

Swap Email Address Cloud App Documentation

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Purpose

This Eloqua 'Swap Email Address' Custom Cloud App is designed to take an email address from a user-specified contact field and move the value in that field to the Email Address field. The app will give the ability to easily send communication to an email address that is different than a contact's primary email address.

Set-up in Oracle Eloqua

Please follow these instructions to set up this cloud app in your Oracle Eloqua instance.


- Log in to Oracle Eloqua.
- Click on Get App below to install.

[Get app](#)

NOTE: If prompted to log again, please do so.

- In the next screen, click "Sign In" and then "Accept"

Swap Email Address




4Thought Marketing Cloud Apps
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Description: Takes the value from a Contact field and sets that value into Eloqua's Email Address field

Services



Action : Swap Email Address
Takes the value from a Contact field and sets that value into Eloqua's Email Address field

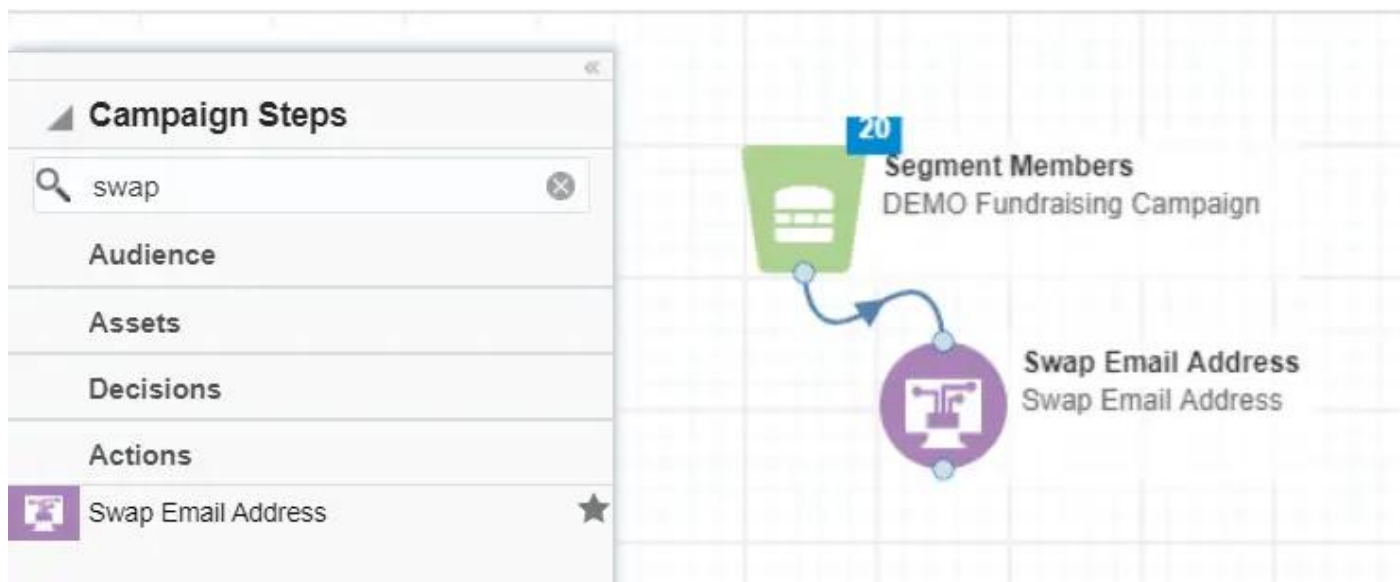
Check Connection

- You're all set. The Eloqua 'Swap Email Address' Custom Cloud App is ready to be used.

