Read (return) Receipts

The Recipient's point of view

If the sender of an email wants to know when the recipient has <u>opened</u> it the following message will appear as that person clicks on it to open it.

When the recipient clicks **OK,** an automatic message is sent back to the sender. Clicking **Cancel** will not do that.

<u>NOTE</u>: The recipient should consider the cancel option when replying as this could avoid unnecessary traffic on the system, i.e. if intending to reply immediately, there is little point in the sender receiving two emails in very quick succession.

The Sender's point of view

This sending option can be useful if the sender of an email wants to be sure the recipients are aware of important information.

To use this option:

1. Having logged into email you should see a **Settings** button top right of the window; it's made up of four little squares..

2. Click the button and then click **Composing Messages**.

3. Tick the checkbox next to **Always request a return receipt**. Think carefully about using this feature as it will apply to <u>all</u> messages you send.

<u>NOTES</u>:

· The Fasthosts system refers to **return receipts**, other systems call then **read receipts**. Either way, they are triggered by the recipient <u>opening</u> the email.

· Also like other email systems, this feature is not guaranteed to work with 'external' email addresses. For instance when sending to a personal address or someone using Outlook they may not see the return receipt message and the Fasthosts sender may not receive a notification.