

Recipient channels

Through this page, you can access the recipient database divided into two channels:

- [Email](#)
- [SMS](#)

From each of these channels, functions can be performed relative to recipient status:

- **Subscribed**: a recipient that has opted in to receive communication, either via email or SMS.
- **Unsubscribed**: a recipient that has opted out of receiving messages, either email or SMS.
- **Pending**: a recipient that has yet to confirm their subscription (generally someone that has not successfully completed the **double opt-in** procedure)

For example, to access Unsubscribed email recipients (named *unsubscribers*), go the **Recipient tab > Email > Unsubscribed**.

For the Email channel only, it is also possible to access to **Bounces** section, where are listed those recipients who did not receive your email and whose client-server sent back an error message.