# FAQ

Get answers to your questions quickly with our FAQ section. Explore common queries and find solutions effortlessly, ensuring a smooth experience with Smart Engage.

- What is Considered a Subscriber?
- How Are Your Inbox Rates So Great!?
- What is the 24 Hour Facebook Messenger Rule?
- What browsers do Push Notifications support?
- What is Mobile Mailer?
- What is a Brand Avatar?
- Where can I Find My Brand Avatar's Tracking Code?
- How Do I Add The Tracking Code to my website?
- How Do I Add TXT Records for SPF and DKIM?
- Where is SmartEngage Hosted?
- How Do I Add Team Members to Manage My Account?
- Why is my Facebook Messenger Chatbot not working?
- Why Web Push Notification Delivery Rate Might Be Lower Than Expected
- How to Unarchive a tag
- What are Unsent messages?
- Why isn't Customer Chat Lead Magnet visible on website?
- Adding an Admin to Your Facebook Fan Page
- Do you have any Pre-made Chatbot Templates?
- How Do I Add Team Members to Manage My Account?
- How to Disable Notifications From Facebook Page?
- Creating / Managing Tags
- Missing Images in an Email Client
- How do I change my time zone?
- Why do I need my own domain to send email?
- Do You Have an Affiliate Program?
- SmartEngage Email Whitelist Instructions

# What is Considered a Subscriber?

Here at SmartEngage, we believe that a subscriber is a person.  That person may have multiple methods in which you use to contact him/her, but it is still just a single subscriber.

This means that if you have an email address for a subscriber as well as their Facebook Messenger and Push Notification contact details - we will still only count this as 1 Single Subscriber.

We also do not double count subscribers across different Brand Avatar accounts.  This means that if you have Dave as a subscriber on your Brand Avatar page for Yoga Fitness and Dave also appears as a subscriber on your Brand Avatar page for Anti-Aging skin cream - He is still only considered 1 subscriber for your account.

[image.png](image.png)
Image not found or type unknown

**4 Platforms = 1 Person = 1 Subscriber**

# How Are Your Inbox Rates So Great!?

Thanks for noticing :)

We know that email marketing isn't easy and that's why we sought the experts when building SmartEngage. We have partnered with the industries top emal marketing professionals in order to provide the highest inbox rates possible.

We take a multi faceted approach to maintaining our extremely high inbox rates.

**Step 1:** We first require customers of SmartEngage to add TXT records for DKIM/SPF records. Without getting too fancy, this is just a simple way to maximize your trust and deliverablity.

**Step 2:** Next we use an automatic list hygiene algorithm. Some cleaning services focus only on determining whether the emails on your list are valid or invalid, some focus only on catching spamtraps and other bad threats. SmartEngage focuses on everything: invalids, spamtraps, bots, role accounts and much more including dormant accounts - the ultimate key to deliverability at the biggest email receivers. Here are the main points we focus on:

**A.** Find and Remove Dormant Accounts - Dormant accounts are email addresses at the top mailbox providers that USED TO BE GOOD but were then abandoned by their owner (probably because of receiving too much email). These mailbox providers (like Gmail, Yahoo, AOL and Microsoft) then REACTIVATE those old, dormant accounts with the express purpose of catching email marketers who have not removed them from their lists after being warned for 6 months to do so. (Sneaky, sneaky.) Sending marketing emails to dormant accounts is probably one of the WORST things you can do for delivery

**B.** Find and Remove Spam Traps - Spam Traps are email addresses created for the purpose of catching people who send unsolicited emails. They NEVER optin to receive emails and they are almost always added through using 3rd party rented or purchased lists. Mailing Spam Traps immediately indicates that you are using 3rd party lists and pretty much destroys your deliverability.

**C.** Find and Remove Invalid Emails - Invalid emails are emails that do not exist. They are made up, inserted in your lists by malicious users and freebie seekers and they cannot be delivered to. They will do serious damage to your reputation as a respected email marketer.

**D.** Find and Remove Typo Domains - Typo domains are emails with mistakes in the spelling of the domain. Examples include gmil.com and hotmial.com. Mailing them indicates you care very little about your sender reputation and as such, you will have a lower reputation.

**E.** Find and Remove Serial Complainers - Serial Complainers are like Serial Killers - they keep doing the same bad thing over and over again. They are well known for only complaining about the commercial email they receive.

**F.** Find and Remobe Bots - Bots are robots that are added to your list simply to waste your time. They artificially inflate your Click #s and provide you no value. They upset advertisers and list partners, drive down your PPC & ECPM and will NEVER become a lead or buyer. They are just taking up valuable space that could be filled with high quality prospects. Draw out this poison from your lists immediately!

# What is the 24 Hour Facebook Messenger Rule?

The first thing to understand are the types of Facebook Messenger Broadcasts you are able to send.

There are three different types of broadcasts you can send on Facebook Messenger, and each type has its own rules and guidelines.

**Why did Facebook create these rules?**

They want to ensure their users have a great experience when using Messenger. This means avoiding spam content.

So yes, you are limited in how often you can send promotional emails via Facebook Messenger. but keep in mind the benefit of all those rules: when you *do* send a promotion to your subscribers, they will be more receptive because they aren't being inundated with junk messages.

Here's a quick overview of the three types of broadcasts along with the rules for each one.

**1. Subscription Broadcasts** - This is known on SmartEngage as our Subscription Interest message. This is your typical non-promotional message Subscription broadcasts cannot contain promotions or ads, but on the other hand, you can send them anytime you want—regardless of your subscribers' activity level.

Subscription broadcasts are best used to ask your subscribers questions. If they interact in any way such as replying or clicking a button; they will then be considered within the 24 hour window to now receive a promotional message.

**2. Promotional Broadcasts** - This type of broadcast will allow you to send ads and/or links. However, you can only send promotional broadcasts to subscribers who have interacted with you on Facebook Messenger in the past 24-hours. This is the importance of the Subscription Interest message discussed above.

**3. Follow-Up Broadcasts** - This is handled automatically by SmartEngage and essentially acts just like a Promotional Message. The way this works is once you send someone a Promotional Broadcast, they have up to 24 hours to interact with your bot.  If they do not interact with your bot

you will be allowed one more last chance to send them a promotional message. If they do not interact within 24 hours of this message then they are now only allowed to be contacted via our Subscription Interest method. BUT, should they ever interact with your Subscription Interest message, then the 24 hour clock resets and they can be contacted via a Promotional message once again.

# What browsers do Push Notifications support?

SmartEngage integrates with major browsers which allow this type of technology to be used.

SmartEngage supports the following:

1. Google Chrome (version 42+) on Windows, Mac OS X, Linux and Android
2. Firefox (version 44+ for desktop 48+ for mobile) on Windows, Mac OS X, Linux and Android
3. Opera (version 42+ for desktop and 37+ for mobile) on Windows, Mac OS X, Linux and Android

# What is Mobile Mailer?

Mobile Mailer is a special feature we added which is responsible for obtaining extremely high open rates because it always retrieves the user's primary email and real name.

