



Check the Status of Sent Messages



Communication doesn't end with hitting send. Ministry Platform gives you the tools to evaluate whether your message is getting through to your parishioners.

1. Click **Communications** on the advanced menu and choose **Messages**.
2. Click any message to open it and click the **Recipients** tab to see the **Action Status** column.

To find your message

By date: Enter dates in the **Start Date** search field like this 7/3/2022. Do not use 07/03/22.

By subject: Enter a portion of the subject in the **Subject** search field

If your message was regarding upcoming training, you could search for *train.

Pro-tips for the Action Status column.

- You can sort by the **Action Status** column by clicking the **Action Status** header
- You can filter the list by typing a particular status in the **Action Status** search box.

Evaluating the success of your message

Action Status	Description	End Result
Blocked	Recipient's email host is refusing to deliver email	Recipient will not get message
Bounced*	Usually caused by a bad email address.	Recipient will not get message
Clicked	Recipient has clicked any link in message.	Recipient has opened your email
Delivered	Email delivered	Email not yet opened
Dropped	Delivery attempted but not delivered	Recipient will not get message
Error	Email not sent	Recipient will not get message
Opened	Email opened	Recipient has opened your email.
Ready to send	Email is ready but has not been sent	Recipient hasn't received email yet.
Sent	Email was sent but not delivered	Recipient will not get message
Spam Reported*	Your email was marked as spam	Recipient doesn't like your content
Unsubscribed*	Recipient has clicked the unsubscribe link.	Recipient requests no further email

***Taking action on Bounced email, Unsubscribe requests and Spam alerts.**

1. Click on their name in the recipient list
2. Click the blue jump link under the contact heading to open their contact record.
 - **Bounce:** Click the **Tools** button, choose the **Add/Edit Family** tool and remove or edit their email address. (You may wish to contact the parishioner to get an updated address.) Continuing to email to bad addresses is a sure way of being categorized as a spammer
 - **Unsubscribe:** Scroll down to the **Communication Preferences** section and change **Bulk Email Opt Out** to **Yes**.
 - **Spam:** Click the **Tools** button, choose the **Add/Edit Family** tool and remove or edit their email address. You do not want to accidentally email them in the future.