Stop an email broadcast»

Alert! Modifying an already queued email may not give you the results you desire. When you schedule an email broadcast to be sent at a day and time in the future, it is added to a broadcast queue until that time arrives.

Once the broadcast is scheduled, you cannot:

- Add or remove people from the queued list
- Edit the email template
- Update the day or time

If you need to change any of this information, then you must stop the scheduled broadcast, fix the problem, and then schedule a new broadcast.

1. Navigate to Marketing > Email Broadcast

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	MY NAV	CRM	MARKETING	E-COMMERC		
	Contacts	Contacts	Campaign Builder	E-Commerce Se		
iI	Campaign Builder	Companies	Email Broadcasts	Orders		
["	E-Commerce Setup	Opportunities	Lead Generation	Products		
	Branding Center	Referral Partners	Templates	Actions		
		Visitors	Legacy	Promotions		
				Legacy		

2. Click New Search button above the Email Broadcast Report



3. Review the Search Criteria to make sure the correct user(s) are selected from the

list. You must select the user who scheduled the broadcast. Hold down the Ctrl key on your keyboard to select more than one user

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Mathew Magwood Nicole Black		Geraldine Vaughn	
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	Date Range	-	•
	Date Range	Alwayshelpful Support Aman Madsen Geraldine Vaughn Mathew Magwood Nicole Black	
	Search	Reset Filters	
Reset Filters			

Note: You only need to select "*System*" if you want to include follow-up sequence emails in the search results

Search	Misc Criteria Columns
Search Crite	eria
Sent By	contains any
	System
	Alwayshelpful Support
	Amanda Madsen

4. Click on the "Misc. Criteria" tab

Email B	Email Broadcasts						
Search	Misc Criteria	-rumns					
Search Crit	eria						
Sent By	contains any	¥					

- 5. Go to the status section
 - a. Select "Contains Any" from the drop down
 - b. Select "**Scheduled"** from the status list

Email Nan	ie		
ollow-Up Sequend	e contains any		
	\$		
State	us contains any		
h	Scheduling		
	Processing Stopped by user Stopped by Spam Complaints (1st Attempt) Stopped by Spam Complaints (2nd Attempt) Error		

c. Click on the "**Search**" to see a list of scheduled broadcasts

Email Broadcasts							
Search Misc Criteria Columns							
Email Name							
Follow-Up Sequence	Follow-Up Sequence contains any						
	\$						
Status contains any							
	Scheduling						
	Scheduled						
	Processing						
	Stopped by user						
	Stopped by Spam Complaints (1st Attempt)						
	Stopped by Spam Complaints (2nd Attempt) Error						
Search Reso Fi	Iters						

d. Click on "**View**" to see the broadcast details (i.e. created date, scheduled start date, template name, etc.)

Email Broa	adcasts	5						Send a	a Broadcast
Actions • N	ew Search	Edit Criteria/Columns	Save	Print			No optio	ons available	٣
1-1 of 1		50			 per page 				
Mail Batch Id	Batc	h Subject			Status	Report	Total	Done	Sent
4309	Mont	thly Newsletter "Comp	any.Comp		Scheduled	View	15	0	0
						0.05			

Can't see the View link?

- If you do not see "View" then you need to add this column to the report
- Click on the Edit Criteria and Columns...

Email Bro	padcasts	5		
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1-1 of 1		50		• p
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- Go to Columns
- Click the View Report item in the "Available Fields" box on the right
- Click the arrow in the middle to move it over to the Custom Columns section
- Click OK
- 6. In the report on the left is "**Current status**" which will display the status of the broadcast

:≣ New List - March 25, 2019 11:11:28 PM	0 Unopened
Subject	
Monthly Newsletter "Company.Company"	0 Opt-ins
Body	
View email	
Current status 👩	0 Opt-outs
Scheduled Stop Email	
Start time	O Bounces

7. Click "Stop email" to remove it from the queue

:≣ New List - March 25, 2019 11:11:28 PM	O Unopened
Subject	
Monthly Newsletter "Company.Company"	0 Opt-ins
Body	
View email	
Current	Opt-outs
Scheduled Stop Email	
Start time	O Bounces