Before You Start

The Broadcast tab in the navigation pane allows the Manager to view the title and status of broadcast emails that have been sent from the account. Click on any message to be able to view the text of the message and the recipient list.

Creating Broadcast Emails

Throughout the program, Managers will see a Broadcast button on various screens.

- Members, Participation, Registrations, Enrollments:Approved, Screenings, Trainings – Send to members in the search results
- Events – Send to members listed in the Registration search results
- Clubs – Send to members in a Club
- Custom Reports – Send to all members listed on the selected report

1. Click the Broadcast button to create an email to send members.
2. Enter the title of the message in the Title field. This is for your reference and is not seen by the families.
3. Enter the Subject of the email message.
4. Indicate if the message should be sent to Families (email address associated with the family profile) or Member (email address associated with the member profile). If there isn't an email listed in the member profile, the family email will be used.
5. You may select additional Configuration Options for the message. These include:
   a. Send to All Families
   b. Send to Emergency Contacts
   c. Send to Guardians
   d. Send to Unsubscribed
   e. Use My Email as Reply-To
   f. Send Text Message Notification
6. Click the Create button.
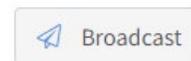
7. The Recipient and Sender information will automatically fill into the To and From fields.
8. Click Edit next to Details to make corrections to the Title or Subject of the message.

9. Click Edit next to Email Content to compose your message.
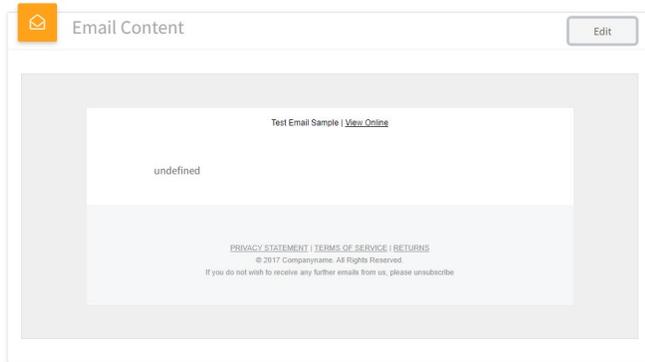
10. You may add an Email Variable (Form Field) to your message. Click the Email Variable name in the location you want to add the field.
11. Use the formatting bar to format the text of your message, add images, and create clickable links to websites.
12. When finished composing your message, click the Save button.
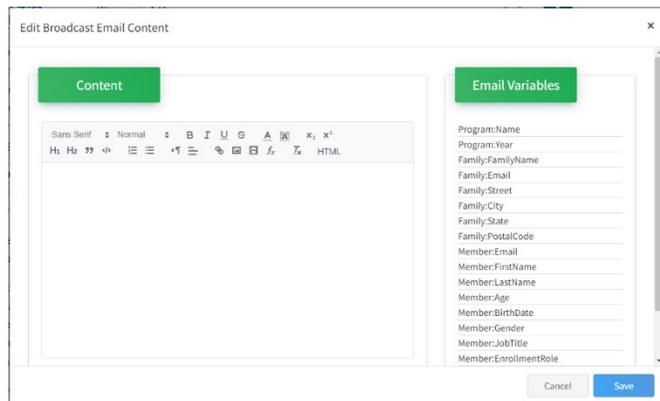
13. Attachments may be added to Broadcast emails. Click the Upload button and select the file from your computer that you want to attach to the message.
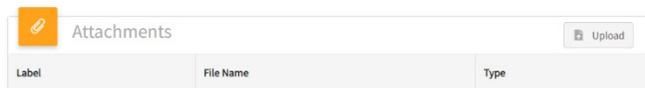
14. Click Edit next to Options to make changes to the configuration options selected.
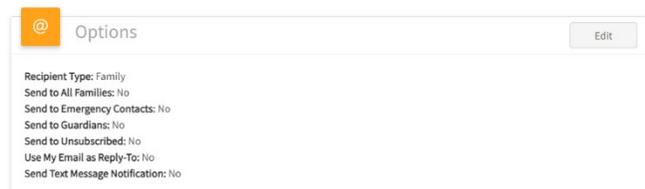
15. Review the Recipients list that the message will be sent to based on your selections.
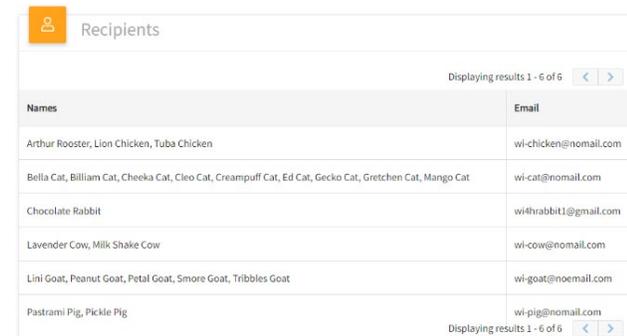
16. When the message configuration, message text, and attachments (if applicable) are correct, click the Send button located at the top of the page.

