GATS® | Graduate Admissions Tracking System
The Graduate School, Northwestern University

Messages Tab

Overview: The Messages Tab

Inbox: Viewing and Replying to Messages

Composing New Messages

Archiving Messages

Overview: The Message Center

The Message Center will be the central forum for communication between applicants and department admissions administrators. Applicants will be able to send messages through their personal GATS applicant page. In turn, administrators will be able to reply to these messages via the GATS message center and compose new messages as well. It is important to note that this communication is not via email; rather messages will be stored in the GATS Message Center. A notification of a new message will be sent to the applicant via their personal email account; however, they must log in to their GATS account to view the message content.

The Message Center will keep a log of all received and sent messages. You will be able to search through sent or archived messages to locate specific applicant communications.

In the Messages Tab you can perform these tasks:

- View and Reply to applicant messages
- Compose a new message to an applicant
- Archive applicant messages

It is recommended that you login to GATS daily to ensure that you don't miss any applicant messages. This will allow you to respond to applicants in a timely manner and decrease phone calls during peak application periods.

Tip: The main menu will alert you to any new messages that you have waiting for you in the Message Center. To view these messages open the Messages tab (see below).

Inbox: Viewing and Replying to Messages

When you click on the Messages Tab, messages that applicants have sent will appear on this screen.

Step 1

You can view the complete text of any message by clicking on the Subject field. Unread messages appear in **bold**.

Step 2

When viewing a message you will have the option to send a reply, to archive the message, or return to the Message List. To compose a reply message to the applicant, click the REPLY button. Once you have completed your response message, click the SEND button. A pop-up box will appear. Click the OK button to confirm that you wish to send the message.

Note: When a reply message is sent back to the applicant, they will receive an email alerting them that there is a new message waiting for them in their GATS applicant page. The text of the message you send via the Message Center does not appear in the email, it is only an alert.
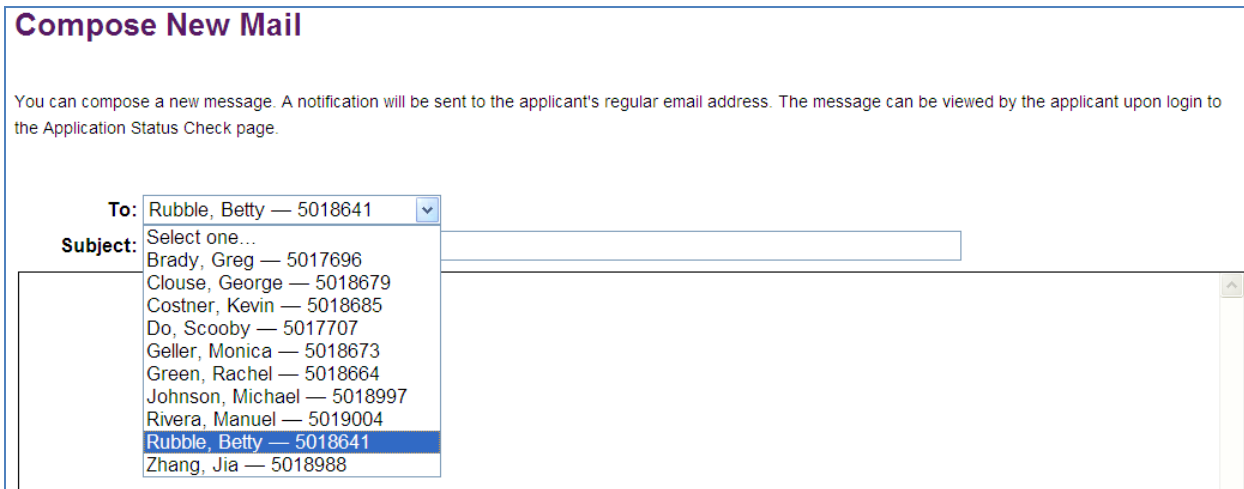
Composing New Messages

If you would like to compose a new message to a applicant, you will use the Compose New Mail tab.

