Use the "Search" field at the top right to search for a help topic.

PMail Tracking

PMail tracking allows you to track the PMail campaigns you've sent including the read-rate for those campaigns. The most recent 90-days of PMail sends (campaigns) are kept on the system for review (see example below). The 'No. Read' (and '% Read') statistics are approximate numbers of PMails opened (not necessarily read) by members. Your read rate could be higher than what is reported. What is reported is a positive indication of PMails being opened. PMails opened off-line or on devices with no connectivity will not be included in the statistics. Also, some email programs do not allow for open tracking and others allow the recipient to choose whether to allow or disallow open tracking.
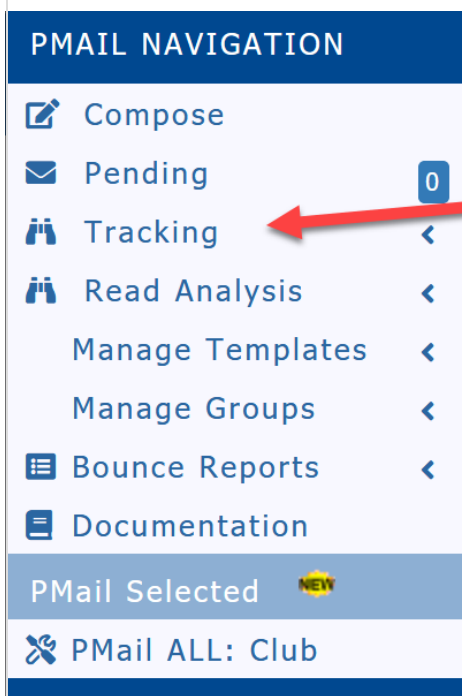
PMail Tracking

The most recent 45-days of PMail sends (campaigns) are shown below. The No Read (and % Read) statistics are approximate numbers of PMails opened (not necessarily read) by members. Your read rate could be higher than what is reported. What is reported is a positive indication of PMails being opened. PMails opened off-line or on devices with no connectivity will not be included in the statistics below. Also, some email programs do not allow for open tracking and others allow the recipient to choose whether to allow or disallow open tracking.

6 PMail Campaigns found

Action	Subject	Date Sent	Age	No. Sent	No. Blank	No. OptOut	No. Read	% Read
✗	District Officers Training Seminar, gentle reminder for registra	12/Jun/2015 13:22	1 days	121	10	0	47	38.84%
✗	District Officers Training Seminar Invitation	09/Jun/2015 14:39	4 days	1	0	0	1	100.00%
✗	District Officers Training Seminar Invite	09/Jun/2015 00:05	4 days	106	1	0	62	58.49%
✗	DacDB Our e-way forward	04/Jun/2015 14:15	9 days	3,284	814	0	1,266	38.55%
✗	DacDB Our e-way forward	24/May/2015 21:25	20 days	2	0	0	2	100.00%
✗	The e-way forward - DACDB	24/May/2015 21:10	20 days	3	0	0	3	100.00%

1. Select **PMail** icon, then select Tracking from the left side menu.

2. A **PMail Tracking** screen will display, showing all active email campaigns as well as summary

statistics for each.

There are several columns on the Tracking page that provide different information about your PMails:

- **Action** – Delete. You may delete your PMail campaign by using the red **X**, but please note that deleted campaigns cannot be recovered.

- **Subject** – the Subject of the PMail campaign. You can click on the Subject to view details about the PMail campaign

- **Date Sent –** the date the PMail campaign was sent.

- **Age –** the number of days since the PMail campaign was sent.

- **No. Sent –** the number of email addresses the PMail was sent to.

- **No. Blank –** the number of blank emails the PMail was sent to.

- **No. OptOut –** the number of members that opted out of PMails that this PMail was sent to.

- **No. Read* –** the number of recipients that have opened the Pmail.

- **% Read* –** the percentage of recipients that have opened the Pmail.

*NOTE: *The No. Read and % Read statistics are approximate numbers of PMails opened (not necessarily read) by members. Your read rate could be higher than what is reported. What is reported is a positive indication of PMails being opened. PMails opened off-line or on devices with no connectivity will not be included in the statistics below. Also, some email programs do not allow for open tracking and others allow the recipient to choose whether to allow or disallow open tracking.*

Most fields on this screen can be sorted in ascending or descending order.

3. If you click on a campaign name in the Subject field, a 'View Campaign' screen will display.

The View Campaign screen allows you to see statistics about the selected PMail campaign, the message sent and the recipients. There are several actions you can take from this screen:

- **Resend to Unread** – click this button to resend this PMail to all the recipients (not including the CC and BCC recipients) that <u>did not</u> read it. You will be taken to the Compose page.

- **Send New to Unread** – click this button to resend this PMail to all the recipients (not including the CC and BCC recipients) that <u>did</u> <u>not</u> read the one you are viewing. You will be taken to the Compose page.

- **Resend to Read** – click this button to resend this PMail to all the recipients (not including the CC and BCC recipients) that <u>did</u> read it. You will be taken to the Compose page.

- **Send New to Read** – click this button to send a new PMail to all the recipients (not including the CC and BCC recipients) that <u>did</u> read the one you are viewing. You will be taken to the Compose page.

- **Resend to All**
  he one you are viewing. You will be taken to the Compose page. PMail to all the recipients (not including the CC and BCC recipients) of t– click this button to resend this

- **Send New to All** – click this button to send a new PMail to all the recipients (not including the CC and BCC recipients) of the one you are viewing. You will be taken to the Compose page.

Other features of View Campaign:

- Charts are presented to indicate the number and percentage of emails opened over time.

- You can either show or hide the text of the PMail that was actually sent. You can also view each recipient to determine whether or not they have read the PMail and when.

- If, at the time the Pmail was sent from the sever, the recipient had Opted Out of Pmail communications, a "Yes" link will display in the *Opt-Out* column. Clicking on that link will give some reasons why and how that user has opted out.

Display the Pmail Message:

- You can also view the actual pmail message while under the View Campaign by clicking on the + in front of Display the Pmail Message

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