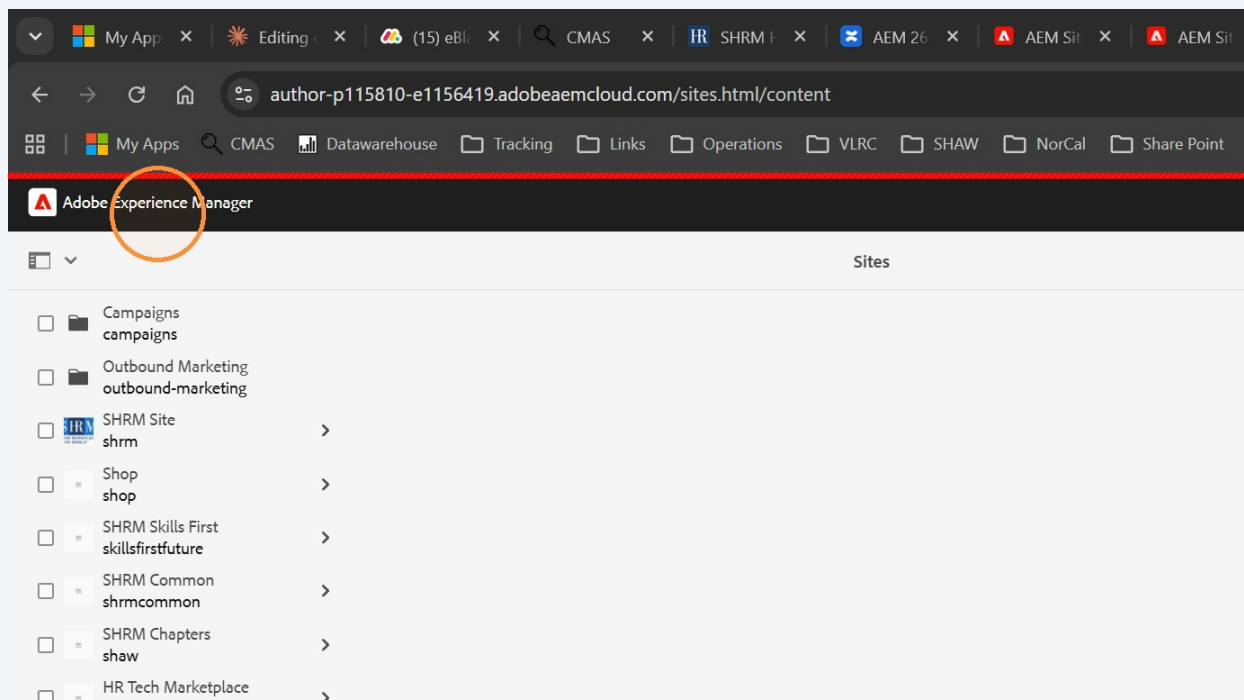


How to Send Chapter Emails via Adobe Experience Manager

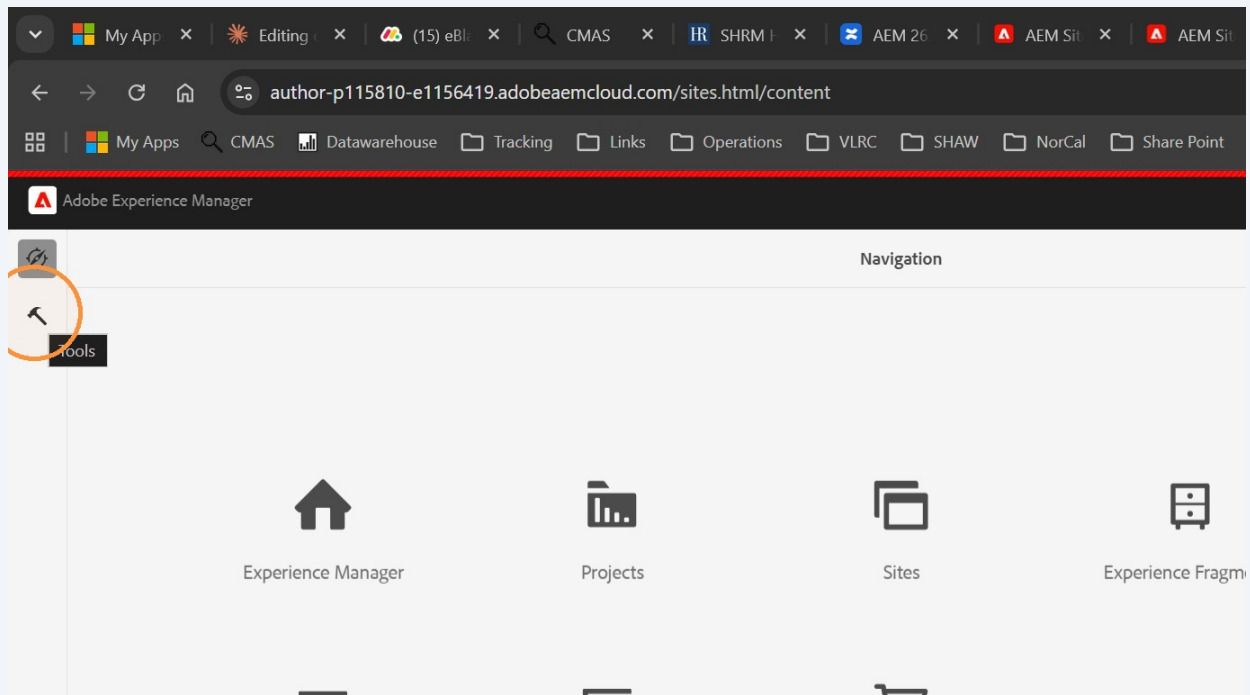
Learn how to manage and send communications to your chapter members using the Adobe Experience Manager interface. This guide walks you through importing recipient lists and composing your messages to ensure efficient chapter outreach.

