

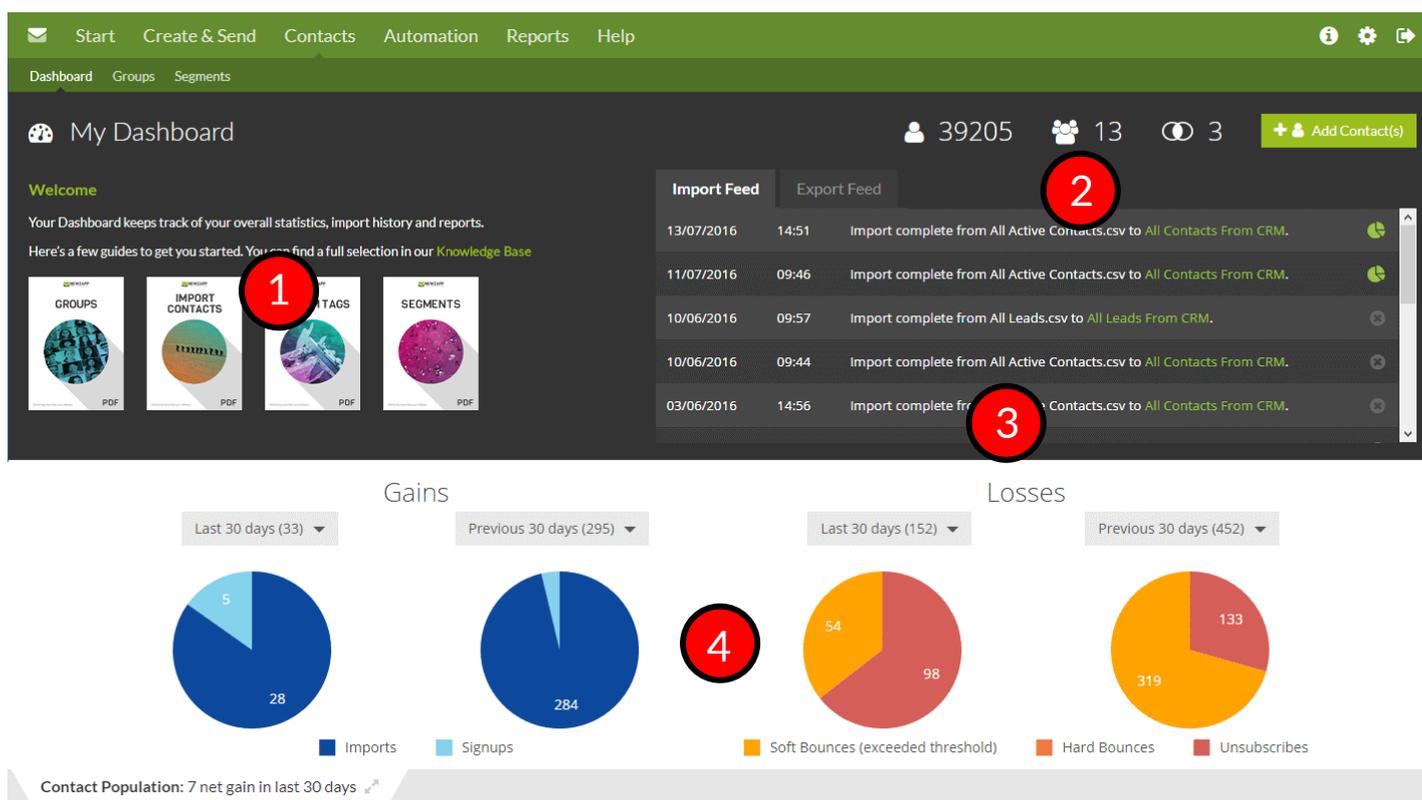
How to...
DASHBOARD



How to... Dashboard

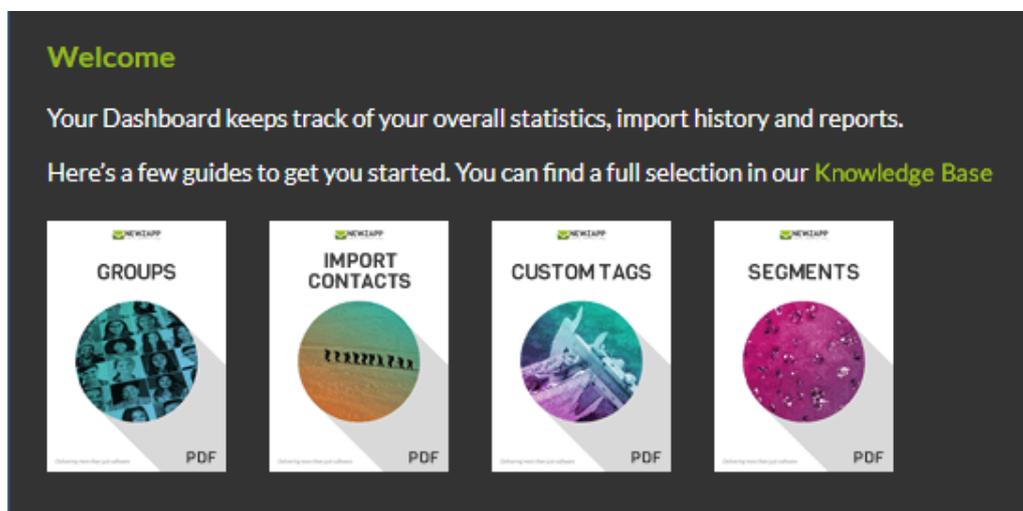
The Contacts Dashboard is an information zone. Here you can check your Contact, Group and Segment totals, add Contacts, find Help Guides like this one, keep track of and read import and export reports, and view your Contact population flow data.

