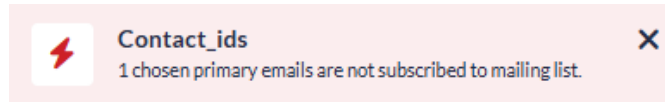


# Error Message - "primary emails are not subscribed to mailing list."

Last Modified on 03/10/2025 12:45 pm EDT

When creating and sending a **new Email Campaign**, you may receive the following error message when advancing to the Confirm & Send step.



To get around this error, the workaround is to **create a filter** to exclude any contacts who aren't subscribed to a mailing list.

First, from the left navigation head to *Filters > Add Filter* to build a filter for subscribed contacts only. See below for what those conditions should look like.

A screenshot of a filter creation interface. At the top, there are dropdowns for "Folder" (Default Fundraising Filters) and "Show me" (CONTACTS). To the right, a "Filter Explanation" reads: "Show me all Contacts where the value of Primary Email is subscribed and also where the value of Do Not Contact is not checked." Below this, it says "Matched 4636 out of 7790 CONTACTS". The main area contains two conditions, each in a purple bar with a trash icon on the right. The first condition is "1st CONDITION" and reads "where the Value of Primary Email Is Subscribed". The second condition is "2nd CONDITION" and reads "where the Value of Do Not Contact Is Not Checked". An "AND" dropdown is between the two conditions. At the bottom, there is a "+ ADD ANOTHER CONDITION" button and three buttons: "SAVE", "SAVE & PREVIEW", and "CANCEL".

Name your filter "Subscribers Only" (or something similar) > Save.

Next, apply the filter to a new Email Campaign by selecting Advanced Search > Advanced Filters. Locate the "Subscribers Only" filter > Apply.

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