- 1 Navigate to the start page: [AEM Start](#)

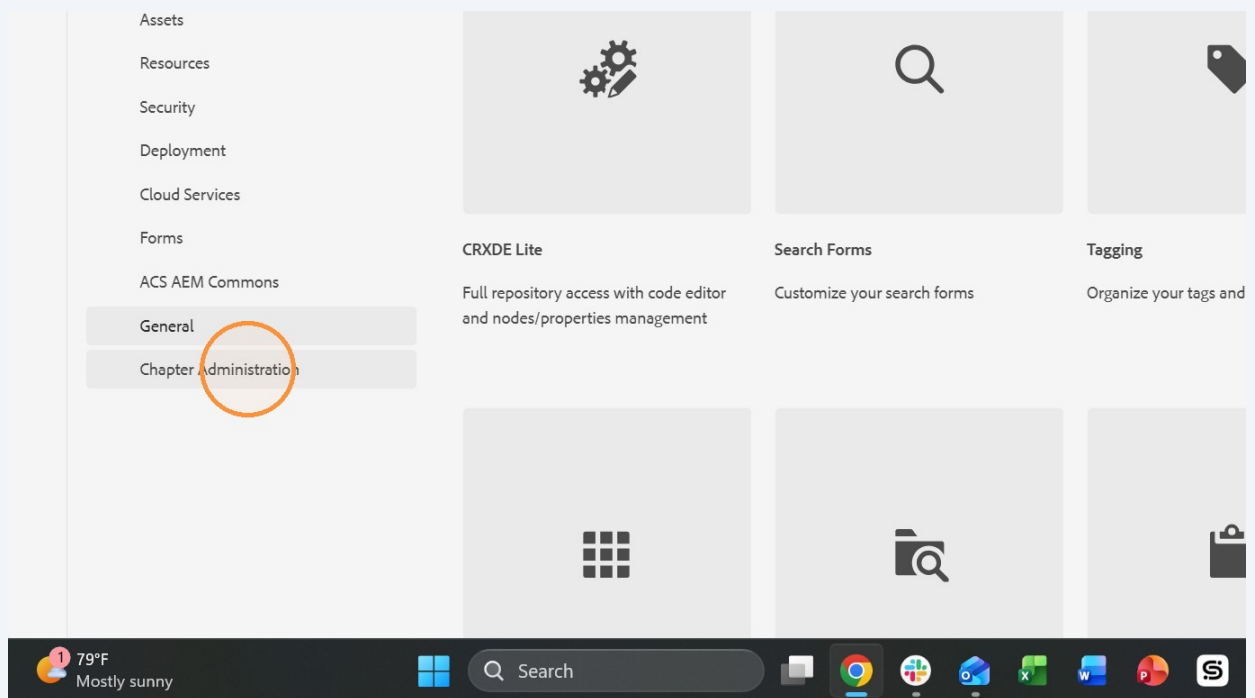
- 2 Click "Adobe Experience Manager"



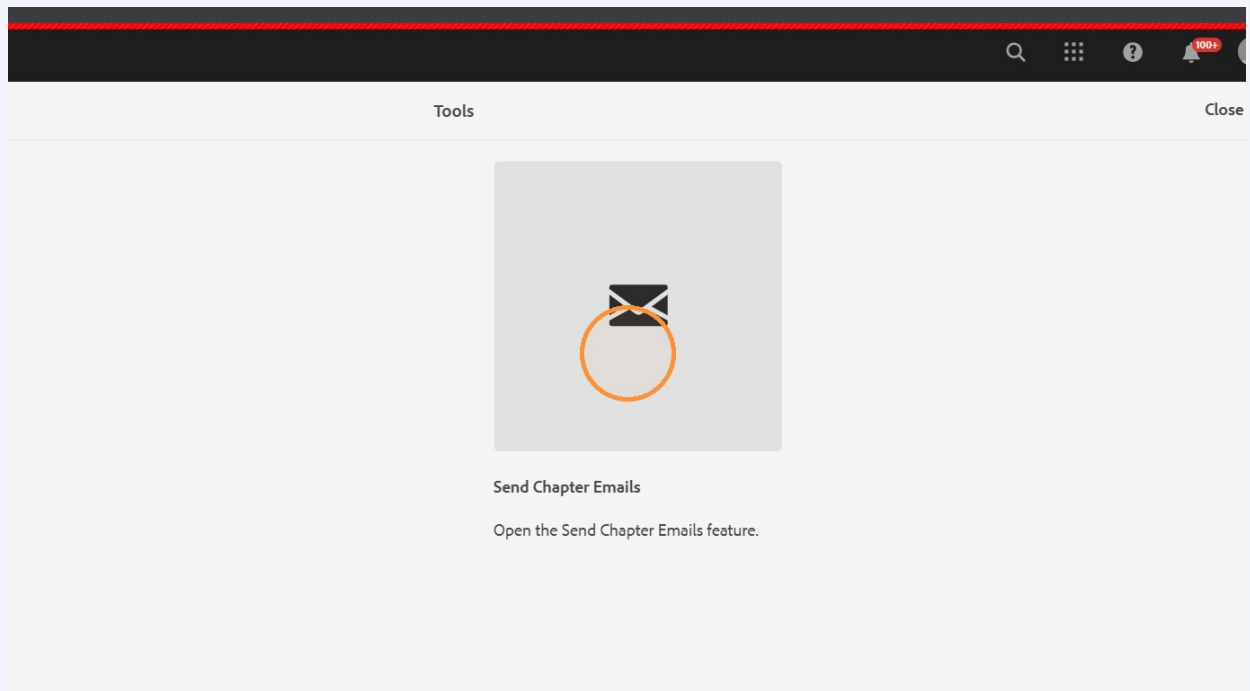
3 Click "Tools"



