

## Approve/Reject

Administrators with the proper access level can approve or reject running emails. Administrators can view details on the scheduled email prior to approving or rejecting.

### How to approve a scheduled email:

1. Login to the Admin Tool.
2. Click the **Email Marketing** link in the left navigation bar. The **Create & Manage Lists** page will display.
3. Click the **Send & Schedule** tab. The **Send & Schedule** page will display.
4. Find the appropriate scheduled email.
5. Click on the name of the scheduled email. The details window will display. *See figure 1.*
6. Click the **Approve** link.

**Note:** You can preview the HTML and Text message by clicking the Preview HTML/text links. See figure 33. For more information click the More Info link in the Status section. See figure 3. The details will display. See figure 2.

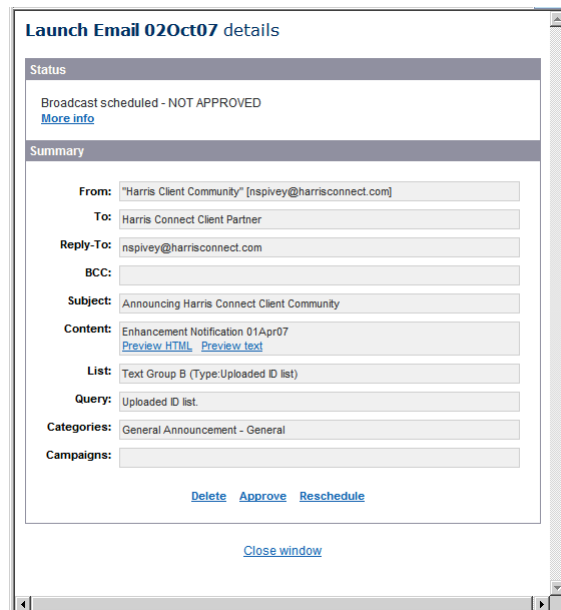


Figure 1

Broadcast scheduled - NOT APPROVED	
<a href="#">Less info</a>	
Recipient count:	5
Scheduled date:	11/26/2007 9:00am
End time:	Job hasn't run to completion yet.
Log:	10/2/2007 10:59pm Schedule item added by nspivey
Schedule item id:	12
Mailing_id:	COLC-20071002225903
Owner:	nspivey
Admin Restrictions:	none

Figure 2

**IMPORTANT!**  
Administrators with proper access levels can delete, approve, reject, and reschedule an email from the detail window.

### How to reject a scheduled email:

1. Login to the Admin Tool.
2. Click the **Email Marketing** link in the left navigation bar. The **Create & Manage Lists** page will display.
3. Click the **Send & Schedule** tab. The **Send & Schedule** page will display.
4. Search for the running email.
5. Click the email name (Calendar View) or the View Details link (List View). The email detail page will display.
6. Click the **Reject** link. See figure 3.



Figure 3

## Abort

**Abort** allows administrators with the proper access permission to abort a running email message.

### How to abort a running email:

1. Login to the Admin Tool.
2. Click the **Email Marketing** link in the left navigation bar. The **Create & Manage Lists** page will display.
3. Click the **Send & Schedule** tab. The **Send & Schedule** page will display.
4. Search for the running email.
5. Click the Abort link.

**Note:** *Emails sent to a small number of recipients may run too quick to display the Abort link.*

## Restart

**Restart** allows administrators with the proper access permission to restart a stalled email message. It prevents administrators from having to contact Harris to restart their broadcast. An administrator knows an email is dead when Total Counts in the Summary Report do not change for an hour or more. The system will look at the entire recipient list, remove the ones it already delivered to, and continue to send to the rest.

**IMPORTANT!**

*Restart should only be used if the system has failed.*

If the job is still running and you hit restart, Harris will send a duplicate email to whoever hasn't already received the message from the first job running.