Statistics show that up to a third of all manually entered Opt in forms result in a fake or secondary email address being used. It is typically a throw away email address that is almost never checked other than receiving confirmations.

For More information visit:  https://smartengage.com/knowledge-base/books/lead-magnet/page/using-mobile-mailer-feature

# What is a Brand Avatar?

**Your Brand Avatar is Your Business**! A person can also be a brand. The important thing here is that you have a Facebook Fan Page for your Brand which will be used to help keep things organized inside of SmartEngage.



Your Brand Avatar essentially performs as its own entity. Each one has a unique tracking code as well as its own integrations which must be configured.

Using Brand Avatars gives you the ultimate control to configure each business you own and operate with its own custom settings.

Lets say you are a Yoga Instructor and you have a Facebook page for your Yoga business.  That would be considered 1 Brand Avatar.  Lets also assume that you have a side business that sells health supplements. This would also be considered a separate business so you would want to have another Brand Avatar created for this as well.

Each Brand Avatar has its own list of subscribers to keep things nice and organized. **And what's even better is if you have the same subscriber appear on multiple Brand Avatars within your account; We only count that as one subscriber so you get the most bang for your buck.**

# Where can I Find My Brand Avatar's Tracking Code?

SmartEngage uses a universal tracking code that is responsible for displaying Lead Magnets, Tracking Users, and Conversion Tracking.

You will be prompted to copy your tracking code during the Brand Avatar creation process, but if you ever need to find this tracking code again simply follow these steps.

**Step 1:** From your logged in Dashboard page click on your current Brand Avatar and then directly underneath it click on "Manage/Integrate".

image.png
image not found or type unknown

**Step 2:** On the left side navigation menu click on "Tracking Code"

image.png
image not found or type unknown

**Step 3:** You will then see text box with your tracking code script displayed. You can simply click the link "Copy to Clipboard" in order to copy the code.

image.png
image not found or type unknown

The instructions for Adding Your Tracking Code can be found here:

https://smartengage.com/knowledge-base/books/faq/page/how-do-i-add-the-tracking-code-to-my-website

# How Do I Add The Tracking Code to my website?

If you would first like to find your tracking code please read this article:

https://smartengage.com/knowledge-base/books/faq/page/where-can-i-find-my-brand-avatars-tracking-code

Now that you have your tracking code we need to add it to your website. It should be added to the Header of every page of your site that you plan to track or display lead magnets on.

Note: You only have one tracking code for each Brand Avatar and SmartEngage will work best if this is on every page of your website.

# Paste Tracking Code Into Website Header

✔ Paste the code between the `<head>` and `</head>` tags of your website.
✔ Make sure it's on every page of your site that you plan to track, capture or display on (in most cases this will be every page of your site).

This helps SmartEngage find accurate information on your customers.

That's it!

You've now integrated the SmartEngage tracking code to your website. It's time to test that it's working

## View Page Source

Visit your website with Google Chrome browser and right click anywhere on your page. Select the drop down that says "View Page Source"

## Find Your Tracking Code

Next, you will need to find the SmartEngage Tracker in the code. A quick way to search for this is to press Command-F on mac or Control-F on windows which will bring up a search bar.

In the search bar, you will type "smartengage" If you have it installed on your page, you will see code similar to this:

image.png
image not found or type unknown

If that search doesn't bring up the SmartEngage tracking code, you will need to go back into Step 1: Installing your SmartEngage tracking code and follow the instructions.

## Duplicates

Make sure that you only see one instance of the SmartEngage script in the code. If you notice that the SmartEngage snippet of code is installed twice on the page, you will want to go into your code to remove one of them, otherwise it won't trigger properly.

# How Do I Add TXT Records for SPF and DKIM?

Check out Our Guide for adding SPF and DKIM by This Provider list :

https://smartengage.com/knowledge-base/books/adding-dns-records-for-spf-dkim

DomainKey Identified Mail (**DKIM**) and Sender Policy Framework (**SPF**) are two methods that can protect you from email spamming, spoofing, and phishing attempts.

- The SPF method lets you specify which email servers are legitimate servers for your domain.
- The DKIM method lets you attach a DomainKey signature to your outgoing mail. The receiving server then verifies the validity of the key and either accepts or rejects the mail.

SPF and DKIM are frequently used in combination since they attack email problems from two different angles.

**At SmartEngage we want you to have the best email deliverablity possible so we require you to add 2 TXT records in your DNS settings of your hosting provider.**

**Step 1:** *If you are in the process of creating your brand avatar you can skip to Step 2 where we list the records.*
Otherwise, if you initially skipped this step during Brand Avatar Creation please visit your main dashboard page click on your brand avatar to reveal the link for "Manage/Integrate

image.png
image.png found or type unknown

**Step 2:** After clicking Manage/Integrate you will scroll to the very bottom of the page in order to see the section with your brand avatar's custom records.

It will look something like this:

image.png
image.png found or type unknown

**Step 3:** Log into your hosting provider or contact them and give them the records from following the steps above and ask them to add 2 TXT records with that information.

If you would like to do this yourself it can be done very easily. Here's an example demonstration video below.

NOTE: If required to provide an actual number for TTL, plese enter 14400

https://player.vimeo.com/video/276988332

Please use the link below to view instructions for various hosting providers

Please note that you want ONLY 1 SPF Record to exist in your DNS settings.

If you have an existing SPF record already that you need to keep then you will have to merge the records into one single record. For assistance with this please open a support ticket.

# Where is SmartEngage Hosted?
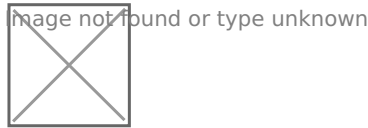


Amazon Web Services (AWS) is a highly reputable and widely used cloud computing platform that provides a range of services and tools for businesses and organizations to build, deploy, and manage applications and infrastructure in a flexible and scalable manner. SmartEngage's decision to host its services on AWS reflects a commitment to delivering high-quality, reliable, and scalable solutions to its customers. Here's a more detailed explanation of why AWS is known for its high quality:

1. **Global Reach**: AWS operates data centers in multiple regions around the world, allowing SmartEngage to offer its services to customers globally. This global reach ensures low-latency access and high availability, enabling SmartEngage to serve its customers effectively, regardless of their geographical location.
2. **Scalability**: AWS provides on-demand scalability, which is crucial for a service like SmartEngage. It allows SmartEngage to handle varying workloads and traffic spikes without investing in and managing a complex infrastructure. This scalability ensures that SmartEngage can grow and adapt to its customers' needs seamlessly.
3. **Reliability**: AWS offers a high level of reliability through its redundant data centers, backup systems, and disaster recovery capabilities. SmartEngage can leverage these features to ensure that its services are available to customers 24/7, with minimal downtime.
4. **Security**: AWS places a strong emphasis on security, providing tools and features to help organizations protect their data and applications. SmartEngage can benefit from AWS's security features to safeguard customer data and ensure compliance with data protection regulations.
5. **Cost Efficiency**: AWS's pay-as-you-go pricing model allows SmartEngage to optimize its costs by only paying for the resources it consumes. This flexibility helps SmartEngage manage its budget effectively while offering competitive pricing to its customers.
6. **Ecosystem and Integration**: AWS offers a vast ecosystem of services that can be seamlessly integrated into SmartEngage's platform. This allows SmartEngage to leverage a wide range of tools and services, from databases to machine learning, to enhance its offerings and meet customer needs.
7. **Managed Services**: AWS provides managed services that offload operational tasks, such as server maintenance and database management. This allows SmartEngage's team to focus on developing and improving its product rather than managing infrastructure.