4 Click Chapter Administration



5 Open Send Chapter Emails

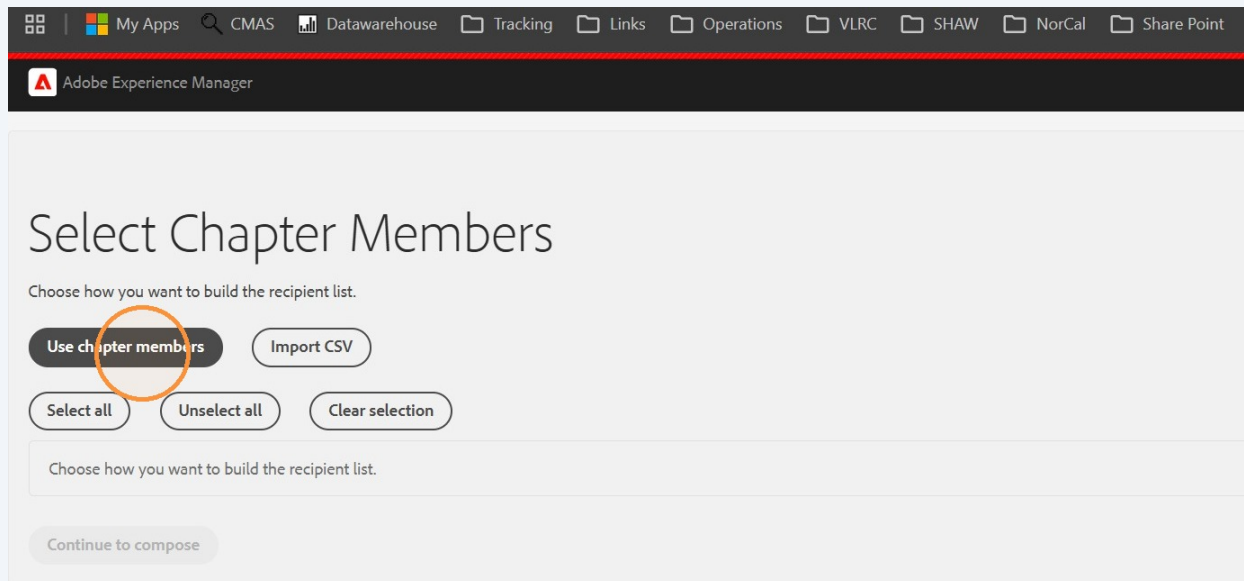


Tip! You will have 2 options to select

- Use chapter members
- Import CSV

Chapter Member Setup

6 To use chapter members, click "Use chapter members"



My Apps CMAS Datawarehouse Tracking Links Operations VLRC SHAW NorCal Share Point

Adobe Experience Manager

Select Chapter Members

Choose how you want to build the recipient list.

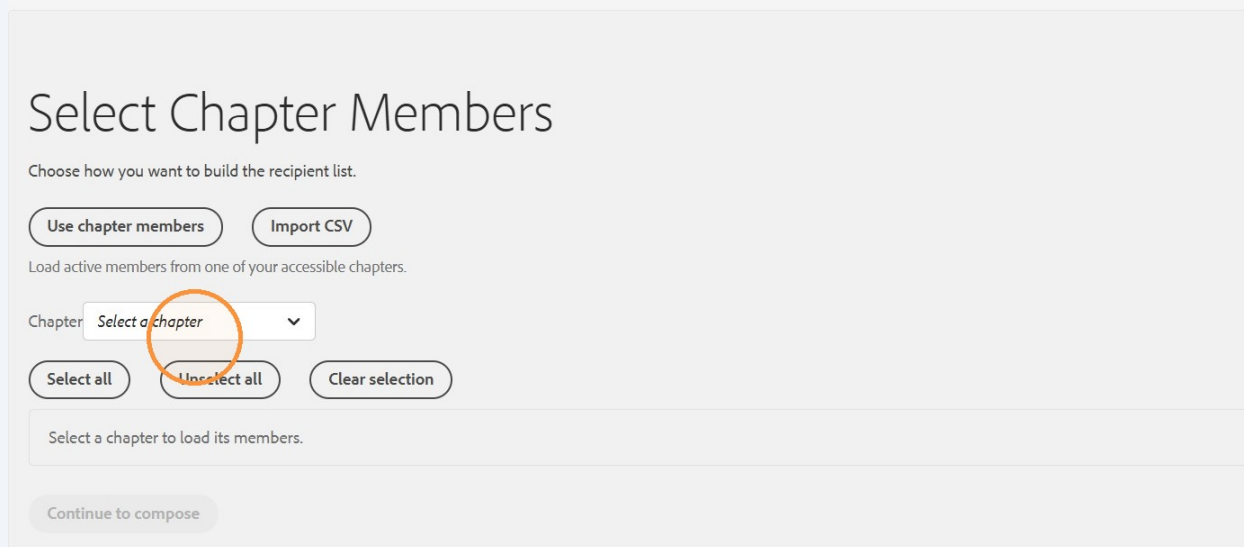
Use chapter members Import CSV

Select all Unselect all Clear selection

Choose how you want to build the recipient list.

