

_Using_contact_journals_Intro_v1

You can add journal entries to a contact's information to keep track of such things as phone calls to and from, informational mailings to them, complaints, or whether the adoption is successful or has issues.



Where do I find it?

You can see all journal entries for all contacts by clicking **Contacts > Journal Entries**.

Contacts	Website	Features	Reports
Contact List		Adoptions	
Add a Contact		Donations	
Groups		Journal Entries	
Volunteers		Meet Requests	
Submitted Forms		Reminders	
User Login Accounts		Sponsorships	
Settings		Volunteer Hours	
Search		Volunteer Journals	
		Waiting Lists	

You can see all Journal entries for a specific contact by clicking **Journal Entries** at the top of the contact's page. You can also select the contact from the list of all contacts that you obtained above.

[Adoptions \(0\)](#) [Calls \(2\)](#) [Campaigns \(0\)](#) [Submitted Forms \(0\)](#) [Donations \(0\)](#)
[Email History \(0\)](#) [Files \(0\)](#) [Fosters \(0\)](#) [Groups \(0\)](#) [Animal Intakes \(0\)](#)
[Journal Entries \(0\)](#) [Inventory Loaners \(0\)](#) [Meet Requests \(0\)](#) [Reminders \(0\)](#) [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 \(0\)](#)



NOTE:

The journal entries for contacts looks very similar to journal entries for volunteers, but these features are different. You can access **Volunteer Journals** by selecting **Volunteer Journals** from the **Contacts** menu (see screenshot above). Journal entries for volunteers describe what the volunteer is doing, or interactions with or about a particular volunteer. The contacts journal keeps track of interactions with contacts by a volunteer.