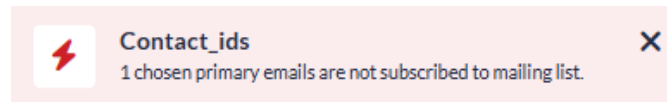


Primary emails are not subscribed to mailing list Error Message

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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's a "Folder" dropdown set to "Default Fundraising Filters" and a "Show me" dropdown set to "CONTACTS". To the right, a "Filter Explanation" says "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, a box shows "Matched 4636 out of 7790 CONTACTS". The main area contains two conditions, each in a purple box with a red trash icon. The first condition is "1st CONDITION" with "where the Value of Primary Email Is Subscribed". The second condition is "2nd CONDITION" with "where the Value of Do Not Contact Is Not Checked". An "AND" dropdown is between the two conditions. At the bottom, there's 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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