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Need eComm Help? Start Here. [1]

April 15, 2025 by jennifer.mortensen [2]

Click on the name of the tab below that matches the eComm category with which you require assistance:

- Salesforce
- Marketing Cloud
- Cvent
- eComm Specialists / Super Users

Now, click the + symbol next to the category that best describes your question to view available resources.

Note that items followed by a * can only be completed with the help of your eComm Specialist [3].

Training

- What is Salesforce? Where can I get an overview? [4]
- What Salesforce new user training is offered? [5]
- Quarterly Release Notes [6]
- **2023 Preference and Business Unit Optimization [7]**

Campaigns

- What is the difference between a campaign and a report? [8]
- What is the relationship between campaigns, reports, and data extensions? [9]
- How are campaigns connected to reports? [8]
- Why do campaigns have such complicated names? [10]
- How do I create a Salesforce campaign? [11]
- How do I modify or delete a campaign? [12]
- How do I add an individual contact to a Salesforce campaign? [11]
- How do I add contacts to a Salesforce campaign in bulk? [13]*
- Why can’t I see a certain campaign? [14]

- How do I share a campaign with another user? [14]*
- How do I share a campaign with a public group? [14]*

Chatter

- How do I post in Chatter? [15]
- How do I set my Chatter notifications? [15]
- Why am I not seeing all of my Chatter posts? [15]

Contacts

- How do I view a contact? [16]
- What is the difference between a Standard Contact and an Individual Contact? [17]
- How do I modify information on a contact (such as the email address)? [18]
- Why are there duplicate contact records? [19]
- How to I merge two or more contacts? [19]*
- How do I add a contact to a Salesforce campaign? [11]
- What are individual email results (IERs) and how can I use them? [20]
- How do I add contacts to Salesforce? [21]*
- How can I match new contacts against existing contacts to avoid creating duplicates? [13]*
- How will I know if a contact received my email? [20]
- How does a Salesforce contact relate to a Marketing Cloud Subscriber? [22]
- Is Salesforce GDPR compliant? [23]
- Understanding FERPA Flags [24]

Data

- What is eComm's data model? [25]
- What contacts exist in Salesforce? [25]
- Does Salesforce integrate with other CU data sources? [25]
- Is there an Entity Relationship Diagram(ERD)? [26]
- Is there a data dictionary? [27]
- Understanding FERPA Flags [24]
- Understanding Preferred Name [28]
- GeoCode Sunetting in 2023 [29]

Dashboards

- How would I view my Business Unit's email send data via a dashboard? [30]
- I want a dashboard for my email sends like the one on the Salesforce homepage. How do I create one? [31]*
- How do I view a Salesforce dashboard? [30]
- How do I filter a Salesforce dashboard? [30]
- How do I refresh a dashboard to be sure the data is current? [30]
- How do I subscribe to a Salesforce dashboard? [30]
- Why can’t I see a Salesforce dashboard? [14]

Email Preferences

- How do constituents manage their own email preferences? [32]
- How do I opt a contact out of all emails or specific email preferences? [33]*
- How do I opt a contact back in to all emails or specific email preferences? [33]*
- How do I change the name of an existing email preference? [34]*
- How do I create a new email preference? [34]*
- How do I respect a constituent's email preferences? [35]
- How do eComm specialists respect a constituent's email preferences? [36]*

Email Sends

- How do I view email send data in Salesforce? [37]

Events

- How do I locate my Cvent event in Salesforce? [10]
- How do I view event participation in Salesforce? [38]
- Why is my event campaign name so long in Salesforce? [10]

Folders

- How do I share folders and subfolders? [39]*

Integrations

- How are Marketing Cloud, Cvent and Salesforce integrated with one another? [25]
- How are CU's data sources integrated with Salesforce? [25]
- How does the Cvent-Salesforce integration work? [40]
- How can I find my Cvent event in Salesforce? [40]
- How can I get event guests added to Salesforce? [41]
- How can I track event attendees to get the most out of the Cvent-Salesforce integration? [42]
- GeoCode Sunetting in 2023 [29]

