

Introductory Email Information

We send several introductory emails to new organizations to help them get started in a streamlined way. In response to our users, we have copied those emails into our guides so our users can reference them at a later time

On this page:

- [Email 1- Welcome and Overview](#)
- [Email 2- Getting Started and Important Links](#)
- [Email 3- Check-in and Banner Images](#)

Email 1- Welcome and Overview

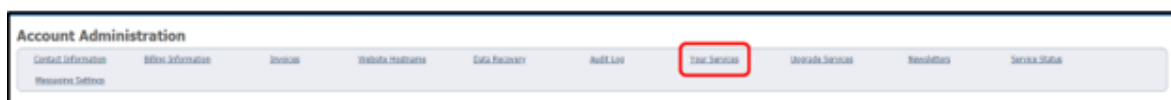
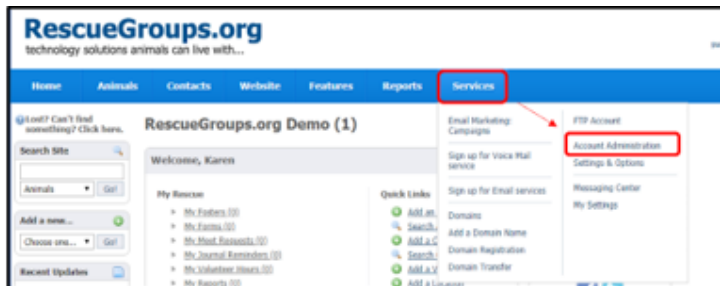
Welcome to the [RescueGroups.org](#) Email Marketing service!

We're proud to add this service to your [RescueGroups.org](#) account for you. We hope that you're looking forward to expanding your capabilities for animal management and promotion and we appreciate the trust you've put in us.

Remember to bookmark our [Getting Started with RescueGroups.org](#) guide. Also, please check out the [Email Marketing Service Guide](#).

NOTE: If you just created your [RescueGroups.org](#) account, you should have already received an email with the login information for your new service: your account number, user name, and password. If you do not receive that email within an hour, please let us know by [opening a support ticket](#) at: <http://www.rescuegroups.org/support>.

If you already have an account with us and are upgrading your service, continue to login the same way that you have. You can access the Email Marketing Service under the Services tab in the [Rescuegroups.org](#) dashboard. Finally, as a reminder, depending on what level of Email Marketing Service you selected this may be a paid service. You can view a list of all your services, and possible cost(s) and due date(s) by going to the Services Tab > Account Administration > Your Services.



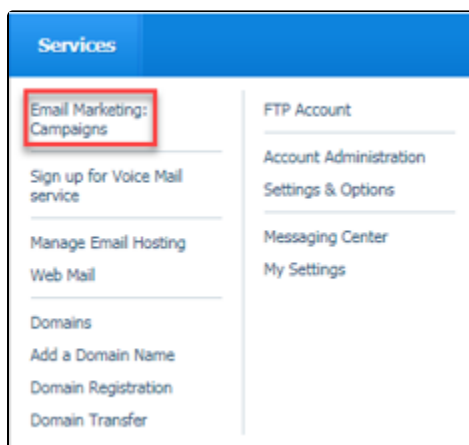
Service	Pricing	Next Due Date	Status
Email Hosting (1 GB/unlimited mailboxes)	\$25.00 USD Annually	07/30/2019	Active
Email Mailboxes (1 GB/unlimited mailboxes)	\$25.00 USD Annually	07/30/2015	Terminated
Email Marketing (unlimited)	\$149.00 USD Semi-Annually	01/26/2019	Active
Website Service	\$100.00 USD Annually	10/26/2018	Active

In this example, this organization is signed up for the unlimited plan, billed \$149 semi-annually, and is next due 01/26/19

Email 2- Getting Started and Important Links

We are sure you are excited to get started using our Email Marketing Service to connect with potential adopters, donors and volunteers!

To get started with our Email Marketing Service, please go to the Services tab and then select Email Marketing: Campaigns.



Once you create your first campaign email, you'll wonder how you lived without this tool! There are ten steps for creating an email campaign, which are listed below. Each of the steps are linked to articles in our Email Marketing Guide to walk you through the process.