Continue to compose

7 Open the chapter selector and your chapter should be present in the dropdown.



Select Chapter Members

Choose how you want to build the recipient list.

Use chapter members Import CSV

Load active members from one of your accessible chapters.

Chapter **Select a chapter** ▼

Select all Unselect all Clear selection

Select a chapter to load its members.

Continue to compose

CSV Template Setup

8 Click "Import CSV"

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Adobe Experience Manager

Select Chapter Members

Choose how you want to build the recipient list.

Use chapter members **Import CSV**

Load active members from one of your accessible chapters.

Chapter: Select a chapter

Select **Clear selection**

Select a chapter to load its members.

Continue to compose

9 Download the CSV template

Select Chapter Members

Choose how you want to build the recipient list.

Use chapter members **Import CSV**

Upload a custom recipient list using the CSV template.

CSV Recipients **Upload CSV**

Download CSV template

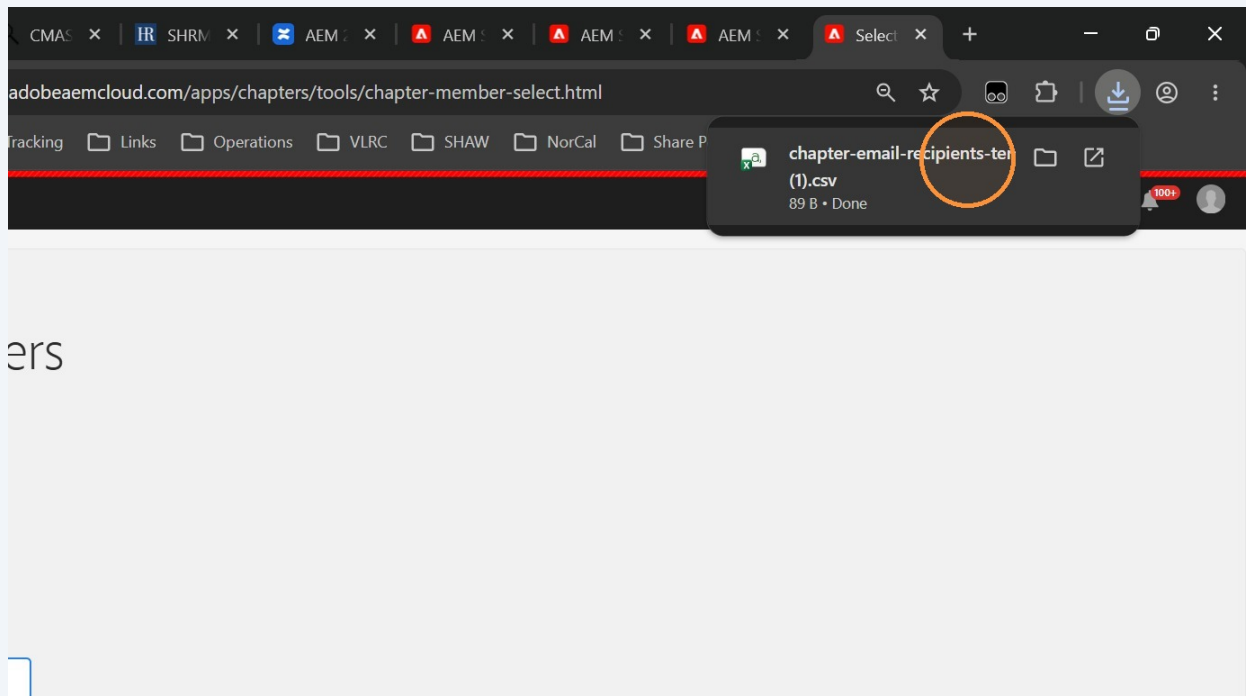
Recipient source changed. Review the selected recipients below.

Select all **Unselect all** **Clear selection**

Upload a CSV file to preview recipients.

