How to view and update sender profiles

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A Sender Profile is a standardized "from" name and email address that can be re-used for any email created within MemberNova. The name and email address used in the Send Profile will appear in the recipient's inbox.

Note

The **From** email address displayed in the recipient's inbox is not the exact email address in the Sender Profile. It is a mix of the email address and @membernova.email at the end. Example: The from email address is John.Smith@Outlook.com and when the recipient receives the email, it shows as John.Smith.Outlook.com@membernova.email. In order to have the From email show as the true email address, the account needs “Email White Labeling”. Email White Labeling is a premium service. Please contact us if you are interested in purchasing it.

To add, edit, view the usage, or restore the defaults for a Sender Profile, use the steps below:

1. Click **Settings** or the **Gear icon** on the left menu.
2. Click on the **Communication** tab.
3. Click **Sender Profiles** from the **Email Settings** section.

Adding a Sender Profile

1. Click the **Add Sender Profile** button.
2. The Add Sender Profile pop-up will appear, with a few fields.
    - **Name** - The name of the Sender Profile.
    - **Description** - The Description of the Sender Profile.
    - **Sender Name** - The name of the sender.
    - **Sender Email** - The sender’s email address.
    - **Reply-To same as Sender -** Keep this option checked to have replies to this Sender Profile, return to the same Sender Profile’s email. If unchecked, you will have these options:
        - **Reply-To Name -** The name that will appear when replying to the email from the Sender Profile.
        - **Reply-To Email -** The email address that will appear when replying to the email from the Sender Profile.

- **Set as Default** - When set as the default, this Sender Profile will be selected by default when creating an email.

3. Click the **Save** button to add the Sender Profile.

Editing a Sender Profile

1. On the same line as the Sender Profile, click the **dropdown arrow** on the Actions column, then click **View**.

2. Click the **Edit** button.

3. You will now see a few fields.

    - **Name** - The name of the Sender Profile.

    - **Description** - The Description of the Sender Profile.

    - **Sender Name** - The name of the sender.

    - **Sender Email** - The sender's email address.

        - **Reply-To same as Sender -** Keep this option checked to have replies to this Sender Profile, return to the same Sender Profile's email. If unchecked, you will have these options:

            - **Reply-To Name -** The name that will appear when replying to the email from the Sender Profile.

            - **Reply-To Email -** The email address that will appear when replying to the email from the Sender Profile.

    - **Set as Default** - When Sender Profile option is selected to receive an email, but no single Sender Profile is selected. The default Sender Profile will receive the email.

4. Click **Save** once done.

Viewing the usage of a Sender Profile

1. On the same line as the Sender Profile, click the **dropdown arrow** on the Actions column, then click **Usage**.

2. The Usage page displays where this Sender Profile is used.

Resetting a Sender Profile

1. You can reset a System Sender Profile back to the system default values by clicking on the **dropdown arrow** in the Actions column on the same line as the Sender Profile, and then clicking **Restore System Values**.

2. A pop-up confirmation message will display, click **OK** to reset it back to the system default values.

Setting a Sender Profile to the default Sender Profile

1. On the same line as the Sender Profile, click the **dropdown arrow** on the Actions column, then click **Set As Default**.

2. A pop-up confirmation message will display, click **OK** to set it as the default Sender Profile. This will use this Sender Profile when the Sender Profile option is selected to send an email, but no single Sender Profile is selected.