












You can change the subscribers to the category you are using in your campaign at any time by changing the name of a subscriber, removing them, changing information about them, or adding subscriptions.

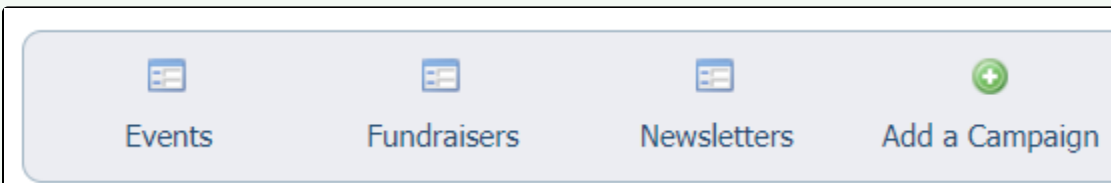
You can view the list of email addresses in your **Email Marketing Campaign** by going to **Services > Email Marketing: Campaigns**, clicking on the Campaign's **Name** and clicking **Campaign Category Subscriptions** (ex., Newsletter Subscriptions).

## Appreciation Campaign

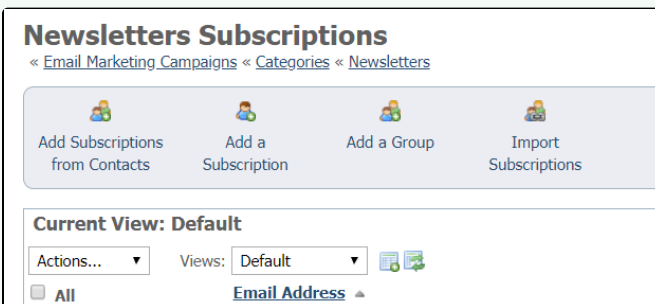
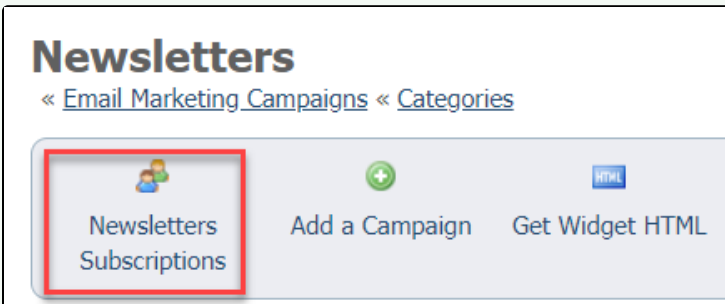
« [Email Marketing Campaigns](#)

|   |   |  |  |   |   |
|---|---|--|--|---|---|
| <br>Select Template | <br>Edit HTML Email Look & Feel | <br>Edit HTML Email Contents   | <br>Save HTML As a Template | <br>Edit Plain Text Email Content | <br>Send a Test Message |
| <br>Preview Email  | <br>Set Run Schedule           | <br>Newsletters Subscriptions | <br>Get Widget HTML        | <br>Bounces                      |   |

A screenshot of the 'Email Marketing Campaigns' section in a dashboard. The top navigation bar is blue with white text for 'Contacts', 'Website', 'Features', 'Reports', and 'Services'. Below this, the 'Email Marketing Campaigns' title is in bold black text. A red arrow points from the 'Services' tab to the title. Below the title, there's a light blue grid of icons and labels. The 'Categories' icon, which shows a list of documents, is highlighted with a red rectangular box. Other icons include a plus sign for 'Add a Campaign', a code icon for 'Get Widget HTML', a calendar for 'HTML Templates', a folder for 'Uploaded Images', and a document for 'Uploaded Files'. At the bottom, there are icons for 'Email Marketing Settings' (a gear) and 'Bounces' (an envelope).



From the **Category** page, clicking **Category Subscriptions** (ex., Newsletter Subscriptions) will show you the current subscribers to that category.



#### On this page:

- [Edit a campaign category subscription](#)
  - [Handling bounced emails](#)
  - [Remove a subscription from the campaign category](#)
  - [Unsubscribing a campaign category member](#)
  - [Adding Email Marketing Campaign category subscriptions](#)

## Edit a campaign category subscription

To edit a campaign category subscription, click the **Edit** icon next to the subscriber in the list of subscribers for that campaign category. Remember that these subscribers are subscribed to a category, not directly to the campaign.



The fields are the same for editing a campaign category subscription as they are for adding one. Click **Save** to update the campaign category subscriber's information.

## Handling bounced emails

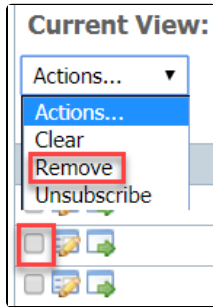
If an email from your campaign is sent but it bounces back as undeliverable, the campaign category member's status will be updated as **Bounced**.

Review all bounced members, and resolve any issues. For example, an email address may have been entered incorrectly.

Once you resolve the issue, you can clear the **Bounced** status by selecting the checkbox next to the subscriber and then select **Clear** from the Actions drop-down menu.

## Remove a subscription from the campaign category

To remove a category subscriber from the campaign category, select the checkbox next to the subscriber and then select **Remove** from the **Actions** drop-down list.



## Unsubscribing a campaign category member



Typically an individual person would unsubscribe themselves from your campaign so they no longer receive your emails.

The option to **Unsubscribe** an email address is available to you in case someone contacts you directly to be removed from your email campaigns.

Do NOT unsubscribe individuals or campaign category members en mass in an attempt to re-send a campaign to them! Unsubscribing the members is a permanent BLOCK to prevent those email addresses from receiving your email campaigns in that category.

To unsubscribe a campaign category subscription, select the checkbox next to the subscriber and then select **Unsubscribe** from the Actions drop-down list.

## Adding Email Marketing Campaign category subscriptions

The following sections have additional information about adding campaign category members to your **Email Marketing Campaigns**:

- [Adding contacts to an email marketing campaign category](#)
- [About email marketing campaign categories](#)

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## Popular Questions

We can't find any questions. Check the topic exists.

**Have a question about this topic?**