

Email engagement report - manage status, tag open, and view reported spam

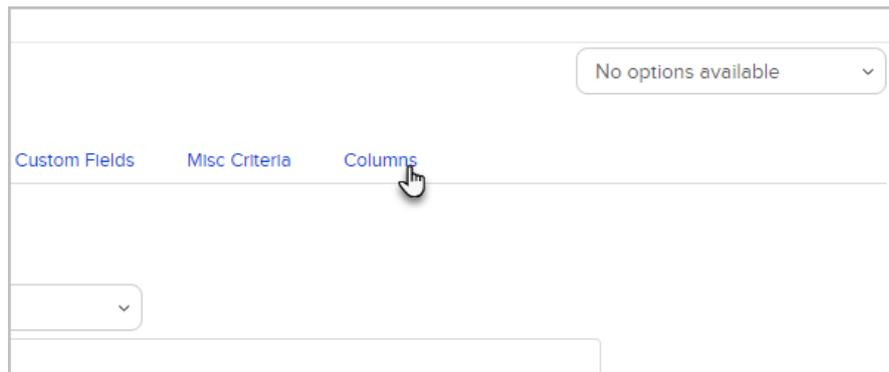
This article applies to:

The email status search report will display a list of contacts based on their email status (i.e. bounce, opt-in, opt-out, etc.). Here are the most used search criteria and an example of the results.

Manage the marketability status of contacts

Manage the marketability status of your contact by opting in, validating, sending a confirmation email, or unsubscribing them manually.

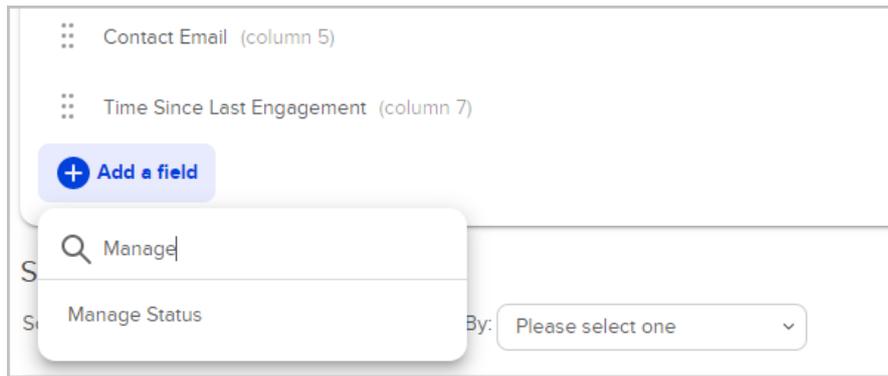
1. Go to **Reports** in the left menu
2. Click **Email engagement tracker**
3. Go to **Columns**



4. Click **Add a field**

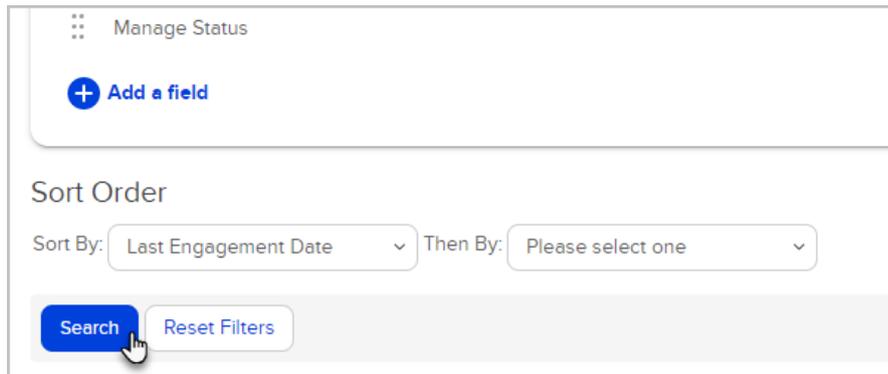


5. Search for **Manage Status**

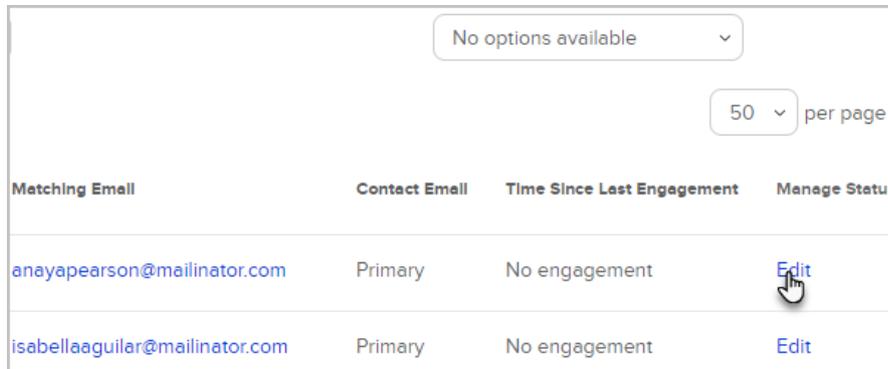


6. Add any other fields or search criteria

7. Click **Search**

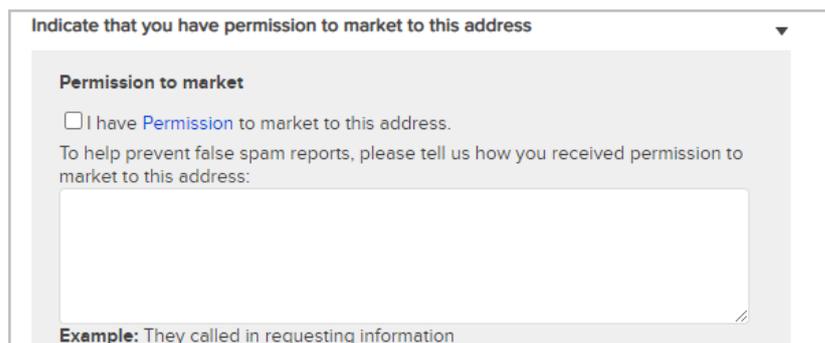


8. Click **Edit** located under the **Manage Status** column



9. From the **Current status** tab, you can:

- Indicate that you have permission to market to this address - If the contacts were imported and/or manually added without indicating permission, you can indicate it was given here.



