

## Frequently Asked Questions about EmailNow's New Look




### GENERAL

#### **Can I delete multiple campaigns/audience groups/response results at once?**

Sure thing. Just check the boxes to the left of each item and choose the group action button over in the top right corner of the list to delete selected items. (Cool, right?)

### AUDIENCE

#### **I'm adding new member fields to my audience. What do all of the different options icons mean?**

- The  icon on the right allows you to drag and drop fields into a preferred order.
- Click the  and the field will be removed from the member record, but not entirely lost. You can always add it again from the drop down menu.
- Click the  icon in order to edit the display name, shortcut name, add options and change existing options. After editing, select Preview. If you're pleased with the changes, select Save, or select Edit to continue making changes. Finally, select Save & Exit.

### CAMPAIGNS

#### **When do my Campaigns get saved?**

Saving campaigns is definitely a different process now. Like with surveys, your draft is auto-saving all along the way. There a few things to keep in mind:

- If you put in text or an image, then click away to another page, your campaign is a draft.
- If you give it a name, but no subject, it remains a draft.
- If you give it a subject but no name, EmailNow leaves the campaign as a draft.
- If you give it a name and subject, but go back to campaigns main, it's still a draft.
- ***Moving from 'edit' to 'preview' is the only activity that saves the campaign and moves it from the draft to saved tabs.***

#### **Can I paste directly from Word?**

The new editor toolbar has a 'paste from Word' button that allows you to paste in your text so it's added to your campaign without creating formatting problems in the text box.

#### **Can I still open a current campaign, rename it and save as new?**

You can. From the main campaigns page, click the options button to the right of the campaign and choose 'Copy this mailing.' You can give the copy a distinct name and work from it.

### RESPONSE

#### **Where do I find the URL to post the campaign on my website?**

Visit the main response page, click on the campaign name and copy the URL in the 'About this mailing' section of the response data.

#### **Can I see an individual's responses on a survey without exporting all of the results?**

Yep. Go to the response page, click on the survey and click on the 'People' tab. It opens a list of all survey takers who completed the survey. Choose 'View all of this person's answers' to see their responses and how they compare to the rest of the audience.