

Instructions for sending messages via CTE Show News or FVTC Show News

The purpose of the CTE show mailing lists is for to give production staff the means to communicate with cast members and cast parents whenever needed. "PC" refers to "production coordinator."

How the mailing list is set up:

- After all cast members are registered and cuts/drops/no shows are marked in the CTE database, a list of every email provided by cast families is uploaded to the mailing list. **If producer wants director, choreographer, etc., on the list so they receive the messages, email addresses must be provided.**
- Producer indicates who is allowed to send messages using the list AND provides the email addresses they want used. Usually PC and sometimes members of the artistic staff are included as senders.
- **Tell all on the list to make sure cte.shownews@cteelgin.com or fvtc.shownews@cteelgin.com (for fall youth show) is allowed by their email provider.** Sometimes the first message goes to their Spam box, so they should check there if doesn't appear in their Inbox.
- If someone entered their email address incorrectly in our database, it will bounce, meaning they won't get it and their address will be unsubscribed from the list. PC notifies them and gets a corrected or different address to be uploaded.
- If anyone drops from the cast, PC needs to notify CTE's operations director ASAP to remove their email address(es) from the list.

How to send group messages to cast families:

1. Messages may be sent from any email address that is approved for sending.
2. Click NEW MESSAGE.
3. **TO:** cte.shownews@cteelgin.com or fvtc.shownews@cteelgin.com (fall youth show)
4. **DO NOT "CC" (carbon copy) a bunch of additional people.** We can subscribe whoever you need on the list instead.
5. **DO NOT send more than a couple of messages per day** or some providers will assume we're spamming and block people on our list.
6. Add SUBJECT of your choice. Subject line will automatically begin with "[CTE Show News]."
7. Type email message as you normally would using an average-sized (about a 12-point) font. **DO NOT** use all capital letters in your message as this gives the impression you are angry.
8. **Always use days of week + dates to describe your events** rather than saying "next week" or "tomorrow" or other vague reference. Example: "Cast profiles are due by Thursday, March 3rd."
9. You can copy and paste from other docs or spreadsheets, but keep in mind that it may or may not display well on everyone's computer or device. Attach a copy of the information as a .pdf just in case.
10. **Always include your contact info in the message** and remind them *not* to reply to the message but forward to PC's address. You will not receive responses if they reply directly to these messages.
11. Attachments are ok. Saving to a .pdf format is always best.
12. Links are ok, but consolidate to one message whenever possible. If identical info was also posted to the cast website, copy and paste the website link onto the message instead.
13. Proofread and spellcheck everything, including the subject line, before sending. Make sure message is clear, precise, and as well written as possible since everything we do and say is a reflection on CTE.
14. When ready click SEND and it will go out to everyone on the list.

If you have questions, contact Susan at cteelgin@hotmail.com or sheaton@elgin.edu or 847-214-7152.