

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]

Cancelling 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]

HTML

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

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

Images

- How should I size my images? [101]
- Where can I locate great CU photography? [102]

Journey Builder

- Can I pre-set a series of emails to deliver to an audience to be more efficient? [103]
- 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? [103]

Login and Password Help

- How do I change my password? [44]
- What is my username? [104]

Mobile

- How do I design for mobile? [105]
- How do I correct my top image display on mobile? [106]

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? [107]
- How can I add other personalized information (from outside of Salesforce) to my Marketing Cloud email? [108]*
- Preferred Name Rollout for eComm Specialists. [50]*

Reporting

- How do I use Discover Reports in Marketing Cloud? [109]
- How do I use the Audience Engagement Over Time report? [110]
- How do I use the Best Performing Send Day report? [111]
- How do I use the Deliverability - Complaint Rate report? [112]
- How do I use the Device Performance by Email Sends and Email Performance by Device reports? [113]
- How do I use the Recent Email Send Summary report? [114]
- How do I use the Time Between Send and Engagement report? [115]
- 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? [116]
- What is the relationship between campaigns, reports, and data extensions? [9]
- Why do I need an email footer and what should be in it? [117]
- What is throttling and how do I do it? [118]
- What should I consider when scheduling an email? [119]
- 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? [120]*

Subject Lines and Preheaders

- How do I choose a subject line? [121]
- What is a preheader? [122]
- Can I add personalized data to the subject line and preheader? [123]
- How do I add an emoji to my subject line or preheader? [124]

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? [125]
- How can I view subscriber status, and what do the statuses mean? [125]
- How do I reactivate a subscriber? [125]*
- How do I convert a subscriber key to a contact ID? [126]

Testing

- How do I send a test email? [127]
- What should I look for in a successful test? [128]
- What is an A/B test, and how do I perform one? [129]
- How can I test personalization? [107]
- Does the data appear in Salesforce? [130]
- How can I check if my email will likely be caught in SPAM filters? [76]

Templates

- Can I view CU and UCCS branded templates? [131]
- How can I access CU and UCCS branded templates? [132]

- How do I save an email as a template? [133]
- How do I use the templates I've created to build an email? [97]

Tracking and Reporting

- Why is tracking important? [134]
- Where can I view tracking information for my email? [135]
- How can I export tracking information for my email? [136]*
- How can I compare the data of different email sends? [136]
- What is Datorama? [137]
- 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? [138]
- Are there checklists that can help me do my job better? [139]
- With what browsers is Marketing Cloud compatible? [140]
- 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? [141]*

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? [142]
 - Cvent Academy (including certifications) [143]
- How can I contact Cvent Help & Support? [144]
- Does Cvent offer training and support resources? [144]
- Quarterly Cvent Release Notes [145]

Abstract Management

- What is Abstract Management? [146]
- How do I get Abstract Management and other Cvent add-ons? [147]

Accessibility

- How can I plan an accessible event? [148]

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

- What additional Cvent products are available for purchase? [147]

App

- Does Cvent have an app for event attendees? [149]
 - What is CrowdCompass? [149]
 - How far ahead should I plan if I'm going to use CrowdCompass? [149]
 - How much does CrowdCompass cost? [150]
 - Is there a way I can offset CrowdCompass costs? [150]
- 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? [151]
- Why do I have to submit my event for approval? [151]
- How do I launch my event? [151]

Attendee Hub

- Does Cvent have a product to help support virtual or hybrid events? [152]
- What is Virtual Attendee Hub? [152]
- How do I get Attendee Hub and other Cvent add-ons? [147]

Capacity

- How do I give my event or agenda items a capacity? [153]

Checklists & Quick Guides

All checklists & quick guides. [77]

- Plan
 - Cvent Build Checklist [154]
 - Event Strategy Checklist [155]
- Test
 - Event Checklist (download) [156]
 - Event Checklist (electronic) [157]
- Event Approval & Launch
 - How-To Request Approval & Launch Event [158]
 - Event Approval Checklist (used by event approvers) [159]
 - What to check before opening registration (from Cvent) [160]
- Fundraising Events
 - Create a fundraising event [161]

Contacts

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

CrowdCompass

- What is CrowdCompass? [149]
- Does Cvent have a mobile app to support events? [149]
- How do I get CrowdCompass and other Cvent add-ons? [147]

Email

Email Communication

- How can I communicate with past attendees? [162]
- How do I send event and session emails? [163]
- How can I ensure an email was sent and delivered? [164]
- Why wasn't an email delivered? [164]
- 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? [165]

Email Policies

- How do I send an event invitation through Cvent? [166]
- What event emails are sent through Cvent? [166]
- What is the difference between commercial and transactional communication? [167]
- Does my Cvent email need to have an unsubscribe option? [167]
- Do my Cvent emails need to contain the Cvent footer and privacy policy? [168]
- If a contact is opted out in Cvent, can I opt them back in? [164]

