

Stop an email broadcast

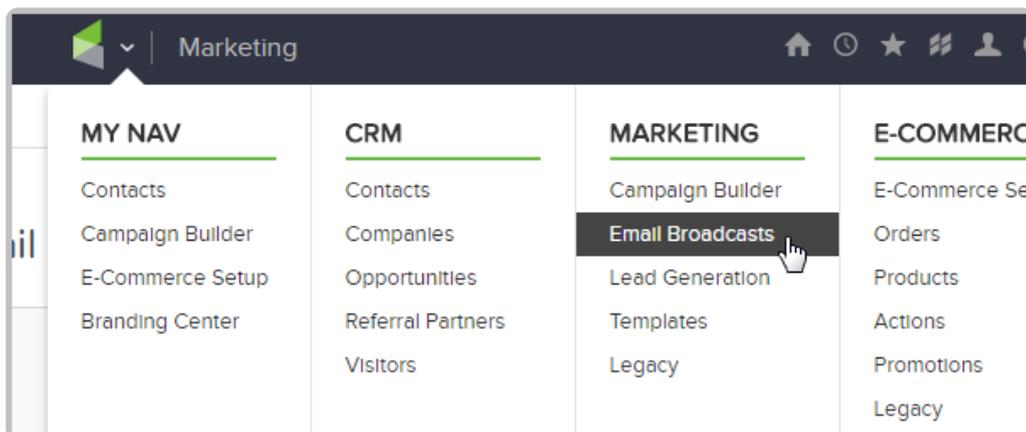
Alert! Modifying an already queued email may not give you the results you desire. When you schedule an email broadcast to be sent at a day and time in the future, it is added to a broadcast queue until that time arrives.

Once the broadcast is scheduled, you cannot:

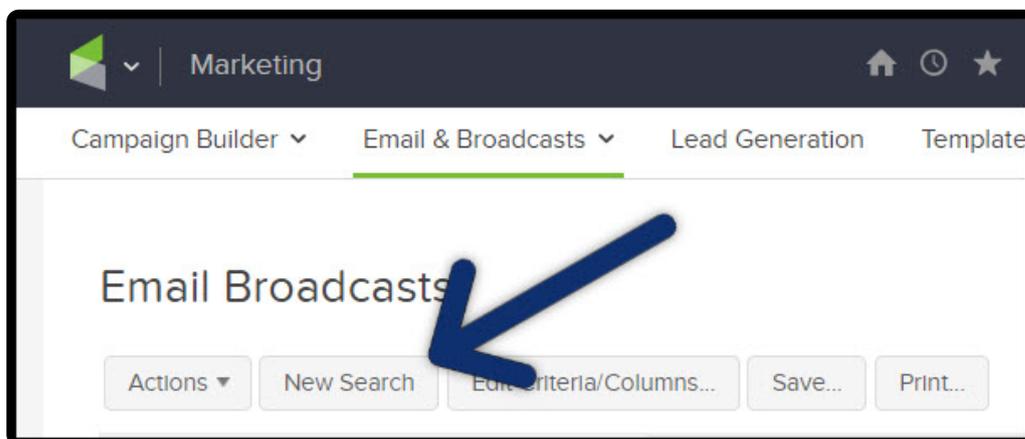
- Add or remove people from the queued list
- Edit the email template
- Update the day or time

