

Email History Report

Last Modified on 02/02/2024 2:20 pm CST

Exciting news! Our ConnectBooster Support documentation is moving to a new location. Be sure to bookmark the new link below.

<https://help.cb.kaseya.com/help/Content/0-HOME/Home.htm>

The Email History report allows you to pull a record of any emails sent from the portal.

1. To see client and tenant email activity within your ConnectBooster portal, navigate **Reports > Email History** in the left-hand menu.
2. Email Category allows you to select a specific type of Email notification sent from the portal
 - **Shared**
 - Password Reset
 - Welcome Email
 - **Client Emails**
 - Account Summary
 - Payment Method Failure
 - Payment Method Expiration
 - Payment Method Change
 - Upcoming Payments Summary
 - Invoice Due
 - Invoice
 - Transaction Cancelled
 - Transaction Rescheduled
 - Transaction Scheduled
 - Transaction Failed
 - Transaction Success
 - Transaction Receipt
 - **Tenant Emails**
 - Autopay Summary
 - Daily Summary
 - Client Requested Access
 - Client Changed Autopay
 - Client Commented On Invoice
 - Client Made Payment
 - Client Scheduled Payment
 - Client Cancelled Scheduled Payment

- Monthly Summary
- Tenant Password Reset
- Sync Failure

3. Sent After Date - this is where you set the Start Date of the report to pull the email history
4. Sent Before Date - this is where you set the End Date of the report to pull the email history
5. Download Report allows you to download a CSV file that can then be manipulated in Excel

The screenshot shows the 'Email History Report' interface in Connect Booster. The sidebar on the left has 'Email History' highlighted with a red circle 1. The main area has a 'Run Report' button and a 'Download Report' button with a red circle 5. Above the table are filters for 'Email Category' (All), 'Sent After' (07-31-2023), and 'Sent Before' (08-14-2023), with red circles 2, 3, and 4 respectively. The table below has columns for Categories, Company, Recipients, Subject, Sent, and Error. The first row shows a 'Sync Failure' for 'Demo Company' sent to 'connor.drill@kaseya.com' on 08-13-2023. The 'Subject' column contains blue links for each row. At the bottom, there is a 'Load More' button and a pagination control showing 'Showing 1-10 of 50 items' and 'rows per page'.

By clicking on the Subject line of the email, you can View or Resend the email to the initial recipient of the email. If you have [Email Tracking](#) enabled on your account, you will also see tracking events of that email.

Invoice 13587


Sent Date: 07-11-2023 04:47 PM







07-11-2023 04:45 PM ProcessEvent:

07-11-2023 04:46 PM QueuedEvent:

07-11-2023 04:47 PM ProcessEvent:

 07-11-2023 04:47 PM processed:


 07-11-2023 04:47 PM delivered:


 07-11-2023 04:47 PM open:


 07-12-2023 12:11 AM open:


Cancel

View

Resend