Email Setup

- How do I add a new event planner email address? [169]*
- What should my Cvent emails include? [168]
- Does my Cvent email need to have an unsubscribe option? [167]
- Do my Cvent emails need to contain the Cvent footer and privacy policy? [168]

Event Participants

- What are the different ways to record event participation? [170]
- Why should I bother recording event participation? [171]
- How can I use event participation data? [171]
- How do I access event participation data? [172]
- How do I record event participation data? [173]
- How do I view event participation in Salesforce? [174]
- How can I communicate with past attendees? [162]

Event Preparation

- What are planner alerts? [175]
- How do I print name badges and invoices in Cvent? [176]
- Can I track who didn't complete registration (abandoned registrants)? [177]

Financial Information

- What account code should I use? [178]
- What speedtype should I use? [178]
- What designation code should I use? [161]
- How do I get an account code, speedtype, or designation code added to Cvent? [47]*
- How do I issue a refund? [179]

- What is PCI compliance? [180]
- How can I accept credit card information outside Cvent? [180]
- What are Cvent's credit card fees? [181]
- How do I create a fundraising event? [161]
- What test credit card numbers can I use? [182]

Fundraising

- How do I create a fundraising event? [161]

Guests

- How do I configure my event to collect guest information (in addition to the primary registrant)? [183]
- How can I get event guests added to Salesforce? [184]

Images

- What image sizes should I use? [185]
- Where can I locate great CU photography? [102]
- Where can I learn more about CU branding? [186]

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? [187]

Invitation Forwarding

- How do I use invitation forwarding? [188]

Logging in and Password Help

- What is our Cvent account name? [104]
- What is my username? [104]
- How do I reset my password? [104]

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? [180]

- What devices support OnArrival? [42]
- Does OnArrival offer session check-in? [189]
- How can I get OnArrival Premium? [42]
- What is Event in a Box, and how much does it cost? [190]

Paid Event

- What account code should I use? [178]
- What speedtype should I use? [178]
- What designation code should I use? [161]
- How do I get an account code, speedtype, or designation code added to Cvent? [47]*
- How do I issue a refund? [179]
- What is PCI compliance? [180]
- How can I accept credit card information outside Cvent? [180]
- What are Cvent's credit card fees? [178]
- How do I create a fundraising event? [161]
- What test credit card numbers can I use? [182]

Portal (for Reports)

- How can I give someone else at CU access to event Reports (for free)? [191]
- How are Reports managed in the Portal?* [192]

Promote Event

- How do I promote my event? [193]

Questions

- Adding Event Questions [194]

Registration Types

- Adding Registration Types [195]

Reporting

- How do I run Reports for my event? [196]
- What is the portal and how do I get Reports published to it? [191]*
- How can a stakeholder get access to view Cvent reports in real time? [191]*
- How do I create a report of events created by one user? [197]*
- How can I leverage the data available in Cvent to show my event was successful? [198]

Sharing

- How do I share my event with another user? [199]

Support

- What kinds of support and resources can I get through Cvent? [144]

Survey

- Configure Event or Session Survey [200]
- How do I send a survey to my event participants? [200]

Templates

- Where can I view CU-branded event templates? [201]
- How do I access CU-branded event templates? [202]
- Where can I learn more about CU branding? [186]

Testing

- How should I test my event? [203]
- Is there a testing checklist that can help me be successful? [139]
- What test credit card numbers can I use? [182]
- Can I send a testing scenario to someone who isn't a Test User? [204]

Troubleshooting

- What are Cvent's recommended browsers? [205]
- Special Characters in Cvent Event Titles & Payment Processing Issues [206]

Use

- Should I be a Cvent user? I host one event a year. [207]

Waitlists

- How do I set up event waitlists? [208]

Website

- Where do I find my event weblink? [193]
- How do I create a custom URL? [209]
- How do I hide my event from search engines? [210]

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? [\[211\]](#)

Business Units and Marketing Cloud Permissions

- How do I grant access to a business unit or unit? [\[212\]](#)
- How do I view a user's permissions? [\[212\]](#)
- How do I change a user's permissions? [\[212\]](#)
- What roles and permissions should a user have? [\[213\]](#)
- What roles and permissions should an eComm Specialist have? [\[213\]](#)
- How do I integrate a user with Salesforce? [\[214\]](#)
- How do I request a new business unit? [\[215\]](#)

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) [159]

Cvent

- How do I approve an event? [216]
- Is there a checklist I should use when approving an event? [139]
- How do I add a new contact type? [47]
- How do I add a new event planner's email address? [169]
- How do I get an account code, speedtype, or designation code added to Cvent? [217]
- How do I reset a user's password? [218]
- What is the Cvent Portal for Reports? [191]
- How do I manage Reports in the Cvent Portal? [192]
- How do I create a test user? [47]
- Can Cvent be integrated with other platforms not supported by eComm? [187]