8. **Compliance**: AWS maintains a strong focus on compliance and certifications, which is essential for businesses in regulated industries. SmartEngage can rely on AWS's compliance programs to meet industry-specific requirements.

In conclusion, hosting SmartEngage on AWS demonstrates a commitment to delivering high-quality, reliable, and scalable services to its customers. AWS's global infrastructure, scalability, security, reliability, and extensive service offerings provide SmartEngage with the tools and resources needed to deliver a top-notch experience to its users, making it a wise choice for hosting and scaling a sophisticated engagement platform.

# How Do I Add Team Members to Manage My Account?

Adding team members is a great way to have an assistant or someone you trust help manage your Brand Avatar.  Permissions must be given for each Brand Avatar individually.

**NOTE:** The ability to add Team Members to your account is reserved for BASIC plan or higher plans to SmartEngage

**Step 1:** Click on Manage / Integrate for the Brand Avatar you wish to provide access.


image.png
image.png or type unknown

Step 2: Click the left navigation menu for "Members"


image.png
image.png or type unknown

**Step 3:** Enter the email address of the person you wish to add as a new member of this Brand Avatar. You can them as an "Admin" or "Contributor".


image.png
image.png or type unknown

**Admin -** Has full access to everything related to this Brand Avatar

**Contributor -** Has limited access related to this Brand Avatar

Account contributors can create and edit campaigns, broadcasts, and automation rules, but they do not have access to these account settings:
• Members

- Billing
- Integrations

After you click the button for "Send Invitation" that person will receive an email with an invitation to manage your brand avatar.

Once they follow the steps to join they will automatically have permission to manage your Brand Avatar page according to the permission level assigned by you.

You can set further permissions by clicking the gear icon next to their role status and set permissions for:

a. Exporting Subscribers

b. Running Bulk Operations on the Subscribers Page

c. Sending Broadcasts

image.png
image.png nd or type unknown

# Why is my Facebook Messenger Chatbot not working?

Facebook Messenger platform can unexpectedly drop page permissions on admin password change or due to its internal reasons. In case of any trouble with content sending or service setup, we recommend you refresh permissions.

In order to do that please use the following steps:

**Step 1:** From your logged in Dashboard page click on your current Brand Avatar and then directly underneath it click on "Manage/Integrate".

image.png
Image not found or type unknown


**Step 2:** On the left navigation menu click on "Facebook Permissions"

image.png
Image not found or type unknown

**Step 3:** We have two options here.

image.png
Image not found or type unknown


**Refresh Permissions:** This is the second option on this page. This option usually corrects most chat bot issues and should be used as your first method to fix the issue you are having.

**Reconnect Facebook Account:** This is the first option on this page. This option should be used after attempting to refresh permissions and you are still having issues.

Your page permissions will be reset and should start working now. If you still run into issues after completing the above steps please submit a support ticket.

# Confirm SmartEngage is configured as your primary receiver

**Step 1:** Visit the Settings page of your Facebook page and click on "Messenger Platform" from the left navigation menu.

image.png
image not found or type unknown

**Step 2:** Click under the "Connected Apps" section and you should see SmartEngage listed.  Click on the "Configure" button

**Step 3:** You'll be presented with a popup window like the one below. Simply ensure that the Primary Receiver has SmartEngage selected in the dropdown selector.

image.png
image not found or type unknown

# Confirm two-factor Authentication is set up

If the aforementioned steps didn't help, please check whether you have two-factor authentication set up for the Facebook page connected to your Avatar on SmartEngage.

Make sure to set up two-factor authentication for your Facebook profile following the instructions here. When two-factor authentication is enabled both for your profile and for the specific page, this page should function properly.

If nothing mentioned above helped, please contact our support.

# Why Web Push Notification Delivery Rate Might Be Lower Than Expected

It is perfectly normal and expected that you will have less than 100% sent for your web push notifications.

Why?

Web Push Notifications resonate with the quick and real-time distribution of brand name interactions. Usually, there are circumstances where not all customers obtain the alerts you send out or schedule for sending out.

Here are the reasons that your delivery rate might be under 100%.

**1) The internet browser is closed on the device**
Web Notifications appear on a customer's display (on both desktops and also mobile web browsers) when the web browser is open. This indicates that even if your subscriber is surfing various other sites, they will certainly obtain your notifications. But, if the internet browser itself is closed, they will only obtain your notice when they reopen it.

**2) Users clear other website data in Chrome**

When customers clear various other website data from Chrome, the service workers are uninstalled. With this, your website will not have the ability to send out notifications to that particular subscriber, resulting in a lower delivery rate.

**3) The customer disables background Application activity**
People are able to switch off background refresh for apps. One factor could be to conserve the mobile battery usage. As well as this can additionally forcefully disable the Chrome or Firefox Application.

**4) Network troubles break the connection between GCM and the user**
Many times, users are not connected to the internet for a very long time. The factors could be several, from remaining in locations without network protection to staying clear of roaming fees. When this happens, the tool sends heartbeats at a period of 28 minutes on the mobile phone network and also 15 minutes on WiFi (GCM's idle socket connects an Android device to the Google servers).

If this heart beat does not reach the GCM web server, Google continues to re-attempt the connection. If the press notification individual is disconnected from the internet for a lengthy duration, GCM can neither provide the notices nor mark them as inactive. This can either postpone the distribution of the notifications or not supply them entirely.

**5) Browser App uninstalled**
When a customer uninstalls an internet browser application, there's a delay in GCM tagging that device as non-functioning. This results in the alert being sent out to the GCM, GCM attempting to send it to the gadget, as well as failing at it.

# How to Unarchive a tag

Should you decide you want to place a previously archived tag back into active status simply follow these steps.

1. Click on your brand avatar and then select "**Manage / Integrate**"

image.png
image could not be found or type unknown

2. On the left side of the navigation menu click on "**Tag Manager**"

image.png
image could not be found or type unknown

3. Scroll to the bottom and find the section labeled "**Archived**"

4. Click the icon as per the below image and that tag will be made active once again.

image.png
image could not be found or type unknown

# What are Unsent messages?

You may have noticed that when viewing your report page for sent engagements that there is a sub-section labeled "Unsent".

[image.png](image.png)
image not found or type unknown

Unsent messages are typically reported when emails are sent to those email addresses which may have a full mailbox (soft bounce) or an unavailable mailbox (hard bounce).

In the case of the former, the email is not able to be sent at this particular time, but the user is not unsubscribed from your list.

In the case of the latter, the email is not able to be sent due to a permanent issue so the user is automatically unsubscribed in order to keep your sending domain in good standing for future sends.

