

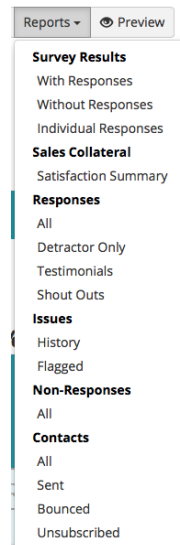
# What to do if an Email Bounces

It is important to receive the maximum number of survey responses. Updating bounced emails is essential for your overall response rate and NPS. You can view the number of bounces in the Data Trends tab. You should see something that looks like this:

Average	9.4
Surveys Completed	62
Surveys Sent	129
Email Bounces	1



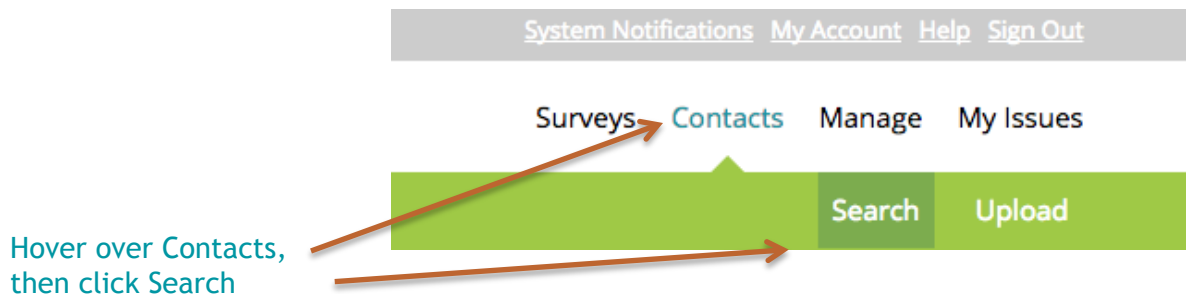
Download the Email Bounce list from the report menu on the top right of the page. Make sure you have the correct survey selected:



Reports ▾ Preview

- Survey Results**
  - With Responses
  - Without Responses
  - Individual Responses
- Sales Collateral**
  - Satisfaction Summary
- Responses**
  - All
  - Detractor Only
  - Testimonials
  - Shout Outs
- Issues**
  - History
  - Flagged
- Non-Responses**
  - All
- Contacts**
  - All
  - Sent
  - Bounced
  - Unsubscribed

Once you have reviewed the bounced emails and have an updated email, you can edit and resend the initial survey from your ClearlyRated [dashboard](#):



System Notifications My Account Help Sign Out

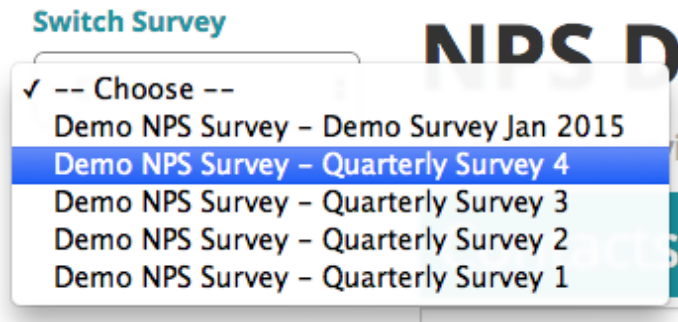
Surveys **Contacts** Manage My Issues

Search Upload

Hover over Contacts, then click Search

# What to do if an Email Bounces

Once you are on the Contact Search page, click on the menu to the left of your screen to select the survey where you will be updating the bounced emails:



You can search for a specific contact in the search field and click directly on their name to edit their contact info:

## Edit Gerald Kennedy

SURVEY LINK

<https://t.inavero.com/tevmcdc/306?lang=en&cid=tbc6b6818f7234f4bba8c3a9d5da7a65b>

UNSUBSCRIBE LINK

<https://manage.inavero.com/unsubscribe/project/tbc6b6818f7234f4bba8c3a9d5da7a65b>

Update email address here



FIRST NAME

Gerald

LAST NAME

Kennedy

EMAIL

gerald.kennedy@inavero.com

COMPANY

Napster

TITLE

Title

PHONE

677-077-3722

SIGNATURE NAME

Signature Name

SIGNATURE TITLE

BRANDS

NPS Demo x

BRANCHES

Software Development x

REGIONAL MANAGERS

Jim Halpert (Southwest) x

SALES MANAGERS

Darryl Philbin x

TAGS

101 to 199 x

EMAIL NOTIFICATIONS

Select basic alerts

LANGUAGE

English

- Bounced
- Ask Testimonial

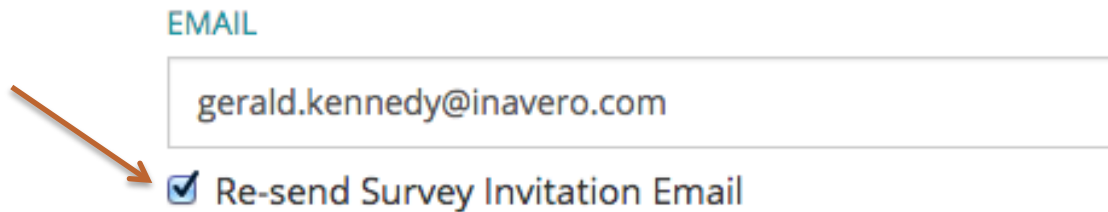
# What to do if an Email Bounces

Once you've updated their email address in the email field, you should see this box directly under the email field:

EMAIL

gerald.kennedy@inavero.com

Re-send Survey Invitation Email



Leave the “Re-send Survey Invitation Email” box checked and click the orange save button at the bottom of the screen to re-send the survey to the correct email address and you're all set! The system will automatically send the initial survey to the updated email address.

EMAIL

gerald.kennedy@inavero.com

Re-send Survey Invitation Email

COMPANY

Inavero

TITLE

Title

PHONE

Phone

SIGNATURE NAME

Ryen Salo

SIGNATURE TITLE

Account Manager

Save

