

## REPLY TO FUNCTIONALITY

A Reply-To address, in short, is a mail header that will make recipients of emails reply to the specified reply-to address instead of the From address. Setting this reply-to address must be done via setting a Reply-To mail header in accordance with the [RFC2822](#) specification. The section below describes how this functionality is generally used.

### Using Reply-To

Utilizing Reply-To addresses can be done via mail server configuration, mail client, or programmatically.

Mail server configuration can greatly vary depending on the environment but in general setting a “Reply-To” in the mail headers and supplying an email address for the value will set a Reply-To address.

**NOTE: The DataMotion Gateway is capable of performing this function.**

If a mail server/gateway is not in use popular mail clients are capable of this as well. Below are links to instructions for setting a reply-to address for some popular mail clients:

- n [Setting a Reply-To in Google](#)
- n [Setting a Reply-To in Yahoo](#)
- n [Setting a Reply-To in Outlook](#)
  - » Depending on corporate settings the screens shown may differ.

Depending on your needs, setting a reply-to address can also be set programmatically. Doing this varies greatly depending on environment and programming languages involved. Below are links for performing this using some popular languages.

- n [Setting Reply To Using C#](#)
- n [Setting Reply To Using Java](#)
- n [Setting Reply To Using Python](#)

### Enabling the DataMotion Reply-To Function

The DataMotion system possesses the capability to make recipients reply to such a Reply-To address through simple system configuration. Configuration for this functionality is straightforward and broken down by user type on the system.

### Prerequisites

The following prerequisites should be in place and taken into consideration prior to performing the steps in the [Configuring the Reply-To Setting](#) section.

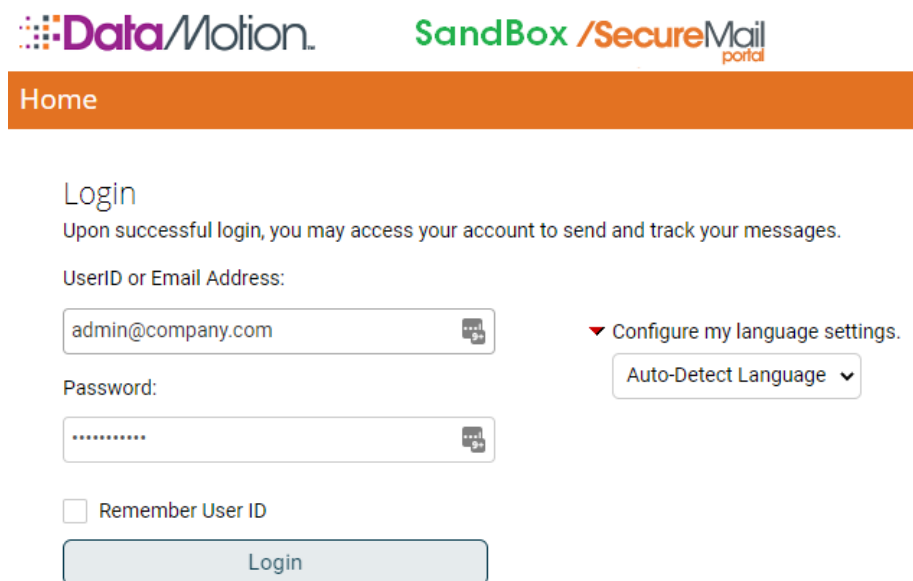
- n Have an integrator level user on the system.
  - » Only users with **Integrator** privileges may configure this setting.

- » Customers on the public SaaS (<https://ssl.datamotion.com>) will not be able to configure this themselves and must make a request to DataMotion Support ([support@datamotion.com](mailto:support@datamotion.com)) in order to configure this setting.
- n **(Optional)** Have an additional user type for users who will use this setting.
  - » By default, there are only two user types, one for admins and one for regular users. If there is a desire for only certain users to have this functionality enabled, it is recommended that additional user types be created.

## Configuring the Reply-To Setting

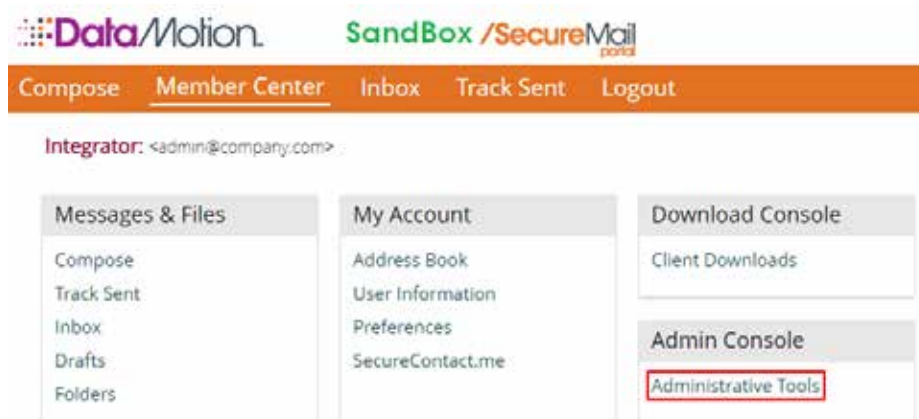
To configure the Reply-To setting on the system perform the following steps:

