

WHY DO I NEED TO USE THIS NEW EMAIL PLATFORM?

CORT's new email platform is a secure way to send/receive emails to CORT customers. All data sent/received using this platform is **secure/encrypted** and follows all privacy laws/regulations (most notably, General Data Protection Regulation/GDPR and Personally Identifiable Information/PII). **You will be expected to use this email platform to send/receive emails to/from your CORT Customer or CORT Corporate Services Consultant (CSC).** When an email is sent using this email platform, the recipient will receive a notification in their standard email account alerting them of a new email. You, as the CORT Destination Services Consultant (DSC), will log into the RelocationCentral URL below to send/receive emails to your CORT Customer or CORT CSC. The Customer will log in to their personalized move portal called "CORTVicinity" to access any emails that you send via this system.

This email platform is currently *only for international tours from CORT.* This will take the place of you using the *cortds.com* email address if one has been assigned to you.

For Domestic tours, please continue emailing the Customer/CSC using your standard email client.

ACCESSING/USING CORT'S NEW EMAIL PLATFORM

Log on to www.relocationcentral.com:

- **Username:** Your email address
- **Password:** cort (you will be prompted to change your password on initial log in)
- **Click the blue sign in tab**

The screenshot shows the login interface for RelocationCentral. It features a 'User Name' input field, a 'Password' input field, and a blue 'Sign In' button. Below the 'Sign In' button is a 'Forgot Password' link. At the bottom, there are links for 'New to RelocationCentral? Click to review the new Partner Network Process Flow', 'CORT Employee Login', and a red 'CORT Single Sign On' button. Three red arrows point to the 'User Name' field, the 'Password' field, and the 'Sign In' button.

Click on your customer to access the **Email** section:

RELOCATION CENTRAL by CORT Dashboard Linda Adirondack

Current Move Events [Explore Neighborhoods](#)

Destination	Transferee	Move Event #
Charlotte, NC	Billy Sims	210826004
Charlotte, NC	Mary Reynolds	211207001
Raleigh, NC	Samantha Sing	220113001

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This is where you will see your **Email** application, along with your customer and CORT CSC's name:

RELOCATION CENTRAL by CORT Dashboard Linda Adirondack

Move Event #220113001 Destination: Raleigh, NC Move Date: 03/11/2022 [Explore](#) [Save](#)

Transferee
Samantha Sing
primary: +65 858686773
alternate: +65

Client Sales Consultant (CORT Contact)
Lynn Lately
Lynn.Lately@cort.com

You also have access to **Neighborhood Scout** here via the **"Explore"** tab as well:

To get to your **email**, click on the email icon (a red dot indicates a new email is in your inbox):

