

Email Campaign FAQs and Troubleshooting Tips

Email Campaigns are one of our most popular features. It is also one of our most complex features. Below are some of the most frequently asked Email Campaigns questions.

Just getting started with email campaigns? Check out our [Email Campaign Guide](#).

- ⊕ What are the benefits of using a Alchemer email campaign instead of my personal email?
- ⊕ Why do I need to get authorized to send email?
- ⊕ Who can I send to via Alchemer?
- ⊕ How many emails can I send?
- ⊕ Anti-spam requirements for email campaign messages
- ⊕ Why am I receiving a "Warning! Your email isn't set up to track responses!" error?
- ⊕ What will my recipients see in the From field when I send an email from my Alchemer account?
- ⊕ Primary share link vs. email campaign links: What's the difference?
- ⊕ Why won't my contact list upload?
- ⊕ Why am I getting invalid emails in my import log?
- ⊕ Why am I receiving an "Error: Contact Failed to Upload" Email?
- ⊕ What's the difference between global and campaign-specific contact fields?
- ⊕ Why is my test email campaign message addressed to John Smith?
- ⊕ Why do my email campaign messages take so long to send?
- ⊕ How do I know if an email is bounced?
- ⊕ Why did my email bounce?
- ⊕ How do bounces affect my email campaigns?
- ⊕ What do I do to fix my suspended email campaign?
- ⊕ My AOL/Comcast addresses have high bounce rates!
- ⊕ Why does my email look different in Microsoft Outlook?
- ⊕ Is it possible to remove the survey link from an email campaign message?

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