lawfirm.com`), but enabling the Email Sending and Reply feature adjusts the “From” field email address to appear as a customized organization-wide email address (e.g., `OrganizationName@mail.welcomeclient.com`). Use of a standardized organization-wide email address can help emails be reliably delivered to user inboxes.

Please contact the Customer Support team for assistance in activating this feature.

Enabling this feature will also change the **General Settings** tab in the Firm Administration for the organization.

The following options will change:

- The “Use ‘Do Not Reply’ Email Method” will be removed.
- The domain-specific “Do Not Reply” option will be removed: “Domains to receive emails from ‘Do Not Reply’ as sender. Please enter one domain per line (the domain follows the @ sign in the email address).”

Customizing the Organization-wide Email Address

Once this feature is activated for your organization, to set up your new customized organization-wide email address via Administrative settings:

1. Navigate to the **Firm Administration** module.
2. Click the **General** tab.
3. Click the **General Settings** tab.
4. Enter your desired organization name into the **Firm Sender** field.

Note: Spaces and special characters are not permitted in the Firm Sender field. A warning notification will display if a value is entered that is not permitted.

Once implemented, the new settings overwrite the previous email addresses used to send emails from ICM. When pre-set reminders are automatically sent, the system sends the emails from the new "OrganizationName@mail.welcomeclient.com" address, regardless of which user set the emails up originally.

Receiving and Replying to Email

As with any email from a new source, it is possible that receiving mail services may temporarily flag ICM emails from the organization-wide email address as suspicious or spam until they have been established as part of the regular workflow. If messages from "OrganizationName@mail.welcomeclient.com" end up in a user's spam box, please advise the user to mark them as safe so the mail service no longer flags the sender.

When a recipient receives a communication from the organization-wide email address and clicks on "Reply," the reply will *only* be sent to the email address of the individual user who originally set up the automatic email; the new customized organization-wide email address will *not* receive the reply.

More Training Available!

Check out additional training resources available on our site, [Connections](#).

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.