

Adding, editing, deleting a contact

Contacts are those visitors to your website or others for whom you want to keep a record in your **Contacts** database. You can use the contacts in your database for sending marketing emails, promotions, or news of events, as well as simply for a contacts list.

Having trouble finding a contact? See the **Searching your account** section of this guide (located in the **Getting Started** chapter).



Where do I find it?

You can find the **Add a Contact** page by going to **Contacts > Add a Contact** or by going to the [Contacts](#) page and clicking **Add a Contact**.

On this page:

- [Adding a contact](#)
- [Adding an anonymous contact](#)
- [Managing the automatic adding of contacts](#)
- [Registration Invitations](#)

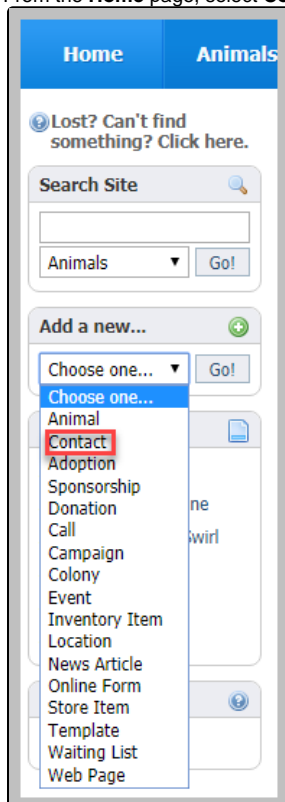
Related pages:

- [One-time manual import of contacts by RescueGroups.org](#)
- [About anonymous contacts](#)
- [Deleting a contact](#)
- [Editing a contact](#)
- [Merging duplicate contacts](#)
- [Understanding contact fields](#)

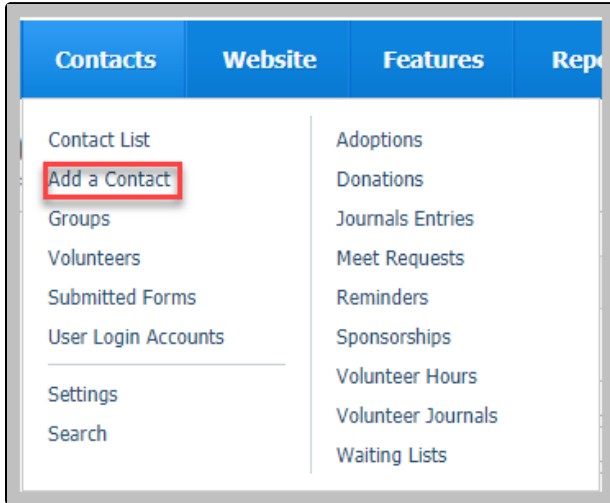
Adding a contact

To add a contact, navigate to the **Add a contact** page by one of the following methods:

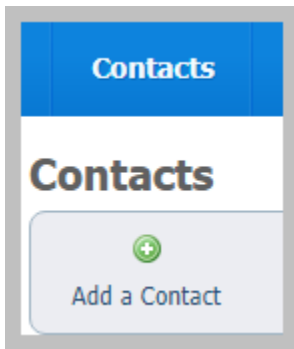
- From the **Home** page, select **Contacts** from the drop-down menu in the **Add a...** field.



- From the **Contacts** tab at the top of the account page, select **Add a contact**.



- From the **Contacts** tab at the top of the account page, select **Contacts list** to see your list of contacts, then click the **Add a contact** button.



To add your new contact, enter the information for your contact into the appropriate fields, including email address and name.

Contact Type * <input checked="" type="radio"/> Individual/Family <input type="radio"/> Company <input type="radio"/> Rescue/Shelter	
Salutation	-- None -- ▾
First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Company	<input type="text"/>
Title	<input type="text"/>
Active *	<input checked="" type="radio"/> Yes <input type="radio"/> No

Address	<input type="text"/>
City	<input type="text"/>
State/Province	<input type="text"/>
Zip/Postal Code	<input type="text"/>
Plus4	<input type="text"/>
Country	Choose One... ▾
County	<input type="text"/>

Home Phone	<input type="text"/>
Work Phone	<input type="text"/>
Ext.	<input type="text"/>
Cell Phone	<input type="text"/>
Fax	<input type="text"/>
Email	<input type="text"/>
Alternate Email	<input type="text"/>
Text/Pager Email	<input type="text"/>
Carrier	<input type="text"/>

Notice that you have some additional fields for each contact:

- Whether or not the contact is sent an email - if you click yes, all that does is provide a record for your organization of whether you sent hard copy mail
- Who the contact was referred by and comments for the contact
- Whether the contact is able to be viewed publicly, such as for officers of your organization who want to be listed on the website
- Fields for transportation ability and for availability
- Whether the contact should be sent an invitation to register on your website (this is a registration on your website only, not to RescueGroups.org)
- Whether the contact should be placed into one of your existing groups

Adding an anonymous contact

When adding many types of records in the RescueGroups.org system you can select the **Anonymous** contact. For example, if an unknown person drops off an animal, you may need to select the Anonymous contact when adding an Intake. You might have an in-kind donation from an unknown person and would need to use the Anonymous contact.

You can find the Anonymous contact by going to **Contacts > Contacts List** and looking for a contact named **Anonymous**.

Managing the automatic adding of contacts



Where do I find it?

You can find the Contacts Settings page by going to **Contacts > Settings**.



You can control when new contacts are automatically added for you, including:

- When an **Online Form** is submitted
- When a **Meet Request** is submitted
- When a **Call** is created from the **Contact Us** page
- When an **Animal Sponsorship** is submitted online
- When a user registers

From the **Contacts Settings** page, you can individually set whether or not a new contact should be added under each of the five conditions above.

In the **Contacts List Management** settings, you are only setting the option to automatically add the contact. You can follow up and add the contact manually. If you select **Do not add a contact record** for any of the conditions, click the option to add a contact when viewing the record (for example when viewing the **Submitted Form**). Otherwise, the person's contact record will not appear in your **Contacts** list.

Contacts List Management

When an Online Form is submitted

☐ Do not add a contact record

☒ Add a contact record

When a Meet Request is submitted

☒ Do not add a contact record

☐ Add a contact record

When a Call is created from the "Contact Us" page

☒ Do not add a contact record

☐ Add a contact record

When an Animal Sponsorship is submitted online

☐ Do not add a contact record

☒ Add a contact record

When a User registers

☐ Do not add a contact record

☒ Add a contact record

Cancel

Save Settings

Registration Invitations

If you want the new **Contact** to receive an email inviting them to register on your website (if you have the Website service), select the **Send Invite** check box. The registration invitation email is a quick way to send the person a link to your website, and let them know they can register. If you chose to send the new **Contact** a website registration invitation, they will receive an email from your organization with a link to your website, asking them to register.

The registration invitation email uses your default domain name that you may want to verify on the [Domains](#) page.

Popular Questions

Topics:

- animals
- contact
- add
- animal

1. 0 votes

Linking support for an animal to payment

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

2. 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](#)

3. 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](#)

4. 0
votes

Requests

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

5. 0
votes

My Animal List is empty

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

6. 0
votes

Add a mixed breed choice for dogs

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

7. 0
votes

What fields is the Asilomar Advanced Animal Statistics report pulling from

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

8. 0
votes

Change default location to "no"

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

Have a question about this topic?