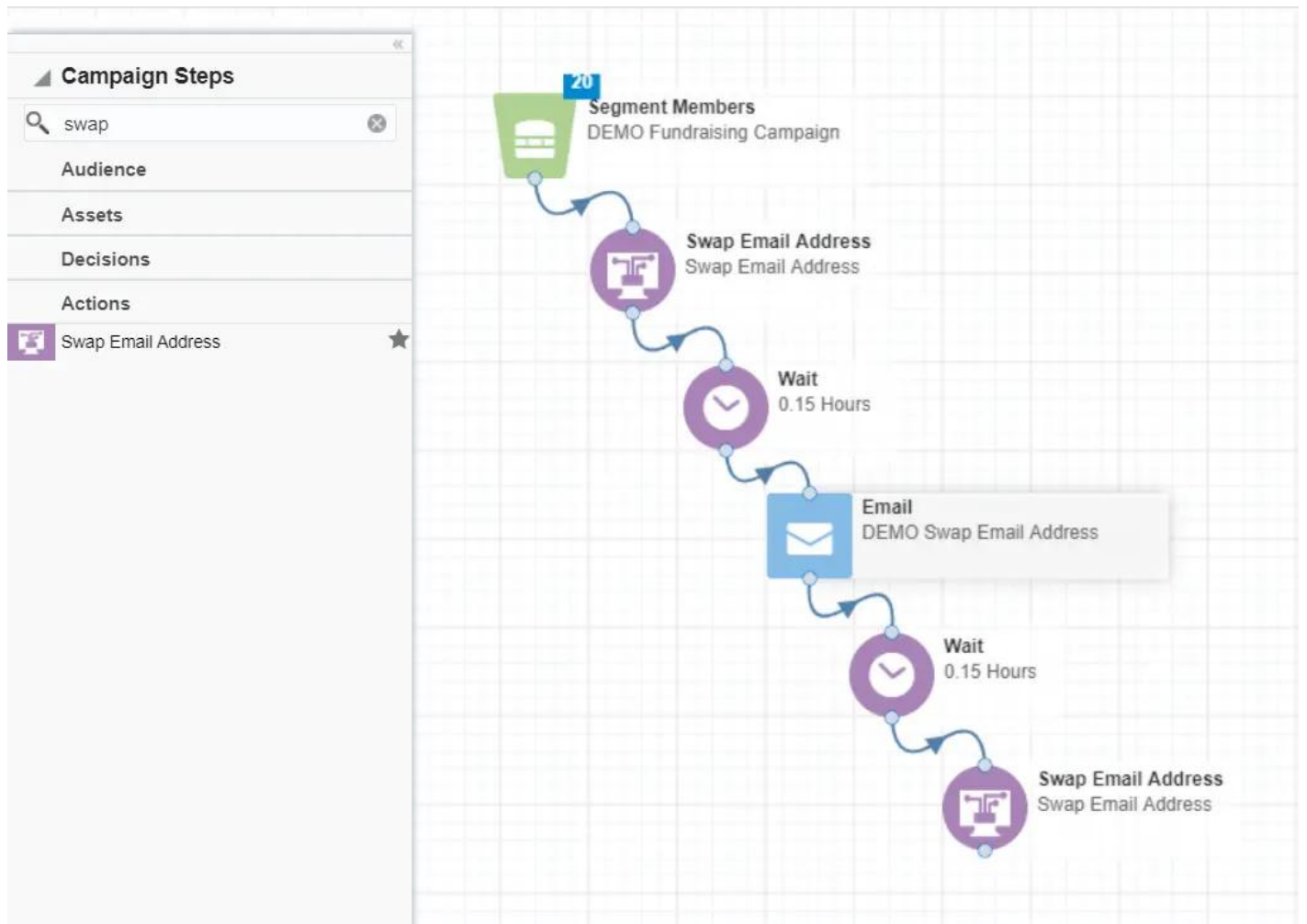
How to use

To configure the Eloqua 'Swap Email Address' Custom Cloud App, follow these steps:

- After installing the App, first drag a 'Email Address' campaign step onto your campaign canvas and connect it to your segment:




- Finally, for the email to be replaced back to the original Email Address value, a second app step will need to be added after the last wait step:



- Click the pencil icon to open the settings for this step. This is needed to select the custom contact field that will be used to replace the Email Address field value. i.e. 'Preferred Email Address':

Step name:

Swap Email Address

Click to configure the cloud action... 