Continue to compose

10 Open the CSV template



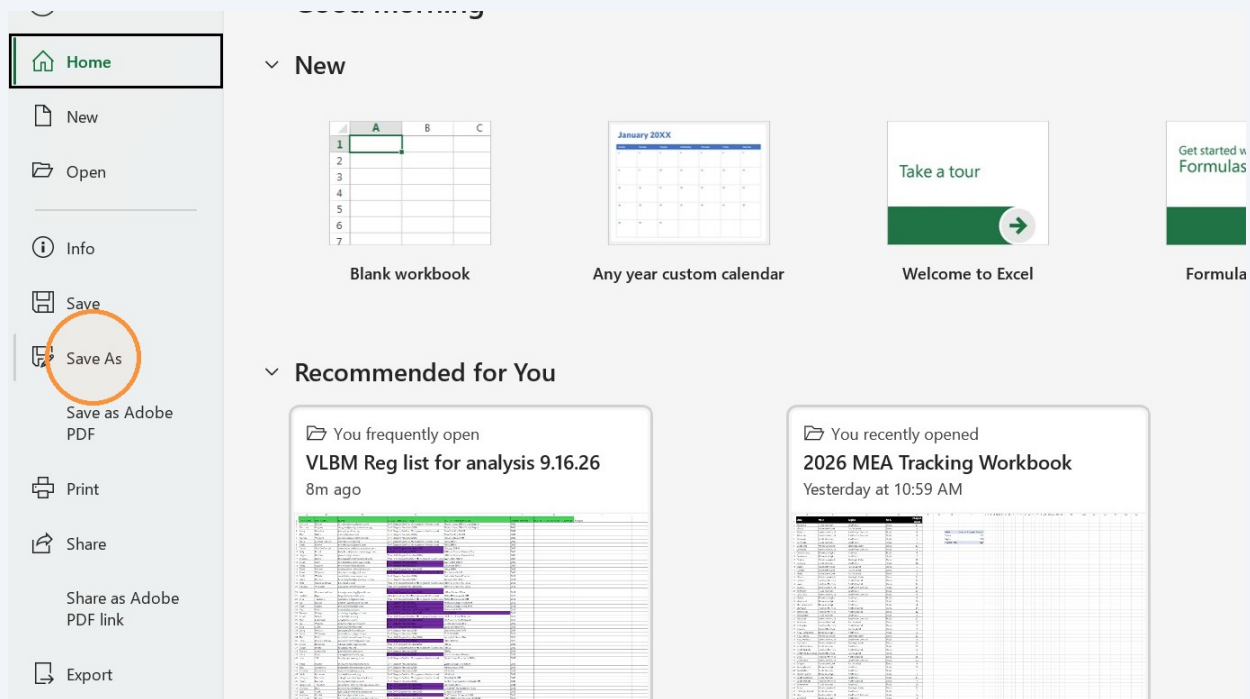
Save the Template

- 11 Add in the first name, last name, and email for those you would like this email to go to.

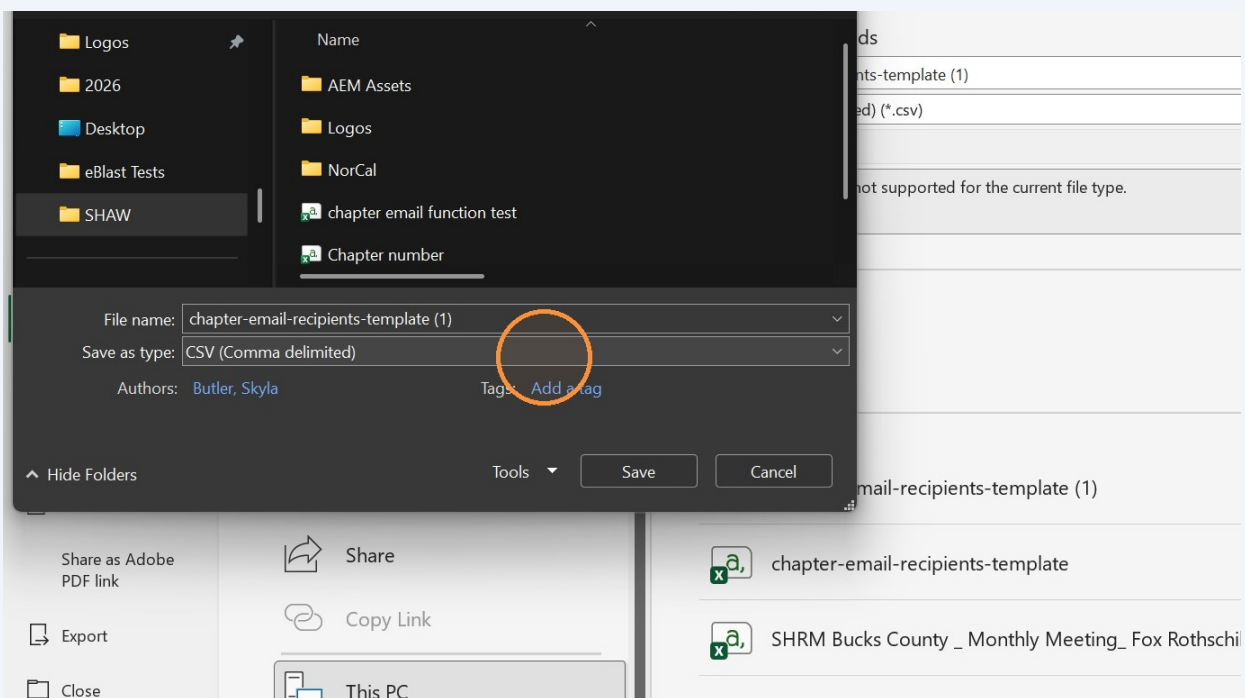


Alert! Leave the headers as they are and do not rename them. Renaming will make this file incompatible with the system.