List Views

- What is a list view and how can it help me? [43]
- How do I create new list view or clone an existing one? [43]
- How do I switch between different list views? [43]
- How do I pin a list view? [43]

Logging In

- What is the login URL for Salesforce? [44]
- How do I reset my Salesforce password? [44]
- I am not receiving Marketing Cloud's identity validation email. What should I do? [45]

Notifications (Chatter)

- How do I post in Chatter? [15]
- How do I set my Chatter notifications? [15]
- Why am I not seeing all of my Chatter posts? [15]

Quarterly Release Notes

- Quarterly Release Notes [6]

Reports

- How do I build Salesforce reports? [46]*
- What is the difference between a campaign and a report? [8]
- What is the relationship between reports, campaigns, and data extensions? [9]
- Why do reports have such complicated names? [10]
- How do I request a new report? [47]
- How do I modify an existing report? [46]*
- What data can I use to build audience reports? [48]
- How do I view a report? [49]
- Reporting on Preferred Name.* [50]
- How do I share a report with another user? [14]*
- How do eComm specialist create Reports with CAN-SPAM compliance? [36]*
- GeoCode Sunsetting in 2023 [29]

Subscriptions

- Is there a way for me to grow my audience? [51]
- Can folks subscribe to receive my communications? [51]

Troubleshooting

- How do I add a photo to my Salesforce profile? [52]
- Why did a specific person not receive my email? [53]
- Why can’t I see a specific campaign, report, or dashboard? [14]
- I think I found a bug in Salesforce. What should I do? [54]
- I requested a change to a contact’s email address and was told the change was complete, but the old value is still showing. What should I do? [18]
- Why is a particular contact missing from my audience report? [55]
- Why can't I send a Marketing Cloud message? [56]

Unsubscribe

- How do unsubscribes work? [57]
- How can a constituent unsubscribe or subscribe to communications? [57]
- How can a user view a constituents' email preferences? [57]
- How can users avoid violating CAN-SPAM? [35]
- How do eComm specialists avoid violating CAN-SPAM? [36]*

Users

- How do I request to become an eComm user? [58]

Something Else...

If our documentation couldn't answer your question, please let us know. Submit a help ticket [59] so we can assist you.

Watch a short video [60] if you're curious about how tickets get you the best and quickest response.

Now, click the + symbol next to the category that best describes your question to view available resources.

Note that items followed by a * can only be completed with the help of your eComm Specialist [3].

Training

- What is Marketing Cloud? Where can I get an overview? [4]
- What Marketing Cloud new user training is offered? [61]
- Are there additional training opportunities for more advanced Marketing Cloud users? [62]
- What is CAN-SPAM and how does it pertain to me? [63]
- How can users avoid violating CAN-SPAM? [35]
- **2023 Preference and Business Unit Optimization [7]**

Accessibility

- What should I think about in terms of accessibility? [64]
- How can I ensure my email is accessible? [65]

Audience

- How can I email donors? [66]
- How do I select my audience? [67]
- How do I exclude an audience? [68]
- How can I email my audience using their campus email addresses? [69]

- Why are my audience report names so complicated? [10]
- Can I use the recipient's preferred name when communicating with my audience? [28]
- How do I add a new audience for my communications? [47]*

Automation

- How can I organize my work between Email Studio and Automation Studio? [70]
- How do I schedule a Salesforce Send Email in Automation Studio? [71]
- How do I schedule Data Extension imports in Automation Studio? [72]

Canceling an Email

- How do I cancel a scheduled send? [73]

CAN-SPAM

- What is CAN-SPAM? [74]
- What is the difference between a commercial and transactional email? [75]
- What are easy ways for users to avoid violating CAN-SPAM? [35]
- How can I check if my email will likely be caught in SPAM filters? [76]

Checklists & Quick Guides

All checklists & quick guides [77].