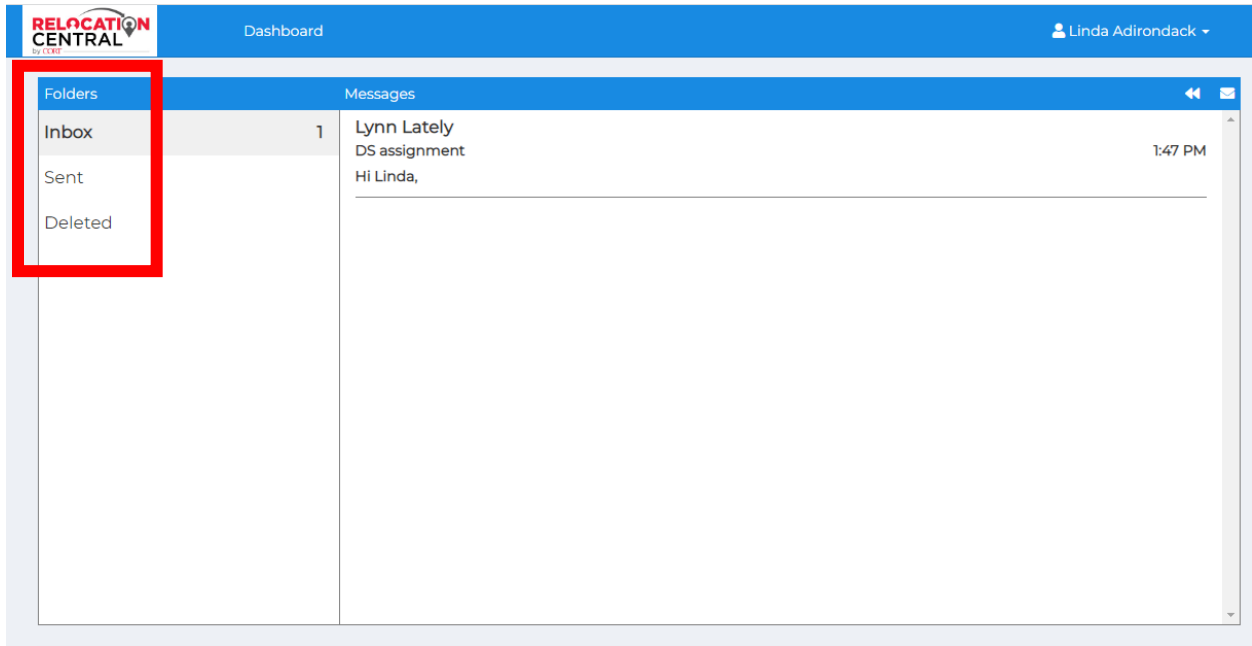
RELOCATION CENTRAL by CORT Dashboard Linda Adirondack

Move Event #220113001 Destination: Raleigh, NC Move Date: 03/11/2022 [Explore](#) [Save](#)

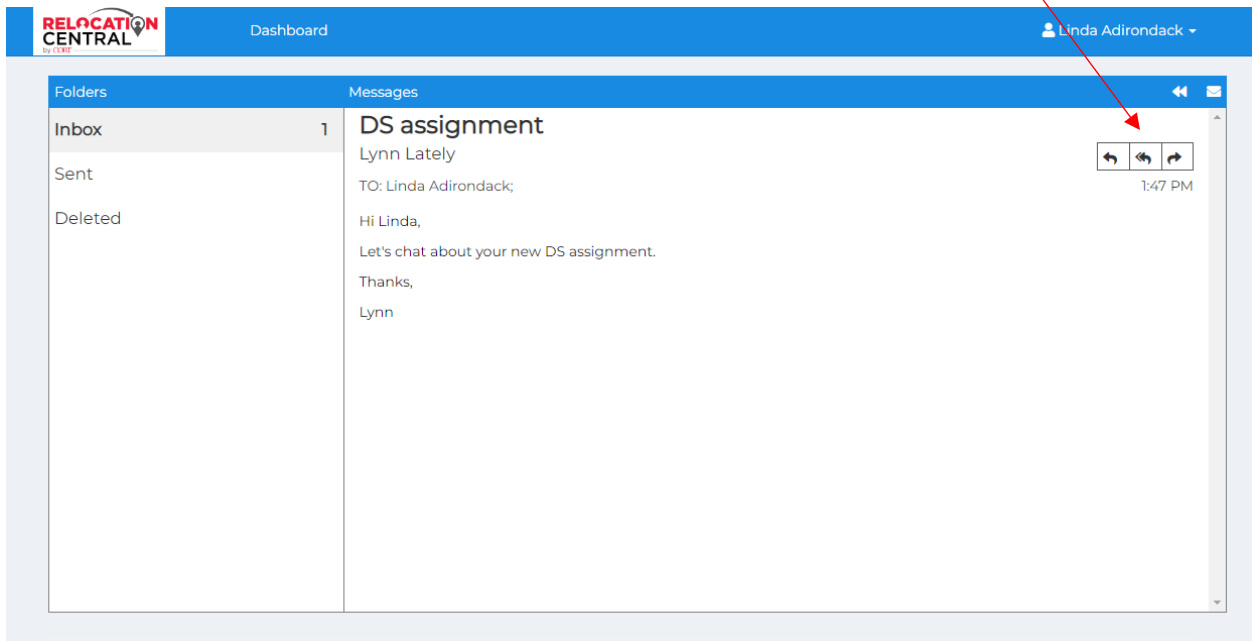
Transferee
Samantha Sing
primary: +65 858686773
alternate: +65

