

Notice how long the original text is? And how exhausting it would be to read to find important information quickly?

## Email Reply Tokens

TeamDynamix embeds reply tokens in **most\*** outgoing email messages. A reply token is recognizable as a block of text near the end of an email starting with the text `----TEAMDYNAMIX DO NOT ALTER OR REMOVE THIS CODE----`. There is also a **second reply token** embedded in the header of the email message, so that a reply may still be processed even if someone accidentally deletes or alters the reply token that is in the body of the email message.

The reply token must be included in any replies to the TeamDynamix system so that TeamDynamix can link the message to the corresponding ticket. Replies must be sent to [cornell-notify@support.mail.cornell.edu](mailto:cornell-notify@support.mail.cornell.edu). Other email addresses that receive email for TeamDynamix are only for the creation of new tickets, and cannot process messages with reply tokens. Cornell's TeamDynamix administrators have put email rules in place on each of the incoming ticket creation email addresses to identify messages with reply tokens and redirect them to [cornell-notify@support.mail.cornell.edu](mailto:cornell-notify@support.mail.cornell.edu). This method is not perfect and should not be relied on, but does help catch many errors and improve the reliability of the email experience TeamDynamix provides to Cornell.

Email messages sent to [cornell-notify@support.mail.cornell.edu](mailto:cornell-notify@support.mail.cornell.edu) that do *not* contain a reply token cannot be processed because TeamDynamix will not know which ticketing application the message is intended for. Mail filters are in place to catch such messages and route them to the IT Service Desk so that the messages don't just vanish. However, the ability of Outlook to filter such messages is limited. Cornell's TeamDynamix administrators do investigate email system errors, but this inevitably results in a delay in those messages getting to their intended destination.

\* Surveys sent from TeamDynamix do not include a reply token because the recipients are meant to click the survey link in the message rather than reply to it.

Use Case	TDX
Email is sent from <a href="mailto:cornell-notify@support.mail.cornell.edu">cornell-notify@support.mail.cornell.edu</a> . Action: recipient hits reply with no changes to the email. This means there is still (most likely) a reply token in the message.	TeamDynamix should receive the message and update the existing ticket.
Email is sent from <a href="mailto:cornell-notify@support.mail.cornell.edu">cornell-notify@support.mail.cornell.edu</a> . Action: recipient removes the reply token from the message and hits reply. This means there is probably still a reply token in the message headers.	TeamDynamix should receive the message and update the existing ticket.
Email is sent from <a href="mailto:cornell-notify@support.mail.cornell.edu">cornell-notify@support.mail.cornell.edu</a> . Action: recipient hits reply or forward and changes the address to a TeamDynamix EGA address other than <a href="mailto:cornell-notify@support.mail.cornell.edu">cornell-notify@support.mail.cornell.edu</a> , <b>without</b> removing the reply token from the body of the email message. This means there is a reply token in the body of the message.	TeamDynamix should receive the message and update the existing ticket.
An email is sent from TDX, Action: recipient hits reply but removes the email address ( <a href="mailto:cornell-notify@support.mail.cornell.edu">cornell-notify@support.mail.cornell.edu</a> ) and adds in the EGA and they remove the unique identifier at the bottom of the email.	Email goes to the EGA mailbox and not TDX
Email is from <a href="mailto:cornell-notify@support.mail.cornell.edu">cornell-notify@support.mail.cornell.edu</a> . Action: recipient hits reply or forward and changes the address to a TeamDynamix EGA	The EGA's Outlook rules will probably not catch this, and the message will trigger an