- Plan
  - Marketing Cloud Email Checklist [78]
- Test
  - Email Checklist (download) [79]
  - Email Checklist (electronic) [80]
- Audience & Sending
  - Update Audience Quick Tutorial (re-start Data Extension) [81]
  - Send Emails [82]
    - Salesforce Send Email Quick Tutorial [83]
    - Guided Send Quick Tutorial [84]
- For eComm Specialists
  - Creating Data Extensions [85]*

Data Extensions

- What is a data extension? [69]
- What is the relationship between data extensions, reports, and campaigns? [9]
- How do I build a data extension? [69]*
- Data Extension Creation 1-Pager [86]*
- How do I import/refresh a data extension? [69]
- Can I import CSV data into a data extension? [87]*
- How do I delete a data extension? [88]

- How do I recover a deleted data extension? [88]
- Can the preferred name be included in a Data Extension for personalization?* [50]

Dynamic Content

- Can Marketing Cloud emails have dynamic content that is custom to recipients based on pre-determined attributes? [89]
- Can I avoid sending multiple versions of similar emails by using Dynamic Content? [89]

Einstein

- What is Einstein in Marketing Cloud? [90]
- Is artificial intelligence (AI) available to increase engagement with my emails? [90]
    - As of Oct. 2022, eComm users can request Einstein to be enabled. Provide the name of the Business Unit(s) you wish to have Einstein in the spreadsheet [91] (along with some other details) and it will be enabled by the following Monday.

Email Content

- How can I create an “add to calendar” link in an email? [92]
- Where can I access CU-branded templates? [93]
- How do I save an email as a template? [94]
- How do I share an email? [95]*
- How do I create compelling content? [96]
- How do I use templates I've created to build an email? [97]
- How do I paste an HTML email? [98]
- How do I use an HTML button? [98]
- How can I check if my email will likely be caught in SPAM filters? [76]

Email From Information

- What are send classifications, sender profiles, and delivery profiles? [99]
- How do I change my email from name? [47]*
- How do I change my email from address? [47]*
- What is the CU Footer for All emails? [32]

Folders

- How can I stay organized in Marketing Cloud? [100]
- How can I organize Salesforce Send Emails? [100]
- How can I organize Data Extensions? [100]
- How can I organize Tracking? [100]

Forward to a Friend

- 'Forward to a Friend' Not Available [101]

HTML

- How do I paste an HTML email? [98]
- How do I use an HTML button? [98]

Images

- How should I size my images? [102]
- Where can I locate great CU photography? [103]

Journey Builder

- Can I pre-set a series of emails to deliver to an audience to be more efficient? [104]
- Can I create a pre-set series of emails to deliver to an audience, where the next email is based on how the recipient engaged with the previous email? [104]

Login and Password Help

- How do I change my password? [44]
- What is my username? [105]

Mobile

- How do I design for mobile? [106]
- How do I correct my top image display on mobile? [107]

Personalization

- How can I add personalization (from Salesforce) to my Marketing Cloud email? [28]
- How can I test or preview personalization in my email to ensure I did it correctly? [108]
- How can I add other personalized information (from outside of Salesforce) to my Marketing Cloud email? [109]*
- Preferred Name Rollout for eComm Specialists. [50]*

Reporting

- How do I use Discover Reports in Marketing Cloud? [110]
- How do I use the Audience Engagement Over Time report? [111]
- How do I use the Best Performing Send Day report? [112]
- How do I use the Deliverability - Complaint Rate report? [113]
- How do I use the Device Performance by Email Sends and Email Performance by Device reports? [114]
- How do I use the Recent Email Send Summary report? [115]

- How do I use the Time Between Send and Engagement report? [116]
- How do I Report on a preferred name? [50]

Send/Schedule an Email

- How do I send an email? [82] (Guided Send or Salesforce Send Email options)
- Where can I view/cancel my scheduled email? [117]
- What is the relationship between campaigns, reports, and data extensions? [9]
- Why do I need an email footer and what should be in it? [118]
- What is throttling and how do I do it? [119]
- What should I consider when scheduling an email? [120]
- How can I check if my email will likely be caught in SPAM filters? [76]

Share Email or Assets

- How do I share an email with another Business Unit? [121]*

Subject Lines and Preheaders

- How do I choose a subject line? [122]
- What is a preheader? [123]
- Can I add personalized data to the subject line and preheader? [124]
- How do I add an emoji to my subject line or preheader? [125]

