

# About\_contact\_groups\_Content\_v1

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

 

Name ▲

Adopter

Board Member

Calls

Caretaker/Foster

Client

Community Member

Do Not Adopt

Donor

Member

Other Rescue

Potential Adopter

Professional Service

Retailer

Sponsor

Staff

Surrenderer

Transporter

Veterinarian

Volunteer

Walker

Contacts not in any group

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

## 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.

Current View: Default

Total: 25

Views: Default

Options...

Name	Members
<a href="#">Adopter</a>	7
<a href="#">Board Member</a>	0
<a href="#">Calls</a>	2



## Members of Adopter Group

« [Contacts](#) « [Groups](#)



Add a Contact to  
this Group

Current View: Default

Total: 7

Actions... Views: Default

<input type="checkbox"/>	All	Name	City	State	Email
<input type="checkbox"/>		<a href="#">Anonymous</a>			
<input type="checkbox"/>		<a href="#">Doe, Jane</a>	our city	VA	test@example.com
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

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

1

## 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.

Current View: Default

Actions... Views: Default

Actions...  
Remove

<input type="checkbox"/>	Name
<input checked="" type="checkbox"/>	Caretaker/Foster

### 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.