Scheduling Routing

☐ Only send during certain days and hours

Start time: 12 : 00 AM

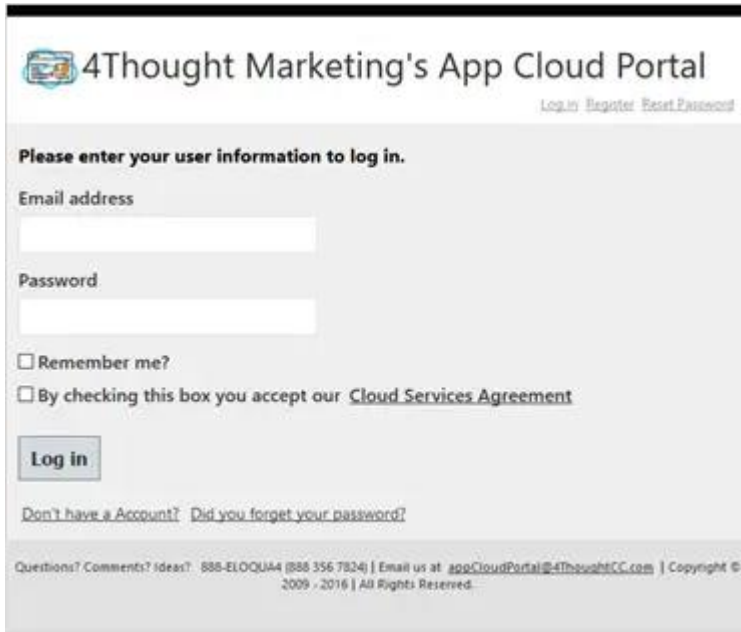
End time: 12 : 00 AM

Time zone:

Days of the week:

Sun Mon Tue Wed Thu Fri Sat


- You will need a user to log in to configure this Cloud Action. If you don't have one, you can create one. If you do, use your user to Log In in the page shown in the following screenshot:



The screenshot shows the login interface for 4Thought Marketing's App Cloud Portal. At the top left is a logo with a blue square containing a white '4' and a thought bubble icon. To its right is the title '4Thought Marketing's App Cloud Portal'. Further right are links for 'Log in', 'Register', and 'Reset Password'. Below the title is a grey box with the instruction 'Please enter your user information to log in.' Inside this box are two white input fields labeled 'Email address' and 'Password'. Below these fields are two checkboxes: 'Remember me?' and 'By checking this box you accept our [Cloud Services Agreement](#)'. A 'Log in' button is positioned below the checkboxes. At the bottom of the grey box are links for 'Don't have a Account?' and 'Did you forget your password?'. The footer of the page contains contact information: 'Questions? Comments? Ideas? 888-ELOQUA4 (888 356 7824) | Email us at appCloudPortal@4ThoughtCC.com | Copyright © 2009 - 2016 | All Rights Reserved.'

- After logging in, you will be taken to the app in a pop-up window. Choose the custom field (*for example: Preferred Email Address*) from the dropdown that contains the email address that will be replacing the Email Address field and hit 'Save Settings':

Cloud Action Configuration



Swap Email Address

Takes the value from a Contact field and sets that value into Eloquas Email Address field