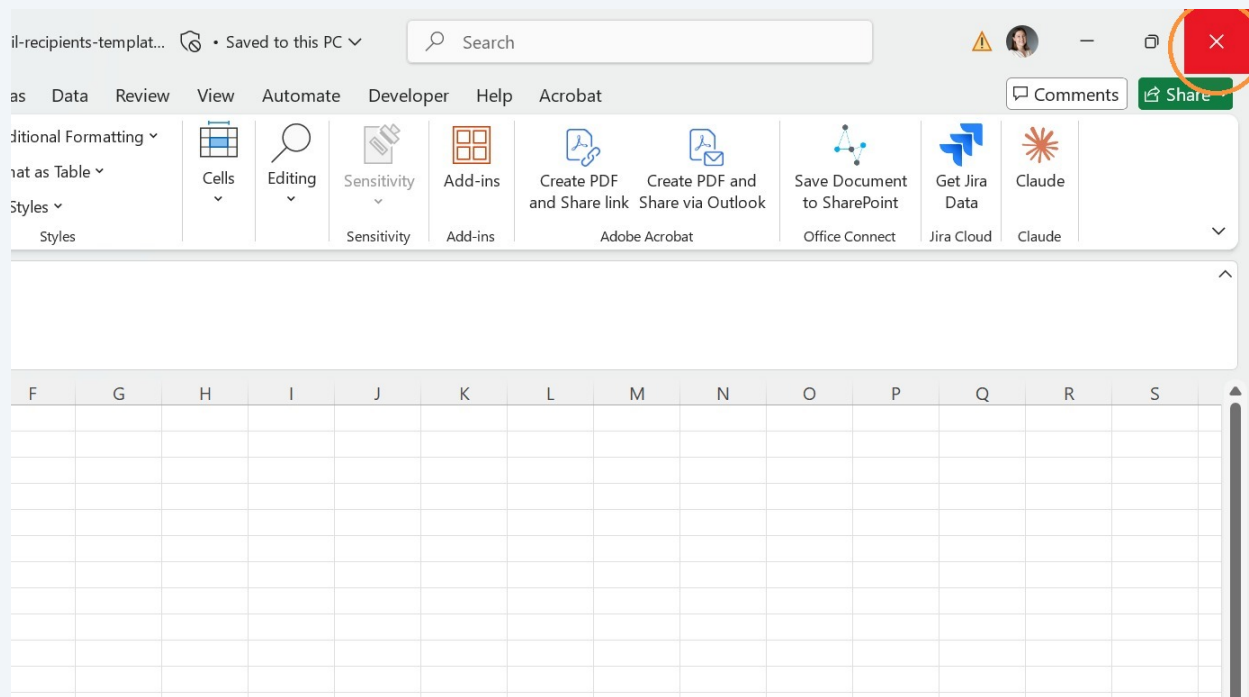
12 Name the file and save it as a CSV.



13

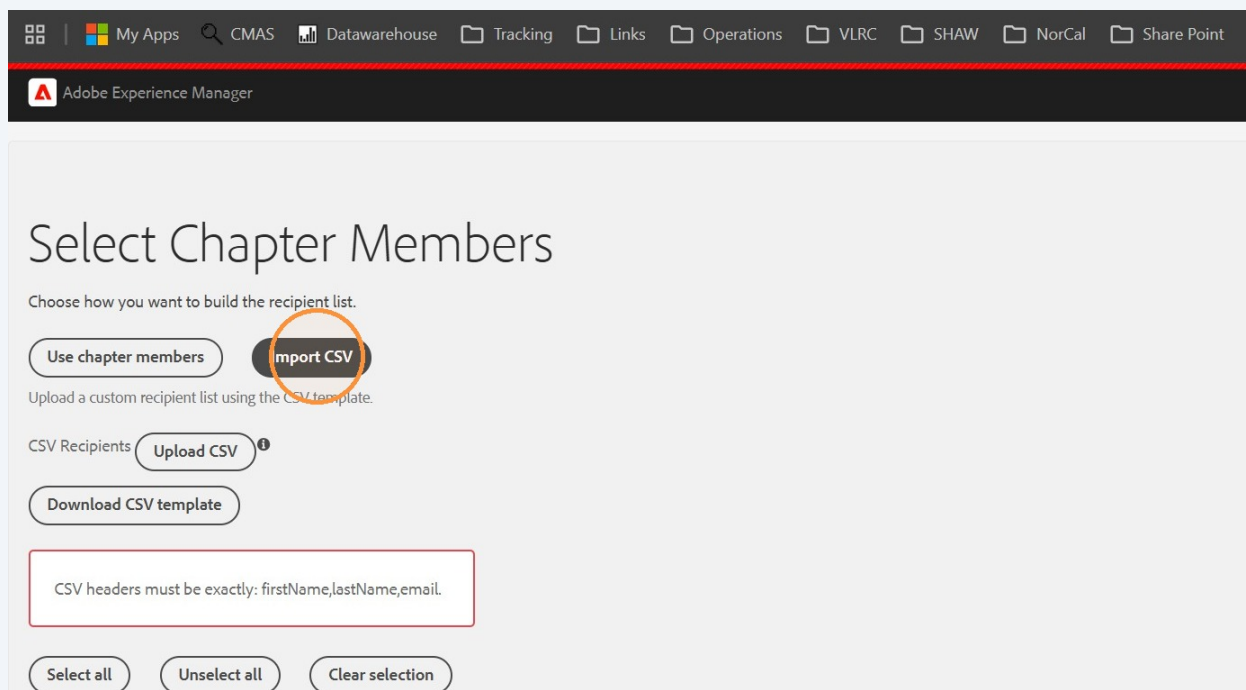


14 Close out the file.



Upload Recipients

15 Click "Import CSV"



16 Click Upload CSV

Select Chapter Members

Choose how you want to build the recipient list.

