

There are various Profile-specific emails that can be configured in TracCloud. Most are sent automatically, such as Confirmations and Reminders, while some are sent manually, like Visit Notes. Listed below are some of the possible email types that you can configure.

**Confirmation Emails** are sent to Students, Consultants, and an optional third address when an appointment is booked. Consultants and Students can receive unique versions of this email, depending on the information required for either party. You can also decide whether the email is sent the moment the appointment is booked, later in the night, or at a specific time in the morning.

**Reminder Emails** are sent to Students and Consultants to remind them of upcoming appointments. Just like confirmations, this can be configured separately for students and consultants. You can set the exact time reminder emails are sent each day, either the night before or a custom time in the morning. Reminders can also be disabled for students, consultants, or both.

**Cancellation Emails** will be sent to Students and Consultants immediately upon appointment cancellation. Each user-type will receive a unique email with information about the cancelled appointment.

**Missed Appointment Emails** are sent to the student when an Appointment is missed. This email can be sent the evening of, or the day after the appointment should've taken place.

**Consultant Schedule Summary Emails** will be sent to consultants the evening before or the morning of their schedule appointments. This single email can contain information about multiple upcoming appointments, rather than receiving individual emails for each appointment. You can write the opening/top of the email, the repeating text box for appointment information, and the final/closing text.

**Visit and Visit Duration Notification Emails**. Visit reasons can be configured with a “Notify Time Expired” setting. When that time limit is reached, an email can be sent to the center, consultant, or a specific email address automatically. This menu also allows you to configure an email that will be sent out after students conclude their visit.

**Send Visit Notes to Coach, Advisor or Student** can be used to send visit information to any of the previously named users, or more. The prompt to send this email can appear on individual visit records to be selected by staff, or it can be automatically initiated during visit conclusion. One of the most common uses for this feature is for consultants to send their Visit Notes (and general Visit information) to faculty.

**Resource Checkout Emails** are the emails sent upon a resource being checked out or marked as overdue. Overdue emails can repeat for each day the resource isn't returned.