Feature Overview

Email Improvements

Communication is key when working with applicants at your organization, and email continues to be the predominant method to send and receive necessary information throughout the hiring process. In an effort to improve deliverability metrics for these vital notifications, symplr is excited to deliver enhancements to symplr Recruiting's email functionality.

What is it exactly?

This update delivers improved security controls while continuing to adhere to industry-standard best practices – which helps systems receiving emails sent from symplr Recruiting know that they have been sent from an authentic and validated source (i.e. have not been tampered with in any way during transmission). This means it's easier for emails find their way to the recipient's inbox instead of a Spam folder.
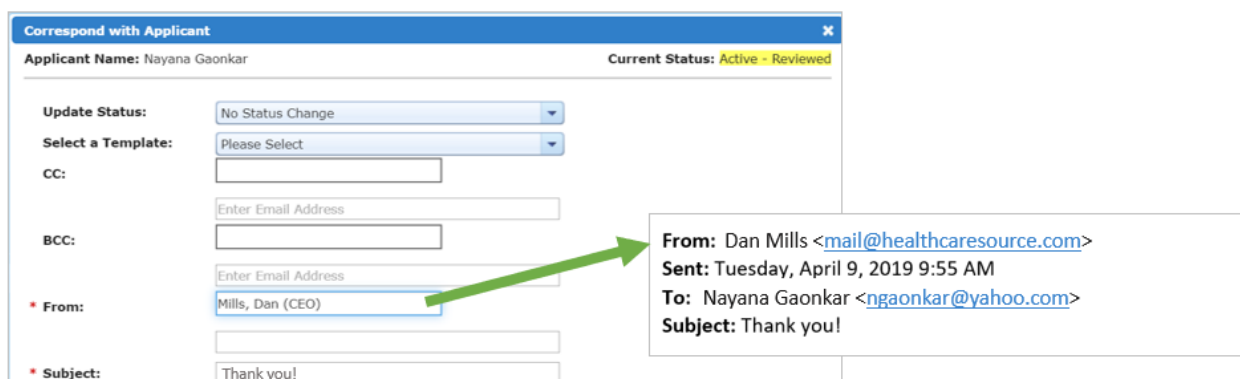
Once this update has been enabled for your organization, you'll automatically receive the benefits of DMARC (**Domain Message Authentication Reporting & Conformance**), DKIM (**DomainKeys Identified Mail**), and SPF (**Sender Policy Framework**) as standard functionality – all with no IT involvement needed.

How do I use it?

The best part about this update is there's nothing you need to do to take advantage of its benefits – it all happens automatically once the update is live. The main difference lies with how the **From** field is presented to recipients of emails from symplr Recruiting.

First and foremost, emails no longer come from the **DoNotReply@HealthcareSource.com** email address or your organization's default email (depending on how your solution is configured). Instead, they're presented with a friendlier return email address and display name. The name they see depends on what's used in the **From** field when corresponding with an applicant:

- **Selecting a user in the From field**. When a user is selected from the drop-down list in the **From** field, the **From** field is displayed as **Firstname Lastname <mail@healthcaresource.com>** in the received email. When recipients reply to these emails, they are delivered to the user selected in the **From** field.

- **Manually entering an email address**. When an email address is manually typed into the **From** field, the **From** field is displayed as **Clientname <mail@healthcaresource.com>** in the received email. When recipients reply to these emails, they are delivered to the email entered in the **From** field.

The Fine Print

There are some things to keep in mind about these new email enhancements:

- symplr recommends removing any previously-configured SPF records once this update is enabled (check with your IT department on this, they'll know what to do).

- If you have any additional questions regarding this feature, please reach out to a symplr Support specialist by calling (866) 323-3030 or emailing **talentsupport@symplr.com**.