

“I’ve signed up and logged in with my User Name and Password. Now what do I do?”

We’ve made JangoMail as easy to use as possible, but we realize that getting started with any new product involves a learning curve. Here’s a quick guide with some commonly asked questions to help get you going. As always, if you need additional assistance, please [contact us](#).



What is the Display Name?

E-mails sent from JangoMail come from the e-mail address, yourusername@jangomail.com by default (branded options are also available). Most users have this set so their user name is some form of their company name. Still, this is not very friendly and might confuse your recipients. The “Display Name” is a mask that you can use that will display in most e-mail readers instead of the actual e-mail address from which the message originated.

Why do your e-mail messages originate from the address at yourusername@jangomail.com? One of the neatest features of JangoMail is its ability to handle bounced messages and unsubscribe requests. In order to process these, JangoMail has to receive these messages.

Note: The From E-Mail address can also be set to your company’s domain name instead of jangomail.com. Contact us for more information on this option.



What happens when people reply?

All replies to messages sent with JangoMail are forwarded to the E-Mail Manager for your JangoMail account at the address listed under the Account Info tab, with one exception.

If people reply and place the word, “unsubscribe” in the Subject line, the replies are normally recorded by JangoMail, with the e-mail address of the person replying being placed on the Unsubscribes/Bounces list. If you have changed the Reply To: address or From: e-mail address, this will not happen (See “What is the Reply To address?” for more.).



What is the Reply To address?

Your messages come from yourusername@jangomail.com. By default, all replies to e-mails sent with JangoMail return to JangoMail for processing of unsubscribe requests and bounced messages. All other replies are forwarded on to the E-mail Manager.

Users may change the “Reply To” address for any e-mail they send out. Do this with caution, though. If the Reply To Address is changed, JangoMail cannot process replies automatically. All replies, including some unsubscribe requests and bounced messages, will bypass JangoMail and be sent on to the address specified. The user in charge of that Reply To address then must add those addresses manually (in Reporting, Unsubscribes and Bounces, Manually Unsubscribe E-Mail Address). Many bounced messages will still be handled by JangoMail automatically.



Can I see my Unsubscribes/Bounces?

Yes. Under the Reporting Tab, click the links for Unsubscribes / Bounces. You can view the results here, or have them e-mailed to you as a .csv file (comma separated value) which can be opened and manipulated by Excel, Lotus 1-2-3, Access or most spreadsheet or database programs.



What is Click Tracking?

When Click Tracking is selected for your JangoMail message, all fully-qualified URLs are modified so that JangoMail can report to you which links have been clicked, by whom, and how many times.

Click Tracking is an Advanced Option that can be turned on for any message that contains fully-qualified URLs as part of the text. Fully-qualified means that it looks just like it does in the address bar of your browser when you access the page. The fully-qualified URL begins with the protocol information too: “http://www.jangomail.com” is an example.

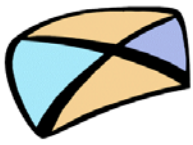
Click Tracking Results are available by message under the Reporting tab and can be e-mailed to you in Excel (or other spreadsheet program) format.



What is Read Tracking?

Read Tracking is a feature that is available automatically for any HTML message type that you send out. There is code built into all HTML messages sent with JangoMail that allows you to track who has opened your message and how many times they have opened it, in most circumstances. Read Tracking results are available by message under the Reporting tab.

This only works for HTML messages, not plain text.



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Adding Addresses into JangoMail

You have JangoMail and you have your e-mail addresses. Now, we need to get these things together. JangoMail has 3 basic ways to use your existing data lists to send out e-mail:

Create Groups & Import Data into Them

Data that can be saved as a text file of some kind (normally as either tab-delimited or .csv files) can be imported directly into your JangoMail database.

You’ll start with the Groups and E-Mail Addresses tab. Use Add E-Mail Group to create the structure for the data you wish to import. You will give this group a name, then name the fields of data you’ll be bringing. E-mail address is already selected for you. You may want to add fields like “firstname” and “lastname” if you have captured this data.

With the group created, you can “Import Members” to upload your data to the JangoMail server. Before actually doing the import, you’ll need to save your data to a text file format—either .csv or tab-delimited formats work well. Remove any column headers before saving to text format. You don’t want to import the column labels too!

Connect to Data from a Local File (LAN)

Your data is stored on a file accessible to your local machine (ex: Excel, Access, SQL Server). Use the Extract from My Database Tab and follow the instructions for Connecting to a Local Database. Make sure you download the Microsoft Data Access components using the link on this page before you try to connect to your local data, and answer “yes” to any security windows that pop up during the download. After that, click on the button “Connect to Local Database” and follow the instructions.

Connect to Data from a Web Database

Your data is in a database that works with your live web site. Use the Extract from My Database Tab and follow the instructions for Connecting to an Internet Web Site Database. You will need to download a single file and store it in the root directory on your web server. Then you’re ready to “Connect to Internet Web Site Database.” Click and follow the instructions.

Sending Messages with JangoMail

Want to send to a group or just type some addresses in? You can get started sending to a Group by clicking on the Send E-Mail tab.

To send based on info from your local or web database, go to the Extract from My Database tab and run the query to retrieve the data you need for this mailing. Once the data is extracted, JangoMail takes you to Send E-Mail to compose the Message.

New or Used?

Ready to start from scratch? Click on Create New Message.

Want to modify a previous message, using it as a model for the new one? Select a previously-sent message from the drop-down box and click on Choose Old Message. An “Old” message will remember the subject and body of the message as it was sent previously, allowing you to modify what’s already there for your current needs.

What do I have to include?

All JangoMail messages **must** include three things, in addition to your message itself:

1. Unsubscribe instructions (Information on adding unsubscribe instructions is available above the Message box in the Send E-Mail tab when you compose your message.
2. A statement telling the reader why he/she got your message. How did this e-mail address become part of your list?
3. At least one piece of non-internet contact information for you (phone number and/or postal address).

HTML or Plain Text (or both)?

With JangoMail, you can send text-only messages. Type the message and select the “Plain Text” message type. This creates the smallest file size and fastest download time.

For fancier formatting, you’ll want HTML e-mails. If you’ve already created your HTML code, paste it directly into the message box and select “HTML” as your message type.

If you don’t know HTML, you can generate HTML with the built-in tool, “Switch to HTML Editor,” a link that converts the Message box into a formattable message area, including click-and-drag options. Type your message in and format it with the tools.

If you’re sending HTML content, you may want to send an alternate plain text message with the second message box in Advanced Options. A recipient’s e-mail client will display the message it is capable of displaying.