Using the Reply Inbox

General · https://coreel.ai/help/using-the-reply-inbox/

When a recipient replies to one of your videos — either with a text message or by recording their own video reply — that message lands in your **Reply Inbox** inside coReel. The Reply Inbox is where you keep track of who's responded, read what they said, and follow up.

This article covers reading replies, archiving them, video replies, and notifications.

Opening your Reply Inbox

1. Sign in at app.coreel.ai.
2. Click **Replies** in the left navigation (or the reply bell icon in the header).
3. You'll see a list of every reply you've received, with the newest at the top.

Unread replies appear in **bold** with a small blue indicator. The number badge on the Replies nav entry tells you how many are still unread.

Success Check: The Reply Inbox should load and show your recent replies, or an empty state if no one has replied yet.

Reading a reply

Click any reply in the list to expand it. You'll see:

- The recipient's **name and email**
- The **original video** they're replying to (click to re-watch)
- The full **text** of their reply (if they sent a message)
- The **video reply**, if they recorded one — click play to watch it inline
- When the reply was received

The first time you open a reply it's automatically marked as read.

Replying back

Inside any expanded reply you'll see a **Reply** button. Clicking it lets you:

- Send a quick text response straight from the inbox
- Or start a new video reply by clicking **Record Video Reply**

Video replies use the same recording flow as a regular send — record, review, and send. Your reply is delivered to the recipient as a new video email in the same thread.

Archiving

Once you've responded (or decided you don't need to), you can archive a reply to clear it out of your active inbox.

- Click the **archive icon** on any reply to move it to your **Archive** view.
- To view archived replies, switch the inbox filter at the top from **Inbox** to **Archive**.
- Archived replies aren't deleted — you can always bring them back by clicking **Unarchive**.

Archiving is a per-user action. If your team has multiple people receiving the same replies, each person manages their own archive.

Filters and search

At the top of the inbox you can filter by:

- **All** — every reply
- **Unread** — only replies you haven't opened yet
- **Inbox** — active replies (default)
- **Archive** — replies you've archived

Use the search bar to find a reply by recipient name, email, or text content.

Notifications

When a recipient replies, you'll be notified two ways:

1. **Email notification** — A branded email lands in your regular inbox letting you know who replied and linking back to the Reply Inbox. The subject line uses `RE: <your original subject>` so it threads naturally with the conversation.
2. **In-app indicator** — The unread badge on the Replies nav entry updates in real time when you have the app open.

To change notification preferences (turn off email notifications, for example), go to **Settings → Notifications**.

Pro tip: Set up an email filter in Gmail or Outlook to label replies coming from coReel so they're easy to spot in your regular inbox.

What if I want recipients to reply directly to my email instead?

By default, when a recipient hits **Reply** in their email client (instead of using the watch page reply widget), their reply goes to your real email address — not the Reply Inbox. This is because the reply email is sent with a **Reply-To** header pointing back at you.

If you want every reply to be routed through coReel's Reply Inbox, ask recipients to use the **Reply to this video** button on the watch page rather than replying in their email client.

Troubleshooting

My recipient says they replied but I don't see it. Check the watch page settings on your account (**Settings → Watch Page**). If text replies or video replies are disabled there, the recipient won't see a reply option on the watch page. Their only path back to you would be email reply, which goes to your regular email — not the Reply Inbox.

I see a reply but can't play the video. Try refreshing the page. If the issue persists, the video may still be processing. Most video replies are ready within a minute of being submitted; longer videos can

take a few minutes.

The unread badge is wrong. Click any unread reply to mark it read; the badge will update. If the count seems stuck, refresh the page.