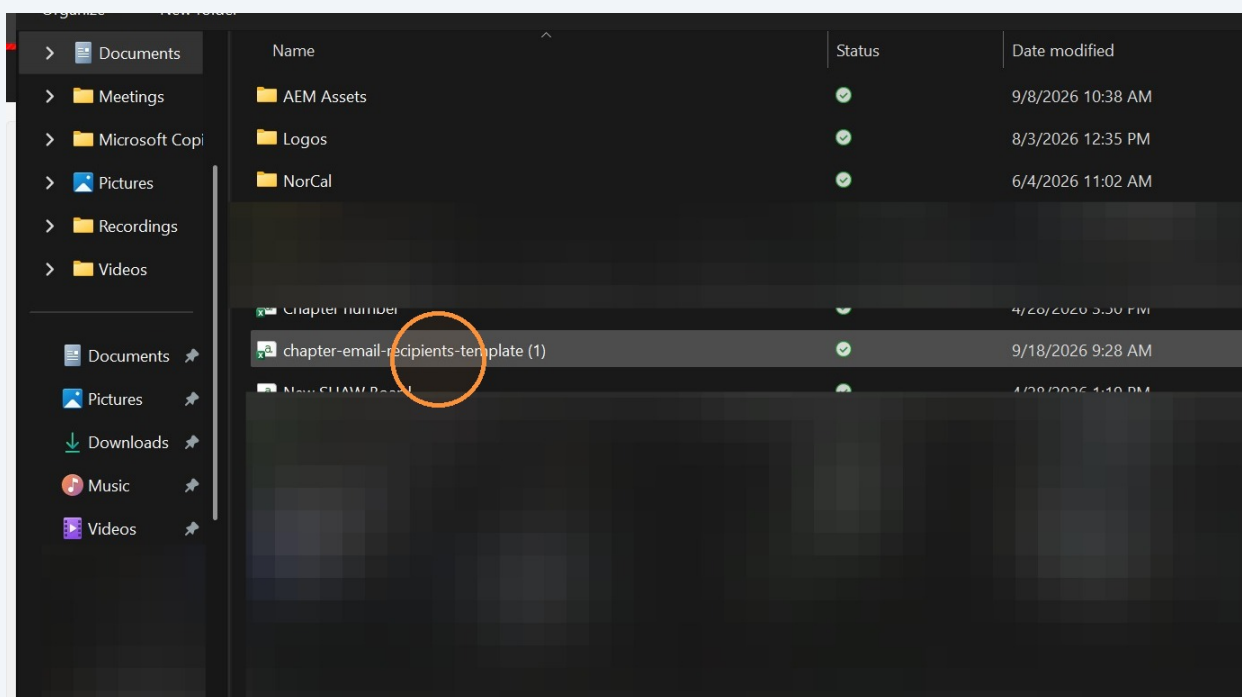
Upload a custom recipient list using the CSV template.

CSV Recipients

CSV headers must be exactly: firstName,lastName,email.

Upload a CSV file to preview recipients.

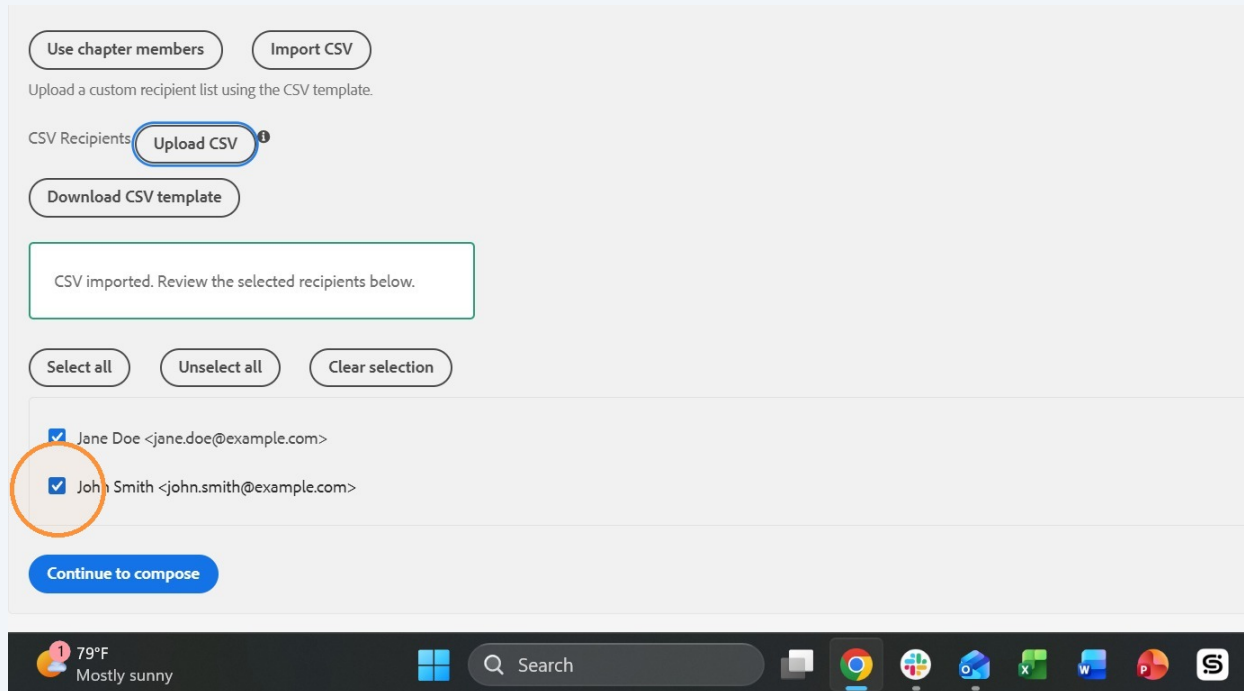
17 Click on your file and open it



Name	Status	Date modified
AEM Assets	✓	9/8/2026 10:38 AM
Logos	✓	8/3/2026 12:35 PM
NorCal	✓	6/4/2026 11:02 AM
Chapter number	✓	4/20/2026 3:30 PM
chapter-email-recipients-template (1)	✓	9/18/2026 9:28 AM
New CHAM Book	✓	4/28/2026 1:10 PM

