



How to Check the Status of an Email

You can see whether or not an email has been sent and what its status is. Your first stop is the Main Menu, where your account's total activity is displayed, including the number of emails sent, opened and bounced or unsubscribed. You can also click on the "View Results" tab to review even more detailed results regarding sent emails.

- ➔ Click on the "Manage Emails" tab near the top of EasyContact application screen. This screen shows a list of your existing emails, with the first icon in the far-right column indicating the status of the email:

✔ means the newsletter has been sent.

- ➔ The "date sent" column shows when the newsletter was sent.
- ➔ You cannot make changes to this email, since it has already been sent.
- ➔ You can make a copy of this email (to use it as a base to create another email) by clicking on the "Copy" icon in far-right column.
- ➔ You can delete the email by clicking on the red "Delete" icon in the far-right column.

📄 means the email is a draft that has not yet been scheduled for sending

- ➔ The "Date Sent" column is blank because this email has not yet been sent.
- ➔ You can make changes to this email by clicking on it to select it and clicking the **Edit Email** button at the bottom of the screen.

- You can schedule the email to be sent at a different date and time by clicking on it to select it and clicking the **Schedule Email** button at the bottom of the screen.
- You can make a copy of this email (to use it as a base to create another email) by clicking on the “Copy” icon in far-right column.
- You can delete the email by clicking on the red “Delete” icon in the far-right column.

means the email is scheduled to be sent

- The “Date Sent” column shows when the email is scheduled to be sent.
- You can make changes to this email by clicking on it to select it and clicking the **Edit Email** button at the bottom of the screen.
- You can re-schedule the email to be sent at a different date and time by clicking on it to select it and clicking the **Schedule Email** button at the bottom of the screen.
- You can make a copy of this email (to use it as a base to create another email) by clicking on the “Copy” icon in far-right column.
- You can delete the email by clicking on the red “Delete” icon in the far-right column.

means the email has not been sent and has expired

You’ve either selected **Send Now** or scheduled the email to be sent at a particular time. The email is waiting in the queue to be sent and will be delivered to recipients shortly.

- Copy the email and re-schedule it for delivery by clicking on the email to select it then click the **Email Details** button at the bottom of the screen.
- On the Email Details screen, select a sender email address that has been verified or verify the sender email address by finding the verification email in your inbox and clicking on the link within the email.
- Then, re-schedule the email for delivery.

means the email is waiting in the queue to be sent

You’ve either selected **Send Now** or scheduled the email to be sent at a particular time. The email is waiting in the queue to be sent and will be delivered to recipients shortly.

means the email has been blocked

Your email was not delivered due to a complication with your account status; if you see this icon, please connect with EasyContact support to clarify your issue.