1. [Add a campaign.](#)
2. [Enter the campaign information.](#)
3. [Select a template.](#)
4. [Edit your campaign.](#)
5. Preview your email (See the section about [editing your campaign](#)).
6. [Send a test message.](#)
7. [Add contacts.](#)
8. Review and change your settings (See the section [About email marketing campaign settings](#)).
9. [Create a run schedule](#) for the campaign (the campaign will not run until you activate it.)
10. [Activate the campaign.](#)

Thank you for being a part of our team of shelters and rescue groups! To learn more about our other services for rescue groups and shelters, visit: <https://www.rescuegroups.org/services/>

Have you seen our videos? Check out our new YouTube training channel at: <https://www.youtube.com/channel/UCGBoRD21EasDfJ6wELJl0vw>

Contact support if you need help with your Email Marketing Campaigns or have any additional questions: <https://rescuegroups.org/support/>

Email 3- Check-in and Banner Images

The [RescueGroups.org](https://www.rescuegroups.org) Email Marketing Service has been a part of your account for about a month, and we want to make sure that you're getting familiar with the service. We hope you received our last email with our Getting Started tips. If you haven't, you can find the eight steps for creating a campaign in our [Email Marketing Guide](#) in the article, [Creating your first email marketing campaign](#). These steps walk you through how to add and edit a campaign, preview and send test messages, add contacts, set a schedule, and activate a campaign.

Once you start using our Email Marketing Service tool, you may find yourself needing to manage subscriptions. You can manage subscriptions by adding or removing subscribers and changing subscriber names and information. This is particularly useful in handling bounced emails and removal requests. Please see our article on [Managing campaign category subscriptions](#) for more information.

Now that you are more familiar with our Email Marketing Service, we also recommend you take a look at your Email Marketing settings. This feature allows you to review information about your Email Marketing quotas. You can find this information in your Email Marketing settings by clicking Services > Settings & Options then the Email Marketing link.

Once on the Email Marketing Settings Page, you can see if you have set a banner image, as well as view your current email quota per month, the total number of emails your organization has sent in the current cycle, the number of emails remaining that could be sent in the current cycle, and the day your email quota resets. Please be aware that if you send the maximum quota of emails for the month, the service stops sending emails. It does not continue sending more emails, so you are never charged an overage fee. For even more details on Email Marketing Campaign Settings, including banner image information, please see our [Email Marketing Campaign Settings](#) article.

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nimals can live with...

Contacts Website Features Reports Services

Email Marketing Settings

← Email Marketing: Campaigns | Settings & Options

Banner Image to use on Public Email Marketing pages: (None)

Cancel Save Settings

Current Email Marketing quota: 500
Total number of emails sent this cycle: 4
Emails remaining this cycle: 496
Date quota resets: Day 13 of the month

As a reminder, depending on what level of Email Marketing Service you selected, this may be a paid service. You can view a list of all your services, and possible cost(s) and due date(s) by going to the Services Tab > Account Administration > Your Services.

RescueGroups.org
technology solutions animals can live with...

Home Animals Contacts Website Features Reports **Services**

Up Load? Can't find something? Click here.

Search Site

Animals

Add a new...

Choose one...

Recent Updates

Welcome, Karen

My Recent

- My Fosters (0)
- My Fosters (0)
- My Most Requests (0)
- My Journal Reminders (0)
- My Volunteer Hours (0)
- My Reports (0)

Quick Links

- Add an...
- Search...
- Add a C...
- Search...
- Add a V...
- Add a License...

Email Marketing: Campaigns

Sign up for Voice Mail Service

Sign up for Email services

Domains

Add a Domain Name

Domain Registration

Domain Transfer

FTP Account

Account Administration

Settings & Options

Messaging Center

My Settings

Account Administration

Contact Information Billing Information Invoices Website Hostname Data Recovery Audit Log **Your Services** Upgrade Services Resolutions Service Status

My Products & Services

Portal Home / Client Area / My Products & Services

Showing 1 to 4 of 4 entries

Item	Pricing	Next Due Date	Status
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Website Service	\$100.00 USD Annually	10/26/2018	Active

Show: 10 entries

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And of course, you can always [create a support ticket](#) for assistance at any time. We've got your back!

Thank you for being a part of our team of shelters and rescue groups! To learn more about our other services for rescue groups and shelters, visit: <https://www.rescuegroups.org/services/>

You can always upgrade your [RescueGroups.org](https://www.rescuegroups.org) services by clicking Services > Account Administration and then Upgrade Services.

Have you seen our videos? Check out our new YouTube training channel at: <https://www.youtube.com/channel/UCGBoRD21EasDfJ6wELJI0vw>

Popular Questions

Topics:

- [setup](#)

No questions found.

Have a question about this topic?