

In Email History, you can see an overview of all the mailings you have sent out for a particular survey, along

[Mailing Status Bar](#)

The screenshot shows the 'Email History' section for a 'Demo Survey'. At the top, there is a purple banner with a message: 'Need more respondents? Use the Qualtrics Panel. Click here to get a quota.' Below this, there are links for 'Get Help' and 'Ask a Question', and a 'Current Survey: Demo Survey' dropdown menu. The main content is a table with the following columns: Status, Recipient, Subject, Date, Emails Failed, Surveys Started, Surveys Finished, and Actions. A single row is visible with a green status bubble, 'Focus Group' as the recipient, 'Focus Group 1 Survey' as the subject, and '23 Jun 2011 3:01 PM' as the date. Below the table, it says 'Showing 1 - 1 of 1'. A legend at the bottom left explains the status bubbles: a gray dot for 'The mailing is scheduled to be sent.', an orange dot for 'The emails are currently being sent.', a green dot for 'The mailing was successfully completed.', and a red dot for 'There was an error and no emails were sent.'

- **Status:** The status column contains a dot that shows the status of your mailing. Gray means that the mailing is scheduled to be sent, orange means the emails are currently being sent, green means the mailing was successfully completed, and red means there was an error and no emails were sent. If you have a red status, hover your mouse over the status bubble to see a notification explaining the problem.
- **Recipient:** Shows which panel or which individual from a panel the survey was sent to.
- **Subject:** The subject used in your email message.
- **Date:** The date and time when the email was sent.
- **Emails Failed:** The number of failed emails out of the total amount of emails sent. Emails fail if the email address was not a properly formatted email address. This number does not include bounce backs.
- **Surveys Started:** The number of people from the panel that have started the survey.
- **Surveys Finished:** The number of people from the panel that have finished the survey.
- **Actions:** Additional options for your mailing.

[Edit Distribution](#)

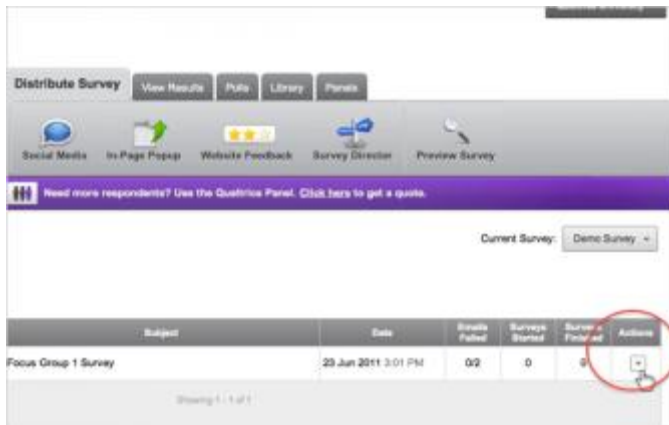
If your mailing is scheduled for a future date, you can change any of its settings before it is sent. If your mailing has already been sent, you can review which settings were used.

To edit your Email Distribution:

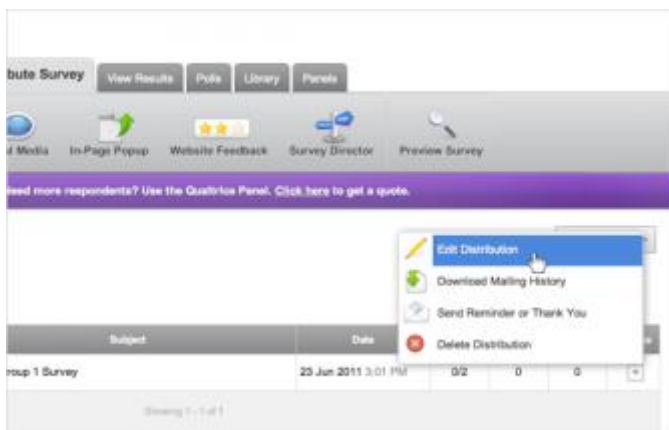
1. Open the **Email History** page of the **Distribute Survey** section in Qualtrics.