1. Login to the DataMotion web portal (this URL will differ depending on your company).



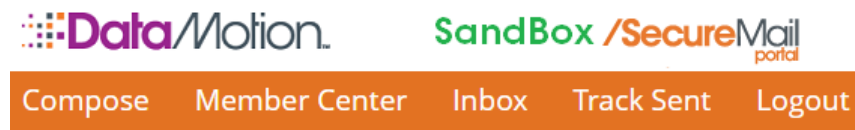
The screenshot shows the DataMotion login interface. At the top, there are logos for DataMotion, SandBox, and SecureMail portal. Below the logos is a navigation bar with 'Home' highlighted. The main content area is titled 'Login' and includes the instruction: 'Upon successful login, you may access your account to send and track your messages.' There are two input fields: 'UserID or Email Address:' containing 'admin@company.com' and 'Password:' with masked characters. To the right of the password field is a dropdown menu for language settings, currently set to 'Auto-Detect Language'. Below the input fields is a checkbox for 'Remember User ID' and a 'Login' button.

2. Click the **Administrative Tools** link.



The screenshot shows the DataMotion Member Center interface. At the top, there are logos for DataMotion, SandBox, and SecureMail portal. Below the logos is a navigation bar with 'Compose', 'Member Center', 'Inbox', 'Track Sent', and 'Logout'. The main content area is titled 'Integrator: <admin@company.com>'. There are three main sections: 'Messages & Files' (with links for Compose, Track Sent, Inbox, Drafts, Folders), 'My Account' (with links for Address Book, User Information, Preferences, SecureContact.me), and 'Download Console' (with link for Client Downloads). Below the Download Console is an 'Admin Console' section with a link for 'Administrative Tools' highlighted with a red box.


- Click the **Administer your corporate accounts** link.



Administration Console

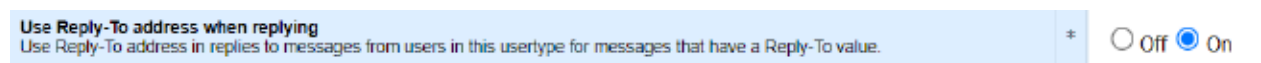
▼ **Corporate Account Management**

**Administer your corporate accounts**

- Click the  icon for your desired company.
- In the Company Configuration box on the left, click on the link for the user type you wish to configure.



- Under the Messaging Functionality section, find the Use Reply-To address when replying setting.
- Set the radio button to On.



- Click the Save button at the top of the page.

This user type will now see the Reply-To field whenever they receive a message. In the web portal this will look something like the following:

### View Message

---

Tracking: #51728536  
Sent: 12/18/2020 12:40:32 AM (UTC-05:00:00)  
Expires: 12/18/2022 12:40:32 AM (UTC-05:00:00)  
From: sender@company.com  
Reply-To: replyto@company.com  
Subject: TEST REPLYTO  
To: recipient@company.com

---

TEST BODY

When a user replies to this message they will reply to the Reply-To address. In the DataMotion web portal this will look like the this:

### Reply To Sender

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**To:** replyto@company.com

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**Subject:** RE: TEST REPLYTO

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**B** *i* U **A:**

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Reply

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**From:** replyto@company.com  
**Sent:** 12/18/2020 12:40:32 AM  
**Subject:** TEST REPLYTO

---

TEST BODY



It is also possible to see the ReplyTo when using the Secure Messaging API as well (for information see <https://developers.datamotion.com>). The Reply-To field will be returned in the response body of any message retrieval based functions. For example, when using the GetMessage request there will be a ReplyTo parameter in the response body which will look something like this:

```
{
  "To": [
    recipient@company.com
  ],
  "From": sender@company.com,
  "Cc": [
    ""
  ],
  "Bcc": [],
  "Subject": "TEST REPLYTO",
  "CreateTime": "3/11/2022 2:03:23 PM (UTC-05:00)",
  "Attachments": [],
  "HtmlBody": "<html>TEST BODY</html>",
  "TextBody": "TEST BODY",
  "SenderFirstName": "Sender",
  "SenderLastName": "Test",
  "ReplyTo": replyto@company.com,
  "CrmCustomID": ""
}
```