

Send Email

Allows you to send out the emails you have created.

Send Email Tab

To send an email from the Emailer

1. Select the name of the email from the drop-down list; this is why you want to be very specific when you are naming your emails. Every email that has ever been created will show up in this list.
2. Set the Release Time. If you want it go out immediately, leave this blank. If you want to set it up to go out at a later time, enter that information.
3. Select a Sender. This is who the email will be coming from and will show up as the Sender in your fans' inboxes. It does not have to be the person's real name. You can create Kaboom to be a sender, but just make sure that he has been set up with a valid email address. (If the sender has not been created in the Configuration->Senders tab, you can type it in the box below.)
4. Select your Recipients. The groups that show up here are pulled from the Rules component for every group of type 'Recipient List Creation.' Reminder, just because a group exists in the ISM doesn't necessarily mean there has been a rule created for it.
5. Additional Recipients – in this box, you can type any email address that is not currently part of your database, and they will receive the email. You will also always want to use this box to send a test email to yourself before you send it out to your mass mailing list in order to check links, formatting, etc.
6. Click on Refresh Preview at the bottom.
7. On the next screen, you will click on Send Email.
8. This will queue the email for delivery. All of our clients' emails are sent to the same place before they are sent out to the individual email addresses. **See note below.
9. Important Note: Emails could potentially take up two hours before they start sending out. This is rare, but nothing to be alarmed about. If, after two hours the email still hasn't sent, you should call customer service and they will look for the problem. You can check on the status of the email by going into Emailer->Statistics. More information below.

**The Emailer sends out 500 emails at a time, however, *this does not mean* that the system will keep sending 500 emails from the same group until that group is completed. The way it works is that it will send 500 from Team A, and then it will check to see if there are any other emails from any other organizations in the queue. If there are, it will send 500 from Team B. Then it will check again to see if there are any other groups. If there are not, then it starts over with the first group (Team A) and sends the next 500 emails. It continues this process until all of the emails have been sent.