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? [219]
- How do I create a new email preference? [219]

Onboarding

- What steps are involved in the onboarding process? [220]
- How do I know if a user is a good candidate for an eComm license? [221]
- How do I know what requests are in the queue to be addressed next month? [222]
- How can I check who passed the required post-training quiz? [222]
- What tasks need to be completed if a new user is joining an existing group? [223]

Password Resets & Permissions

- Marketing Cloud
 - What access should a Marketing Cloud User have? [213]
 - How do I reset a user's password or help them with multi-factor authentication (MFA)? [212]
 - How do I grant access to a business unit or unit? [212]
 - How do I view a user's permissions? [212]
 - How do I change a user's permissions? [212]
 - How do I integrate a user with Salesforce? [214]
- Cvent
 - What access should a Cvent user have? [224]
- General
 - What tasks must a user request from an eComm specialist? [47]
 - Is there a detailed breakdown of roles and responsibilities? [225]
 - What roles and permissions should a user have? [213]
 - What roles and permissions should an eComm Specialist have? [213]

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? [108]
- How do you preview/test personalization? [107]

Public Groups

- What is a public group? [226]
- How do I add users to an existing public group? [226]
- How do I create a new public group? [226]

Release Notes

- Quarterly Release Notes [145]

Reports

- How do I build Salesforce reports? [46]
- Check Report Unique Count [227]

Sender Profiles, Delivery Profiles, and Send Classifications

- How do I create a send classification? [228]
- How do I create a delivery profile? [228]
- What are send classifications, sender profiles, and delivery profiles? [99]
- How do I create a sender profile? [228]
- How do I verify a sender profile? [229]

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? [199]

Subscribers

- What is a subscriber? [22]
- How can I view a subscriber? [125]
- How can I view subscriber status and what do the statuses mean? [125]
- How do I reactivate a subscriber? [125]
- How do I convert a subscriber key to a contact ID? [126]

Training

- What new user training is offered? [230]
- How are new users notified of training? [222]
- What tasks are users responsible for vs. an eComm specialist? (access levels and how-tos) [225]
- 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? [231]
- New Users
 - How do new users get access? [222]
 - What are my roles and responsibilities when onboarding a new eComm user? [232]
-

Marketing Cloud

- How do I reset a Marketing Cloud password? [212]
- How do I unlock a user in Marketing Cloud [212]?
- How do I change a user's password in Marketing Cloud? [212]
- How do I integrate a Marketing Cloud user with Salesforce? [214]
- Why can't my user send an email in Marketing Cloud? [233]

- Cvent

- How do I reset a Cvent password? [234]

- 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>
- [11] <https://www.cu.edu/blog/ecomm-wiki/create-salesforce-campaign-and-add-campaign-members>
- [12] <https://www.cu.edu/blog/ecomm-wiki/modify-or-delete-salesforce-campaign>
- [13] <https://www.cu.edu/blog/ecomm-wiki/using-salesforce-apsona> [14] <https://www.cu.edu/blog/ecomm-wiki/salesforce-visibility-and-sharing> [15] <https://www.cu.edu/blog/ecomm-wiki/ecomm-notifications>
- [16] https://www.youtube.com/watch?v=06N1nEM_KOk&feature=youtu.be
- [17] <https://www.cu.edu/blog/ecomm-wiki/standard-contacts-vs-individual-contacts>
- [18] <https://www.cu.edu/blog/ecomm-wiki/updating-contact-information-salesforce>
- [19] <https://www.cu.edu/blog/ecomm-wiki/duplicate-contact-records-and-merges>
- [20] <https://www.cu.edu/blog/ecomm-wiki/salesforce-individual-email-results-iers>
- [21] <https://www.cu.edu/blog/ecomm-wiki/adding-and-matching-contacts-apsona>
- [22] <https://www.cu.edu/blog/ecomm-wiki/salesforce-contacts-marketing-cloud-subscribers>
- [23] <https://www.cu.edu/blog/ecomm-wiki/understanding-gdpr> [24] <https://www.cu.edu/blog/ecomm-wiki/understanding-ferpa-flags> [25] <https://www.cu.edu/ecomm/strategy/data-model-tools>
- [26] <https://www.cu.edu/blog/ecomm-wiki/salesforce-entity-relationship-diagram>
- [27] <https://docs.google.com/spreadsheets/d/1s0qta2ap5xIIM5xQOZ9e4Yc3lWBdbCOWA2z4OhFGGMg/edit#gid=11457>
- [28] <https://www.cu.edu/blog/ecomm-wiki/personalizing-your-email-preferred-name-or-other-attribute>
- [29] <https://www.cu.edu/blog/ecomm-wiki/geocode-salesforce-sunsetting-2023>
- [30] <https://www.cu.edu/blog/ecomm-wiki/salesforce-dashboards> [31] <https://www.cu.edu/blog/ecomm-wiki/creating-dashboard> [32] <https://www.cu.edu/blog/ecomm-wiki/constituent-management-email-preferences> [33] <https://www.cu.edu/blog/ecomm-wiki/manually-managing-email-preferences>
- [34] <https://www.cu.edu/blog/ecomm-wiki/creating-new-email-preference-category-or-modifying-existing-email-preference> [35] <https://www.cu.edu/blog/ecomm-wiki/easy-ways-avoid-violating-can-spam>
- [36] <https://www.cu.edu/blog/ecomm-wiki/easy-ways-ecomm-specialists-avoid-can-spam-violations>
- [37] <https://www.cu.edu/blog/ecomm-wiki/salesforce-email-send-data> [38] <https://www.cu.edu/blog/ecomm-wiki/view-cvent-event-participation-salesforce>
- [39] <https://www.cu.edu/blog/ecomm-wiki/sharing-salesforce-folders-and-subfolders>
- [40] <https://www.cu.edu/blog/ecomm-wiki/automatic-cvent-salesforce-integration>
- [41] <https://www.cu.edu/blog/ecomm-wiki/send-cvent-guests-salesforce> [42] <https://www.cu.edu/blog/ecomm-wiki/cvent-meet-cvent-check-app>

