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

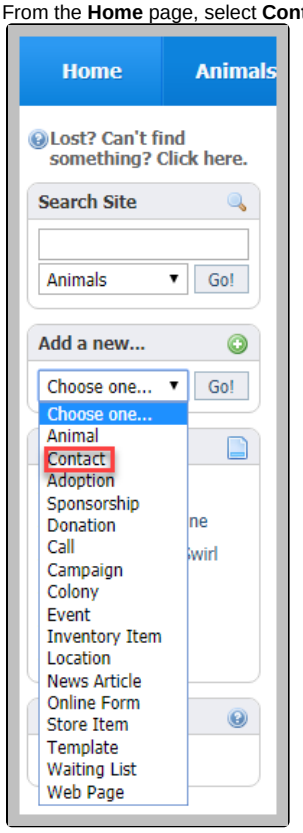
Related pages:

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

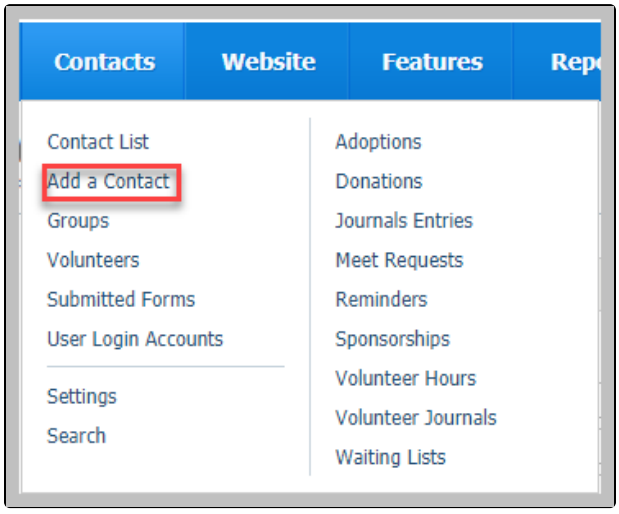
Adding a contact

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

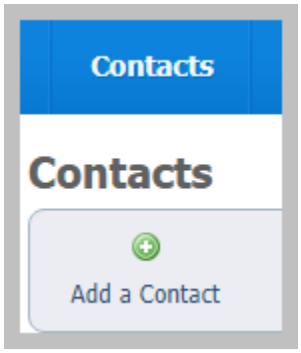
- From the **Home** page, select **Contacts** from the drop-down menu in the **Add a...** field.



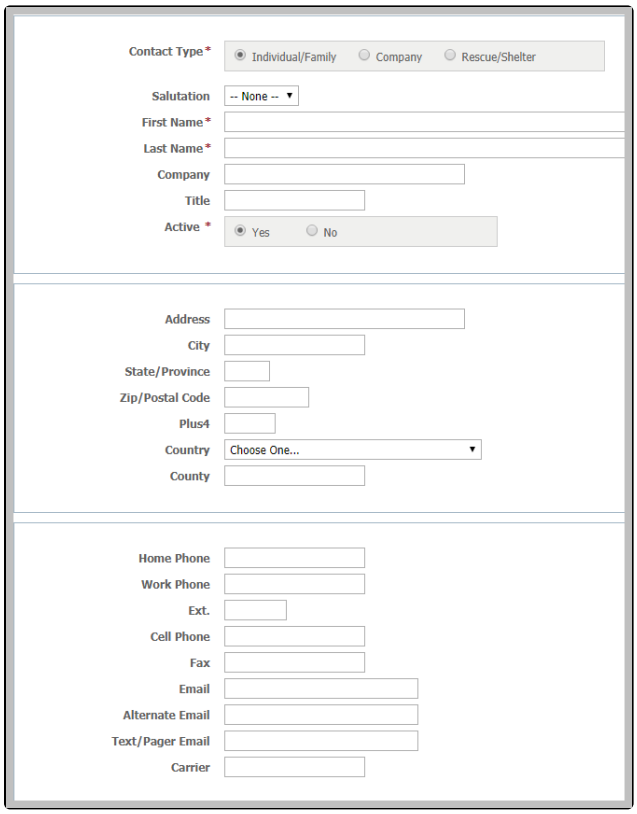
- From the **Contacts** tab at the top of the account page, select **Add a contact**.



- 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.