# Why isn't Customer Chat Lead Magnet visible on website?

There might be several reasons to why you don't see your widget:

1. Incorrect visibility settings;
2. Problem with Facebook SDK code or another customer chat app;
3. Widget code installed incorrectly;
4. Website CSS styles hides the widget.

1. Head to the Lead Magnet's 'Setup' tab and check 'Visibility Settings' section:

If you entered something here, delete everything and test if the widget appears at all. If it does - problem solved; you will only need to set up correct visibility settings then according to your needs. If it doesn't - head to the paragraph below.

2. Check the Developer Console on your website (F12 in Google Chrome or mouse right-click => Inspect Code)

You might see the following error message:

"The CustomerChat plugin is no longer part of the main Facebook SDK.
# To continue using it please use the correct SDK URL,
# meaning replace sdk.js with sdk/xfbml.customerchat.js.
# For more details see https://developers.facebook.com/docs/messenger-platform/discovery/customer-chat-plugin/sdk/"
If you do have this error message, all you have to do is replace "sdk.js" with "sdk/xfbml.customerchat.js" in your site's code. If the error persists, simply delete all the code associated with Facebook SDK.

If you had any other Customer Chat widgets installed along with SmartEngage, choose only one widget and delete the code of every other widget.

3. Ensure your SmartEngage universal avatar tracking code is installed in the <header>

# Adding an Admin to Your Facebook Fan Page

**Step 1: Go to your Facebook fan page**

A list of all the pages you manage can be found at this link:

https://www.facebook.com/bookmarks/pages

**Step 2: Click Settings**

Once Facebook directs you to your fan page, click "Settings" located on the right side of your screen above your Facebook cover image.

image.png
image or type unknown

**Step 3: Click "Page Roles"**

Click "Page Roles" on the left side of your screen under the section "General".

image.png
image or type unknown

**Step 4: Add an admin**

To add an administrator, type the name or email of the person you want. Here, you can assign different roles to different people. For example the purpose of what is necessary here we will select Admin

After assigning roles, click "Save".

image.png
image or type unknown

**Step 5: Re-enter password**

For safety purposes re-enter your password. Click "Submit".

image.png
image or type unknown

**Step 6: You're done!**

The people with roles you've assigned will appear on your Page Roles page under the "Existing Page Roles" section such as this:

image.png
image could not be found or type unknown

# Do you have any Pre-made Chatbot Templates?

Certainly! Here's a description for your question:

Yes, we offer a selection of pre-made chatbot templates designed to streamline your automation efforts. These templates cover a range of use cases and industries, providing you with a head start in creating efficient and engaging chatbots for your specific needs. Explore our library of templates and kickstart your chatbot journey with ease! here it is the list of pre-made chatbot templates for business :

- Food Truck
- Dentist
- Car Dealer
- Photographer
- Realtor
- Coffee Shop
- Accountant
- Kickboxing
- Chiropractor
- Nail Salon
- Yoga Studio
- 5 Star Review Follow up
- Birthday Bowling Bot
- Book Author
- Wedding Photographer
- Fitness Club
- Instagram FAQ
- Local Business General
- Ballroom Dancing
- Pool Service
- Home Improvement
- Fishing Charter
- Pressure Washing
- Counseling Service
- Dry Cleaners
- Wedding Venue
- Music Studio
- Nanny Service
- Dumpster Drop Off Service

- Electrician

See a template you want?  Just contact us at **[support@smartengage.com](mailto:support@smartengage.com)** and give the details as below :

1. Avatar Name

2. The names of the Template(s) you'd like added to your account.

# How Do I Add Team Members to Manage My Account?

Adding team members is a great way to have an assistant or someone you trust help manage your Brand Avatar.  Permissions must be given for each Brand Avatar individually.

**NOTE:** The ability to add Team Members to your account is reserved for BASIC plan or higher plans to SmartEngage

**Step 1:** Click on Manage / Integrate for the Brand Avatar you wish to provide access.

image.png
The image or type unknown

Step 2: Click the left navigation menu for "Members"

image.png
The image or type unknown

**Step 3:** Enter the email address of the person you wish to add as a new member of this Brand Avatar. You can them as an "Admin" or "Contributor".

image.png
The image or type unknown

**Admin -** Has full access to everything related to this Brand Avatar


**Contributor -** Has limited access related to this Brand Avatar

Account contributors can create and edit campaigns, broadcasts, and automation rules, but they do not have access to these account settings:
• Members
• Billing
• Integrations


After you click the button for "Send Invitation" that person will receive an email with an invitation to manage your brand avatar.

Once they follow the steps to join they will automatically have permission to manage your Brand Avatar page according to the permission level assigned by you.

You can set further permissions by clicking the gear icon next to their role status and set permissions for:

a. Exporting Subscribers

b. Running Bulk Operations on the Subscribers Page

c. Sending Broadcasts

image.png
Image not found or type unknown

# How to Disable Notifications From Facebook Page?

**1.** In the very top right of your Facebook, click the little dropdown arrow, then click on the name of the page you wish to stop receiving notifications for. If you don't see the page, click "see more" and select it from the list.

**2.** You are now at your page. Click the "Settings" link from the top right of the page.

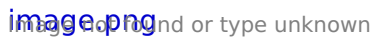**3.** On the left, click "Notifications".

**4.** Select "Off" for any notifications you no longer wish to receive. You can also manually disable specific types of notifications by clicking "Turn Off" beside it.

Note that you'll need to do this for each page that sends you notifications.
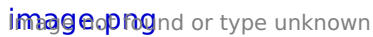
# Creating / Managing Tags

There are many areas of the site where you can add new tags, but here is the main way to manage your existing tags.
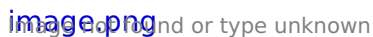
**Step 1:** Click on your Brand Avatar in the top left and then click on Manage / Integrate

image.png
Image not found or type unknown

**Step 2:** On the left navigation menu click on "Tag Manager"
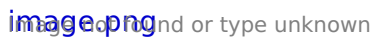
image.png
Image not found or type unknown

**Step 3:** Click on Create New Tag

image.png
Image not found or type unknown

**Step 4:** Enter new tag and click Create

image.png
Image not found or type unknown

# Missing Images in an Email Client

## Enable missing images to display in various email clients

Sometimes images don't display for various reasons. If your contacts are telling you that they received you email but content isn't displaying properly, you can start by having them check on their email settings.

### AOL Webmail

Display images for individual emails

1. Open the email with blocked images.
2. In the "Images Blocked" banner at the top of the message, click **Don't Block This Sender**.

Display images for individual senders

1. Open an email from a specific sender
2. In the "Images Blocked" banner at the top of the message, click **Don't Block This Sender**.

Disable image blocking for all messages

1. On the upper right-hand corner of your screen, click **Options > Mail Settings**.
2. Click **General**.
3. Under the Reading section, deselect the **Hide images in mail from unknown senders** option.