What am I looking at?



1. [Welcome: How to get help](#)
2. [Account Metrics: Information at-a-glance](#)
3. [Feeds: Imports, Exports and Reports](#)
4. [Contact Population: The flow of Contacts through your Account](#)

Welcome: How to get help



The Welcome area is all about getting you settled in without taking up too much of your valuable time! This consists of a very short introduction to the Dashboard followed by colourful direct links to the most popular PDF guides and a link to our full [Knowledge Base](#).

These guides are designed to be short, quick reference skim-reads. Fear not the long-winded booklet of doom! Seriously, we just want you to feel happy here 😊

Account Metrics: Information at-a-glance



This quick-glance information tells you the number of Contacts in your Account, the number of Groups and the number of Segments. You can also Add Contacts directly from the Dashboard, be it just the one or a file import.

On certain types of Account you can also see your current [Active Contact](#) count in traffic light colours to warn you when you're close to running out.



Feeds: Imports, Exports and Reports

Import Feed	Export Feed		
13/07/2016	14:51	Import complete from All Active Contacts.csv to All Leads From CRM.	
11/07/2016	09:46	Import complete from All Active Contacts.csv to All Leads From CRM.	
10/06/2016	09:57	Import complete from All Leads.csv to All Leads From CRM.	
10/06/2016	09:44	Import complete from All Active Contacts.csv to All Contacts From CRM.	
03/06/2016	14:56	Import complete from All Active Contacts.csv to All Contacts From CRM.	
03/06/2016	14:11	Import complete from All Leads.csv to All Leads From CRM.	
03/05/2016	10:50	Import complete from Active-leads-May-03-2016.csv to All Leads From CRM.	

Import Feed

The Import Feed lists all ongoing and previously imported Contact data files in chronological order. During the import process you will see a progress bar, a percentage indication and a spinning loading icon on the right.

Once an import is complete you can click straight through to each Group you have imported into, or view a full Import Report by clicking the green pie chart icon. Reports are available for up to 2 weeks, after which the pie chart icon is replaced by a grey cross icon.

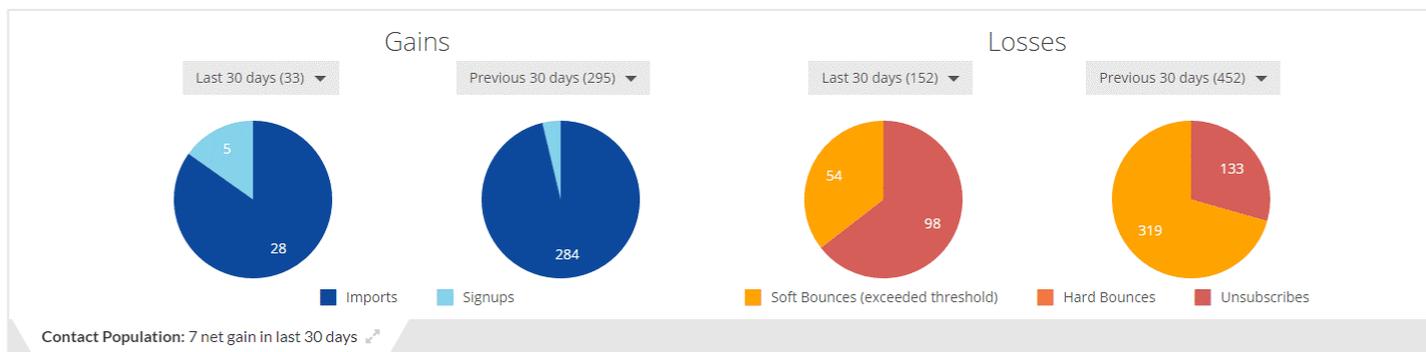
Export Feed

Similar to the Import Feed, the Export Feed shows you all ongoing and previously exported Contact data files. Clicking on the text link or the green download icon allows you to re-download previously exported data files.

If you're importing or exporting particularly large files and are waiting for them to complete, the Feed will indicate when they are ready.

For more information, see our full guides on [Importing](#) and [Exporting](#).

Contact Population: The flow of Contacts through your Account



The 4 pie charts in the lower area of the Dashboard show you the numbers of Contacts added and removed from your account over a given period of time, 30 days by default. Net gain or loss is shown on the tab at the bottom left of the screen.

Pies from left to right show:

1. Contacts added to your Account in the last 30 days
2. Contacts added to your Account in the 30 days before that (previous)
3. Contacts unsubscribed from your Account in the last 30 days
4. Contacts unsubscribed from your Account in the 30 days before that (previous)

The drop-downs above each pie chart let you change the time period for that chart. The other pie chart in the pair adapts to this time period if necessary.

Gains: Light blue indicates the Contacts were Signups, meaning the Contacts signed up to receive your campaigns themselves. Dark blue indicates Imports, meaning they were added to the Account by the owner or another admin user.

Losses: Light orange indicates that Contacts were unsubscribed after exceeding the Soft Bounce threshold. Dark orange indicates Contacts unsubscribed due a Hard Bounce. Red indicates they were unsubscribed by either the Account owner or the Contact themselves.

For more information about bounces, see our [Managing Bounces Guide](#).

For more information on getting the most from your NewZapp account, visit our [Knowledge Base](#) or contact us on support@newzapp.co.uk.