Subscriptions

- Is there a way for me to grow my audience? [51]
- Can folks subscribe to receive my communications? [51]

Subscribers in Marketing Cloud

- What is a subscriber? [22]
- How can I view a subscriber? [126]
- How can I view subscriber status, and what do the statuses mean? [126]
- How do I reactivate a subscriber? [126]*
- How do I convert a subscriber key to a contact ID? [127]

Testing

- How do I send a test email? [128]
- What should I look for in a successful test? [129]
- What is an A/B test, and how do I perform one? [130]
- How can I test personalization? [108]
- Does the data appear in Salesforce? [131]
- How can I check if my email will likely be caught in SPAM filters? [76]

Templates

- Can I view CU and UCCS branded templates? [132]
- How can I access CU and UCCS branded templates? [133]
- How do I save an email as a template? [134]
- How do I use the templates I've created to build an email? [97]

Tracking and Reporting

- Why is tracking important? [135]
- Where can I view tracking information for my email? [136]
- How can I export tracking information for my email? [137]*
- How can I compare the data of different email sends? [137]
- What is Datorama? [138]
- What is Einstein? [90]

Troubleshooting

- My message ended up in a spam folder. How can I prevent this? [76]
- How do I fix a broken link in an email I've already sent? [139]
- Are there checklists that can help me do my job better? [140]
- With what browsers is Marketing Cloud compatible? [141]
- Why didn’t a contact receive my email? [53]
- Why can't I send emails from Marketing Cloud? [56]
- I can’t see the audience list I’m sending to. What should I do? [14]

Unsubscribe

- How do unsubscribes work? [57]
- How can a constituent unsubscribe or subscribe to communications? [57]
- How can a user view a constituent's email preferences? [57]

Users

- How do I add a new user or update a license? [142]*

'View in Browser'

- When does the 'View in Browser' link expire? [143]

Something Else...

If our documentation doesn't answer your question, please let us know. Submit a help ticket [59] so we can assist you.

Watch a short video [60] if you're curious about how tickets get you the best and quickest response.

Now, click the + symbol next to the category that best describes your question to view available resources.

Note that items followed by a * can only be completed with the help of your eComm Specialist [3]. Additionally, some of the links below require that you are logged into Cvent to access their help and resources.

Training

- What is Cvent? Where can I get an overview? [4]
- What Cvent training is available? [144]
    - Cvent Academy (including certifications) [145]
- How can I contact Cvent Help & Support? [146]
- Does Cvent offer training and support resources? [146]
- Quarterly Cvent Release Notes [147]

Abstract Management

- What is Abstract Management? [148]
- How do I get Abstract Management and other Cvent add-ons? [149]

Accessibility

- How can I plan an accessible event? [150]

Add-Ons (Abstract Mgmt., Attendee Hub, etc)

- What additional Cvent products are available for purchase? [149]

App

- Does Cvent have an app for event attendees? [151]
    - What is CrowdCompass? [151]
    - How far ahead should I plan if I'm going to use CrowdCompass? [151]
    - How much does CrowdCompass cost? [152]
    - Is there a way I can offset CrowdCompass costs? [152]
- Does Cvent have an app for event planners to check attendees in? [42]

    - What is OnArrival? [42]

Approval and Launch

- How do I submit my event for approval? [153]
- Why do I have to submit my event for approval? [153]
- How do I launch my event? [153]

Attendee Hub

- Does Cvent have a product to help support virtual or hybrid events? [154]
- What is Virtual Attendee Hub? [154]
- How do I get Attendee Hub and other Cvent add-ons? [149]

Capacity

- How do I give my event or agenda items a capacity? [155]

Checklists & Quick Guides

All checklists & quick guides. [77]

- Plan
    - Cvent Build Checklist [156]
    - Event Strategy Checklist [157]
- Test
    - Event Checklist (download) [158]
    - Event Checklist (electronic) [159]
- Event Approval & Launch
    - How-To Request Approval & Launch Event [160]
    - Event Approval Checklist (used by event approvers) [161]
    - What to check before opening registration (from Cvent) [162]
- Fundraising Events
    - Create a fundraising event [163]

