Home > Viewing and/or Canceling a Scheduled Email Send

Viewing and/or Canceling a Scheduled Email Send [1]

September 16, 2019 by Melanie Jones [2]

Learn how to view scheduled sends along with cancelling (and rescheduling) an email in Marketing Cloud. Note, if your email is scheduled, you can cancel it at any time. If you have just sent your email, it is gone. There's no way to bring it back.

Step 1 Navigate to Interactions in the top Marketing Cloud menu.





Step 3 Click the View Active Sends button.



Step 4 To cancel, click on the checkbox (left column) next to the email you want to cancel.

Step 5 A **Cancel Send** button will activate above the list of emails. Click that button.

44	Salesforce Sends > Active Salesforce Sends				
5	O Cancel Send				
	14	Definition Name	Status	Created	
4	45741	GuidedSend 2e7798f6-b5b1-46c1-a164-f5e8b58a0593	Scheduled	9/16/2016 7:17 AM	
	and a second		A		

NOTE: You can cancel any email that is set to Schedule in the Status column.

Unable to select the Cancel button while using Chrome? You might need to update your Chrome settings to remedy the issue.

How To Update Chrome Settings

- With Chrome open, click the ellipsis in the top-right corner
- In the drop-down, select Settings



- On the new page, use the left navigation to click **About Chrome**, the last option.
- Here you can see what version of Chrome you have. You may need to **trigger an update** and **Relaunch**, depending on your current version.

Settings

Q Search settings



If the cancel button still doesn't work for you, please let your eComm specialist know.

Step 6 An alert will pop-up asking you to confirm the cancelation. Click OK and your email will be canceled.



Step 7 Your email will still be available in the list of emails under Interactions > Salesforce Send Emails.

If you want to resend your email but at a different time, click the **checkbox** next to it and click the Send button (above the list of emails). From here you set the new day/time.

Overvi	ew Cor	ntent Subscribers 💙 Interactions 🌱 A/B Testing Trac	iking 🌱 Admin
	**	Salesforce Sends	Test Send
act		Name	External Key
		GuidedSend 2e7798f6-b5b1-46c1-a164-f5e8b58a0593	14077
fer		GuidedSend 837e2c7d-b9ce-4983-9cf7-4cd0c5675265	13980
		GuidedSend c2bf917e-9256-42d0-85df-c25aeed7921b	13978
		GuidedSend 95d7040e-a3e8-4fa5-8226-e936ed860ff3	13939

Display Title:

Viewing and/or Canceling a Scheduled Email Send Send email when Published:

No

Source URL:https://www.cu.edu/blog/ecomm-wiki/viewing-andor-canceling-scheduled-email-send

Links

[1] https://www.cu.edu/blog/ecomm-wiki/viewing-andor-canceling-scheduled-email-send [2] https://www.cu.edu/blog/ecomm-wiki/author/39