

# Organization Wide Email Addresses -- Configuring "Affiliate Address"

In general the Organization Wide Email Addresses are emails that you can make available to System Admins and Staff for use in creating email alerts or sending other emails through HandsOn Connect.

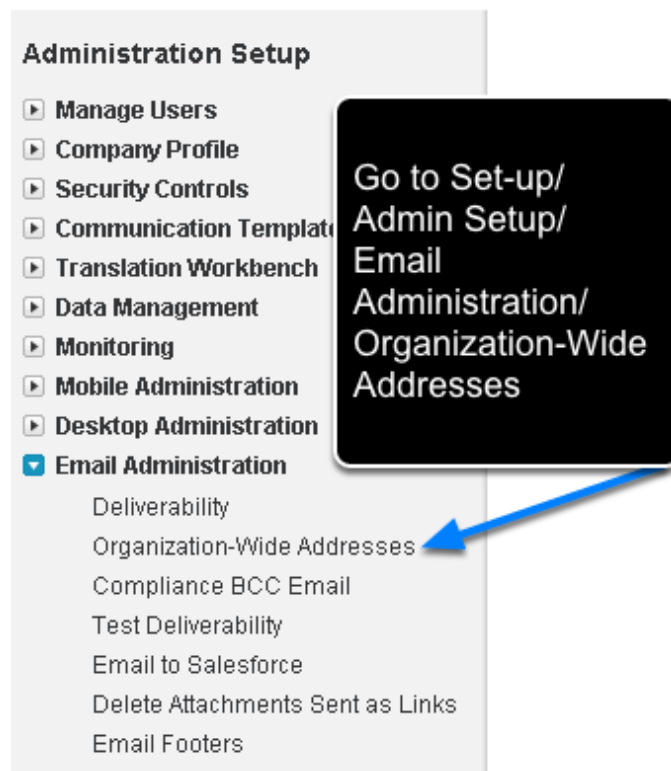
Customers can create as many organization wide email addresses and grant access to various profile to use them. More information on the organization wide email address can be found at [salesforce.com Help & Training](https://salesforce.com Help & Training).

In order to ensure deliverability of emails from the system, many workflows use an organization-wide email address as the sender of a number of emails.

An example of this is the "Waitlisted Opportunity Now Open" email alert.

This email address is generally set for you when you are first onboarded into HandsOn Connect. But make sure that you still have this email address as its been noted in the Control Panel.

## Accessing Organization-Wide Email Addresses



**"Affiliate Address" is a special organization-wide email address used by the system.**

**Organization-Wide Email Addresses** Add

Actions	Display Name	Email Address	Allowed Profiles	Status
<a href="#">Edit</a>   <a href="#">Del</a>	troutco+System_Test@gmail.com	[Redacted]	<a href="#">System Administrator</a> , <a href="#">Staff</a>	Verified
<a href="#">Edit</a>   <a href="#">Del</a>	Demo Site	[Redacted]	<a href="#">Staff</a> , <a href="#">System Administrator</a>	Verification Request Sent 3/15/2011 <a href="#">[Resend]</a>
<a href="#">Edit</a>   <a href="#">Del</a>	Affiliate Address	[Redacted]	All Profiles	Verified

[Click Edit next to the Affiliate Address name](#)

It was originally required to be named Affiliate Address - but now you can give it any name you choose.

The screenshot shows the 'Organization-Wide Email Address' configuration page. At the top are 'Save' and 'Save and New' buttons. The main section has two input fields: 'Display Name' (containing 'Affiliate Address') and 'Email Address' (containing 't...@...'). To the right of these fields is a black callout box with white text: 'Define the email address you want the default emails to come from.' Below the input fields are two radio button options: 'Allow All Profiles to Use this From Address' (which is selected) and 'Allow Only Selected Profiles to Use the From Address'. Below these is a 'Profiles' section with a list box containing the following items: 'Overage Customer Portal Manager Standard', 'Overage Authenticated Website User', 'Overage Customer Portal Manager Custom', 'Volunteer', 'Volunteer Leader', 'Partner Staff', 'System Administrator', 'Volunteer Old', 'Partner Staff Old', and 'Staff'. To the left of the list box is a black callout box with white text: 'Display name can be changed'. At the bottom are 'Save', 'Save and New', and 'Cancel' buttons. A black callout box with white text 'Click Save' has an arrow pointing to the 'Save' button.