Step 1

Click the drop down next to the "To" field. This drop down contains a full list of current applicants to your program. Select the applicant you wish to receive the message.

Compose New Mail

You can compose a new message. A notification will be sent to the applicant's regular email address. The message can be viewed by the applicant upon login to the Application Status Check page.

To: Rubble, Betty — 5018641
Subject:

Select one...
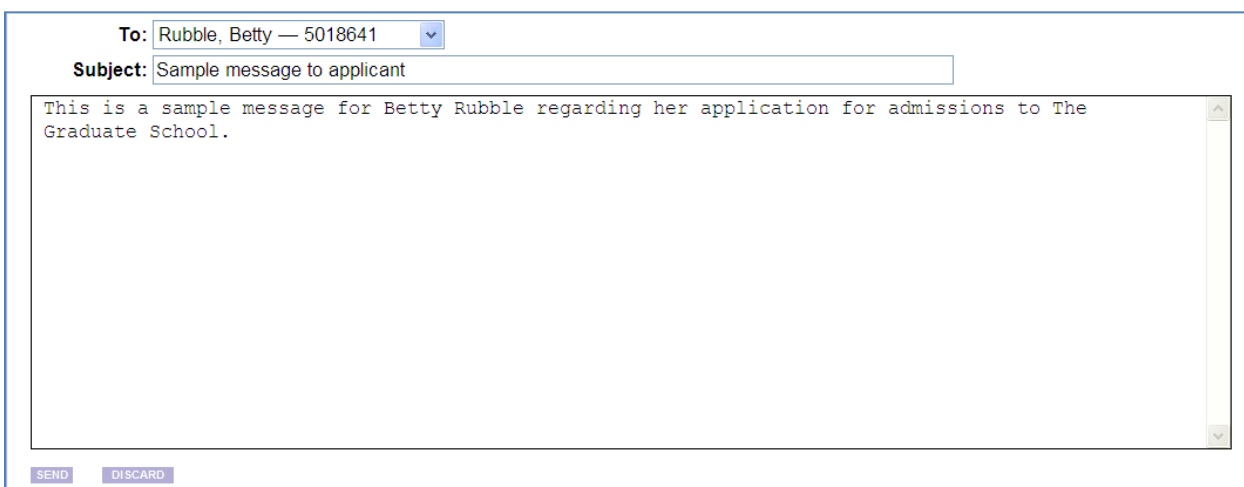Brady, Greg — 5017696
Clouse, George — 5018679
Costner, Kevin — 5018685
Do, Scooby — 5017707
Geller, Monica — 5018673
Green, Rachel — 5018664
Johnson, Michael — 5018997
Rivera, Manuel — 5019004
Rubble, Betty — 5018641
Zhang, Jia — 5018988

Step 2

Enter the subject and text for your message.
Tip: GATS does not have a spell check feature so you may want to type your message in a word document and past it into GATS.

Once you are satisfied with your message click the `SEND` button. A copy of your sent message will be stored in GATS under the Sent Messages tab.

To: Rubble, Betty — 5018641
Subject: Sample message to applicant

This is a sample message for Betty Rubble regarding her application for admissions to The Graduate School.