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**

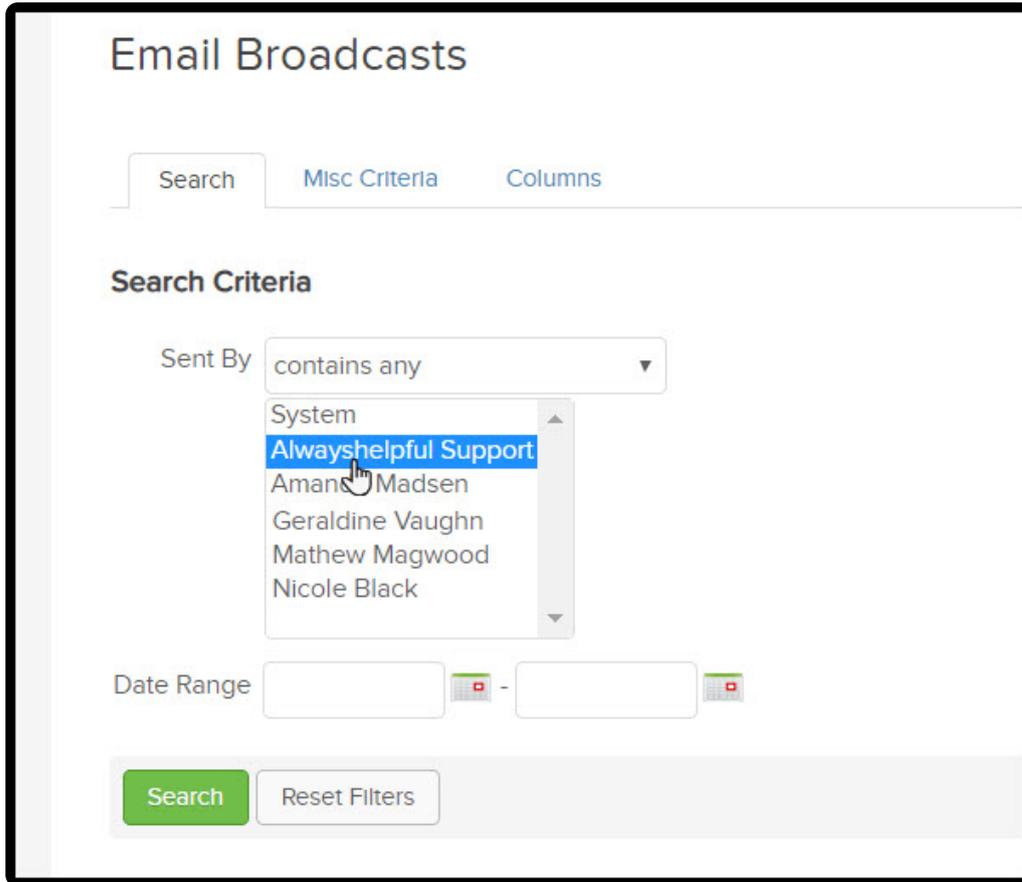


2. Click **New Search** button above the Email Broadcast Report

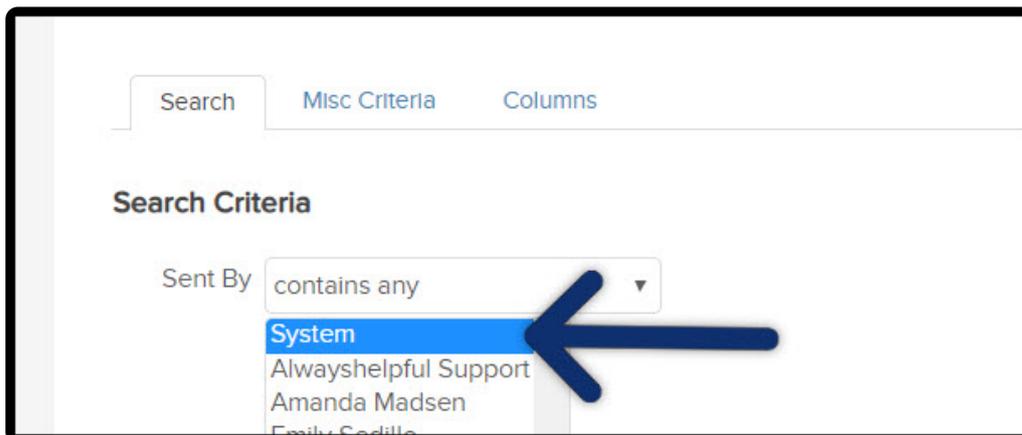


3. Review the Search Criteria to make sure the correct user(s) are selected from the

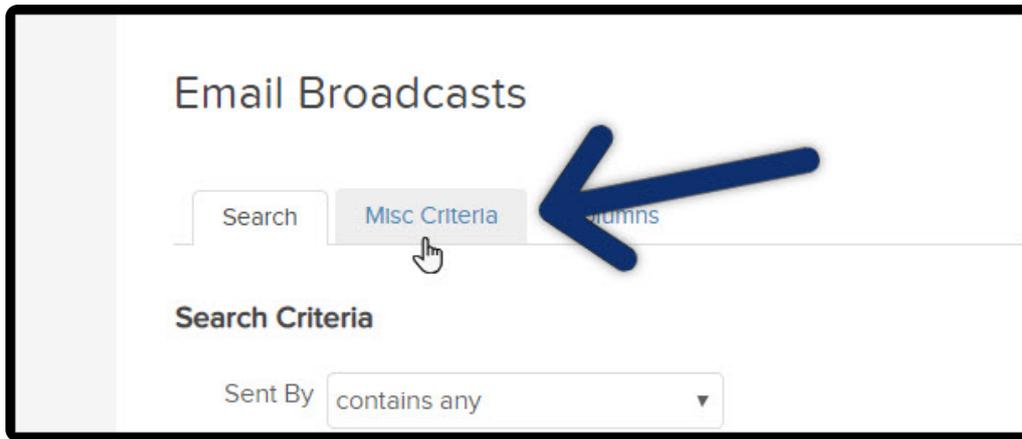
list. You must select the user who scheduled the broadcast. Hold down the Ctrl key on your keyboard to select more than one user