The screenshot shows the Qualtrics navigation menu. The 'Distribute Survey' section is active, and the 'Email History' option is highlighted with a mouse cursor. Other options in the 'Distribute Survey' section include 'Survey Link', 'Email Survey', 'Social Media', 'In-Page Popup', 'Website Feedback', and 'Survey Dis'. Below the navigation menu, the 'Email History' page for a 'Demo Survey' is visible, showing a table with columns for Status, Recipient, and Subject. A single row is visible with a green status bubble, 'Focus Group' as the recipient, and 'Focus Group 1 Survey' as the subject.

- Next to any of your mailings, click the **Actions** drop-down menu.



- From the drop-down list, select **Edit Distribution**.

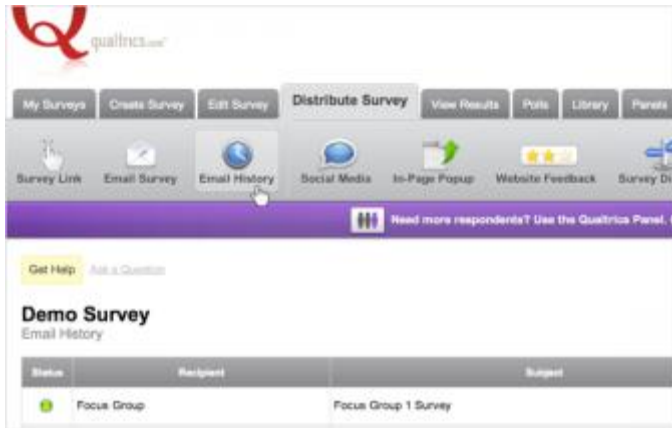


[Download Mailing History](#)

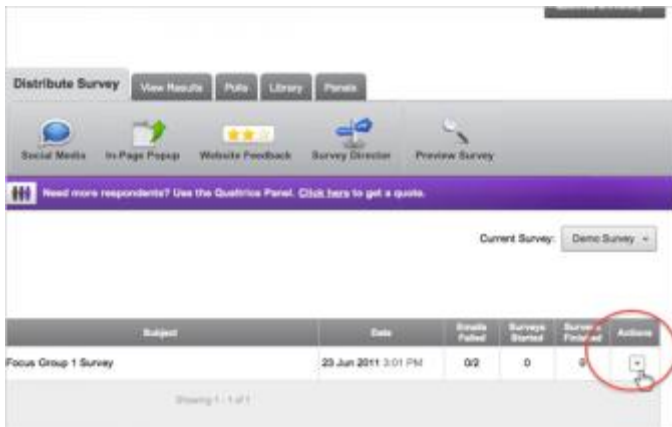
By downloading your mailing history, you can review the status of each of your email recipients.

To download the mailing history:

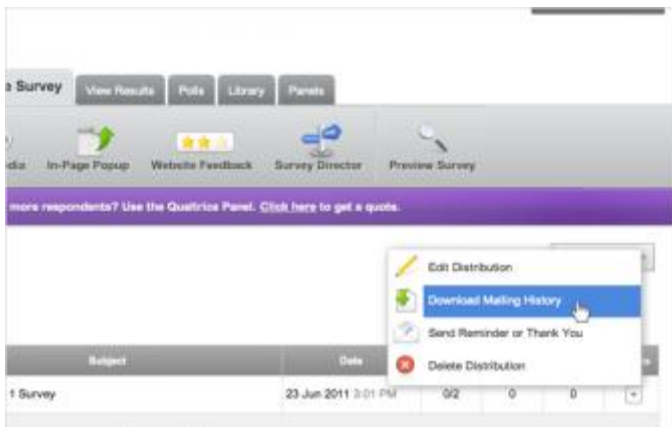
- Open the **Email History** page of the **Distribute Survey** section.



