

How do I re-send an email to undelivered recipients?

Michael C. - 2023-03-01 - Communication

When sending out emails, occasionally an email to a contact may be unable to be delivered and will be listed either as **Blocked** or **Bounced** within the Email Traffic Report. This indicates that there was an issue delivering the email to the recipient. For more information on Blocked or Bounced emails, as well as how to resolve these issues, please see the [Why are some members not receiving emails](#) and [How do I remove dropped or bounced emails from the blocked email list](#) articles.

How do I re-send undelivered emails?

Note

Resending an undelivered email becomes available 72 hours from when the original email had been sent out. If you are unable to resend an email, hover your mouse cursor over the action to view when it will become available.

1. Navigate to your club's website and click on the **Member Login** link near the top right corner of the page.
2. Enter your login credentials and click the **Login** button. You will be automatically redirected back to your homepage.
3. Click on the **Member Area** link near the top right corner of the homepage to access the member area.
4. Along the top of the screen, you will see several tabs. Click on the **Communication** tab.
5. Next, click on the **Email Services** option.
6. Locate the email you would like to re-send and click on the **Actions** drop-down menu button.

Club Communication

To modify or resend a message to the same recipients, click the Resend option. Use the Copy option to copy the email with the selected recipients.

Filter records: Display records

Show All Emails Show My Emails Only Active Emails Compose new message

Status	Subject	Owner	Actions
<input type="checkbox"/> Sent on Apr 28, 2022 at 10:41 AM	Upcoming Club Meeting 04/30	John Wilson	<input type="text"/>
<input type="checkbox"/> Sent on May 06, 2021 at 10:56 AM	Club Meeting Link	John Wilson	<input type="text"/>
<input type="checkbox"/> Sent on Feb 23, 2021 at 5:16 PM	Donation Inquiry	John Wilson	<input type="text"/>

Showing 1 to 25 of 41 records

7. A few different options will be listed for you. Click on the **Resend to Undelivered Recipients** option to resend your email.

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- View
- Stats
- Resend
- Resend to Undelivered Recipients**
- Make a Copy
- Delete

8. A confirmation message will appear. Click **Resend** to confirm and resend the email to the undelivered recipients.

Resend Email to Undelivered Recipients?

This will resend the **Recipients link** email to all recipients who failed to receive it due to non-delivery issues. Ensure that all non-delivery issues have been addressed before resending this email.

Cancel **Resend**

Related Content

- [How do I access the email traffic report?](#)
- [Why are some members not receiving emails? \(Blocked List\)](#)
- [How do I remove dropped & bounced emails from the blocked email list?](#)