





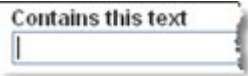
## How to Handle Bounced E-Mail

### What this is

People change email addresses frequently. Consequently when you send a bulk email, you will likely receive many bounce notices. This How To will provide a fast and easy way to edit the correct volunteer's profile so that you can change or remove the bad email address.

Prior to starting the steps below, check the bounced email notice and make note of the email address. You may also highlight and copy it for pasting later.

### How to do it

<p><b>Step 1</b></p>	<p>Log into the Admin Area of HelpCounter by going to <a href="http://www.helpcounterweb.com">www.helpcounterweb.com</a> and entering your administrative log on.</p> <p>If you are on the computer used for signing in, click on the work 'Admin' in the lower right corner of the main sign in window.</p>	
<p><b>Step 2</b></p>	<p>In the Administrative Area, click in the panel on the left side of the page labeled 'Roster &amp; Reports'.</p>	
<p><b>Step 3</b></p>	<p>Near the bottom of the page, click on 'Custom Search Page'.</p>	
<p><b>Step 4</b></p>	<p>Near the top of the page, select 'Email Address' as the item to search for..</p>	
<p><b>Step 5</b></p>	<p>Type or paste the bounced email address into the search box..</p> <p>Click on 'Update List'</p>	

<p><b>Step 6</b></p>	<p>Click on 'Update List' in the next box down.</p> <p style="text-align: right;"><b>List Display Options</b> <input type="button" value="Update List"/></p>
<p><b>Step 7</b></p>	<p>The volunteer's name should now appear in the volunteer list. If fact, it should be the only name unless they share the email address with some one else.</p> <p>Click on the volunteer's name to go straight to their profile to edit the email address.</p>
<p><b>Step 8</b></p>	<p>Edit or clear the email address.</p> <p><i>TIP: If you don't know the new email address, just leave it blank to stop the bounce notices.</i></p> <div style="border: 1px solid gray; padding: 2px; width: fit-content; margin-left: auto;"> <p>E-Mail helpcounter@gmail.com</p> </div>
<p><b>Step 9</b></p>	<p>Save your changes.</p> <p style="text-align: right;"><input type="button" value="Save Changes"/></p> <p>This will return you to the Search Page. Repeat these steps for each bad email address.</p>