For further assistance, please see AOL Support

### Apple Mail

Display images automatically within your inbox

1. Click **Mail > Preferences**.

2. Click the **Viewing** button.
3. Make sure **Load remote content in messages** is checked
4. Close the window.

For further assistance, please see Apple Support

# Earthlink Web Mail

Display images for individual emails

1. Open the email with blocked images.
2. Click the **View Images** link at the bottom of the email to show all the images in that email.

Display images in all emails

1. Click **Preferences**.
2. Click the **Message Display** tab.
3. Click **Image Display**.
4. Select **Show Images**.

For furhter assistance, please see Earthlink Support

# Entourage

Display images for individual emails

1. Open the email.
2. Click **Download Images** at the top of the email.

Display images from contacts that are in your address book

1. Click **Entourage**.
2. Click **Preferences**.
3. Click **Security**.
4. Click **Automatically Download**.

Entourage was replaced with Outlook. For further assistance, please see Microsoft Support

# Gmail

Gmail should automatically display images by serving them through their own secure proxy servers. If images are not displaying automatically, you can manually adjust your settings.

Display images in Gmail

1. Click the gear icon on the top right corner of the page.
2. Select **Settings**.
3. On the General tab, Click the **Always display external images** radio button.
4. Scroll to the bottom of the page and click **Save Changes**.

For further assistance, please see Gmail Support

# iPhone/iPod/iPad

If the mail application can't download an email properly, try to reopen the message.
As the app limits the amount of content, sometimes they won't automatically download the whole content of the email.

View the content of a large email

1. Scroll to the bottom of the message.
2. Click the **Download Full Message** button.

Display images for individual emails

1. Click **My Settings** icon.
2. Under **Settings** on the left, select **Mail, Contacts, Calenders**.
3. On the right-hand side, under **Mail**, find the Load Remote Images option.
4. Slide the bar to **ON**.

For further assistance with iOS devices, please see Apple Support

# Lotus Notes

Display images in Standard Notes

1. Click **File > Preferences** (Note: Mac OS X users Click **Lotus Notes > Preferences**).
2. Click the plus sign beside **Mail**.
3. Click **Internet**.
4. Clear the checkbox for "To ensure privacy, do not show remote images without my permision" option.

Display images in Basic Notes

1. Click **File**.
2. Click **> Preference**.
3. Click **> User Preferences** (Note: Mac OS X users Click **Lotus Notes > Preferences**).
4. Click **Mail**.
5. Click **Internet**.
6. Clear the checkbox for "To ensure privacy, do not show remote images without my permission" option.

For further assistance, please see IBM Support

# Outlook (formerly Hotmail/Windows Live)

Display images for individual emails

1. Open the mail.
2. Click **Show Content** at the top of the email.
3. Click **Show blocked content**.

Disable image blocking for all messages

1. Click **Settings**.
2. Click **View all Outlook settings**.
3. Click **Mail > Layout**.
4. Under **Sender image** section, select **Show sender images**.

For further assistance, please see Microsoft Support

# Outlook 2003

Display images for individual emails

1. Open the mail.
2. Right-click on one of the missing images.
3. Select **Download Pictures**.

Disable image blocking

1. On **Tools**, Click **Options**.
2. Click **Security**.
3. Under **Download Pictures**, click **Change Automatic Download Settings**.
4. Uncheck "Don't download pictures or other content automatically in HTML email"

For further assistance, please see Microsoft Support

## Outlook 2007

Display images for individual emails

1. Click **Tools**.
2. Select **Trust Center**.
3. Select **Automatic Download**.
4. Uncheck "Don't download pictures automatically in HTML e-mail messages or RSS items"
5. Click **OK**.

# You can also add the sender's contact in your safe sender list to ensure the images from the certain sender can be automatically downloaded.

Add a contact to your safe sender list

1. Click **Tools > Option**.
2. On the **Preferences** tab, Click the **Junk E-mail** button.
3. Click the tab for **Safe Senders**.
4. Click **Add** to add the email to the list.
5. Click **OK** to exit this window.
6. Click **OK** to close out of the Options menu.

For further assistance, please see Microsoft Support

## Outlook 2010

Display images for all emails

1. Click the **File > Options**.
2. Click **Trust Center**.
3. Click **Trust Center Settings** button.

4. Uncheck "Don't download pictures automatically in HTML e-mail messages or RSS items" option.

For further assistance, please see Microsoft Support

## Outlook 2007, 2010 and 2013 - Secure Images

If you happen to be loyal to Internet Explorer, it has a security setting that, when enabled, prevents Outlook to display images with a secure URL (Image URLs with "http" will display, but not "https").

Change the setting in Internet Explorer

1. Open Internet Explorer.
2. Go to **Tools > Internet Options**.
3. Click the **Advanced** tab.
4. Scroll down to the Security Settings list, uncheck "Do not save encrypted pages to disk" option.
5. Click **OK**.

Note: It may sometimes be necessary to clear the cache in Internet Explorer and close Outlook (File > Exit to close fully). When it's done, try sending yourself another email with an image that did not display previously.

For further assistance, please see Microsoft Support

## Outlook 2016

Unblock picture downloads for all messages (if this doesn't resolve your issue, check if you have text-only emails enabled)

1. Click **File**.
2. Click **Options**.
3. Click **Trust Center**.
4. Under **Microsoft Outlook Trust Center**, Click **Trust Center Settings**.
5. Uncheck "Don't download pictures automatically in HTML e-mail messages or RSS items"

Disable text-only emails

1. Click **File**.
2. Click **Options**.
3. Click **Trust Center Settings**.
4. Click **E-mail Security**.
5. Under **Read as Plain Text**, make sure "Read all standard mail in plain text" is unchecked.

For further assistance, please see Microsoft Support

## Outlook Express 6

Unblock images

1. Open Outlook Express 6.
2. On **Tools**, Click **Options**, then Click the **Security** tab.
3. Uncheck "Block images and other external content in the HTML email"
4. Click on **Apply** then click **OK**.

Unblock images using Internet Explorer

1. Go to **Tools > Internet Options**, Click **Advanced** tab.
2. Scroll down to the "Multimedia" section and check "Show Pictures"

For further assistance, please see Microsoft Support

## Thunderbird

## To protect your privacy, Thunderbird blocks remote images by default. Thunderbird will display an alert saying that remote images have been blocked.

View remote images

1. Click **Show Images** or **Load Images** that appears to the right of the alert message.

View images from all senders

1. Click **Tools**.
2. Click **Options**.
3. Click **Privacy**.

4. Click **General** and make the desired changes.

Enable remote images in **Thunderbird 2.0**

1. Open the email.
2. Click **Click here to always load remote images from ...** at the top of the email.

For further assistance, please see Mozilla Thunderbird Support

# Yahoo

Display images for individual emails

1. Open the email.
2. In the "This message contains blocked images message, Click **Show Images**.

Disable email blocking for all messages

1. Click **Settings > More Settings**.
2. Click **Viewing Email**.
3. Under **Show Images,** select **Always, except in spam folder**.

