Resend an Email/SMS Campaign Message
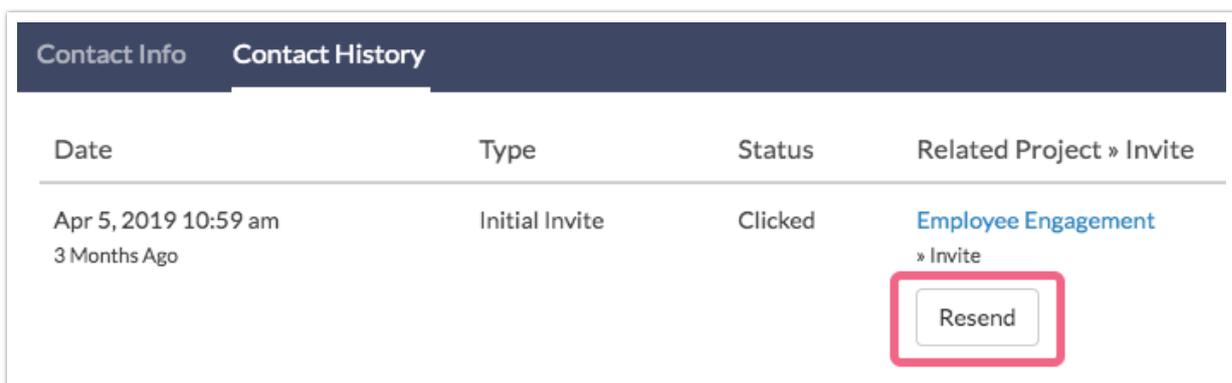
Looking to Resend an Email Campaign or SMS Campaign message? There are a couple of ways to achieve this!

Resend a Specific Message to a Specific Contact

1. If you are looking to resend, say, the initial invite of your email or sms campaign to a specific contact (or a handful of contacts) go to the **Contacts** screen of the Campaign.

2. Click on the specific contact you wish to resend to. On the **Contact History** tab, each message that has been sent to this contact from your email/sms campaign will be listed with the date and time the message was sent, and the status.

3. To resend a message click the **Resend** button on the specific message you wish to resend.

Once you've clicked Resend, you'll see the re-sent message along with the original message. You can continue to resend the original message as many times as necessary.

Resend to All or a Bulk of Your Contacts

Once a message has been sent to a given contact it cannot be re-sent on the **Send Campaign** page. In order to resend a given message, you have a couple of options.

The easiest approach is to add a Reminder message. Even if you are looking to resend an initial invite message this is the easiest approach. You can edit the reminder message body and subject line to remove all reference of the word *reminder* and send this out. It will look like an initial invite to the recipient. Then head over to the **Send Campaign** page and all contacts who have not completed the survey will be listed as pending for your new invite.

If you are looking to resend a Reminder message this is easier still! Simply copy the reminder and head over to the **Send Campaign** page and all of your contacts who have not completed the survey will be listed as pending for your new reminder.

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