Contacts

- How do I add a new contact type for my event? [47]*

CrowdCompass

- What is CrowdCompass? [151]
- Does Cvent have a mobile app to support events? [151]
- How do I get CrowdCompass and other Cvent add-ons? [149]

Email

Email Communication

- How can I communicate with past attendees? [164]
- How do I send event and session emails? [165]
- How can I ensure an email was sent and delivered? [166]
- Why wasn't an email delivered? [166]
- If I send an event reminder in Marketing Cloud, how do I exclude those who are already registered? [68]
- How can I use event participation data? [167]

Email Policies

- How do I send an event invitation through Cvent? [168]
- What event emails are sent through Cvent? [168]
- What is the difference between commercial and transactional communication? [169]
- Does my Cvent email need to have an unsubscribe option? [169]
- Do my Cvent emails need to contain the Cvent footer and privacy policy? [170]
- If a contact is opted out in Cvent, can I opt them back in? [166]

Email Setup

- How do I add a new event planner email address? [171]*
- What should my Cvent emails include? [170]
- Does my Cvent email need to have an unsubscribe option? [169]
- Do my Cvent emails need to contain the Cvent footer and privacy policy? [170]

Event Participants

- What are the different ways to record event participation? [172]
- Why should I bother recording event participation? [173]
- How can I use event participation data? [173]
- How do I access event participation data? [174]
- How do I record event participation data? [175]
- How do I view event participation in Salesforce? [176]
- How can I communicate with past attendees? [164]

Event Preparation

- What are planner alerts? [177]
- How do I print name badges and invoices in Cvent? [178]
- Can I track who didn't complete registration (abandoned registrants)? [179]

Financial Information

- What account code should I use? [180]
- What speedtype should I use? [180]

- What designation code should I use? [181]
- How do I get an account code, speedtype, or designation code added to Cvent? [47]*
- How do I issue a refund? [182]
- What is PCI compliance? [183]
- How can I accept credit card information outside Cvent? [183]
- What are Cvent's credit card fees? [184]
- How do I create a fundraising event? [181]
- What test credit card numbers can I use? [185]

Fundraising

- How do I create a fundraising event? [181]

Guests

- How do I configure my event to collect guest information (in addition to the primary registrant)? [186]
- How can I get event guests added to Salesforce? [187]

Images

- What image sizes should I use? [188]
- Where can I locate great CU photography? [103]
- Where can I learn more about CU branding? [189]

Integrations

- How does the Cvent-Salesforce integration work? [40]
- How can I find my Cvent event in Salesforce? [40]
- How can I get event guests added to Salesforce? [41]
- How can I track event attendees to get the most out of the Cvent-Salesforce integration? [42]
- Can I integrate Cvent with other platforms not supported by eComm? [190]

Invitation Forwarding

- How do I use invitation forwarding? [191]

Logging in and Password Help

- What is our Cvent account name? [105]
- What is my username? [105]
- How do I reset my password? [105]

On-Site Tools and Support

- How can I run a check-in at my event? [42]
- What is OnArrival? [42]
- Can I collect credit card payments on-site? [183]
- What devices support OnArrival? [42]
- Does OnArrival offer session check-in? [192]
- How can I get OnArrival Premium? [42]
- What is Event in a Box, and how much does it cost? [193]

Paid Event

- What account code should I use? [180]
- What speedtype should I use? [180]
- What designation code should I use? [163]
- How do I get an account code, speedtype, or designation code added to Cvent? [47]*
- How do I issue a refund? [182]
- What is PCI compliance? [183]
- How can I accept credit card information outside Cvent? [183]
- What are Cvent's credit card fees? [180]
- How do I create a fundraising event? [163]
- What test credit card numbers can I use? [185]

Portal (for Reports)

- How can I give someone else at CU access to event Reports (for free)? [194]
- How are Reports managed in the Portal?* [195]

Promote Event

- How do I promote my event? [196]

Questions

- Adding Event Questions [197]

Registration Types

- Adding Registration Types [198]

Reporting

- How do I run Reports for my event? [199]
- What is the portal and how do I get Reports published to it? [194]*
- How can a stakeholder get access to view Cvent reports in real time? [194]*
- How do I create a report of events created by one user? [200]*