For further assistance, please see Yahoo Support

If the settings in the email contact is as listed as above and your contact still can't view images:

- Make sure your images are hosted on a public web server. If your images are stored on your personal computer or if you need a password to access an image, it wont be displayed.
- Have your contact try opening your email in another web browser. If it's opened in another, they can try unblocking images in the browser that isn't working.
- Sometimes the image is just too large or in a format that the email client doesn't support. Most common formats are: JPG, PNG and GIF.

# How do I change my time zone?

SmartEngage uses Time zones at the Avatar level. This way you can adjust this setting based on the specific needs of the individual business/persona.

**Step 1:** Click on your Brand Avatar in the top left and then click on Manage / Integrate

image.png
Image not found or type unknown

**Step 2:** Scroll down the page near the bottom and you will see the section for "Avatar Timezone"

**Step 3:** Simply click on the dropdown and select the time zone you'd like for this avatar.

image.png
Image not found or type unknown

**Step 4:** Click Save Changes

image.png
Image not found or type unknown

# Why do I need my own domain to send email?

Have You Ever Asked Yourself
"Why do I need my own domain to send email? Can't I just use my @gmail address?"

A**ll marketing emails should be sent from a domain you own, not from a personal account** at a provider domain, like @gmail, @hotmail, @yahoo, etc. or in an ISP email in some cases.

In almost all cases we've seen, those addresses can all issue a block whenever bulk email is sent from their domain. This is because **the most important factor in email deliverability is domain reputation**, and when you send mail from a Gmail account, you're actually using Gmail's reputation, not your own.

**NOTE:** Even if your provider does not currently block email, it is very likely that all email providers will do so in the near future. The best way forward is to create an email address at a domain that you own, so you can start building up your own domain reputation!

Think of it this way
When you send something in the mail, a carrier (UPS, DHL, Post Office) transports it for you. But it's still coming from you, the carrier isn't just going to pick it up off the street (hopefully), and the recipient is more likely to accept a letter coming from someone they know.

Email is much the same. **SmartEngage** is the carrier, but it also depends on your sending reputation, and **the domain email is how you build that trust.**

## Here's how to get started!
## There are normally three ways to add email to your domain and start sending emails with that address.

**1. Where you bought your domain**
Almost all domain providers will be able to provide you with an option to add email to your purchase. Then you'll have the name@domain.com address you need, and even if you don't set up the Inbox entirely you can still set up forwarding to your normal Gmail or Yahoo address. Examples are sites like Google Domains, Namecheap, and Hover.

**2. Where you host your website**

Many people buy their domain the same place they host their website. BlueHost, HostGator, and GoDaddy all offer both domains and hosting so they are popular all-in-one options. Squarespace and Wix make it easy to add email to your account with options in your dashboard.

**NOTE:** For either option, the best way to find out how to do this is simply Google "website host and email account", with your host/provider in the search bar.

**3. Google Suite**

Did you know you can still use Gmail with your domain email? It's true! You can use G Suite to manage your domain email address, plus Google Docs, Sheets, and more! Click here to sign up and get started, plans begin at $5/month.

# Do You Have an Affiliate Program?

Yes. It is coming soon.

# SmartEngage Email Whitelist Instructions

Your providers do the best they can to keep spam out, but sometimes the systems they use mistakenly catch good mail along with it.

So- We ask that you add us to your trusted list of senders, contacts or address book. All also known as "Whitelisting."

If you do not see an email from **SmartEngage** in your Inbox, my email may have mistakenly been sent to your spam folder.

Please **open your spam folder** and if you find an email from **SmartEngage** open it and mark it as **"Not spam"**…

NEXT: Click on the providers or software you use to see how to make sure you get the mail from **support@smartengage.com** you have asked for.

# Popular Apps

- Gmail
- Gmail App
- Gmail Tabs
- Yahoo
- iPhone Mail
- Outlook App
- Outlook
- Inbox by Gmail

# Email Clients

- [Outlook.com](#)
- [AOL Web Mail](#)
- [Comcast](#)
- [EarthLink](#)
- [AT&T](#)
- [Thunderbird](#)

# Security Software

- [Norton](#)
- [McAfee](#)
- [Trend Micro](#)

# Spam Filters

- [Cloudmark](#)
- [SaneBox](#)
- [Barracuda Net](#)
- [SpamAssassin](#)
- [Top Spam Filters](#)

**Is your email client or spam filter not listed?**

If **SmartEngage** is being filtered, try adding **support@smartengage.com** to your Address Book or Contact list.

If messages continue to be sent to your junk folder contact your ISP or spam filter application support and ask how to whitelist **support@smartengage.com**

# Gmail

To make sure our email gets delivered to your Inbox, you must add **SmartEngage** to your contacts list.

If you do not readily find an email from **SmartEngage**...

Please check your **Gmail Spam Folder:**

1. - If you see the email from **SmartEngage**: Open the Email.
2. - Click the button on the toolbar, labeled Not spam

Next please, add SmartEngage to your Contacts list:

(2 minutes ago)

| |
|---|
| Reply |
| Forward |
| Filter messages like these |
| Print |
| Add SmartEngage to Contacts list |
| Delete this message |

1. - Open the email from **SmartEngage**.
2. - Click the drop down arrow next to "Reply" in the upper right side the email from header.
3. - Click the "Add **SmartEngage** to Contacts List" from the list that appears.
4. - If **SmartEngage** does not appear in the dropdown list? Then you probably have already added **SmartEngage** to Contacts.
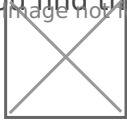
# Gmail Mobile App

- If you are using the Gmail Mobile App on your mobile device, please open the app now.

If you are using Gmail Tabs such as "Promotions" please open your Promotions tab in Gmail.

If you do not find an email from **SmartEngage**, please check the Spam Folder:

1.  When you find the email from **SmartEngage**

    

2.  Tap the ⊠ menu icon - top right.

3.  Then select **Move to**.

Screenshot of the Gmail App dropdown menu



1.  Then select **Primary** from the list.

Screenshot of the Gmail app move to menu



This way you will always see **SmartEngage** in your Primary Inbox tab...

NOTE: **My Preferred Folder** does not exist by default in Gmail. It is there as an example only since custom folders must be created by the user.

[image.png](image.png)



# Gmail Tabs

- If you are using Gmail Tabs such as 'Promotions' please open your Promotions tab in Gmail.

1.  - If you find an email from **SmartEngage** in your Gmail Promotions tab:

2. - Grab and drag my email to the Primary Inbox Tab.
3. - After doing so, you will receive an alert like the one below at the top of your Gmail toolbar.

The conversation has been moved to "Primary"
Do this for future messages from support@smartengage.com? Yes

1. - Click Yes in the yellow alert box at Gmail.
2. - This way you will always see **SmartEngage** in your Primary Inbox tab...


image.png
image or og und or type unknown

# Yahoo! Mail

If you have not received an email from **SmartEngage**...

Check your Spam Folder. If you see an email from **SmartEngage**:

1. - Please open the email.
2. - Next click the **Not Spam** button on the top toolbar.

To ensure delivery: Create a filter to automatically send email from **SmartEngage** to your Inbox.

