1. **How can I insert a web link into text so I don't have long URLs cluttering up the lay out?**
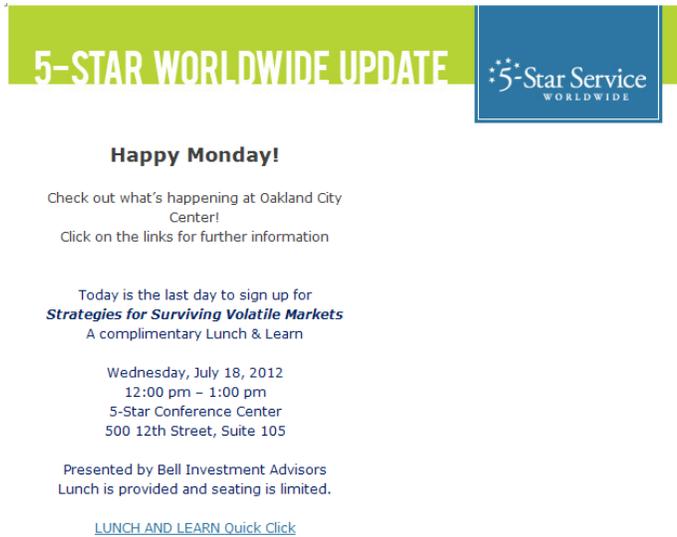   a. Create a short, 2-3 word phrase to identify your web link. Highlight and copy your URL address. Highlight and right-click on the short phrase then select 'Hyperlink' from the drop-down menu. Paste the URL in the Address box in the pop-up screen. Your short-phrase is now hyperlinked to the actual URL!
      i. Before (will need to get left-justified accurate one):

      ii. **After**

2. **Is this Message Blaster template intended for all communications from the Building – both 5-Star Worldwide and Office of the Building (management)?**
   a. Yes. It is important that your subject line is clear and to the point, e.g. "From the Office of the Building: Safety Training". Modify the sender line to reflect building operations or other, if you customarily send out 5-Star Worldwide messages from you.

3. **When I send tenant communications from Message Blaster, some tenants report that messages go to spam or are not delivered at all - even after they have white listed me.**
    a. First, double check your Message Blaster profile settings. Make sure that "email setting" is checked. If it's not checked, some people in your distribution list may not receive your messages.
    b. Unless you receive a server error, the system is working properly. AXIS sends emails and it is up to the tenants' email service to decide whether or not to deliver the message. It is possible that your tenants' company blacklisted, blocked, or marked the Message Blaster emails as SPAM. Have your tenants check with their IT department or Network Administrators to see if the following IPs are being blacklisted by their email service: **Source: 208.68.246.152   Router: 64.18.6.12**
    If one of those IPs appear on their blacklist, they should be able to white list them, resolving the issue for good.

4. **When I send out a Message Blaster email, bounce back emails flood my inbox. Can I just use** donotreply@axisportal.com **to avoid those unwanted emails?**
    a. No. The default "From" address is donotreply@axisportal.com **but you'll need to change this every time you use Message Blaster**. If a tenant responds to donotreply@axisportal.com , you will never receive the message. Responding to your tenants is important and that's why you should use the second option. Your email address should appear as the "From" address so that tenant responses come directly to your inbox. If you are receiving a large amount of bounce backs, double check your distribution list for accuracy. Update your tenant user database for any bad, old, or expired users in the Setup > User Groups section of the Axis Control Panel.

5. ==**After sending a message, I always get some bounce backs and unsubscribe notices. Is there an automatic unsubscribe feature in Message Blaster?**==
==AXIS is adding the ability to opt in and out. The feature should be available by the end of August. Additionally, AXIS is making updates to the distribution list which should make the system more user friendly.==

6. **How do I check and compare Message Blaster distribution lists with others I've been using?**
You should be managing your user base as a general part of keeping the AXIS Portal up-to-date. If you've been maintaining your user base, then the current distribution list -and any new ones created - will automatically update with your current settings. If you need to compare, run a report. Control Panel > Reports > User and Usage Reports > Tenant Roster.

7. **How do I know which users are outdated?**
Again, each property should be keeping tenant users up-to-date in the system. AXIS is more than just a message blast system, it's a key source for the property to communicate management's news, calendars, documentation, and other important tenant information. It is meant to be used by tenants and property managers as a gateway into the property to find any information that is

applicable to them.

8. **Is there any quick way to merge and clean up these lists?**
   The quickest way is to make sure you are actively maintaining the user base.

9. **Can I add an email to a distribution list if the person is not in the portal as a "user"**
   Yes, in the distribution list you can add non-user emails.

10. **Is there a way to ensure that I'm not sending duplicate emails to any users?**
    Export your distribution list to an Excel document to check for duplicates. Note: for the user database, there can only be one unique email address for each user. But, you can add alternate emails for non users, and thus, inadvertently add duplicates.

11. **Is there a way to have the Message Blaster option enabled automatically when a new user registers and is approved?**
    This occurs automatically.

12. **When I type a line in the Message Blaster and preview, the font color, size and placement are different. Is there any way to see what the actual email will look like?**
    We've been upgrading this feature and the preview should be more accurate now. However, template style can't be applied into the design view of the Message Blaster. It can only be incorporated when the preview button is selected.

13. **If you are copying and pasting the distribution lists, use a comma and NO space between each email address. Otherwise, Message Blaster gives you an error message and you have to start over.**
    Thanks for the tip! We are working to repair this issue.

14. **If I delete an old tenant manager distribution list, does that affect the user group at all?**
    No, deleting distribution lists doesn't affect the actual user database.