Sending a Follow up Email to Pending Entrants

Last Modified on 22/08/2016 10:11 am AEST

Quick Steps: Go to Events > Basic Information > Follow-Up Email To Pending

1. Within the Management Console, select **Events** from the top menu, then click on the event that you wish to set up the follow-up email for

2. Select **Basic Information** from the left hand expanded menu in the Event Console

3. Select **Edit** at the top of the screen

4. Go to the **Other** tab. Click the tick box next to **Follow Up Email to Pending Entrants**, and then choose whether this is sent 12, 24 or 36 hours after abandoning entry

4. Once you've update this, go to the **Follow Up Email to Pending** tab

5. Use the editor to set up the email that you wish to send to Pending Entrants, then click **Save**

The following merge fields are available:

FIRSTNAME - Entrant's Firstname

LASTNAME- Entrant's Lastname

URLPENDING - Takes entrant to the form previously filled out

Additional Information

Follow-up emails are sent to entrants who start to complete their entry for your event but never complete their registration through payment. These emails are sent automatically from the system 12, 24 or 36 hours after someone completes an entry for your event.

Setting up a custom email allows you to include further information about your event and its benefits to those potential entrants that don't complete their registration the first time around.

Related Articles

[template("related")]