1. - Move your mouse over or tap the **Gear** icon in the top right navigation bar.
2. - Select **Settings** from the list that drops down.
3. - Choose **Filters** located on the left side of the page.
4. - Click the **Add** button on the Filters page.
5. - Create a name such as **Whitelist** in the **Filter name** field.
6. - In the **From** field leave the default **contains** selected.
7. - Enter our email address **support@smartengage.com** in the text box next to **Contains...**
8. - Choose the destination folder to which you would like the message delivered. For example: Inbox.
9. - Click or tap **Save...**
10. - You will see in the next screen -Deliver to **Inbox** if From contains **SmartEngage**-
11. - Click or tap **Save** on this screen.
12. - You will be returned to your Yahoo! Inbox.

image.png

- - You may also move **SmartEngage** to any folder of your choice.
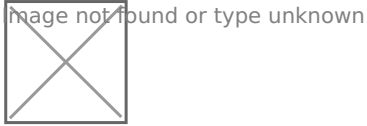
# Outlook.com

Previously "Hotmail", "Live", "Windows Live" and "MSN"...

In the new Outlook.com you must click the **Wait it's safe** link if you find emails incorrectly identified as spam.

Entering the email contact in the address book or contacts no longer whitelists the sender.

To ensure messages from specific email addresses are not sent to your Junk Email folder, you can do one of two things:

1. - Check the **Junk** folder. If you see the **SmartEngage** email in your Inbox
2. - Open the email from **SmartEngage**...
3. - Click the "Wait it's safe" link

**Mark Sender as "Wait it's safe!**

---

SmartEngage (support@smartengage.com)
To: you@outlook.com

Microsoft SmartScreen marked this message as junk and we'll delete it after ten days.
Wait, it's safe! | I'm not sure. Let me check

**Manually Add to Safe List**

1. - Click gear the icon on the top right.
2. - Select **Options** in the drop down list.
3. - On the Options page under **Preventing junk email** click **Safe and blocked senders**
4. - Click the link **Safe senders** on the next page.
5. - Enter the email address **support@smartengage.com** in the text box.
6. - Click **Add to list**
7. - **SmartEngage** will now be added to your list of **Safe senders**
8. - Emails added to your **Safe senders** will not be delivered by mistake to your **Junk** folder.


image not found or type unknown

# AOL Webmail

To make sure our email gets delivered to your AOL Inbox- Please complete these two steps...
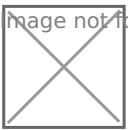
If you find **SmartEngage** in your spam folder:

1. Right click the email.
2. Click "Not spam" in the resulting list.

Add **support@smartengage.com** to your Address Book:

1. - Open the email from **SmartEngage**
2. - Click the **show details** link next to **SmartEngage** in the From field.
3. - Move your mouse over or tap **support@smartengage.com** to show the menu.
4. - Click or tap **Add contact** in the menu displayed.
5. - Add **SmartEngage** to the name fields
6. - Click **Add contact**

Email from that Domain will now be delivered straight to your Inbox.


image not found or type unknown

# Comcast

Please log into your Xfinity account and select your Comcast webmail:

1. Should you find an email from **SmartEngage** in your spam folder:
2. Open the email.
3. Click the   No icon found **Spam (not spam)** icon on the top toolbar.

Next please, add **SmartEngage** to your address book:

1. - Please open the email from **SmartEngage**.
2. - Click on the button at the top left of the email that says:

| support@smartengage.com |
|---|
| + Add to Address Book |

1. - That will open your edit contact screen.
2. - Then click **Save** and you're all done.

Image not found or type unknown

# EarthLink

If you are not receiving email at EarthLink, there are two actions you can take.

1. - Check **Suspect Email** folder
2. - Add **SmartEngage** to your address book.

With EarthLink, if you have SpamBlocker turned on, suspect messages are automatically send to your Suspect Email folder if the Domain is not in your address book.

**Suspect Email Folder:**

1. - While in the **Suspect Email** folder, if you see **SmartEngage**...
2. - Select the **Move to Inbox and Add Contact** option from the drop down menu.
3. - This will add **support@smartengage.com** to your Address Book for future email delivery assurance.

**Address Book Inclusion:**

1. - Open the email.
2. - ClickAdd to Address Bookin the email header.
3. - Use theAddress Book Editorto verify the sender's contact details and clicksave.
4. - Fill in **support@smartengage.com** as the email address of the sender.
5. - Any mail sent with the same Domain (right of the @ sign) will now be delivered to your Inbox.


Image not found or type unknown

# AT&T

AT&T no longer maintains their own inbox.

Instead you can find your AT&T emails at Att.Yahoo.com

Please follow the Yahoo instructions for whitelisting an ATT.net email address.

Click or Tap here, to scoll to the **Yahoo instructions...**


Image not found or type unknown

# Mozilla Thunderbird

Please open your Thunderbird email client:

If an email from **SmartEngage** appears in your Junk Folder:

Please mark that message as **Not Junk**.

Next, please add **SmartEngage** to your Address Book:

1. - Click the **Address Book** button.
2. - Make sure the **Personal Address Book** is highlighted.
3. - Click the **New Contact** button.
4. - Under the **Contact tab**, copy and paste the "From" address, **support@smartengage.com** into the email text box.
5. - Click **OK**.

# *Security Software*
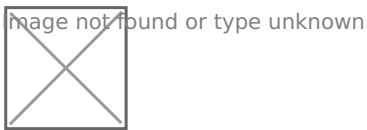


# Norton AntiSpam

This problem may happen if **support@smartengage.com** is accidentally added to the Blocked List.

To remove the **support@smartengage.com** from the Blocked List:

1. - Start your Norton product.
2. - Click Settings.
3. - Depending on your Norton product, do one of the following:

**For Norton 360:**

1. In the Settings window, under Detailed Settings, click AntiSpam.
2. On the Filter tab, next to Blocked List, click Configure.

**For Norton Internet Security:**

1. In the Settings window, on the Network tab, click Message Protection.
2. Under AntiSpam, next to Blocked List, click Configure.
3. - In the Blocked List window, select the item that you want to remove, and then click Remove.
4. - Click Apply, and then click OK.
5. - If you do not find **support@smartengage.com** in the Blocked list, go to next step.

**To add support@smartengage.com to the Allowed List:**

1. - Start your Norton product.
2. - Click Settings.
3. - Depending on your Norton product, do one of the following:

**For Norton 360:**

- In the Settings window, under Detailed Settings, click AntiSpam.
- On the Filter tab, next to Allowed List, click Configure.

**For Norton Internet Security:**

1. In the Settings window, on the Network tab, click Message Protection.
2. Under AntiSpam, next to Allowed List, click Configure.
3. - In the Allowed List window, click Add.
4. - In the Add Email Address window, from the Address Type drop-down, select the address type.
5. - Add **support@smartengage.com**, and then click OK.
6. - In the Allowed List window, click Apply, and then click OK.

Image not found or type unknown
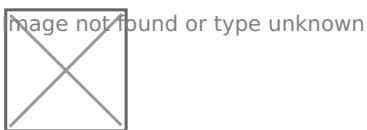
# McAfee Products

While McAfee has removed spam protection in the latest Anti-Virus software- You may still have a version that offers spam filtering.