Client Sales Consultant (CORT Contact)
Lynn Lately
Lynn.Lately@cort.com

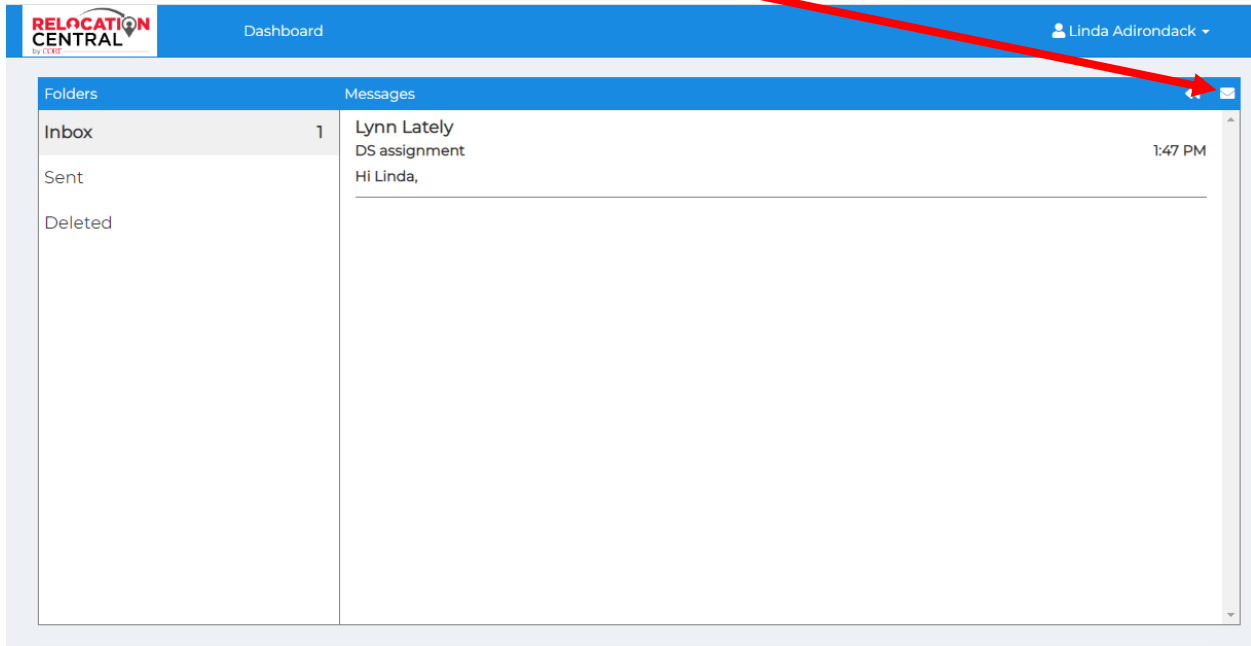
Now you will see your inbox. You can go to inbox, sent or deleted items.