- How can I leverage the data available in Cvent to show my event was successful? [201]

Sharing

- How do I share my event with another user? [202]

Support

- What kinds of support and resources can I get through Cvent? [146]

Survey

- Configure Event or Session Survey [203]
- How do I send a survey to my event participants? [203]

Templates

- Where can I view CU-branded event templates? [204]
- How do I access CU-branded event templates? [205]
- Where can I learn more about CU branding? [189]

Testing

- How should I test my event? [206]
- Is there a testing checklist that can help me be successful? [140]
- What test credit card numbers can I use? [185]
- Can I send a testing scenario to someone who isn't a Test User? [207]

Troubleshooting

- What are Cvent’s recommended browsers? [208]
- Special Characters in Cvent Event Titles & Payment Processing Issues [209]

Use

- Should I be a Cvent user? I host one event a year. [210]

Waitlists

- How do I set up event waitlists? [211]

Website

- Where do I find my event weblink? [196]

- How do I create a custom URL? [212]
- How do I hide my event from search engines? [213]

Something Else...

If our documentation couldn't answer your question, please let us know. Submit a help ticket [59] so we can assist you.

Watch a short video [60] if you're curious about how tickets get you the best and quickest response.

Now, click the + symbol next to the category that best describes your question to view available resources.

Apsona

- How do I add contacts using Apsona? [13]
- How do I match against existing contacts using Apsona? [13]
- How do I add campaign members in bulk using Apsona? [13]

Billing

- How is my campus billed for eComm licenses? [214]

Business Units and Marketing Cloud Permissions

- How do I grant access to a business unit or unit? [215]
- How do I view a user’s permissions? [215]
- How do I change a user's permissions? [215]
- What roles and permissions should a user have? [216]
- What roles and permissions should an eComm Specialist have? [216]
- How do I integrate a user with Salesforce? [217]
- How do I request a new business unit? [218]

Campaigns

- How do I add contacts to a Salesforce campaign in bulk? [13]
- How do I share a campaign with another user? [14]
- How do I share a campaign with a public group? [14]
- Why do campaigns have such complicated names? [10]
- How do I add contacts to a Salesforce campaign in bulk? [13]

Chatter

- How do I post in Chatter? [15]
- How do I set my Chatter notifications? [15]
- Why am I not seeing all of my Chatter posts? [15]

Checklists & Quick Guides

All checklists & quick guides [77].

- Creating Data Extensions [85]
- Event Approval Checklist (used by eComm specialists) [161]

Cvent

- How do I approve an event? [219]
- Is there a checklist I should use when approving an event? [140]
- How do I add a new contact type? [47]
- How do I add a new event planner's email address? [171]
- How do I get an account code, speedtype, or designation code added to Cvent? [220]
- How do I reset a user's password? [221]
- What is the Cvent Portal for Reports? [194]
- How do I manage Reports in the Cvent Portal? [195]
- How do I create a test user? [47]
- Can Cvent be integrated with other platforms not supported by eComm? [190]

Dashboards

- How do I create a dashboard? [31]

Data Extensions

- How do I build a data extension? [69]
- Data Extension 1-pager [86]
- Can I import CSV data into a data extension? [87]
- How do I unarchive data extensions? [7] (see blue box under eComm Specialist Impacts & Training)

Duplicates

- Why are there duplicate contact records? [19]
- How do I merge two or more contacts? [19]

Email Preferences

- How do I modify a contact's email preferences? [33]
- How do I change the name of an existing email preference? [222]

- How do I create a new email preference? [222]

Onboarding

- What steps are involved in the onboarding process? [223]
- How do I know if a user is a good candidate for an eComm license? [224]
- How do I know what requests are in the queue to be addressed next month? [225]
- How can I check who passed the required post-training quiz? [225]
- What tasks need to be completed if a new user is joining an existing group? [226]