[43] <https://www.cu.edu/blog/ecomm-wiki/salesforce-list-views> [44] <https://www.cu.edu/blog/ecomm-wiki/how-login-0> [45] <https://www.cu.edu/blog/ecomm-wiki/i-am-not-receiving-marketing-clouds-identity-validation-email-what-should-i-do> [46] <https://www.cu.edu/blog/ecomm-wiki/salesforce-reporting>
[47] <https://www.cu.edu/blog/ecomm-wiki/add-account> [48] <https://www.cu.edu/blog/ecomm-wiki/using-data-build-your-audience> [49] <https://www.youtube.com/watch?v=OdYhw7qa3oM&feature=youtu.be>
[50] <https://www.cu.edu/blog/ecomm-wiki/preferred-name-rollout-ecomm-specialists>
[51] <https://www.cu.edu/blog/ecomm-wiki/subscriptions> [52] <https://www.cu.edu/blog/ecomm-wiki/adding-photo-salesforce-profile> [53] <https://www.cu.edu/blog/ecomm-wiki/someone-not-receiving-marketing-cloud-messages> [54] <https://www.cu.edu/blog/ecomm-wiki/addressing-salesforce-bugs>
[55] <https://www.cu.edu/blog/ecomm-wiki/contact-missing-audience-report> [56] <https://www.cu.edu/blog/ecomm-wiki/unable-send-email-or-start-data-extension>
[57] <https://www.cu.edu/blog/ecomm-wiki/unsubscribe-details> [58] <https://www.cu.edu/ecomm/request-access> [59] <https://www.cu.edu/ecomm/submit-help-ticket>
[60] <https://www.youtube.com/watch?v=FptZid3UB00> [61] <https://www.cu.edu/blog/ecomm-wiki/new-user-training-marketing-cloud-old2> [62] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-intermediate-training> [63] <https://www.cu.edu/blog/ecomm-wiki/can-spam-new-user-training>
[64] <https://www.cu.edu/blog/ecomm-wiki/accessibility-best-practices> [65] <https://www.cu.edu/blog/ecomm-wiki/4-strategies-creating-accessible-content> [66] <https://www.cu.edu/blog/ecomm-wiki/emailing-donors-ecomm> [67] <https://www.cu.edu/blog/ecomm-wiki/tips-tricks-selecting-your-audience>
[68] <https://www.cu.edu/blog/ecomm-wiki/exclude-audience-marketing-cloud-email>
[69] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-data-extension> [70] <https://www.cu.edu/blog/ecomm-wiki/organizing-your-work-ongoing-automation-studio-sends>
[71] <https://www.cu.edu/blog/ecomm-wiki/scheduling-salesforce-send-emails-automation-studio>
[72] <https://www.cu.edu/blog/ecomm-wiki/scheduling-data-extension-imports-automation-studio>
[73] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-view-scheduled-email-and-cancel-send>
[74] <https://www.cu.edu/blog/ecomm-wiki/new-user-training-intro> [75] <https://www.cu.edu/blog/ecomm-wiki/commercial-vs-transactional-whats-difference> [76] <https://www.cu.edu/blog/ecomm-wiki/keep-your-message-out-spam-folders-content-detective> [77] <https://www.cu.edu/blog/ecomm-wiki/checklists>
[78] https://www.cu.edu/system/files/pages/323899-UCCS%20%7C%20Lunch%20and%20Learn%3A%20eComm%20Handouts/docs/Building_Marketing_Cloud_Email
[79] <https://www.cu.edu/doc/marketing-cloud-testingpdf> [80] <https://goo.gl/forms/9fqmtHdMIKYjS5Oq1>
[81] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-data-extensions>
[82] <https://www.cu.edu/blog/ecomm-wiki/send-marketing-cloud-emails>
[83] <https://docs.google.com/document/d/1Th6uDSmHSYXAGR8IAH97sGDiWCLeX8WzNBEZ-39kc2E/edit?usp=sharing>
[84] <https://docs.google.com/document/d/1iizBvtuhP9oYUVFraMZ7RC9cTsomKE7KhPEkZHCoz8k/edit?usp=sharing>
[85] <https://www.cu.edu/doc/data-extension-1-pager20171107pdf> [86] <https://www.cu.edu/doc/072024data-extension-1-pagerpdf?download=true>
[87] <https://www.cu.edu/blog/ecomm-wiki/import-csv-file-data-extension> [88] <https://www.cu.edu/blog/ecomm-wiki/deleting-data-extension> [89] <https://www.cu.edu/blog/ecomm-wiki/dynamic-content> [90] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-einstein-overview>
[91] https://docs.google.com/spreadsheets/d/1ckSraoVn8Wntd8W05R3dqrvoOsxX7J5P_v2O5iPIPA/edit?usp=sharing
[92] <https://www.cu.edu/blog/ecomm-wiki/creating-add-calendar-link-marketing-cloud-email>
[93] <https://www.cu.edu/blog/ecomm-wiki/cu-and-uccs-branded-templates> [94] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-save-existing-email-template>
[95] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-sharing-email> [96] <https://www.cu.edu/blog/ecomm-wiki/tips-tricks-creating-your-content> [97] <https://www.cu.edu/blog/ecomm-wiki/using-custom-email-templates> [98] <https://www.cu.edu/blog/ecomm-wiki/html-marketing-cloud> [99] <https://www.cu.edu/blog/ecomm-wiki/sender-profiles-delivery-profiles-and-send-classifications> [100] <https://www.cu.edu/blog/ecomm-wiki/folders-marketing-cloud>
[101] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-image-best-practices>
[102] <https://www.cu.edu/blog/ecomm-wiki/cu-photography-resources> [103] <https://www.cu.edu/blog/ecomm-wiki/understanding-email-journeys> [104] <https://www.cu.edu/blog/ecomm-wiki/ecomm-upgrade-how-login> [105] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-designing-mobile>