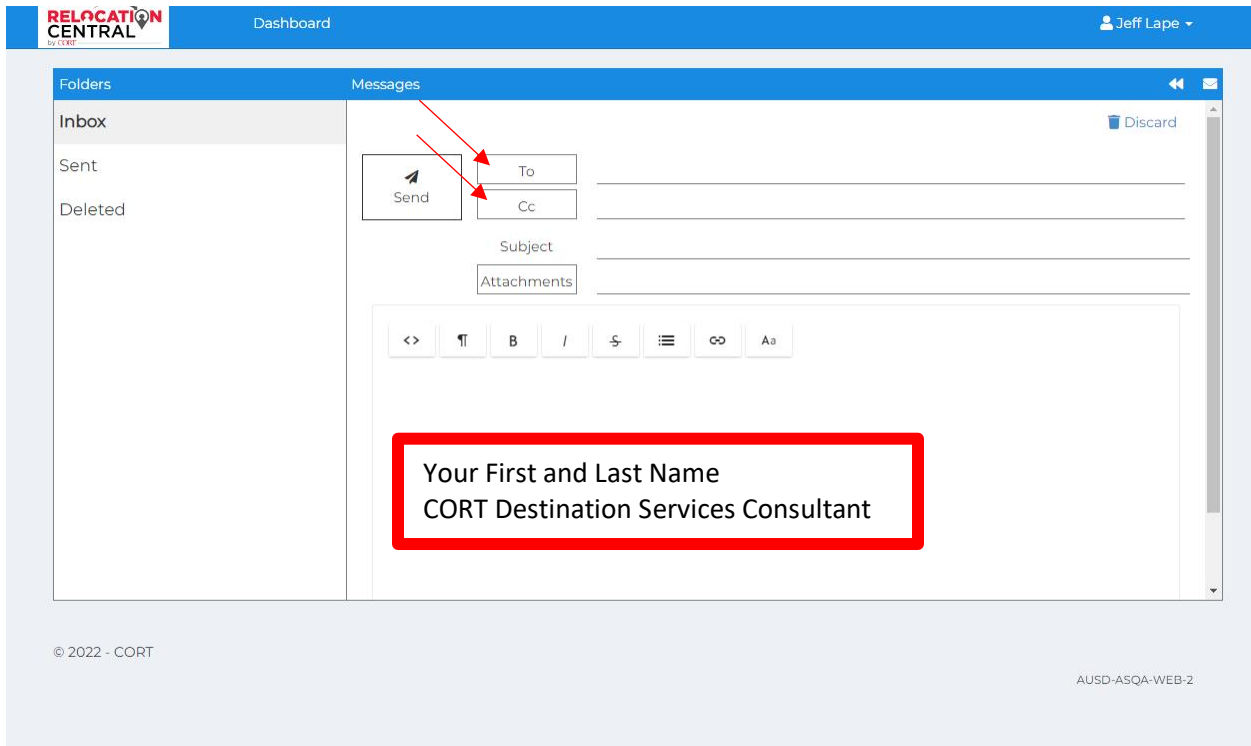
To open an email, simply click on the email like normal (Note: you can **Reply** or **Reply All** to the email by clicking the arrows in the top right corner):