- **Mark this address as valid** - When an email address sends back a hard bounce error you can validate it. For more information regarding email bounce, [click here](#)

Current Status: Hard Bounce

This person's email address has hard bounced.

You will be able to send individual emails, but broadcast and Follow-Up Sequence emails will not be delivered.

You can:
Mark this address as valid ▼

Validate this email address

[Validate Email](#)

- **Send confirmation email** - If you have permission to market to an address, you can send a confirmation email including a link the contact can click to confirm their email address.

You may send marketing emails to this address.

You can:
Send confirmation email ▼

Email Confirmation

Want to preview or edit your email before sending? Visit the Email Confirmation template in the [Branding Center](#).

[Send Email](#)

Manually opt-out this address ▶

- **Manually opt-out this address** - select **Default Opt-Out** from the drop-down list. This contact will no longer receive marketing emails from your automations and broadcasts. You can still send them one-off emails.

You can:
Send confirmation email ▶
Manually opt-out this address ▼

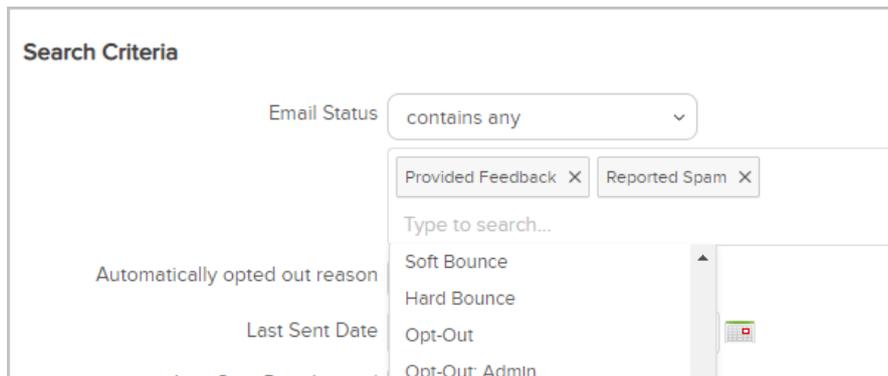
Manually Opt-out

Pick an opt-out configuration:

[Default Opt-Out](#) ▼ [Submit](#) or [Cancel](#)

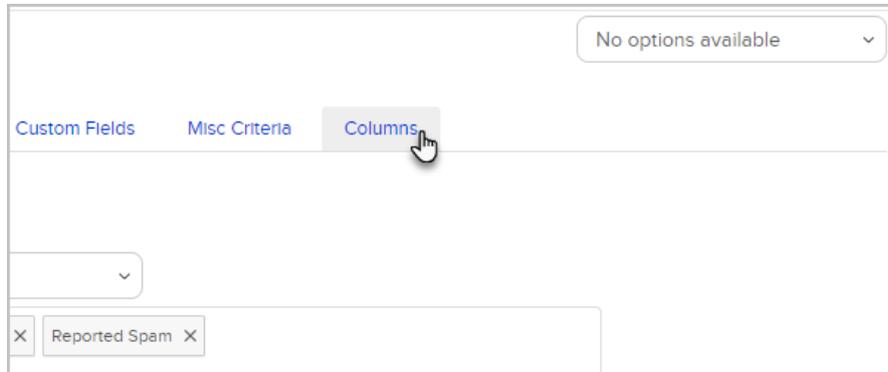
Find contacts who reported spam or provided feedback

1. Go to **Reports** in the left menu
2. Click **Email engagement tracker**
3. Add the **Provided Feedback** and **Reported Spam** email statuses to your search criteria and ensure the Email Status option is set to "contacts any"



- **Provided Feedback:** The person marked the email as spam through their ISP (e.g. AT&T, CenturyLink, etc.)
- **Reported Spam:** The person marked the email as spam through an Keap opt-out link. When this happens, the person has the option to add additional feedback

4. Open the **Columns** tab



5. Click **Add a field**



6. Add the **Status** and **Manage status** fields along with any other fields you want to include in your search results

7. Click **Search**

☰ Manage Status

[+ Add a field](#)

Sort Order

Sort By: Then By:

[Search](#) [Reset Filters](#)

8. Click **Edit** located under the **Manage Status** column

No options available

50 per page

Matching Email	Contact Email	Time Since Last Engagement	Manage Status
anayapearson@mailinator.com	Primary	No engagement	Edit
isabellaaguilar@mailinator.com	Primary	No engagement	Edit

9. Open the **Status History** tab to read the comments the contact posted when they registered an internal spam complaint.

10. Comments are not required. If you do not see any comments, the person who submitted the spam complaint did not post a comment.

[Current Status](#) [Status History](#)

Date Processed	Type	Processed By	Notes	Feedback Type	Feedback Comment
4/24/2017 6:00 PM	Reported Spam	Jon Levin	Unsolicited: Opt Out Form: Thu Jan 31 15:36:06 EST 2013: 71.249.199.69	Spam	I'm already receiving these messages at my other email address