The reason to allow all profiles is that if you use this From Address for an email alert that is triggered from the public site by a volunteer (such as notification of Volunteer Sign-ups or Waitlisted Opportunity Now Open) if the Volunteer profile doesn't have access to this From Address then it could send from the current user's email instead.

When you Save the Email Address, you'll receive an email at that address to verify the Organization Wide Email Address



Dear Art Ordoqui,

We have received the following request to add this salesforce.com Organization-Wide Email Address.

New Organization-Wide Email Address: [redacted]

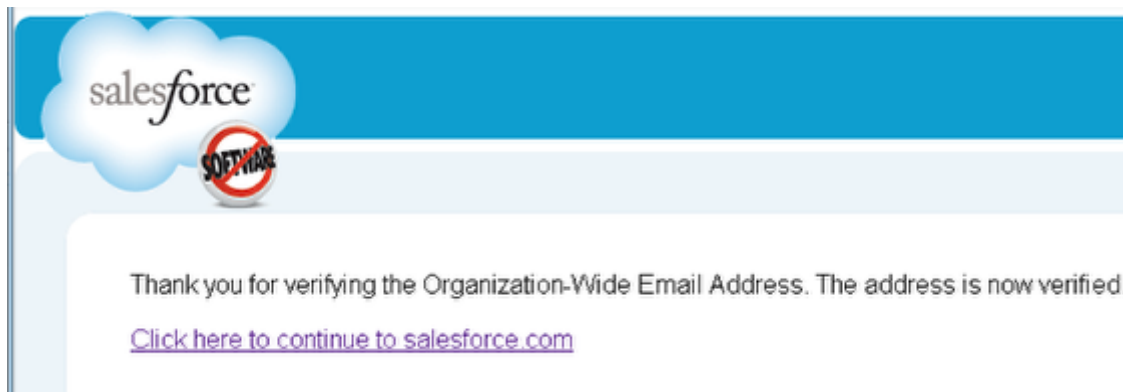
Click this link to confirm this Organization-Wide Email Address: [https://na7.salesforce.com/setup/emailid=00DA0000000aAsx&k=UT9DAjkyjD0f3UZWMqTkeMsvJmjSYeNJMMb2w\\_aJeBbR1k1U3lfT%3D%3D](https://na7.salesforce.com/setup/emailid=00DA0000000aAsx&k=UT9DAjkyjD0f3UZWMqTkeMsvJmjSYeNJMMb2w_aJeBbR1k1U3lfT%3D%3D)

This link expires 72 hours after the receipt of this message. To confirm your email address, you must click on the link.

If you have any questions, please contact [redacted]. If you are logged in, click the Help link.

Thank you,  
salesforce.com

Click on the link to activate the new email address



Organization-Wide Email Addresses <span>Add</span>				
Actions	Display Name	Email Address	Allowed Profiles	Status
<a href="#">Edit</a>   <a href="#">Del</a>	troutco+System_Test@gmail.com	[redacted]	<a href="#">System Administrator</a> , <a href="#">Staff</a>	Verified
<a href="#">Edit</a>   <a href="#">Del</a>	Demo Site	[redacted]	<a href="#">Staff</a> , <a href="#">System Administrator</a>	Verification Request Sent 3/15/2011 [Resend]
<a href="#">Edit</a>   <a href="#">Del</a>	Affiliate Address	<a href="#">clientmanager@handsonconnect.org</a>	All Profiles	Verified

Shows as verified

Once you've defined the name of the organization-wide

## email address you want to use -- update the control panel

Go to Control Panel and in the System Default section, populate the "Display name of Default Organization-Wide Email Address" with the same display name you are using on the Organization-Wide Email address you defined (or edited) They must match!



## If you started with HandsOn Connect prior to May, 2016

Check that you've updated all the email alerts in your system as instructed in the [May 2016 Release Notes](#). (See Item 1 in this post):