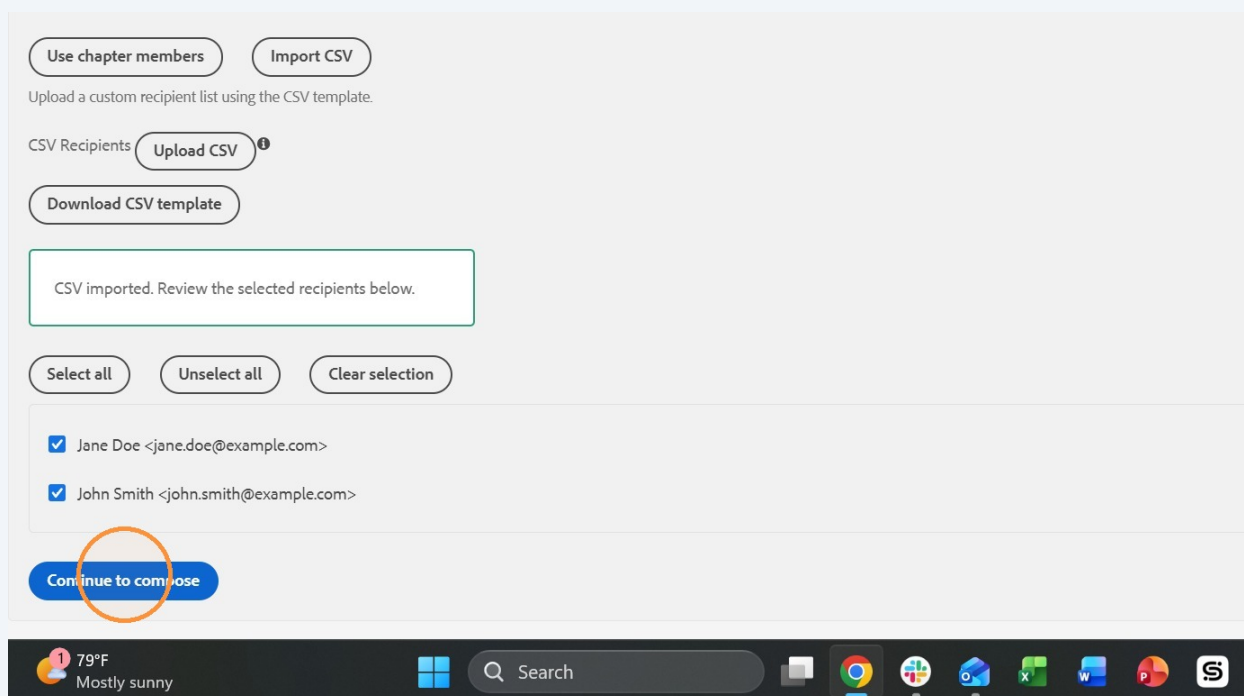
18

After you upload the CSV, you can deselect any emails you don't want this message to go to — so if you accidentally left one in, there's no need to re-upload the file.



19

Click Continue to compose once you are ready to write your email.



Compose the Email

20

Note here that the sender email is the email you provided as your chapter email; this cannot be changed here.

author-p115810-e1156419.adobeexperiencecloud.com/apps/chapters/tools/chapter-email-compose.html

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Adobe Experience Manager

Send Chapter Emails

Draft the chapter email below. If you go back to update recipients, your current draft and attachments will stay in place until you cancel or send the email.

Recipients

Sender Email 

contact@chapters.org

To *

jane.doe@example.com, john.smith@example.com

Message

Subject *

Enter the email subject

Body *

21 Note the subject field for the email.

Recipients

Sender Email ⓘ

contact@chapters.org

To *

jane.doe@example.com, john.smith@example.com

Message

Subject *

Enter the email subject

Body *

P B I U OL UL Link Unlink Image Font Size

Image size

22 Note the body section for the email.

Message

Subject *

Test Email

Body *

P B I U OL UL Link Unlink Image Font Size

Image size

Attachments ⓘ

Attach

23 Note that you can add attachments to your email.

Body *

P B I U OL UL Link Unlink Image Font ▼ Small ▼

Image size ▼

We are so happy to introduce the mass email function to AEM!

Attachments ⓘ

Attach

Send Email Back to recipients Cancel

1 79°F Mostly sunny

Search

Chrome Outlook Excel Word PowerPoint

24 Use the "send email" option to send your email!

Attachments ⓘ

Attach

Profile Picture 2.jpg (30.2 KB) Remove

Attachment upload complete.

Send Email Back to recipients Cancel

1 79°F Mostly sunny

Search

Chrome Outlook Excel Word PowerPoint



Best Practices for the Mass Email Function

1. **Draft your email elsewhere first.** If you navigate back to the recipient list after writing your email, your draft may not be saved. To avoid losing your work, draft the email in Word (or a similar program) first, then paste it into the body section once you're ready to send.
2. **Include yourself as a recipient.** When uploading a CSV, we recommend adding your own email (or the chapter email) to the recipient list. This ensures you receive a copy for your records and gives you a way to confirm the email sent successfully.