[106] <https://www.cu.edu/blog/ecomm-wiki/correcting-image-display-mobile>
[107] <https://www.cu.edu/blog/ecomm-wiki/previewtest-email> [108] <https://www.cu.edu/blog/ecomm-wiki/import-file-data-extension> [109] <https://www.cu.edu/blog/ecomm-wiki/discover-reports-marketing-cloud>
[110] <https://www.cu.edu/blog/ecomm-wiki/audience-engagement-over-time>
[111] <https://www.cu.edu/blog/ecomm-wiki/best-performing-send-day> [112] <https://www.cu.edu/blog/ecomm-wiki/deliverability-complaint-rate> [113] <https://www.cu.edu/blog/ecomm-wiki/mobile-reporting-device-performance-email-sends-and-email-performance-device>
[114] <https://www.cu.edu/blog/ecomm-wiki/recent-email-send-summary> [115] <https://www.cu.edu/blog/ecomm-wiki/time-between-send-and-engagement>
[116] <https://www.cu.edu/blog/ecomm-wiki/viewing-andor-canceling-scheduled-email-send>
[117] <https://youtu.be/qf0cGHvDlt0?t=263> [118] <https://www.cu.edu/blog/ecomm-wiki/throttling-your-email-marketing-cloud> [119] <https://www.cu.edu/blog/ecomm-wiki/tips-tricks-scheduling-your-email>
[120] <https://www.cu.edu/blog/ecomm-wiki/sharing-email> [121] <https://www.cu.edu/blog/ecomm-wiki/tips-tricks-choosing-subject-line> [122] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-whats-pre-header>
[123] <https://www.cu.edu/blog/ecomm-wiki/personalizing-your-email> [124] <https://www.cu.edu/blog/ecomm-wiki/using-emojis-subject-lines-or-preheaders> [125] <https://www.cu.edu/blog/ecomm-wiki/subscribers-and-subscriber-status> [126] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-reporting-analytics>
[127] <https://www.cu.edu/blog/ecomm-wiki/sending-test-email> [128] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-edit-review-and-approve-test-email> [129] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-ab-testing> [130] <https://www.cu.edu/blog/ecomm-wiki/ab-testing>
[131] <https://www.cu.edu/ecomm/guidelines/ecomm-email-templates> [132] <https://www.cu.edu/blog/ecomm-wiki/branded-email-templates> [133] <https://www.cu.edu/blog/ecomm-wiki/save-existing-email-template> [134] <https://www.cu.edu/blog/ecomm-wiki/importance-tracking>
[135] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-new-user-training-0>
[136] <https://www.cu.edu/blog/ecomm-wiki/export-tracking-data> [137] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-intelligence-reports-overview> [138] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-update-broken-link-after-send> [139] <https://www.cu.edu/blog/ecomm-wiki/testing-checklists>
[140] <https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-graded-browser-support>
[141] <https://www.cu.edu/ecomm/ecomm-user-change> [142] <https://www.cu.edu/blog/ecomm-wiki/new-user-training-cvent> [143] <https://www.cu.edu/blog/ecomm-wiki/cvent-academy>
[144] <https://www.cu.edu/blog/ecomm-wiki/cvent-support-and-resources> [145] <https://www.cu.edu/blog/ecomm-wiki/cvent-quarterly-updates>
[146] <https://support.cvent.com/s/communityarticle/Creating-an-Abstract-Project>
[147] <https://www.cu.edu/blog/ecomm-wiki/cvent-add-ons-purchase> [148] <https://www.cu.edu/blog/ecomm-wiki/plan-accessible-events> [149] <https://www.cu.edu/blog/ecomm-wiki/cvent-crowdcompass>
[150] <https://www.cu.edu/blog/ecomm-wiki/investing-crowdcompass> [151] <https://www.cu.edu/blog/ecomm-wiki/cvent-standard-event-form-approval-launch>
[152] <https://www.cu.edu/blog/ecomm-wiki/cvent-virtual-attendee-hub>
[153] <https://support.cvent.com/s/communityarticle/How-do-I-give-my-event-or-agenda-items-a-capacity>
[154] https://www.cu.edu/system/files/pages/323899-UCCS%20%7C%20Lunch%20and%20Learn%3A%20eComm%20Handouts/docs/Building_Cvent_Event.pdf
[155] https://www.cu.edu/system/files/pages/323899-UCCS%20%7C%20Lunch%20and%20Learn%3A%20eComm%20Handouts/docs/Event_Planning_Checklist.pdf
[156] <https://www.cu.edu/doc/cvent-standard-testingpdf> [157] <https://goo.gl/forms/iG4pUbuhFypqF5Sf2>
[158] <https://www.cu.edu/blog/ecomm-wiki/cvent-event-approval-launch>
[159] <https://forms.gle/rY2SJN3s61V2CynQA> [160] <https://support.cvent.com/s/communityarticle/What-to-Check-Before-Publishing-Your-Event> [161] <https://www.cu.edu/blog/ecomm-wiki/creating-fundraising-events> [162] <https://www.cu.edu/blog/ecomm-wiki/communicate-past-event-attendees>
[163] <https://www.cu.edu/blog/ecomm-wiki/cvent-event-session-emails> [164] <https://www.cu.edu/blog/ecomm-wiki/cvent-confirming-emails-were-delivered>
[165] <https://www.cu.edu/blog/ecomm-wiki/use-event-participation-data> [166] <https://www.cu.edu/blog/ecomm-wiki/cvent-standard-creating-and-sending-emails>
[167] <https://www.cu.edu/blog/ecomm-wiki/cvent-standard-post-registration-transactional-emails>
[168] <https://www.cu.edu/blog/ecomm-wiki/designing-cvent-emails> [169] <https://www.cu.edu/blog/ecomm-wiki/cvent-event-planner-email-address> [170] <https://www.cu.edu/blog/ecomm-wiki/cvent-track-participation> [171] <https://www.cu.edu/blog/ecomm-wiki/3-ways-use-event-participation-data>
[172]

