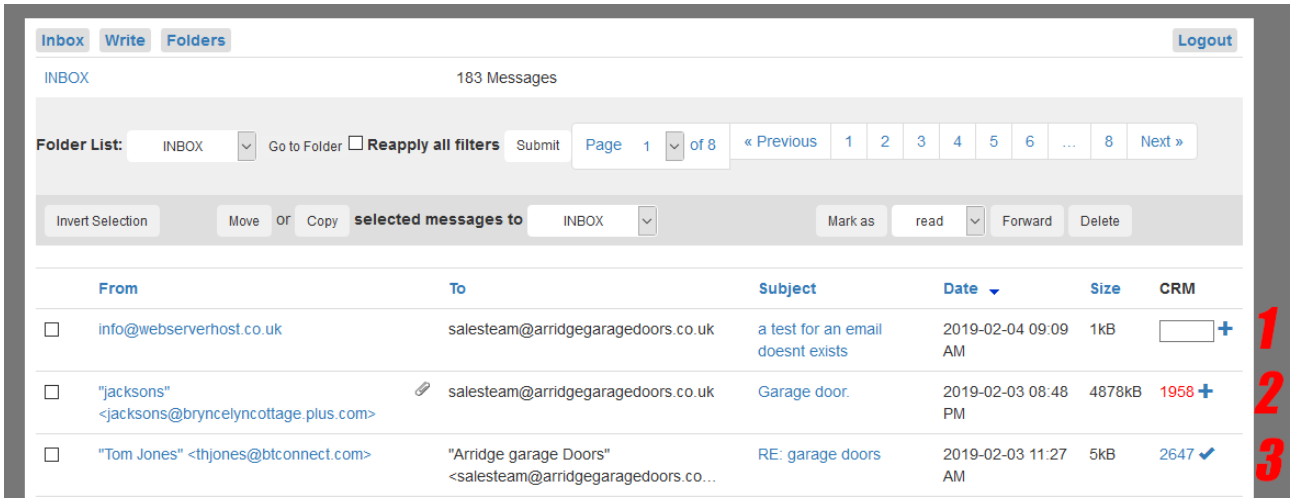
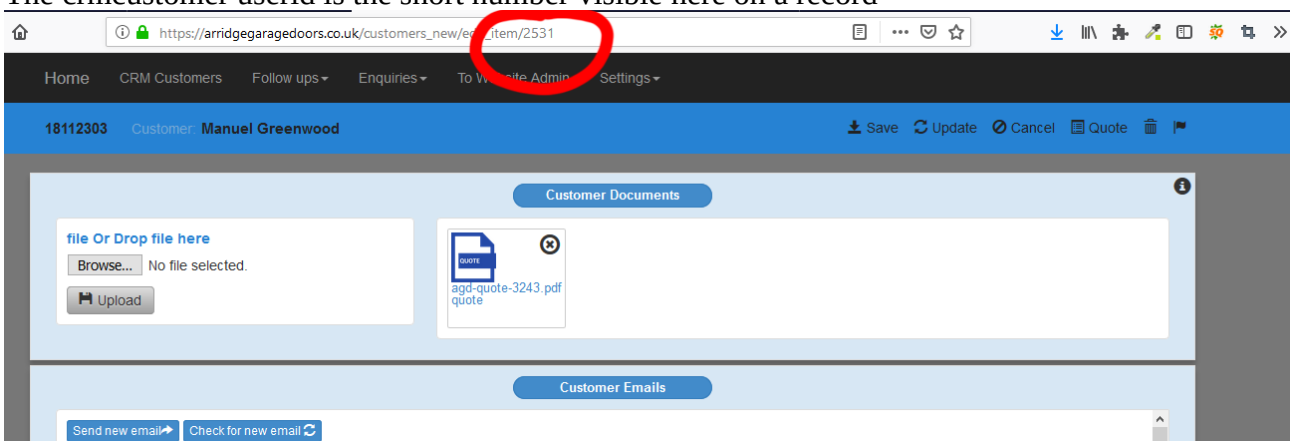
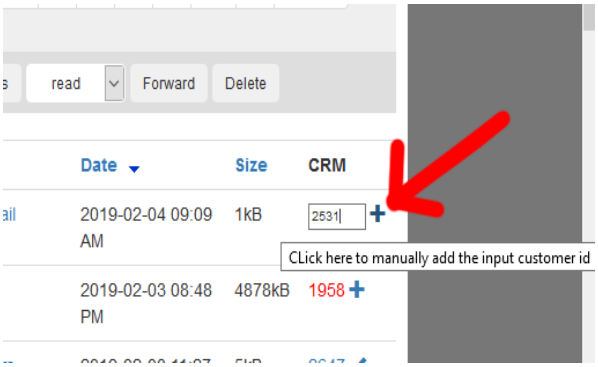
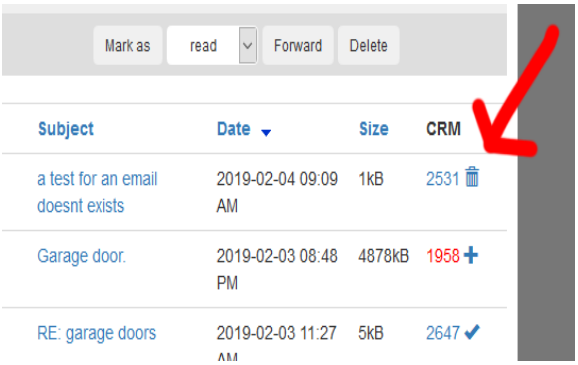
Email Management



1. Is an email that has not been found in the system. Enter a crmcustomer userid and click the plus icon to attach to a customer. Any email with this address will be attached to the crmcustomer you choose.
2. A matching email address has been found, but for some reason (usually malformed email or some issue with the email itself) it has not been attached to the crmcustomer automatically. Click the plus icon to attach any emails with this address to the crmcustomer.
3. A crmcustomer has been found for this email address and this email has been added to the customer's email record.

The crmcustomer userid is the short number visible here on a record



Once the plus icon is clicked a trash icon becomes available.
This is so you can remove the association between this email address and the crmcustomer id