1. In order to add **SmartEngage** to the friends whitelist, please open McAfee and click on **Web & Email Protection**.

2. Then click on **Anti-Spam**

There you can see various settings. You can change the spam protection level, change filter settings, etc.

- Click on **Friends list**
- - Please add **support@smartengage.com** to your "Friends List" to always allow emails from **SmartEngage**.


Image not found or type unknown
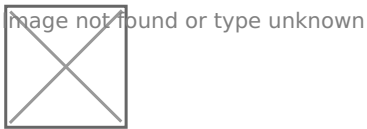
# Trend Micro

If you received an email message that was incorrectly moved to the Spam Mail folder by the Anti-Spam Toolbar you can prevent this from occurring in the future.

The Anti-Spam Toolbar detects spam by looking for certain keywords in the email's subject or body. Occasionally, it may detect what you consider legitimate email as spam.

**To prevent this from occurring you can do either of the following:**

1. - Add the **SmartEngage** to the list of Approved Senders.
2. - Decrease the Spam Email Filter Strength.

**Note:** You can also select the email and click Not Spam to report it to Trend Micro. However, this feature serves only as a reference to their spam database, and it may not have an effect on how the toolbar detects spam.

Add the sender to the list of Approved Senders:

1. - Open Microsoft Outlook.
2. - Click the Spam Mail folder then select the legitimate email detected as spam.
3. - Click **Approve Sender** on the toolbar.
4. - Click **Yes** when the confirmation message appears.

Decrease the Spam Email Filter Strength:

1.  - Open Microsoft Outlook.
2.  - Click Trend Micro Anti-Spam then click Settings.
3.  - On the Spam Filter tab, move the slider bar to select a lower filter strength.
4.  - Click OK to save your settings.

# Spam Filters


Image not found or type unknown
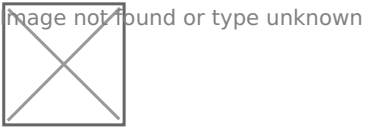
# Cloudmark SpamNet

Cloudmark filters email based on content footprints. To assure our email has not been mis-identified as spam:

1.  - Select Cloudmark | Options... from the Cloudmark SpamNet toolbar in Outlook.
2.  - Click Advanced.
3.  - Go to the Whitelist tab.
4.  - Click the Add button.
5.  - Type: **support@smartengage.com**
6.  - Click OK.
7.  - Click OK.
8.  - Click Yes.
9.  - Click OK.


Image not found or type unknown
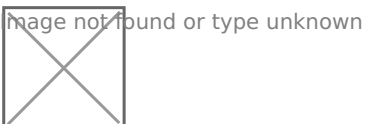
# SaneBox

Sanebox is not a filter, but a filtering system trained by you.

1. - Open your Webmail or Gmail where you use SaneBox.
2. - Open your @SaneLater folder.
3. - If you find an email from **SmartEngage** or an email from **support@smartengage.com** in @SaneLater...
4. - Please drag my email to your Inbox folder.
5. - By doing this you will always get our great content in your Inbox from now on!


Image not found or type unknown
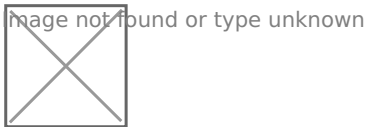
# Spam Assassin

Spam Assassin is usually administered by your server admin. Please contact your admin and request that he or she:

1. - Add the following entry to your user_prefs file, which is found in the .spamassassin subdirectory on your web/mail server
2. - **whitelist_from support@smartengage.com**
3. - Save the user_prefs file or move the updated copy to your .spamassassin subdirectory.


Image not found or type unknown
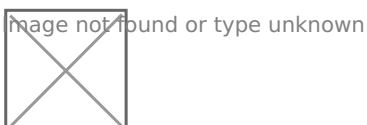
# Barracuda Networks

Occasionally, Barracuda Spam Firewall will mark a legitimate message as spam. There are two methods to whitelist email senders.

**Whitelist Quarantined Senders:**

1. - Open your email client. Barracuda should send you a summary each day listing quarantined items. Choose the most recent Barracuda email message.
2. - Locate the email from **SmartEngage** and the sender email address **support@smartengage.com** that you do not want quarantined in the future. Click on the word "Whitelist," which is in green print to the right of the email title. This will open your list in a web browser.
3. - Click the box to the left of the email that you would like to whitelist. At the top of the page, click "Whitelist." Barracuda will not block or quarantine the sender whose email address appears on the whitelist.

**Whitelist Senders and Domains:**

1. - Open your web browser. Navigate to your company's Barracuda firewall homepage.
2. - Click on the **Block/Accept** tab.
3. - Choose "Sender Domain Block/Accept." Enter the Domain name from **support@smartengage.com** to whitelist. For example, you can enter aol.com to allow all AOL addresses.
4. - You may enter a comment to remind you why you allowed this Domain. Click "Add."
5. - Click your mouse on the "Email Sender Block/Accept" tab. Enter the email address of an individual sender that you want to whitelist, such as "**support@smartengage.com**"
6. - Include a comment. Click "Add." In the future, Barracuda will not block emails from this sender.

# *Most Used Spam Filters*

# SPAMfighter

Highlight the email from **SmartEngage** with the email address **support@smartengage.com** to Whitelist.

Click "More" in the SPAMfighter Toolbar and select "Whitelist".

Here you can choose if you want to Whitelist the email address **support@smartengage.com** or the whole Domain.

To be sure that all emails from people in your Outlook contacts get through to you, you can import and Whitelist them.

**To do this, follow these steps:**

1. - Click "More" in the SPAMfighter toolbar.
2. - Then "Options"
3. - Then "Filter settings"
4. - Then "Blacklists & Whitelists"
5. - Then "Whitelist email address"
6. - Then "Import".
7. - Select your 'Address Book' and click on "Check all"
8. - Click "Add"
9. - Click "Apply"

If you get a pop-up box offering you to upgrade to SPAMfighter Pro, it is because you have exceeded the limit of 100 addresses. You can fix this by buying SPAMfighter Pro or by deleting some of the addresses in your Black/White list. If you want to delete addresses, please go to:

1. - Click More" in the SPAMfighter toolbar.
2. - Then "Options"
3. - Then "Filter settings"
4. - Then "Blacklists & Whitelists"

# Mail Washer

1. - Click Tools, then Blacklist & Friends.
2. - Click Add... on the right, the Friends list side.
3. - Make sure Plain email address is selected.
4. - Type: **support@smartengage.com**
5. - Click OK.
6. - Click OK.

# ChoiceMail

1. - Open ChoiceMail
2. - Click on the Senders tab
3. - Choose "Approve another Sender"
4. - Type in the sender email address **support@smartengage.com**
5. - Click on OK

# Spam Sleuth

1. - Select File, then Configure.
2. - Go to the Friends category.
3. - Make sure Active is checked.
4. - Type: **support@smartengage.com** on a line by itself in the entry field.
5. - Click OK.

SmartEngage is in no way associated with any of the brands, websites or applications quoted here. All Trademarks ® are the property of their respective owners.