[https://support.cvent.com/apex/CommunityArticle?id=000030595&Lang=en_US&searchTerm=reporting%20](https://support.cvent.com/apex/CommunityArticle?id=000030595&Lang=en_US&searchTerm=reporting%20[173])

[https://support.cvent.com/apex/CommunityArticle?id=000002321&Lang=en_US&searchTerm=participation%20](https://support.cvent.com/apex/CommunityArticle?id=000002321&Lang=en_US&searchTerm=participation%20[174])

[https://www.cu.edu/blog/ecomm-wiki/ecomm-upgrade-view-cvent-participation-salesforce](https://www.cu.edu/blog/ecomm-wiki/ecomm-upgrade-view-cvent-participation-salesforce[175])

[https://support.cvent.com/apex/CommunityArticle?id=000002327&Lang=en_US&searchTerm=planner%20](https://support.cvent.com/apex/CommunityArticle?id=000002327&Lang=en_US&searchTerm=planner%20[176])

[https://support.cvent.com/apex/CommunityArticle?id=000002465&Lang=en_US&searchTerm=name%20b](https://support.cvent.com/apex/CommunityArticle?id=000002465&Lang=en_US&searchTerm=name%20b[177])

[https://support.cvent.com/apex/CommunityArticle?id=000002460&Lang=en_US&searchTerm=abandoned%20](https://support.cvent.com/apex/CommunityArticle?id=000002460&Lang=en_US&searchTerm=abandoned%20[178])

[https://www.cu.edu/blog/ecomm-wiki/cvent-accounting-quick-list](https://www.cu.edu/blog/ecomm-wiki/cvent-accounting-quick-list[179])

