

Track and Remove Contacts who Unsubscribe from a DMS Mail

Last Modified on 04/27/2023 2:06 pm EDT

Donor Management System

Your Contacts can choose to unsubscribe from any email sent using [DMS Mail \(Bulk Email\)](#). In the article below, we will outline how you can track which Contacts have unsubscribed from your emails for your records

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Unsubscribing from DMS Mail

Every email sent using DMS Mail will give recipients the opportunity to unsubscribe from receiving future Bulk Emails. The Unsubscribe link is found at the bottom of each email.

When a Contact unsubscribes from a DMS Mail, they will automatically be removed from the mailing list [Group](#) and the Contact's privacy settings will be updated and marked as *No Bulk Emails*.

Note: The Privacy setting "NO BULK EMAILS" can manually be updated if you receive a verbal request from a Contact. When **checked**, the Contact will be automatically removed from all Bulk Emails.

Privacy

- Do not phone
- Do not email
- Do not mail
- Do not sms
- Do not trade
- NO BULK EMAILS (User Opt Out)**

No Bulk Emails (User Opt Out) can be updated by the email recipient or DMS Charity Administrator

If you receive a request from the Contact to be **resubscribed to your Bulk Emails**, you will have the ability to modify this Privacy setting and **uncheck NO BULK EMAILS**. Do not modify this checkbox without authorization from the Contact.

Segmenting Contacts who have Unsubscribed from DMS Mail

To view the results of your DMS mailing and investigate who may have unsubscribed:

1. [Generate a Bulk Email Report](#)
2. Select the Unsubscribe Request Report to identify the Contacts who have unsubscribed from your future DMS Bulk Emails

Delivery Summary			
Intended Recipients	540	Report	Advanced Search
Successful Deliveries	540 (100.00%)	Report	Advanced Search
Unique Opens	293 (54.26%)	Report	Advanced Search
Total Opens	750	Report	Advanced Search
Click-throughs	91 (16.85%)	Report	Advanced Search
Forwards	0	Report	Advanced Search
Replies	0	Report	Advanced Search
Bounces	0 (0.00%)	Report	Advanced Search
Unsubscribe Requests	3 (0.56%)	Report	Advanced Search

Unsubscribe Request Report

3. Contacts who have chosen to unsubscribe from this DMS Bulk Email will be listed. **Automatically, the No Bulk Emails setting will be updated, but you may wish to block the Contact(s) from receiving transactional (non-Bulk) emails, such as tax receipt emails and thank you messages.**

To update privacy settings further, select the Contacts:

Change Log							
Contributions							
Mailings							
Opportunities							
<input type="button" value="Search"/> <input type="button" value="Reset Form"/>							
<input type="button" value="Actions"/> <input checked="" type="radio"/> 2 Selected Records Only <input type="radio"/> All 3 Records <input type="button" value="Advanced Actions"/> <input type="button" value="Add Contact"/>							
<input type="checkbox"/> 2	Name	City	Province	Phone	Email	Date Created	Last Modified
<input checked="" type="checkbox"/>	Alejandra Quezada	Ottawa	ON		celinaabernalq@gmail.com	Oct 14th, 2021 12:13 PM	Oct 29th, 2021 11:24 AM
<input type="checkbox"/>	Katherine Turnbull	Toronto				Apr 7th, 2021 1:31 PM	Nov 4th, 2021 3:57 PM
<input checked="" type="checkbox"/>	Phyliss Vance	Kelowna	BC	987-6543	phyliss@dunder.com	May 12th, 2021 1:19 PM	Aug 18th, 2021 11:05 AM

Select Contacts

4. Once you have selected Contacts, you can perform multiple **Actions** on those Contacts, including, but not limited to:

- **Communications Preferences - alter:**
 - Alter the Communication Preferences of unsubscribed Contacts.
 - Once Contact's preferences have been modified, they can be segmented out of Groups based on those preferences

Communication Preferences in the Contact Profile

Automatically, the *No Bulk Emails* setting will be updated, but you may wish to block the Contact(s) from receiving transactional (non-Bulk) emails, such as tax receipt emails and thank you messages:

Do Not Email:

- Contact will **not** receive single (transactional) emails sent using the DMS.

No Bulk Email (User Opt Out):

- Contact will be removed from all Bulk Emails sent using the DMS.
- Contact will still receive single (transactional) emails sent using the DMS.