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Creating a New Email Preference Category or Modifying an Existing Email Preference Category [1]



November 8, 2019 by jennifer.mortensen [2]

NOTE This task requires assistance from your eComm Specialist [3].

eComm possesses well over 300 email preference categories for all campuses and units combined. That unfortunately equates to a lot of behind the scenes work not only to maintain preferences but also to create new ones and modify existing categories.

If you want to add a new email preference or modify an existing one, please contact your eComm Specialist [3] to discuss options. Before deciding to create a new preference category, we encourage you to think about the following questions:

- Can the email preference I want be combined with an email preference category that already exists?
- If not, what are the specific business reasons why I need a separate preference category?
- Is there an alternative to creating a new preference category that I may have not considered?

Your eComm Specialist can help you consider options and detail the path forward if it is determined that a new preference is needed.

ALERT eComm Specialists: Please note that as of November 2019, all new email preference requests and requests for changes to existing email preferences are ON HOLD pending a new preference management solution from the COE. Please contact Jennifer Mortensen [4] if you have questions.

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