Understanding CC and BCC Email Integration Preferences

Last Modified on 11/17/2026 5:20 pm EST

This guide explains preferences for CC and BCC email functionality. It is intended for system administrators.

The aACE Email Integration offers a variety of CC and BCC preferences depending on your email workflows. These preferences are only available in the aACE Email Composer Upgrade for the Email Integration.

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Understanding CC and BCC Preferences

You can locate CC and BCC preferences by going from the Main Menu to System Admin > Email Integration > General Settings.

- **BCC aACE on outgoing emails** — Stores an outgoing record in the Emails module (https://aace6.knowledgeowl.com/help/overview-of-emails) when using the Open in Email App feature in the aACE Email Composer or the Open in Email App email template preference. We recommend enabling the BCC aACE on outgoing emails preference to keep all emails within aACE.
- **CC aACE on outgoing emails** — aACE sends the email and keeps an outgoing record in the Emails module (https://aace6.knowledgeowl.com/help/overview-of-emails), then creates an incoming email record because aACE was CC'd.
- **Bcc Self** — Found on email templates (https://aace6.knowledgeowl.com/help/editing-email-templates). The user will receive a copy of the email they send in aACE for their own records.
  aACE does not automatically copy the user when they send an email. The Bcc Self preference is beneficial for testing the email template initially but can also be used in other situations.

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Managing Duplicate Emails

If the preference CC aACE on outgoing emails is enabled, aACE creates two records: one for the outgoing sent email and one for the incoming CC'd email. This means that there are duplicate email records in aACE.

To manage duplicate emails and keep your aACE system organized, enable the preference Automatically delete duplicate sent emails. When the automation schedule Purge Duplicate Emails runs, aACE will delete the outgoing sent email. Only the incoming CC'd email record remains in your aACE system.