`SEND` `DISCARD`

Note: When a message is sent to an applicant, they will receive an email alerting them that there is a new message waiting for them in their GATS applicant page. The text of the message you send via the Message Center does not appear in the email, it is only an alert.
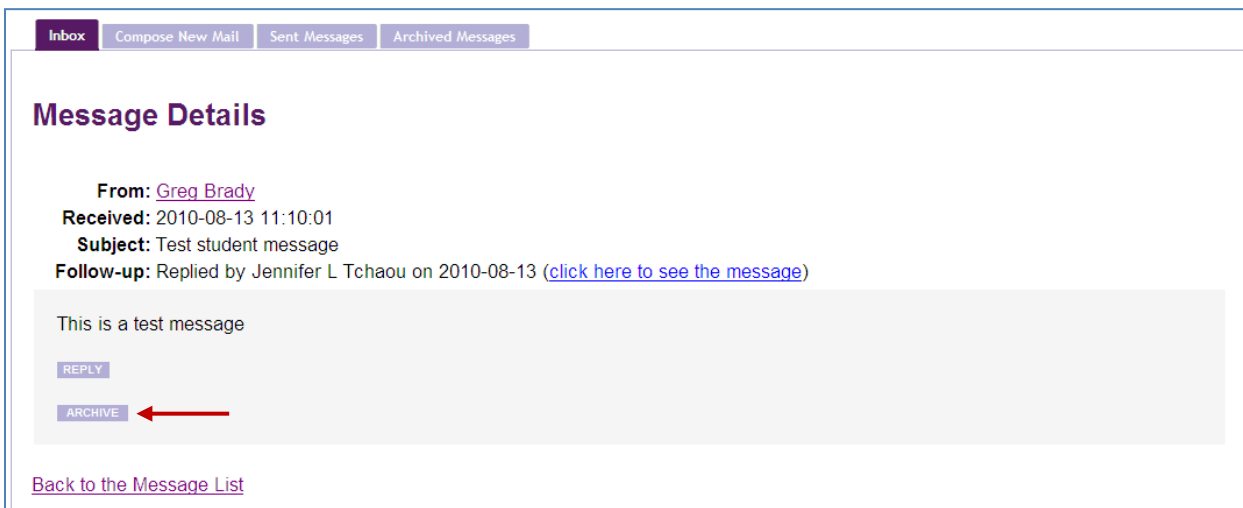
Archiving Messages

The Archive feature allows you to retain a copy of applicant communications, easily search for those communications, and keep your inbox organized. If you choose to archive the message it will be removed from the Inbox and placed in Archived Messages section.

Tip: A good practice is to archive messages once you have completed responses and tasks related to them. This helps keep your Inbox clean and organized with messages that still require attention.
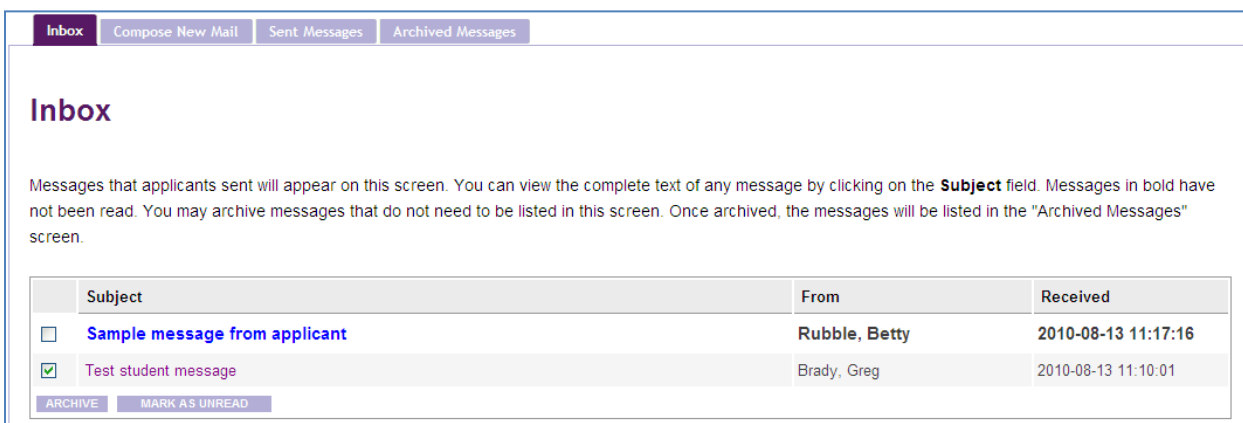
Option A

You can choose to Archive a message by opening it in your Inbox and clicking then the ARCHIVE button below the message.

