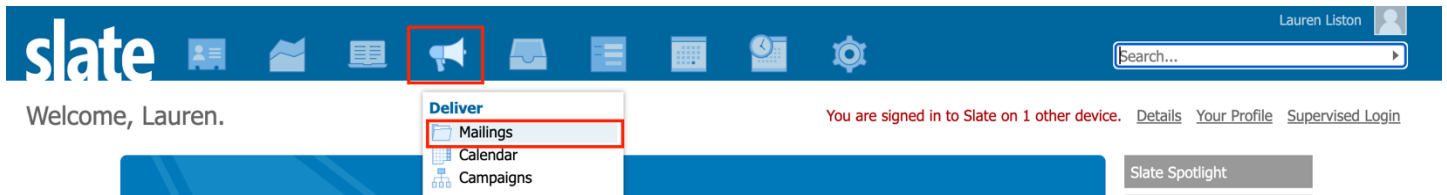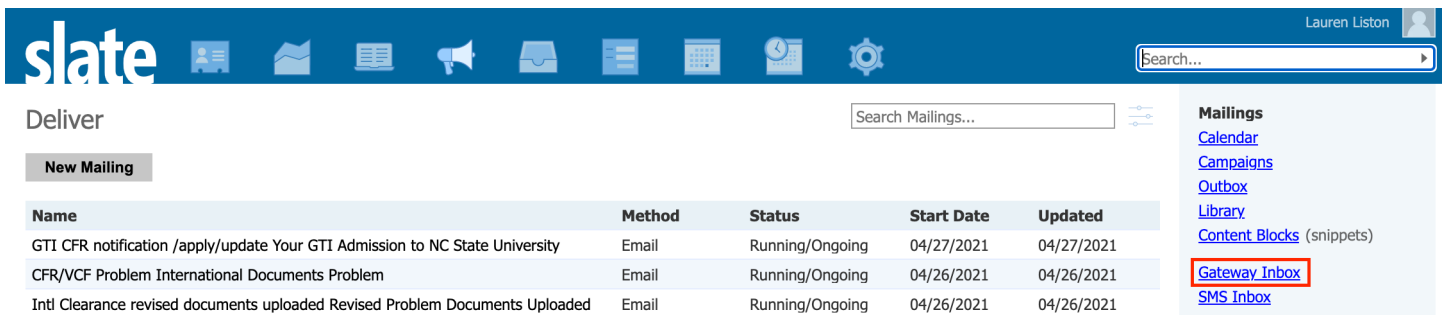**How to Match BCC Emails to Records**

Gateway Inbox is the tool used to match email communications sent from your NCSU email account, to an applicant or prospect's Timeline in Slate, using your Slate BCC email address. Documentation on how to find your unique BCC email address can be found at grad.ncsu.edu/wp-content/uploads/2018/02/Finding-Unique-Slate-BCC-Email.pdf.
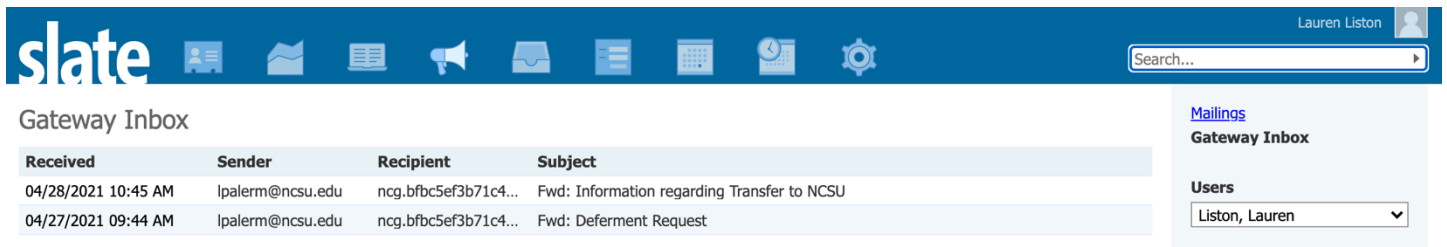
To access Gateway Inbox, you can click directly on the Deliver icon, or hover over the icon and click "Mailings":

Once in Deliver, you can select "Gateway Inbox" from the menu on the right-hand side:

In Gateway Inbox, you'll see any unmatched mailings you've sent with your Slate BCC email address copied. Click anywhere on the row to match the email to the prospect or applicant's record:

A window will open, displaying possible matching records, as well as the email contents. In the below example, the applicant's name and email have been redacted and are referenced in red text, but the actual name and email will show in Slate. Select the correct match by clicking on the prospect or applicant's name and then clicking 'Assign'.

Fwd: Deferment Request   Prev   Next   ✕

Sent	Tuesday, April 27, 2021 09:44 AM
Sender	lpalerm@ncsu.edu
Recipient	Prospect or applicant's email
Subject	Fwd: Deferment Request
Assignee	

Possible Matches:

Prospect or applicant's name   (Prospect or applicant's email)

---------- Forwarded message ---------
From:
Date: Tue, Apr 27, 2021 at 9:35 AM
Subject: Re: Deferment Request
To: Lauren Liston <lpalerm@ncsu.edu>

I would like to defer until Summer 2022. Thank you for checking in about that. Let me know if there is anything else I need to do. Thank you!!

Best,

Jennifer

Assign   Delete   Close

Test Records

If you have a test record in Slate using the same email, your test record will show as an additional possible match. DO NOT match the email to your test record, otherwise the email be tied to your test record rather than the record of the prospect or applicant were emailing. ***If you no longer utilize your test record, please reach out to Lauren Liston (lpalerm@ncsu.edu) to have the record deleted. Similarly, if you have a real application to a graduate program, please make the Graduate School aware so it is not accidentally flagged as a test record.**

Re: NCSU Graduate Program - Confirming A Summer 2021 Start	Prev Next ✕

Sent	Wednesday, April 28, 2021 10:01 AM
Sender	jagrego2@ncsu.edu
Recipient	
Subject	Re: NCSU Graduate Program - Confirming A Summer 2021 Start
Assignee	

Possible Matches:

A   le (   )gmail.com)
Gregoritsch, Jodie Ann (jagrego2@ncsu.edu)

Hi   ,

Thank you for letting me know.
I will have to check on SSI timing with your SEVIS transfer.
Our first summer session starts May 19th.
SSII starts June 28th though. That can be a good option 2 in case...
I will get back with you after I check with our OIS (Office of International Students).

~~~~~~~~~~~~~~~~~~~~~~~~~
Jodie Gregoritsch
she/her/hers

Assign   Delete   Close

No Matches

You may click on an email that displays no possible matches. This can happen when the prospect or applicant has been communicating with an email address that does not match the email associated with their Slate record, or if they do not yet have a record in Slate. If you know you are communicating with an individual who has an application in Slate, you can search for their record by name in the Assignee text box:

If you are certain of this match, you can select the name and then click the Assign button. We strongly recommend looking up the record in another window before you match to ensure it is the same person. If no matches are found after searching by first name, last name and email, the individual likely does not exist in Slate. ***If you're emailing a prospective student with no Slate record, please reach out to Lauren Liston (lpalerm@ncsu.edu) to learn how to add prospective students to Slate.**

The Graduate School recommends to managing your Gateway Inbox on at least a weekly basis.