#### How to restart a stalled email:

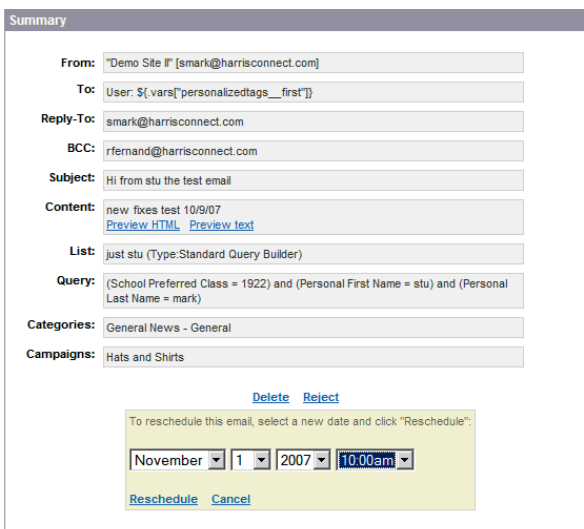
1. Login to the Admin Tool.
2. Click the **Email Marketing** link in the left navigation bar. The **Create & Manage Lists** page will display.
3. Click the **Send & Schedule** tab. The **Send & Schedule** page will display.
4. Search for the running email.
5. Click the email name (Calendar View) or the View Details link (List View). The email detail page will display.
6. Click the **Restart** link.

## Reschedule

**Reschedule** allows administrators with the proper access permission the ability to reschedule scheduled emails.

#### How to reschedule an email:

1. Login to the Admin Tool.
2. Click the **Email Marketing** link in the left navigation bar. The **Create & Manage Lists** page will display.
3. Click the **Send & Schedule** tab. The **Send & Schedule** page will display.
4. Search for the running email.
5. Click the email name (Calendar View) or the View Details link (List View). The email detail page will display.
6. Click the **Reschedule** link. The rescheduling dropdown menus will display. *See figure 4.*
7. Select the appropriate date and time.
8. Click the **Reschedule** link.



The screenshot shows the 'Summary' page for an email campaign. The email details are as follows:

- From:** "Demo Site II" [smark@harrisconnect.com]
- To:** User: \${vars["personalizedtags\_\_first"]}
- Reply-To:** smark@harrisconnect.com
- BCC:** rfernand@harrisconnect.com
- Subject:** Hi from stu the test email
- Content:** new fixes test 10/9/07  
[Preview HTML](#), [Preview text](#)
- List:** just stu (Type: Standard Query Builder)
- Query:** (School Preferred Class = 1922) and (Personal First Name = stu) and (Personal Last Name = mark)
- Categories:** General News - General
- Campaigns:** Hats and Shirts

Below the details, there are links for [Delete](#) and [Reject](#). A yellow box contains the rescheduling instructions: "To reschedule this email, select a new date and click 'Reschedule':". Below this, there are dropdown menus for the date and time, currently set to November 1, 2007, at 10:00am. At the bottom of the yellow box are [Reschedule](#) and [Cancel](#) links.

Figure 4

## Delete

List View allows administrators with the proper access permission to delete scheduled emails.

### How to reject a rescheduled email:

1. Login to the Admin Tool.
2. Click the **Email Marketing** link in the left navigation bar. The **Create & Manage Lists** page will display.
3. Click the **Send & Schedule** tab. The **Send & Schedule** page will display.
4. Search for the running email.
5. Click the email name (Calendar View) or the View Details link (List View). The email detail page will display.
6. Click the **Delete** link. The “Are you sure you want to delete this broadcast” window will display. *See figure 5.*
7. Click OK to successfully delete, or Cancel to abort.

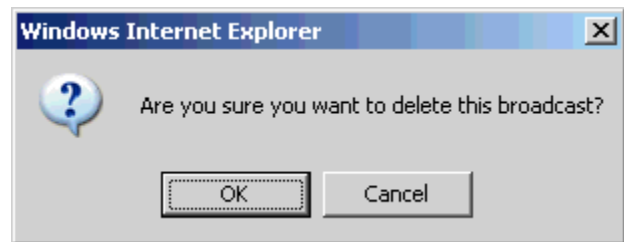


Figure 5

### **IMPORTANT!**

*To Delete an email that was scheduled to go immediately, you must Reschedule the email first.*