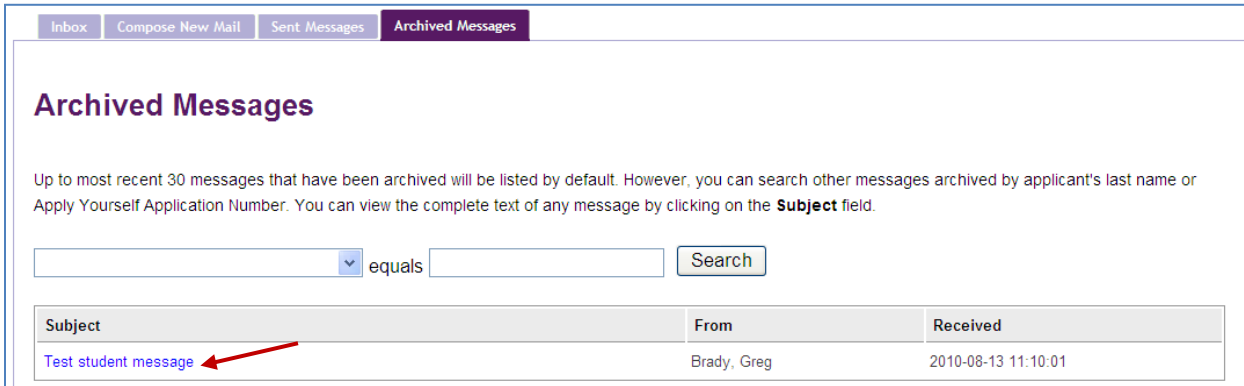The message will be transferred from your Inbox to the Archived Messages section.

Option B

In your Inbox check the box next to the message or messages you wish to archive. Then click the ARCHIVE button.

Accessing Messages that have been Archived

Step 1

Click and open the Archived Messages tab in the Message Center. Up to most recent 30 messages that have been archived will be displayed on the page by default. To view the complete text of the message, click on the Subject field.
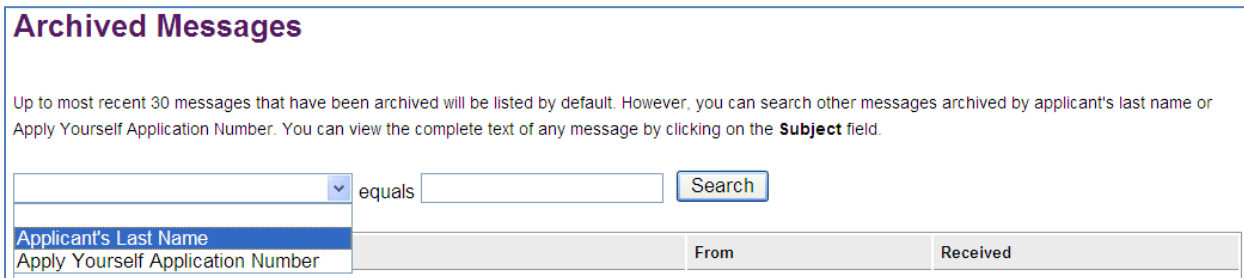

Step 2

You can also search for messages on the page. Click in the drop down list and choose the search parameter you would like to use (Applicant's last name or ApplyYourself application number). Enter the search terms (case sensitive) in the text box and click the Search button to submit.

Additional Message Center Features

You are able to open the Applicant Detail Page directly from the messages tab by clicking the hyperlinked applicant name in the "From" field.

You are also able to view any messages that may have already been sent as a reply to a message. Click the link in the Follow-up line to view corresponding replies.

Message Details

Click to Open Applicant Detail Window

Click to view the reply to the message

From: Greg Brady
Received: 2010-08-13 11:10:01
Subject: Test student message
Follow-up: Replied by Jennifer L Tchaou on 2010-08-13 (click here to see the message)

This is a test message