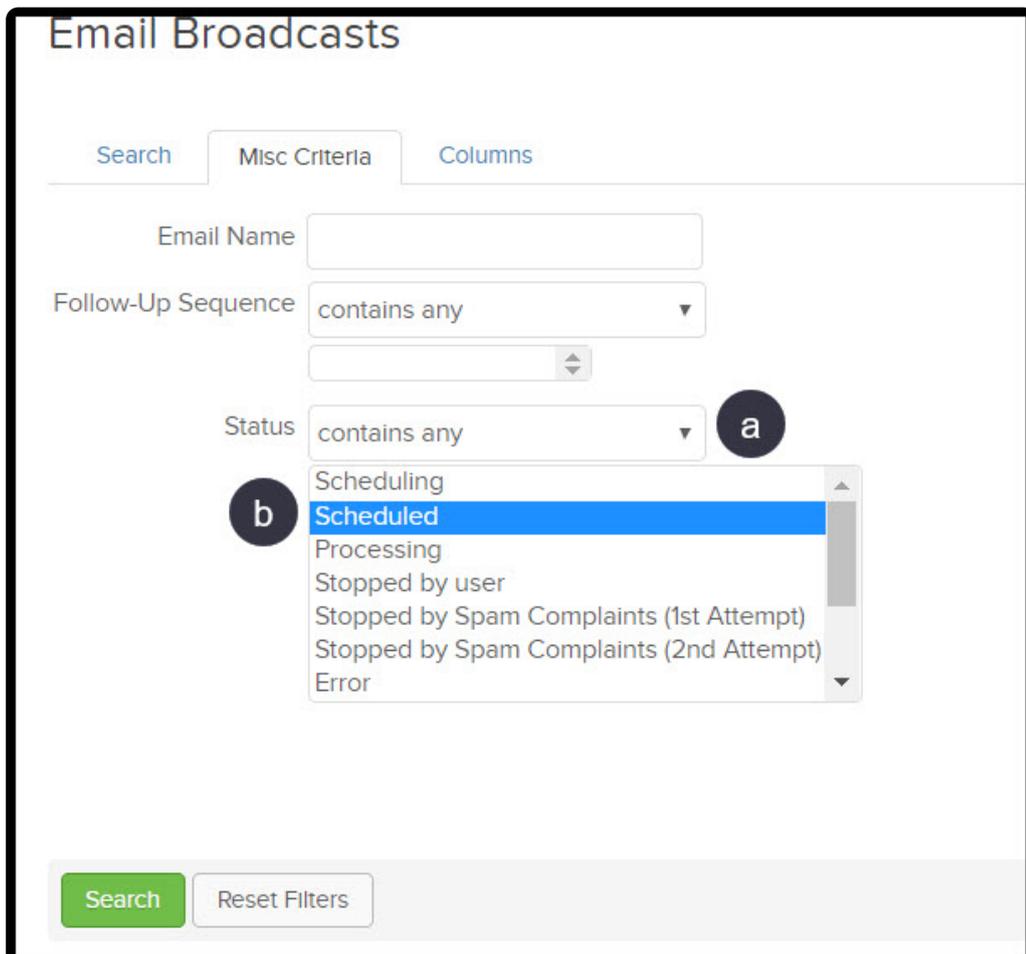
Note: You only need to select "System" if you want to include follow-up sequence emails in the search results



4. Click on the "Misc. Criteria" tab



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



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

Email Broadcasts

Search Misc Criteria Columns

Email Name

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 Reset Filters

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

Email Broadcasts

Send a Broadcast

Actions New Search Edit Criteria/Columns... Save... Print... No options available

1-1 of 1 50 per page

| Mail Batch Id | Batch Subject | Status | Report | Total | Done | Sent |
|---------------|-------------------------------------|-----------|----------------------|-------|------|------|
| 4309 | Monthly Newsletter ~Company.Comp... | Scheduled | View | 15 | 0 | 0 |

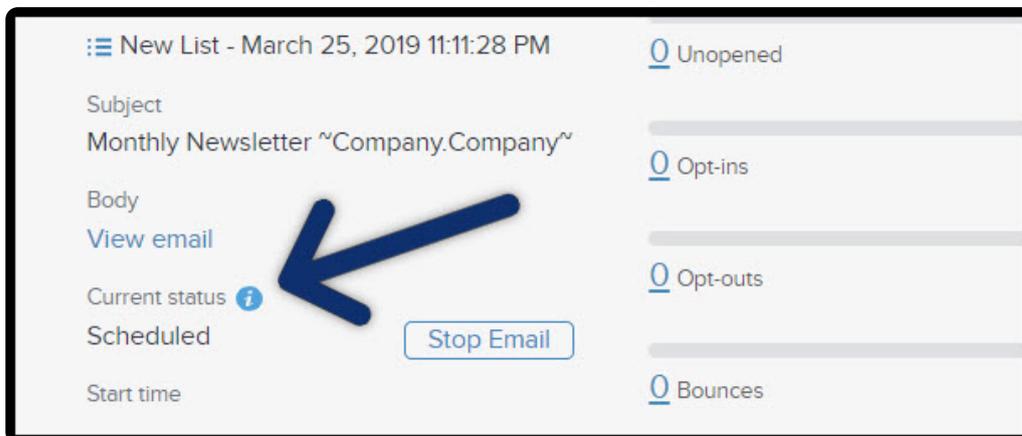
Can't see the View link?

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



- 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



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

☰ New List - March 25, 2019 11:11:28 PM 0 Unopened

Subject
Monthly Newsletter ~Company.Company~ 0 Opt-ins

Body
[View email](#) 0 Opt-outs

Current status
Scheduled 0 Bounces

Start time

[Stop Email](#)