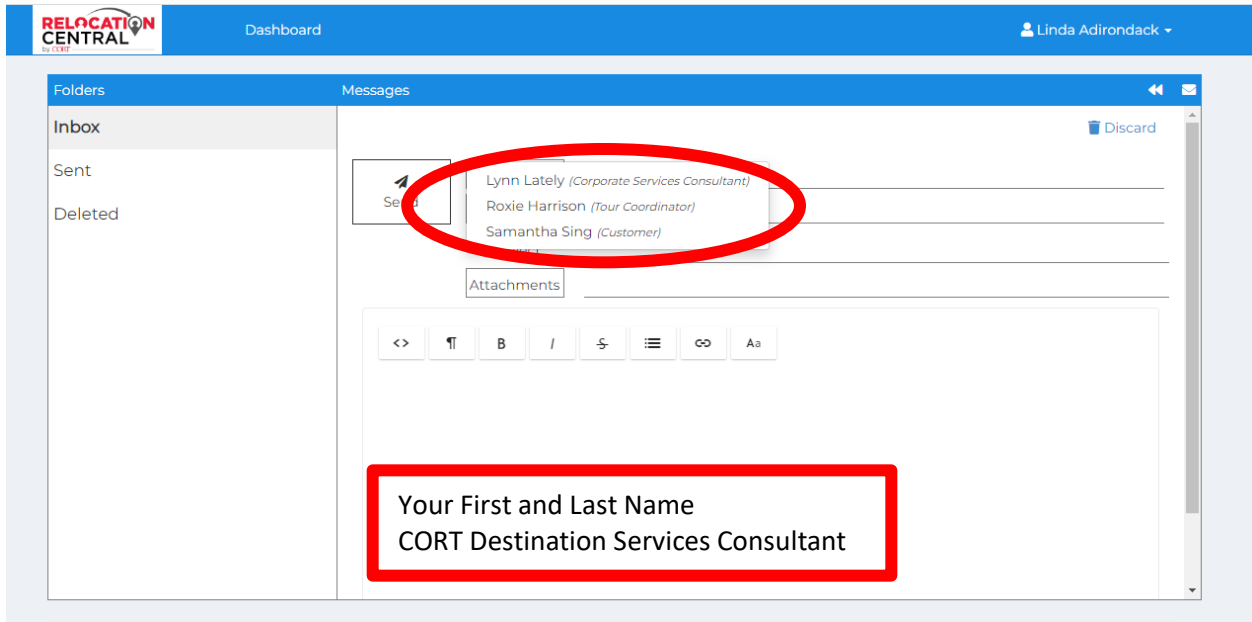


To create a new email to your customer, click on the email icon:

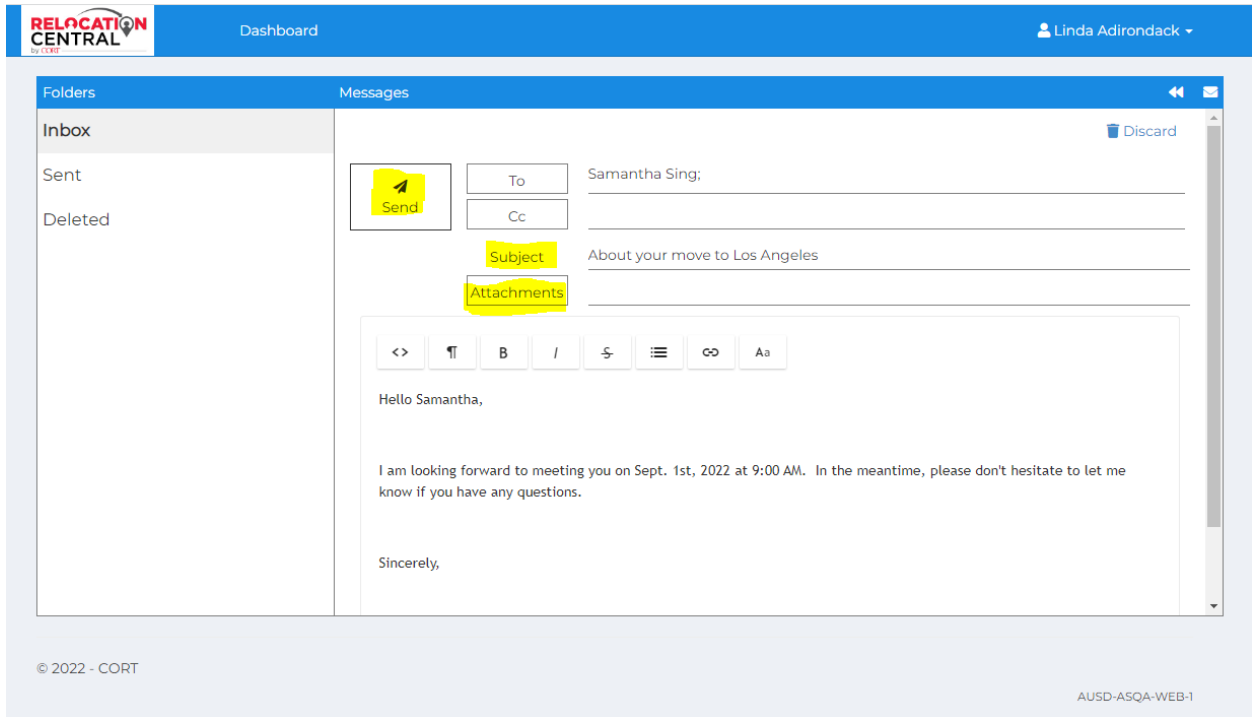


When you have a new email open, click **To:** or **Cc:** to see auto-populated names to select from (Only options will be your current Customer, CORT CSC, CORT Tour Coordinator). **Also be sure to add your name and "CORT Destination Services Consultant" as your Signature before sending. Currently adding your signature is a manual process so you will have to remember to add a signature before sending/responding to emails in this system.**