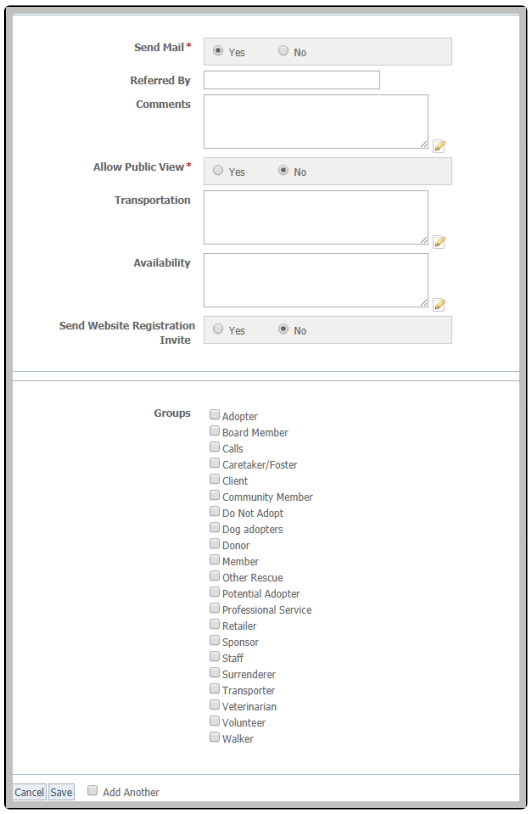


To add your new contact, enter the information for your contact into the appropriate fields, including email address and name.



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?

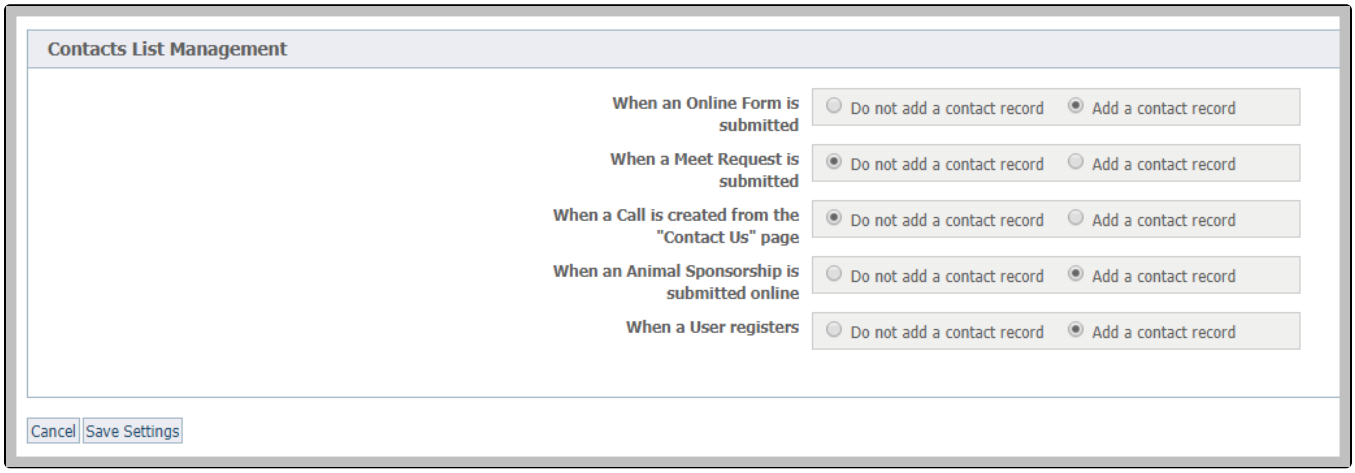
You can find the Contacts Settings page by going to **Contacts > Settings**.

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.



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
Change default location to "no"
- **1** answer
- Alana Woodbury
- Jan 22, 2024
- animals
- exports

8. 0
votes
What fields is the Asilomar Advanced Animal Statistics report pulling from
- **0** answers
- Alana Woodbury
- Jan 20, 2024
- animals

9. 0
votes
status
Is there a way to view relationship from the Animal List page?
- **1** answer
- Michelle Caylor
- Dec 08, 2023
- animals

10. 0
votes
status
Can we increase the information exported to Adopt-A-Pet to include relationships?
- **1** answer
- Michelle Caylor
- Dec 08, 2023
- animals
- exports

Have a question about this topic?
Ask ques