[https://www.cu.edu/blog/ecomm-wiki/cvent-paid-event#:~:text=the%20money%20yourself.-,Refunds,-Managing%20money%20is](https://www.cu.edu/blog/ecomm-wiki/cvent-paid-event#:~:text=the%20money%20yourself.-,Refunds,-Managing%20money%20is [180])

[https://www.cu.edu/blog/ecomm-wiki/cvent-payment-card-industry-pci](https://www.cu.edu/blog/ecomm-wiki/cvent-payment-card-industry-pci[181])

[https://www.cu.edu/blog/ecomm-wiki/cvent-credit-card-fees](https://www.cu.edu/blog/ecomm-wiki/cvent-credit-card-fees[182])

[https://www.cu.edu/blog/ecomm-wiki/cvent-what-test-credit-card-numbers-can-i-use-cvent](https://www.cu.edu/blog/ecomm-wiki/cvent-what-test-credit-card-numbers-can-i-use-cvent[183])

[https://support.cvent.com/s/communityarticle/Using-Guest-Registration](https://support.cvent.com/s/communityarticle/Using-Guest-Registration[184])

[https://www.cu.edu/blog/ecomm-wiki/ecomm-upgrade-update-cvent-send-guests-salesforce](https://www.cu.edu/blog/ecomm-wiki/ecomm-upgrade-update-cvent-send-guests-salesforce[185])

[https://www.cu.edu/blog/ecomm-wiki/cvent-flex-image-sizes](https://www.cu.edu/blog/ecomm-wiki/cvent-flex-image-sizes[186])

[https://www.cu.edu/blog/ecomm-wiki/cu-branding](https://www.cu.edu/blog/ecomm-wiki/cu-branding[187])

[https://www.cu.edu/blog/ecomm-wiki/cvent-integration-platforms-other-salesforce](https://www.cu.edu/blog/ecomm-wiki/cvent-integration-platforms-other-salesforce[188])

[https://www.cu.edu/blog/ecomm-wiki/cvent-standard-using-invitation-forwarding-cvent](https://www.cu.edu/blog/ecomm-wiki/cvent-standard-using-invitation-forwarding-cvent[189])

[https://support.cvent.com/apex/CommunityArticle?id=000067034&Lang=en_US&searchTerm=session%20](https://support.cvent.com/apex/CommunityArticle?id=000067034&Lang=en_US&searchTerm=session%20[190])

[https://support.cvent.com/apex/CommunityArticle?id=000066151&Lang=en_US&searchTerm=event%20in](https://support.cvent.com/apex/CommunityArticle?id=000066151&Lang=en_US&searchTerm=event%20in[191])

[https://www.cu.edu/blog/ecomm-wiki/cvent-portal](https://www.cu.edu/blog/ecomm-wiki/cvent-portal[192])

[https://www.cu.edu/blog/ecomm-wiki/how-manage-reports-portals](https://www.cu.edu/blog/ecomm-wiki/how-manage-reports-portals[193])

[https://www.cu.edu/blog/ecomm-wiki/cvent-weblinks](https://www.cu.edu/blog/ecomm-wiki/cvent-weblinks[194])

[https://support.cvent.com/s/communityarticle/Adding-Flex-Event-Questions](https://support.cvent.com/s/communityarticle/Adding-Flex-Event-Questions[195])

[https://support.cvent.com/s/communityarticle/Adding-Registration-Types](https://support.cvent.com/s/communityarticle/Adding-Registration-Types[196])

[https://www.cu.edu/blog/ecomm-wiki/cvent-report-events-created-user](https://www.cu.edu/blog/ecomm-wiki/cvent-report-events-created-user[197])

[https://www.cu.edu/blog/ecomm-wiki/cvent-making-data-impactful-and-actionable](https://www.cu.edu/blog/ecomm-wiki/cvent-making-data-impactful-and-actionable[198])

[https://www.cu.edu/blog/ecomm-wiki/cvent-share-your-event-other-users](https://www.cu.edu/blog/ecomm-wiki/cvent-share-your-event-other-users[199])

[https://support.cvent.com/s/communityarticle/Setting-Up-the-Event-Feedback-Survey?searchFor=survey&lang=en_US](https://support.cvent.com/s/communityarticle/Setting-Up-the-Event-Feedback-Survey?searchFor=survey&lang=en_US[201])

[https://www.cu.edu/blog/ecomm-guidelines/ecomm-event-templates](https://www.cu.edu/blog/ecomm-guidelines/ecomm-event-templates[202])

[https://www.cu.edu/blog/ecomm-wiki/cvent-event-testing](https://www.cu.edu/blog/ecomm-wiki/cvent-event-testing[203])

[https://support.cvent.com/s/communityarticle/Can-I-send-a-testing-scenario-to-someone-who-isn-t-a-Test-User](https://support.cvent.com/s/communityarticle/Can-I-send-a-testing-scenario-to-someone-who-isn-t-a-Test-User[205])