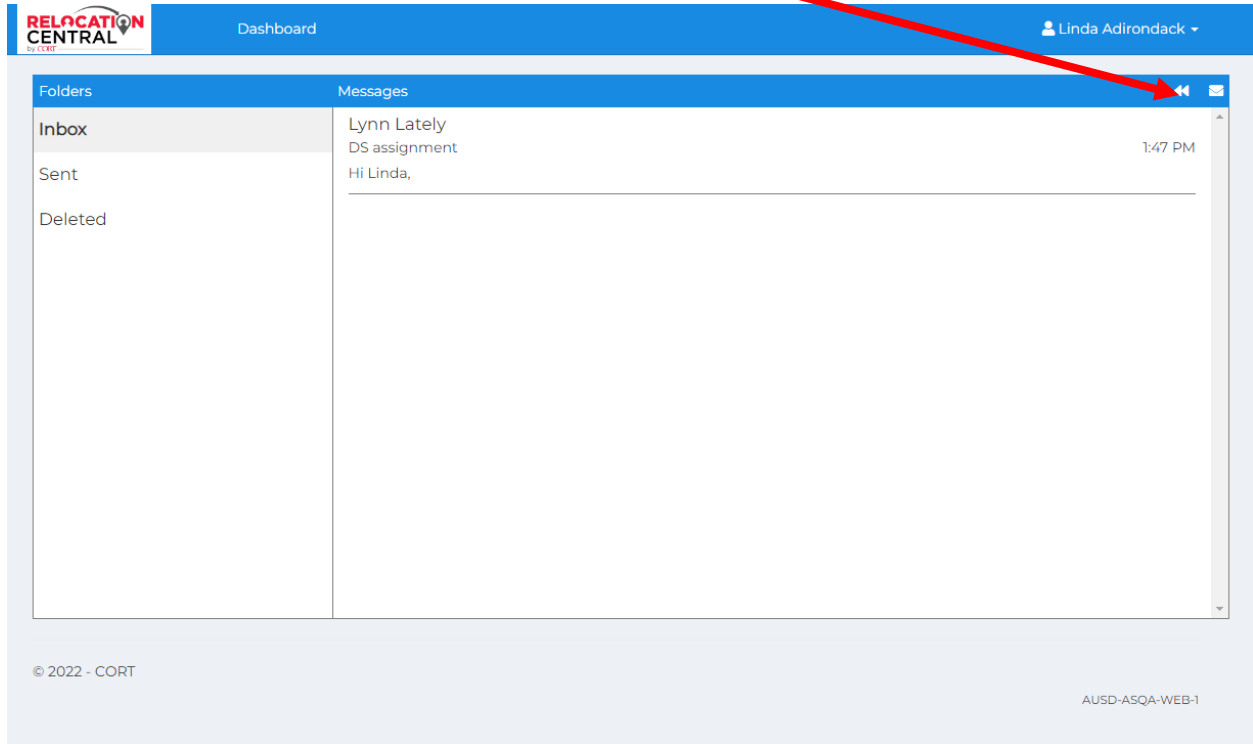




You can add a subject line, attachment, and email verbiage. When you are ready to send, click the send tab. When you click send, your customer (or CSC if you have added them) will receive an email notification alerting them to log in to view the encrypted/secured email.



To get out of this view, click the back arrow:



The screenshot shows a web application interface with a blue header bar. On the left is the 'RELOCATION CENTRAL' logo. The header contains 'Dashboard' and a user profile 'Linda Adirondack'. Below the header is a 'Messages' view. On the left side of the message view is a 'Folders' pane with 'Inbox', 'Sent', and 'Deleted'. The main area shows a message from 'Lynn Lately' with the subject 'DS assignment' and the text 'Hi Linda,'. The time '1:47 PM' is shown on the right. A red arrow points to a back arrow icon in the top right corner of the message pane. At the bottom left is the copyright notice '© 2022 - CORT' and at the bottom right is the identifier 'AUSD-ASQA-WEB-1'.