

Configure alerts

Alert center

To enter the Alert Center, select *Settings > List settings > Alert center* in the left-side navigation.

The screenshot shows the Alert Center interface. At the top, there are tabs for 'Alerts' and 'Sender'. Below this, there are filter tabs for 'Subscribe/Unsubscribe', 'SMTP+', 'List+', 'Bounce', 'Queue', and 'SMS'. The main area contains a table with columns: Status, Subject, Type, Frequency, and Actions. There are two rows of alerts, both for 'New subscribers'. The first row has a status of 'x' and a frequency of 'Monthly'. The second row has a status of '✓' and a frequency of 'Weekly'. Below the table is a 'Go to' search bar and a dropdown menu set to '10'. At the bottom right, there is a blue 'Add new alert' button. Below the table, there is a section for 'Unsubscribe alert message' with a toggle switch set to 'OFF' and a green 'Save' button.

From this page, you can add, edit, disable or delete a notification. Notifications can be sent by email with the desired frequency, and they can contain one or more notifications. If you select "when needed" in alert configuration, each event will trigger a push email notification.

Here is a list of the available notifications:

- **Subscribe:** sent when a new contact subscribes to the list
- **Unsubscribe:** sent for each contact who unsubscribes (*available only as push notification to a specific email address*)
- **SMTP+**
 - **Account block:** sent when your MailUp account has been blocked
 - **Sender domains:** sent when the sender email address does not match one of the domains that have been configured
 - **Alert on recipient opt-out:** sent each time a user unsubscribes
 - **SMTP+ send problem:** sent when there is a problem with the SMTP+ functionality of the platform
- **List+**
 - **List+ message sending is being processed:** sent when a message sent with List+ has been added to the sending queue.
 - **Problem with List+ message:** sent when there is an issue sending a List+ message
- **Bounced email:** sent when the recipient's email address cannot be reached. It helps keep your lists clean and find out incorrect addresses.
- **Queue:** sent when a message cannot be sent due to a missing attachment or embedded image
- **SMS:**
 - **Low SMS credit balance:** sent when available credits fall below a specified amount
 - **SMS message not sent for insufficient credits:** sent when message cannot be sent due to an insufficient credit balance
 - **SMS campaign sent successfully:** sent when an SMS campaign has been successfully sent out

We suggest that you should set bounce email notification with a frequency depending on how you use the SMTP+ feature.



- if you are using SMTP+ to send your **personal (e.g. Outlook) or transactional (e-commerce related) email messages**, set the values **"As needed"** and **"Notify sender"**. This way, you (or the sender) will be able to react in time to possible errors.
- if you are using SMTP+ to send high volumes of **non-urgent messages (e.g. RSS from your blog)**, set **"Monthly"** frequency, and you will receive a list of all the bounced emails in one message.

Configuring a notification

Enable OFF

Pick the event for which the notification will be sent

Subject

Text

Frequency

Notification contacts: technical administration sales Abuse and Privacy (will be shown to complainers)

Notification sender

Notify this user

Save

In order to configure a notification, you have to insert the following parameters:

- Type
- Subject (e.g. new subscribers this week)
- Frequency, i.e. how often the notification will be sent (it is also possible to set frequency to "when necessary" to be instantly notified when the event happens)
- A text that will be shown in the notification
- Users that will receive the notification