How to View Contact History

EasyContact allows you to record and analyze the details of an individual email address on your mailing list, giving you access to information about their subscriber history, as well as the activity that your email triggers.

To view details of a specific subscriber email within a contact list:

- Click on the "Manage Contacts" tab near the top of the EasyContact application screen, or from the EasyContact Main Menu screen, select the "Add & Manage" link under the "Contacts" heading in the grey box to the right. Then choose **Find/Edit Contacts** from the list on the left.

- In the "Find Contacts" box, locate contacts using the following fields and drop-down boxes:

  - **Search** by Name, Email, Company, Address, Phone, City/Town, State/Province or Country.

  - **With Status** All (default), Active (contacts who receive your emails), Blocked (contacts who have opted not to receive your emails) or Pending (contacts to whom you sent an opt-in email who haven't yet opted in).

  - **That** Contains (default) or Exact (this means an exact character for character match).

  - In the blank box, type what you want to search (i.e, an email address such as robert@gmail.com if you chose Email in the first Search By box).

  - **In** All lists (default searches all your lists) or you can select a specific list from the drop-down box.

- The results of your search will be displayed in "Search Results" box that appears below the "Find Contacts" box after you click **Search**.

- Select the contact you wish to view the history for. On the **Contact Information** page, select the "History" tab to the right of the "Membership" tab.

➡️ The history tab shows a log of activity including emails that were opened, as well as any action that the email triggered, listed in reverse chronological order. Data will include items such as:

➡️ Subscriber signup date

➡️ Signup method such as manual import, signup form or Facebook app

➡️ Emails that spurred last activity (opened or clicked on link)

➡️ Last activity date