Password Resets & Permissions

- Marketing Cloud
  - What access should a Marketing Cloud User have? [216]
  - How do I reset a user's password or help them with multi-factor authentication (MFA)? [215]
  - How do I grant access to a business unit or unit? [215]
  - How do I view a user’s permissions? [215]
  - How do I change a user's permissions? [215]
  - How do I integrate a user with Salesforce? [217]
- Cvent
  - What access should a Cvent user have? [227]
- General
  - What tasks must a user request from an eComm specialist? [47]
  - Is there a detailed breakdown of roles and responsibilities? [228]
  - What roles and permissions should a user have? [216]
  - What roles and permissions should an eComm Specialist have? [216]

Personalization

- How can I add personalized information (that is in Salesforce) to my Marketing Cloud email? [28]
- How can I add personalized information (that is not in Salesforce) to my Marketing Cloud email? [109]
- How do you preview/test personalization? [108]

Public Groups

- What is a public group? [229]
- How do I add users to an existing public group? [229]
- How do I create a new public group? [229]

Release Notes

- Quarterly Release Notes [147]

Reports

- How do I build Salesforce reports? [46]
- Check Report Unique Count [230]

Sender Profiles, Delivery Profiles, and Send Classifications

- How do I create a send classification? [231]
- How do I create a delivery profile? [231]
- What are send classifications, sender profiles, and delivery profiles? [99]
- How do I create a sender profile? [231]
- How do I verify a sender profile? [232]

Sharing

- How do I share an email? [95]
- How do I share in Salesforce (Campaigns, Reports, and Dashboards)? [14]
- How do I share a Cvent event with another user? [202]

Subscribers

- What is a subscriber? [22]
- How can I view a subscriber? [126]
- How can I view subscriber status and what do the statuses mean? [126]
- How do I reactivate a subscriber? [126]
- How do I convert a subscriber key to a contact ID? [127]

Training

- What new user training is offered? [233]
- How are new users notified of training? [225]
- What tasks are users responsible for vs. an eComm specialist? (access levels and how-tos) [228]
- CAN-SPAM Quiz | Easy ways to avoid violating CAN-SPAM [36]

Users

- All Users
    - Where can I view all of the license holders on my campus? [234]
- New Users
    - How do new users get access? [225]
    - What are my roles and responsibilities when onboarding a new eComm user? [235]
- Marketing Cloud
    - How do I reset a Marketing Cloud password? [215]
    - How do I unlock a user in Marketing Cloud [215]?
    - How do I change a user's password in Marketing Cloud? [215]
    - How do I integrate a Marketing Cloud user with Salesforce? [217]
    - Why can't my user send an email in Marketing Cloud? [236]

- Cvent
    - How do I reset a Cvent password? [237]
- Salesforce
    - How do I reset a Salesforce password? [44]

Display Title:
Need eComm Help? Start Here.
Send email when Published:
Yes

Source URL:https://www.cu.edu/blog/ecomm-wiki/need-help-start-here

Links
[1] https://www.cu.edu/blog/ecomm-wiki/need-help-start-here [2] https://www.cu.edu/blog/ecomm-wiki/author/13789 [3] https://www.cu.edu/ecomm/strategy/leadership [4] https://www.cu.edu/blog/ecomm-wiki/tool-overview [5] https://www.cu.edu/blog/ecomm-wiki/new-user-training-salesforce
[6] https://www.cu.edu/blog/ecomm-wiki/salesforce-quarterly-updates [7] https://www.cu.edu/blog/ecomm-wiki/preference-and-business-unit-optimization [8] https://www.cu.edu/blog/ecomm-wiki/salesforce-campaign-vs-salesforce-report [9] https://www.cu.edu/blog/ecomm-wiki/sending-reports-vs-data-extensions-vs-campaigns [10] https://www.cu.edu/blog/ecomm-wiki/naming-conventions
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issues [210] https://www.cu.edu/blog/ecomm-wiki/should-i-be-cvent-user [211]
https://www.cu.edu/blog/ecomm-wiki/cvent-waitlists [212] https://www.cu.edu/blog/ecomm-wiki/cvent-
custom-event-website-url [213] https://www.cu.edu/blog/ecomm-wiki/cvent-hiding-your-cvent-event-
search-engines [214] https://www.cu.edu/blog/ecomm-wiki/ecomm-billing-process
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