08.27.14_klf

1. Workflow Notes
   1.1. In order to standardize communications management processes, the following workflow should be followed when manually entering email addresses into NAE.

2. Workflow

   2.1.
      2.1.1. Access NAE. Email Address(es) fields will be blank. In field 1, select "P" for primary email address. Type in the email address associated with the individual or vendor. The Preferred field should auto-populate with a "Y". Save and Update.
      2.1.2. If the faculty, staff, student or vendor is assigned an Exchange (@durhamtech.edu) account at a later date, the Exchange account will be coded "P" with the preferred flag set to "Y". The external address (gmail, hotmail, yahoo, etc.) will be recoded "S" for Secondary, and the preferred flag will be removed.
      2.1.3. If the faculty, staff, student or vendor is assigned a ConnectMail (@connect.durhamtech.edu) account at a later date, the ConnectMail account will be coded "G" with the preferred flag set to "Y". The external address (gmail, hotmail, yahoo, etc.) will remain coded "P", and the preferred flag will be removed.

   2.2.
      2.2.1. Access NAE. Review existing type(s) of email address(es).
      2.2.2. Faculty and staff Exchange (@durhamtech.edu) addresses are coded "P" for primary email with the preferred flag set to "Y". To enter an additional address, click in the email field and use the arrows to navigate to the next open field. Select "S" for secondary email address. Type in the new email address. The preferred flag should remain blank.
      2.2.3. Students ConnectMail (@connect.durhamtech.edu) addresses are coded as "G" with the preferred flag should be set to "Y". To enter an additional address, click in the email field and use the arrows to navigate to the next open field. Select "P" for primary email address. Type in the new email address. The preferred flag should remain blank.
      2.2.4. If both "P" Exchange and "G" ConnectMail addresses exist on the record, the Exchange address should have the "Y" preferred flag. To enter an additional address, click in the email field and use the arrows to navigate to the next open field. Select "S" for secondary email address. Type in the new email address. The preferred flag should remain blank.
      2.2.5. If an external email address (e.g. gmail, Hotmail, yahoo) is currently coded "P" Primary and/or "S" Secondary, and a new address is provided, prior entries may be replaced with the new address. It is a best practice to confirm with the individual or vendor which address should be flagged as preferred in the event that all addresses provided are external to Durham Tech.