


# About contact groups

It's useful to group contacts together for easy management of the names. These groups of contacts are helpful if you want to send an email to all of the people in one group, such as all donors, or all volunteers.

 **Where do I find it?**  
You can find the **Contacts Groups** page by going to **Contacts > Groups**.

**On this page:**

- [Adding contacts to groups](#)
- [The Volunteer Contact Group is special!](#)
- [Adding a Contacts Group](#)
- [Viewing Members of a Contact Group](#)
- [Removing or Deleting Members of a Contact Group](#)

**Related pages:**

The following actions are available for Contact Groups with the specified service and user roles.

Note that Contacts Admin can perform any of these actions.

Action	Description	Services	User Roles
View	Views contact groups and their members	Data Management Web Site	Contacts Add Contacts Admin
Add Contact to Group	Adds contacts to a contact group	Data Management Web Site	Contacts Add Contacts Admin
Remove Contact from Group	Remove a contact from a contact group	Data Management Web Site	Contacts Add Contacts Admin
Add contacts	Can add users as contacts	Data Management Web Site	Contacts Add Contacts Admin
Add and edit custom Contacts Groups	Can add Contacts Groups and change them	Data Management Web Site	Contacts Add Contacts Admin
Assign to a Contacts Group	Can assign contacts to Contacts Groups	Data Management Web Site	Contacts Add Contacts Admin

The default groups available to you cover many of the groups that any rescue organization might want to have, such as adopters, donors, and volunteers. There is also a "Do Not Adopt" (DNA) default group. By adding names to this list, your volunteers can see the names that are flagged as those who should not adopt. If your organization is using the RescueGroups.org Website Service, you can also share this group of names with other RescueGroups.org organizations.

**Current View: Default**

Views: Default




<u>Name</u> ▲
<a href="#">Adopter</a>
<a href="#">Board Member</a>
<a href="#">Calls</a>
<a href="#">Caretaker/Foster</a>
<a href="#">Client</a>
<a href="#">Community Member</a>
<a href="#">Do Not Adopt</a>
<a href="#">Donor</a>
<a href="#">Member</a>
<a href="#">Other Rescue</a>
<a href="#">Potential Adopter</a>
<a href="#">Professional Service</a>
<a href="#">Retailer</a>
<a href="#">Sponsor</a>
<a href="#">Staff</a>
<a href="#">Surrenderer</a>
<a href="#">Transporter</a>
<a href="#">Veterinarian</a>
<a href="#">Volunteer</a>
<a href="#">Walker</a>
<a href="#">Contacts not in any group</a>

To be able to view contact groups and their members and add and remove contacts to a group, a volunteer must have the role of **Contacts Add**. For information about and instructions on adding and removing roles, see the User Guide section [User Login Accounts](#).

### Adding contacts to groups

To add a Contact to a group such as Do Not Adopt, Donors, or Volunteers:

- 1. Go to **Contacts > Contacts** List.
- 2. Locate the contact in the list and click the **Edit** icon.
- 3. Select the check box for the group to which you want to add the contact.
- 4. Click **Save**.

 The Do Not Adopt group is a special group. It can be shared with other RescueGroups.org organizations, if you are signed up for the Website Service.

Organizations using the RescueGroups.org Website Service can choose to share their DNA list. If you would like to share your organization's DNA list with other RescueGroups.org organization, go to **Contacts > Settings**, and enable the option **Share your organization's Do Not Adopt list**.

**Contacts Settings**  
 « [Contacts](#) | [Settings & Options](#)

**General Settings**

Share your organization's Do Not Adopt list ☐ No ☒ Yes

## The Volunteer Contact Group is special!

Adding a contact to the Volunteer Contact Group will allow your team to select this specific contact in certain dropdown menus such as assigning submitted forms or sending contact reminders. We strongly suggest that you add any contact to the Volunteer Contact Group if they help you with your RescueGroups.org account management, such as managing submitted forms at your rescue.

- |               |   |   |
|---------------|---|---|
| <b>Groups</b> | <input type="checkbox"/> Adopter          | <input type="checkbox"/> Potential Adopter    |
|               | <input type="checkbox"/> Board Member     | <input type="checkbox"/> Professional Service |
|               | <input type="checkbox"/> Calls            | <input type="checkbox"/> Retailer             |
|               | <input type="checkbox"/> Caretaker/Foster | <input type="checkbox"/> Sponsor              |
|               | <input type="checkbox"/> Client           | <input type="checkbox"/> Staff                |
|               | <input type="checkbox"/> Community Member | <input type="checkbox"/> Surrenderer          |
|               | <input type="checkbox"/> Do Not Adopt     | <input type="checkbox"/> Transporter          |
|               | <input type="checkbox"/> Donor            | <input type="checkbox"/> Veterinarian         |
|               | <input type="checkbox"/> Member           | <input checked="" type="checkbox"/> Volunteer |
|               | <input type="checkbox"/> Other Rescue     | <input type="checkbox"/> Walker               |

## Adding a Contacts Group

To add a contact group, go to **Contacts > Groups**, and select the Add a Contact Group button at the top of the list. Simply identify the group by name, select whether it is a business or not, then save the group.

## Viewing Members of a Contact Group

You can view members of contact groups (and even export this information!) by:

1. Go to **Contacts Groups** page by going to **Contacts > Groups**
2. Find the Group you are looking for (ex. Adoptors). Hit the **number** under the **Members** column (Ex. 7)
3. Then you are taken to a table that displays all members of that group. You can use the **options dropdown** to export data if desired.

Example: If you look at the first example image below, if we wanted to see our Adopter group we would hit the 7. The second example image shows the 7 members of the group including links to their contact pages. The options dropdown at the left also allows you to export this to a spreadsheet program of choice if desired.