Configurations

Logs

Contact Field Selection

Contact Field

Personal Email Address

Save Settings

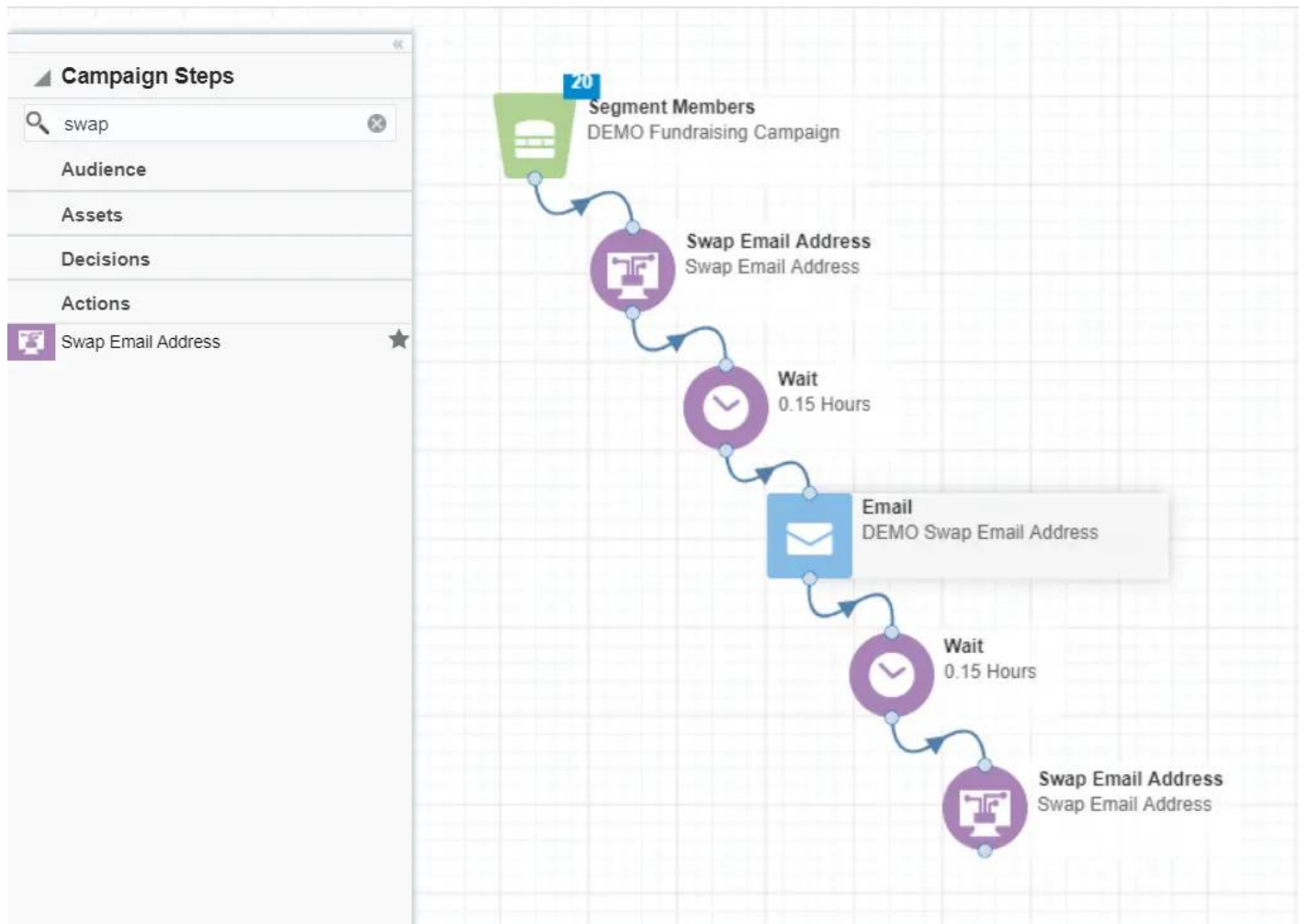
Revert Changes

You're logged as rholder@4thoughtmarketing.com, click [here](#) to Log out.

Having issues? Click [here](#) to send us an email.

Questions? Comments? Ideas? ☎ 888-ELOQUA4 (888 356 7824) | Email us at appCloudPortal@4thoughtmarketing.net | Copyright © 2009 - 2021 | All Rights Reserved.

- After selecting the custom field and saving, you will need to repeat the app configuration process for the second app instance but selecting the other custom field (*for example: Primary Email Address*) instead:



License Information

You need a license to configure and execute this Cloud App. Otherwise in the configuration page you will see the following error:

In order to use this Cloud Action, you need to purchase a license from 4Thought Marketing. Please contact our sales department at 888 356 7824, or click [here](#).

Additionally, if you happen to see records stuck in the Cloud Action step, it may be due to a missing or expired License which you can get with your corresponding Account Manager.