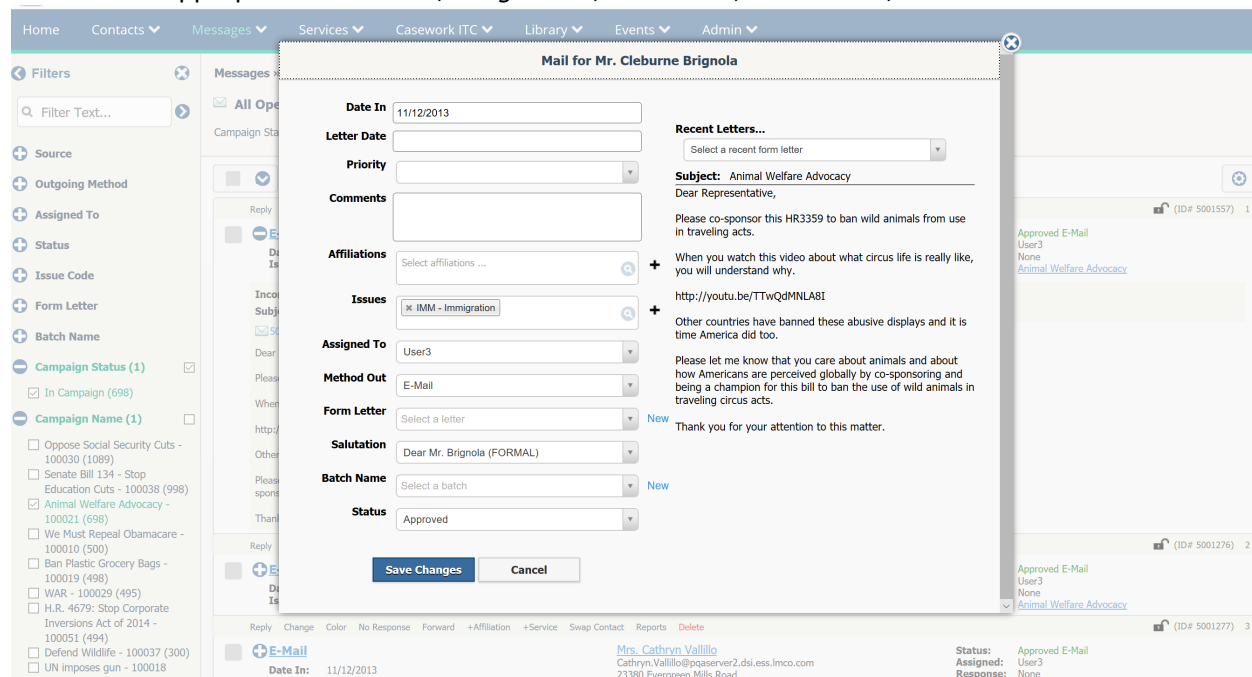


How to Find and Manage Emails and Email Campaigns

How to Find and Process Emails:

1. In the **Messages** Big Menu, select **All Open, All Open and Unbatched** or **Open and Unassigned** in the **Search** column.
2. Use the **Filters** option, to view all of the emails (Source is Email) from your constituents by expanding the Cong. District/Campaign Status/Campaign Name and selecting the appropriate check box.
3. To view the Message, click on the **Plus** icon beside the email address.
4. To process the Message, in the **Row Action** click **Change**.
5. Enter the appropriate *Issue Code, Assigned To, Comments, Form Letter, etc.*



6. Once all of the response information is correct, in the **Status** field, select **Approve**. Click the **Save Changes** button.
7. To send the response, in the **Row Action**, select **Send Email**.
8. Confirm the **Send In** option (Foreground Now, Background Now or Background Later). Click on the **Send Email** button.

How to Find and Assign Response for Email Campaigns:

1. In the **Messages** Big Menu, select **All Active Campaigns** in the **Utilities** column.
2. To view the campaigns by *Most Recent Incoming, Open Message Count, or Total Message Count*, select the **Sort** button.

☐ List Analyze Change Sort: Open Message Count (Desc) (ID# 100021) 1

	Campaign ID	Rule	Send Email	Print Letters	
<input type="checkbox"/> Animal Welfare Advocacy Dear Representative, Please co-sponsor this H... acts. When you watch this video about what c... http:...	Most Recent Incoming Open Message Count ▼ Started Date Total Message Count		700 Open 99 Completed		

3. Select the **Assign Response** in-row action to select a letter response for the existing open messages and any future message records that are added to the Campaign.
4. Select the appropriate **Issues**, **Assigned To**, **Letter Name**, **Batch Name** and click the **Save** Button.

Assign Campaign Response

700 open messages and all future messages added to this campaign will have these settings applied.

Issues +

Assigned To

Suggestions [100% of similar mail received the Animal Welfare v.1 letter and the ANM, IMM issue codes.](#)

Letter Name New Letter

Batch Change No Change All Active Unlocked My Active Unlocked Add New Remove Current

Batch Name

Letter Text Dear Ms. Hughes,
Content goes here.
Respectfully,
Jodi Hughes □ Constituent Service Representative □ Office of United States Senator John Quorum □ 499 South Capitol Street SW, Suite 400 □ Washington, DC 20003 □ Phone: 703-439-0309 □ Fax: 703-206-5044

Campaign Sample Animal Welfare Advocacy
Dear Representative,
Please co-sponsor this HR3359 to ban wild animals from use in traveling acts.
When you watch this video about what circus life is really like, you will understand why.
<http://youtu.be/TTwQdMNL8I>
Other countries have banned these abusive displays and it is time America did too.
Please let me know that you care about animals and about how Americans are perceived globally by co-sponsoring and being a champion for this bill to ban the use of wild animals in traveling circus acts.