<b>Current View: Default</b>		Total: 25	
Views: <span>Default</span>		<span>0</span>	<span>Options...</span>
<u>Name</u>	<u>Members</u>		
<a href="#">Adopter</a>	<a href="#">7</a>		
<a href="#">Board Member</a>	<a href="#">0</a>		
<a href="#">Calls</a>	<a href="#">2</a>		

## Members of Adopter Group

« [Contacts](#) « [Groups](#)



Add a Contact to  
this Group

<b>Current View: Default</b>		Total: 7	
<span>Actions...</span>	Views: <span>Default</span>	<span>0</span>	<span>Options...</span>
<input type="checkbox"/> All	<u>Name</u>	<u>City</u>	<u>State</u>
<input type="checkbox"/>	<a href="#">Anonymous</a>		
<input type="checkbox"/>	<a href="#">Doe, Jane</a>	our city	VA
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

- Options...
- Show more
- Show fewer
- Show max
- Export to CSV
- Export to XLS
- Export to XML

## Removing or Deleting Members of a Contact Group

There are two ways to remove a contact from a group.

### Option 1: From the Contact Page

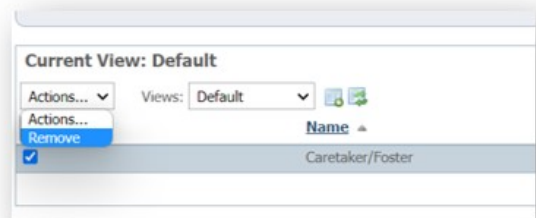
To remove a contact from a group first locate your contact, usually via a search. Then, using the blue links at the top find the **Groups** link. Select that link.

#### Demo Account

« [Contacts](#)

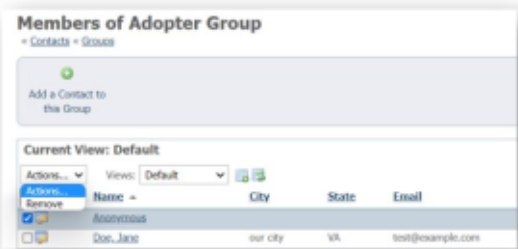
[Adoptions \(0\)](#)
[Calls \(0\)](#)
[Campaigns \(0\)](#)
[Submitted Forms \(4\)](#)
[Donations \(0\)](#)  
[Email History \(0\)](#)
[Files \(0\)](#)
[Fosters \(0\)](#)
[Groups \(1\)](#)
[Animal Intakes \(0\)](#)  
[Journal Entries \(0\)](#)
[Inventory Loaners \(0\)](#)
[Meet Requests \(0\)](#)
[Sponsorships \(0\)](#)  
[User Login Accounts \(1\)](#)
[Volunteer Calls Assigned \(0\)](#)
[Volunteer Calls Queues \(0\)](#)
[Volunteer Colony Caretakers \(0\)](#)
[Volunteer Journal \(0\)](#)  
[Volunteer Hours \(0\)](#)
[Waiting Lists \(0\)](#)

Check the box beside the group you want to remove from the contact and use the **Actions** Dropdown to select remove. Then click **OK** on the next popup.



Option 2: From the Group list

Once on RescueGroups.org go to **Contacts > Groups** then select the list you want to remove members from. Click on the **Number** next to that group. This will pull up a page with members of that group. Check the box beside the contact you want to remove and use the **Actions** Dropdown to select remove. Then click **OK** on the next popup.



Popular Questions

Topics:

- [animals](#)
- [contact](#)
- [contacts](#)
- [animal](#)

1. 0 votes

Is there a way to see how many volunteers we had at a point in time (fiscal year end)?

- 0 answers
- [Ellie Ma](#)
- May 12, 2024
- [volunteer](#)
- [volunteers](#)
- [contacts](#)
- [contactgroups](#)

2. 0 votes

Linking support for an animal to payment

- 0 answers
- [Andrea Homan](#)
- Apr 24, 2024
- [animals](#)

3. 0 votes

How do I get my listings to automatically feed to Facebook?

- 2 answers
- [Jennifer Myers](#)
- Mar 20, 2024
- [animals](#)
- [website](#)
- [exports](#)
- [facebook](#)
- [iframe](#)

4. 0

votes

### How can we embed our available or adopted animal data stored in RescueGroups.org for display on an external website service?

- 4 answers
- [Whiskers & Tails Rescue Foundation](#)
- Sept 21, 2023
- Space: [Website Service Guide](#)
- [website](#)
- [exports](#)
- [animals](#)
- [toolkit](#)

5. 0

votes

### My Animal List is empty

- 2 answers
- [Tammy Mullins](#)
- Feb 06, 2024
- [animals](#)

6. 0

votes

### Requests

- 0 answers
- [Anita Lowman](#)
- Feb 19, 2024
- [requests](#)
- [animals](#)

7. 0

votes

### Add a mixed breed choice for dogs

- 1 answer
- [Richard \[RG\]](#)
- Feb 27, 2014
- [requests](#)
- [animals](#)
- [breeds](#)
- [exports](#)

8. 0

votes

### Change default location to "no"

- 1 answer
- [Alana Woodbury](#)
- Jan 22, 2024
- [animals](#)
- [exports](#)

9. 0

votes

### What fields is the Asilomar Advanced Animal Statistics report pulling from

- 0 answers
- [Alana Woodbury](#)
- Jan 20, 2024
- [animals](#)

10. 0

votes

status

### Is there a way to view relationship from the Animal List page?

- 1 answer
- [Michelle Caylor](#)
- Dec 08, 2023
- [animals](#)

Have a question about this topic?