

Donor Management



HOW TO TRACK EXTERNAL EMAIL COMMUNICATION

You can track emails sent to your contacts even if you don't send them through your Donor Management account. We love this feature and we're pretty sure you will, too.

You probably send emails to your donors via our partner, Constant Contact, another email marketing tool, or through your personal email account (such as Outlook or Gmail). You can track these through Donor Management to maintain more accurate communication records.

It's fast and easy to do, and it will help you have a complete view of a donor's history.

Before you send an email to a contact through another email marketing tool or your personal email, set this address as a **BCC Recipient:**

`subdomain@inbound.dm.networkforgood.com`

The "subdomain" portion of this email address comes from your Donor Management account login link.

Example: If your organization's login link is `nfg123.dm.networkforgood.com`, add the email address `nfg123@inbound.dm.networkforgood.com` as a BCC Recipient.

That's it!

When the person you're emailing is a contact in your Donor Management account, you will see this communication (and whether the contact viewed it) when you look at the contact's profile.

Questions? We're here to help!

Email us at donormangement@networkforgood.com, we'd love to show you how it works.