- Next to any of your mailings, click the **Actions** drop-down menu.



- From the drop-down list, select **Download Mailing History**.



In addition to data from your panel, the following information will be included in the downloaded Mailing History:

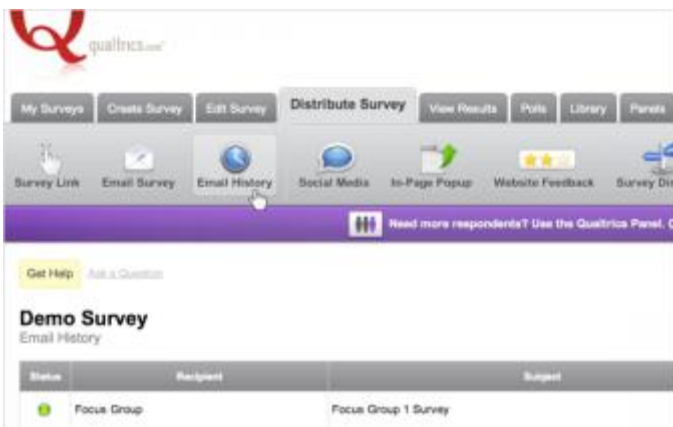
- **Status** of each participant. The possible statuses:
 - **Email Sent:** The recipient hasn't yet clicked on the survey link.
 - **Survey Started:** The recipient has started the survey but has not finished yet.
 - **Survey Finished:** The recipient has finished the survey.
 - **Session Expired:** The recipient started the survey, but did not finish in the allotted time frame.
 - **Opted Out:** The recipient clicked the opt-out link in the invitation email to indicate that they do not wish to receive future mailings.
- **End Date** indicating when the recipient finished the survey.
- **Unique Link** for each respondent will be listed if they have not yet completed the survey.
- **Link Expiration date** indicating when the participant's survey link expires.

[Send Reminder or Thank You](#)

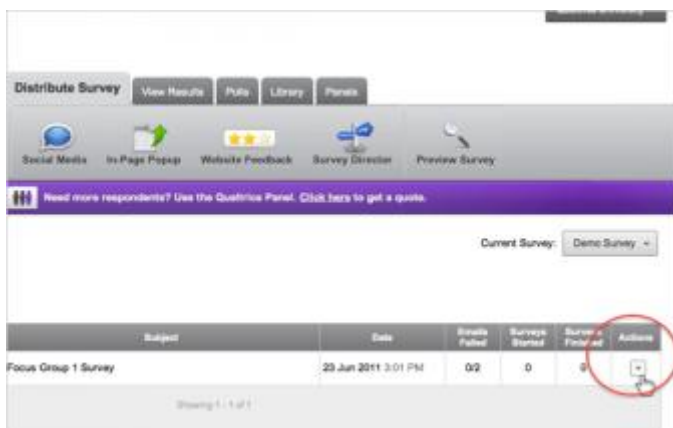
Send a Reminder message that will only go to respondents who have not finished the survey, or send a Thank You message that will only go to respondents who have finished the survey.

To send a Reminder or Thank You:

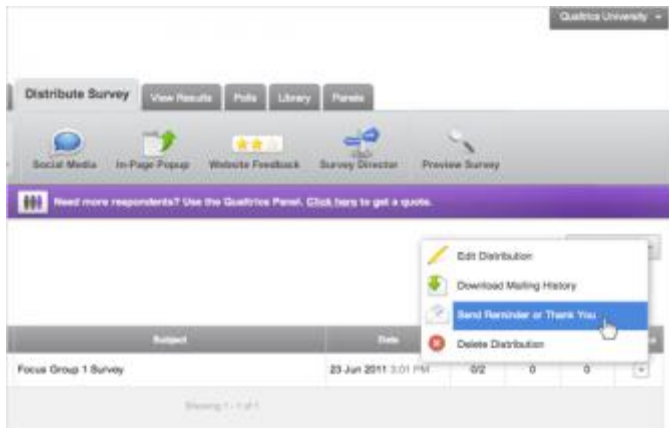
1. Click into **Email History** in the **Distribute Survey** tab.



