



THE UNIVERSITY OF GEORGIA

# Franklin College of Arts and Sciences

## OIT: Requesting an Automated E-mail Reply

### **Objective and Introduction**

This document describes how to request an automated E-mail reply message. When clients will be out of the office for multiple days, OIT can setup an automated E-mail reply to notify those who contact you that you are not available. Automated reply messages usually include information about the duration of the absence, and if applicable, the frequency with which you will be checking your messages. They may also direct time-sensitive inquiries to an alternate contact when necessary. Auto-reply messages only send a single e-mail reply to the sending address so that sender is not inundated by a large number of e-mail responses with the same information. The auto-reply messages do not respond to listserv addresses or to any e-mails sent to yourself from your Franklin e-mail account.

Here is a sample message:

I will be out of the office August 11 - 15 and will return to the office on August 18. I will be checking e-mail intermittently and will respond to your message as soon as possible. If you need to reach someone in my absence, please contact Jane Doe at [jdoe@franklin.uga.edu](mailto:jdoe@franklin.uga.edu) or 706-542-####.

### **Submitting a Request**

Please submit a request for an automated e-mail reply at least two business days prior to departure. OIT may not be able to accommodate last minute requests; we will try to accommodate last minute requests due to unplanned circumstances. Please use the following steps:

- Prepare the content of the auto reply message including any desired signature text
- Send your message with the dates and times (8am or 5pm) you would like your message activated and deactivated to [helpdesk@franklin.uga.edu](mailto:helpdesk@franklin.uga.edu); please use a subject line that will help us process your request e.g. automated reply request. We will make every effort to accommodate the times you request as long as they are within regular business hours.

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