Cherry Connect

User Guide

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Pre-requisites

To use this application, you must have a subscription to one the supported e-mailing service. Please note we are not affiliated to any of these services. Please contact them to get more information about their offers.

Supported Service	Web site	Subscription Link
Mailjet	http://www.mailjet.com	https://app.mailjet.com/signup

Set up the extension

To set up the application,

1. Choose ⬛and type **Assisted Setup**.
2. Choose **Set up Cherry Connect**.
3. In the setup wizard that opens, select **Next**.

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Synchronize a segment

To synchronize a segment to your e-mailing service, follow these steps:

1. Choose ⬛and type **Segments**.
2. Select or create a new segment.
3. Choose ⬛and choose **Synch. with e-mailing service**.

You should get a confirmation message if the synchronization succeeds.

Important

If you modify your segment by adding or removing contacts, remember to synchronize the segment again with the e-mailing service.

View the segment in the e-mailing service

If the e-mailing service provider supports this feature, you can access to your campaign by following these steps:

1. Choose ⬛and type **Segments**.
2. Select or create a new segment.
3. Choose ⬛and choose **View e-mailing Campaign**.

This will open a new the campaign in a new page.

Frequently Asked Questions

1. How to get to know if a contact has unsubscribed from a segment?

You should first synchronize the segment with the e-mailing service.

Then, in the segment lines, you get the information in the field **Subscribed**. If the field is checked, it means the subscription is still active.

2. How to get to know if a contact is opening my e-mails?

You should first synchronize the segment with the e-mailing service.

Then, in the segment lines, you get the information in the field **Active**. If the field is checked, it means the contact opens your e-mails.

3. How-to change a contact subscription on a particular segment?

Go to the segment line and check or un-check the field **Subscribed**.

You should then synchronize the segment with the e-mailing service to apply the modification.

4. How-to unsubscribe a contact from all segments?

To unsubscribe a contact from all lists, follow these steps:

1. Choose and type **Contacts**.
2. Choose the contact you want to update and opens its card.

3. Un-check the field **Exclude from Segment**.

The update is immediately sent to the e-mailing service.

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