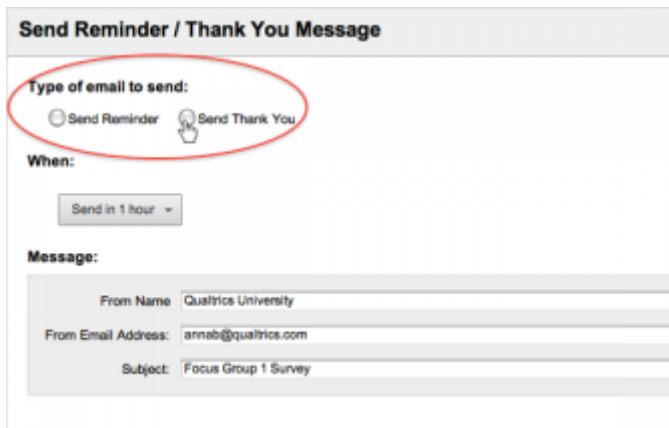
2. Next to any of your mailings, click the **Actions** drop-down menu.



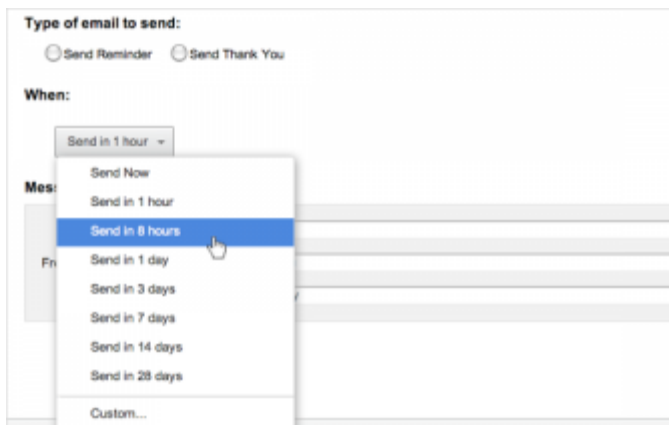
- From the drop-down list, select **Send Reminder or Thank You**.



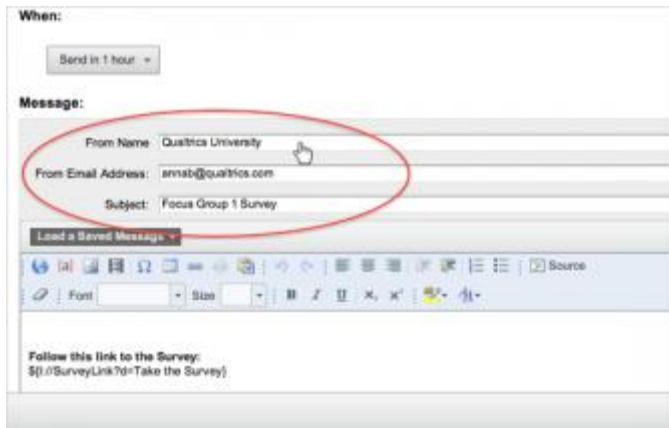
- Choose which Type of email to send—either a **Reminder** or a **Thank You**.



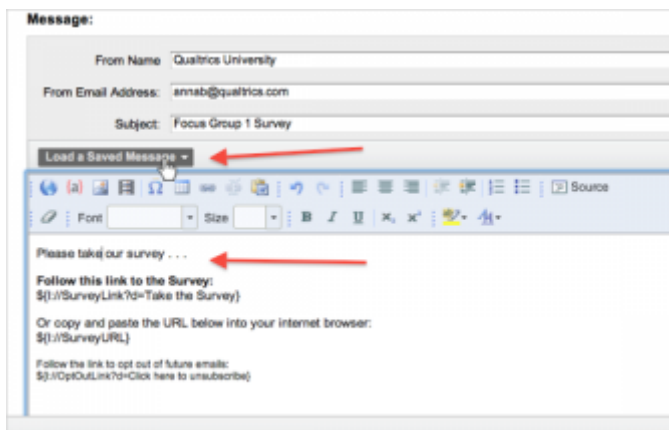
- Choose **When** to send the email.



