Stop an email broadcast %

This article applies to:

Max Classic

Alert! Modifying an already queued email may not give you the results you desire. When you schedule an email broadcast to be sent at a day and time in the future, it is added to a broadcast queue until that time arrives.

Once the broadcast is scheduled, you cannot:

- Add or remove people from the queued list
- Edit the email template
- Update the day or time

If you need to change any of this information, then you must stop the scheduled broadcast, fix the problem, and then schedule a new broadcast.

- 1. Navigate to Marketing > Email & Broadcasts.
- 2. Go to Filter and select Scheduled.

| Campaign Builder 🗸 | Email & Broadcasts | Lead Generation | Templates | Dynamic Content | Legacy 🗸 | Reports ~ | Settin |
|-----------------------|--------------------|-----------------|-----------|-----------------|----------|-----------|--------|
| | | | | Sent | | | |
| Broadcast | IS | | | Sche | duled | | ~ |
| Emails Text message | s | | | Draft | | | |
| Search email broadd | casts | | | | | | : |
| Email | | | | | | | |
| test | | | Scheduled | | - | - | : |
| Scheduled Jul 21st at | t 9:30 AM | | | | | | • |

3. Next to the title of the **Broadcast** you wish to stop click on the menu to the far right of it. This gives you two options: **Make a Copy** and **Stop Sending**. If you made an error in the time when you want it to go out you can opt to **Make a Copy**.

If you wish to Stop the Broadcast from going out click on **Stop Sending**. When you select this option the system will automatically cancel the Broadcast from sending out.

| Broadcasts | | New broadcast 🗸 |
|---|--|--|
| Emails Text messages Search email broadcasts Email test Scheduled Jul 21st at 9:30 AM | Scheduled | Scheduled 💿 : |
| | 1.70.0.477552-hf-202207111106 EroadcastLandingPage 15 minutes role: mn156core3.web | ☐ Make a copyX Stop sending |

4. The Broadcast can be found now under the main Broadcasts tab and will be marked as **Cancelled by User**. If you did this in error click on the **Menu** options and you can select to **Resume Sending**

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| Broadcasts | | New broadcast \vee |
|---|-------------------|--|
| Emails Text messages Search email broadcasts | | ≂ Filter |
| Email test Cancelled by user Jul 13th at 5:04 PM | Cancelled by user | |
| Email test Edited on Jun 28th at 3:35 pm | Draft | □ Make a copy▷ Resume sending |
| Email test | Draft | |