4-H Online 2.0 Broadcast Emails

Checking Status of Send Broadcasts

You can check the status of send broadcast emails by clicking on Broadcasts on the left side county menu.

Registrations

Broadcasts

Animals
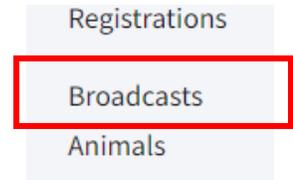
All the broadcast emails you have sent will be listed. They are not in any particular order, but clicking on the column header will sort by that column. Clicking on the broadcast will show you details about the email.

In the example below, there were 7,544 members in the search results or report used to generate the broadcast email and there were 5,256 unique email addresses.

Sending Results

Contacts: 7544   Delivered: 5169   Opened: 3148
Deferred: 51   Failed: 36   Queued: 0
Sent: 5256
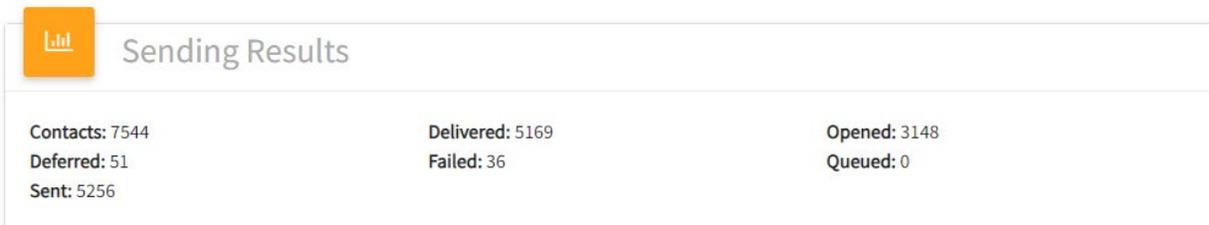
Of the 5,256 emails sent, 5,169 made it to the recipients and at least 3,148 of those were opened. More may have been opened, but the recipient's email systems blocked 4-H Online from knowing. There were 36 emails that outright failed and another 51 that were deferred for delivery later and there are no results for what their status is.

Scroll to the Delivered section and you can see which addresses opened the email and which were just "Delivered". Scrolling further to the Failed section gives more important information. Those that are listed as "Bounce" are ones that the recipient's email server rejected. Those that listed as "Dropped" are ones that the 4-H Online system didn't try to send due to past bounces. If an email address has a past history of bounces, the system will not send further emails to that address in order to avoid being labeled a spammer. Checking that member's email history will show when the bounces started.

Checking Member's Email History

Click on the member in either Member or Participation search screen. Click on Member List in the upper left corner to go to the family profile, then click on Email History.

A list of all the emails sent (or addressed) to the family or a member of the family will be listed along with the status of that email.