[https://www.cu.edu/blog/ecomm-wiki/cvent-unsupported-browsers](https://www.cu.edu/blog/ecomm-wiki/cvent-unsupported-browsers[206])

[https://www.cu.edu/blog/ecomm-wiki/special-characters-cvent-event-titles-payment-processing-issues](https://www.cu.edu/blog/ecomm-wiki/special-characters-cvent-event-titles-payment-processing-issues[207])

[https://www.cu.edu/blog/ecomm-wiki/should-i-be-cvent-user](https://www.cu.edu/blog/ecomm-wiki/should-i-be-cvent-user[208])

[https://www.cu.edu/blog/ecomm-wiki/cvent-waitlists](https://www.cu.edu/blog/ecomm-wiki/cvent-waitlists[209])

[https://www.cu.edu/blog/ecomm-wiki/cvent-custom-event-website-url](https://www.cu.edu/blog/ecomm-wiki/cvent-custom-event-website-url[210])

[https://www.cu.edu/blog/ecomm-wiki/cvent-hiding-your-cvent-event-search-engines](https://www.cu.edu/blog/ecomm-wiki/cvent-hiding-your-cvent-event-search-engines[211])

[https://www.cu.edu/blog/ecomm-wiki/ecomm-billing-process](https://www.cu.edu/blog/ecomm-wiki/ecomm-billing-process[212])

[https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-administrative-tasks](https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-administrative-tasks[213])

[https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-permissions](https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-permissions[214])

[https://www.cu.edu/blog/ecomm-wiki/integrating-marketing-cloud-user-salesforce](https://www.cu.edu/blog/ecomm-wiki/integrating-marketing-cloud-user-salesforce[215])

[https://www.cu.edu/blog/ecomm-wiki/changes-business-units](https://www.cu.edu/blog/ecomm-wiki/changes-business-units[216])

[https://support.cvent.com/apex/CommunityArticle?id=000038667&Lang=en_US&searchTerm=approve](https://support.cvent.com/apex/CommunityArticle?id=000038667&Lang=en_US&searchTerm=approve[217])

[https://www.cu.edu/blog/ecomm-wiki/cvent-how-setup-payment-information](https://www.cu.edu/blog/ecomm-wiki/cvent-how-setup-payment-information[218])

[https://support.cvent.com/s/communityarticle/Managing-Survey-Users#:~:text=Click%20Finish.-,Resetting%20Passwords,-1%20Access%20the](https://support.cvent.com/s/communityarticle/Managing-Survey-Users#:~:text=Click%20Finish.-,Resetting%20Passwords,-1%20Access%20the[219])

[https://www.cu.edu/blog/ecomm-wiki/changes-email-preferences](https://www.cu.edu/blog/ecomm-wiki/changes-email-preferences[220])

[https://www.cu.edu/blog/ecomm-training](https://www.cu.edu/blog/ecomm-training[221])

[https://www.cu.edu/blog/ecomm-access-training-discovery](https://www.cu.edu/blog/ecomm-access-training-discovery[222])

[https://www.cu.edu/blog/ecomm-wiki/monthly-license-change-requests](https://www.cu.edu/blog/ecomm-wiki/monthly-license-change-requests[223])

[https://www.cu.edu/blog/ecomm-wiki/new-user-added-pre-existing-units](https://www.cu.edu/blog/ecomm-wiki/new-user-added-pre-existing-units[224])

[https://www.cu.edu/blog/ecomm-wiki/cvent-permissions](https://www.cu.edu/blog/ecomm-wiki/cvent-permissions[225])

[https://www.cu.edu/blog/ecomm-wiki/support-model](https://www.cu.edu/blog/ecomm-wiki/support-model[226])

[https://www.cu.edu/blog/ecomm-wiki/salesforce-public-groups](https://www.cu.edu/blog/ecomm-wiki/salesforce-public-groups[227])

[https://www.cu.edu/blog/ecomm-wiki/show-unique-count-salesforce-reports](https://www.cu.edu/blog/ecomm-wiki/show-unique-count-salesforce-reports[228])

[228] <https://www.cu.edu/blog/ecomm-wiki/creating-sender-profiles-delivery-profiles-and-send-classifications> [229] <https://www.cu.edu/blog/ecomm-wiki/verifying-sender-profiles>

[230] <https://www.cu.edu/ecomm/access-training/new-user-training>

[231]

<https://cuecomm.lightning.force.com/lightning/r/Folder/00lf4000000W63MAAS/view?queryScope=userFolders>

[232] <https://www.cu.edu/blog/ecomm-wiki/onboarding-workflow> [233] <https://www.cu.edu/blog/ecomm-wiki/unable-send-email-marketing-cloud>

[234]

http://support.cvent.com/apex/CommunityArticle?id=000002358&Lang=en_US&searchTerm=Resetting%20