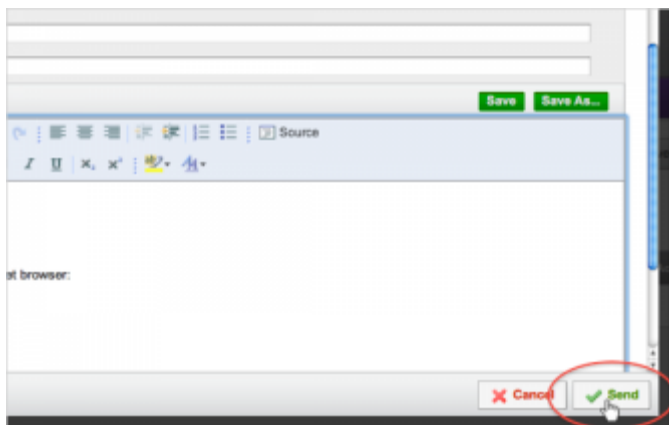
6. Set up your message by choosing the From **Name**, From **Email Address** and **Subject**.



7. Load a **Saved Message**, or create a message to be sent.



8. Click the green **Send** button on the bottom right of the page.

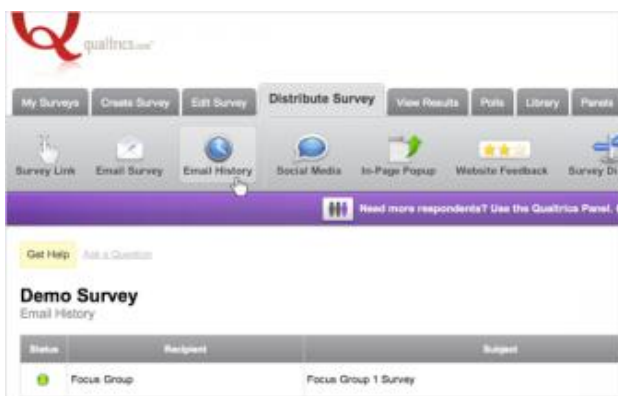


[Delete Distribution](#)

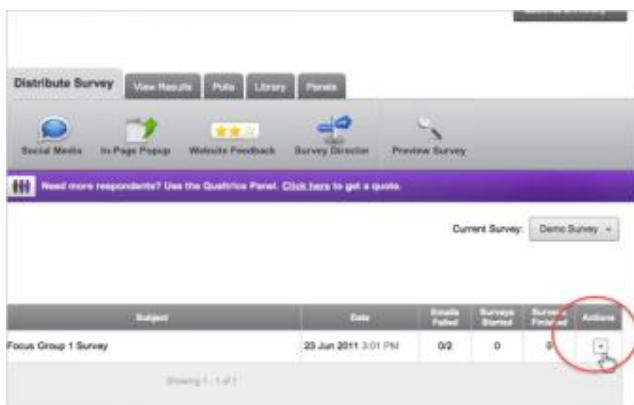
In the Email History section of the Distribution tab, you can delete any of the email distributions you have set up. Deleting an email distribution that has not yet been sent will cancel the distribution. Deleting an email distribution that has already been sent will not affect the survey links but it will remove your option to send out Reminders or Thank Yous. Deleting the Distribution is in most cases not recommended.

To delete an email distribution:

1. Go to **Distribute Survey** and click on **Email History**.



2. Next to any of your mailings, click the **Actions** drop-down arrow.



3. From the drop-down list, select **Delete Distribution**.

