Pre-send checklist and getting help

Greg Smith - 2026-11-17 - Comments (0) - Coaches

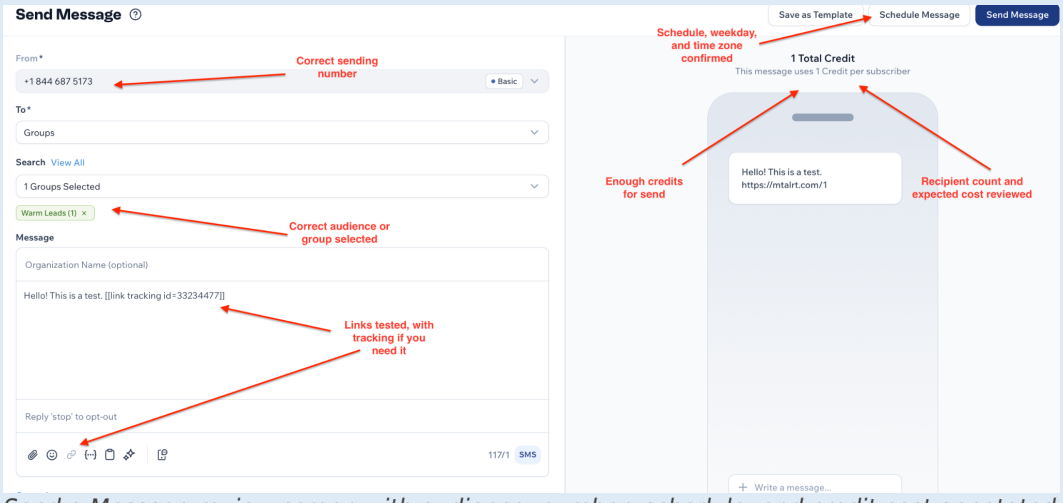
QUICK REFERENCE

Pre-send checklist and getting help

Run this checklist before every send. If something still goes wrong, include the four details below so support can resolve it on the first reply.

Before every send

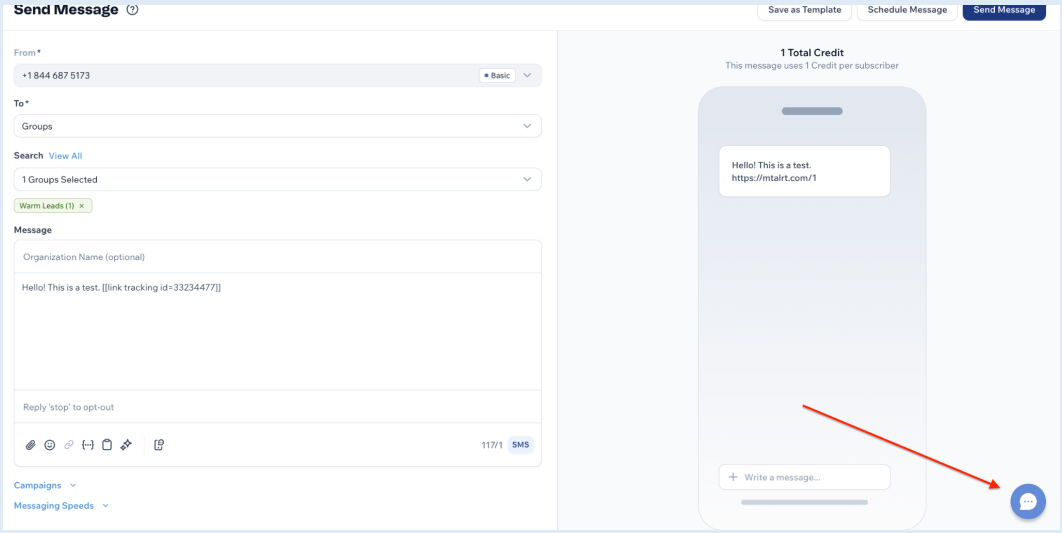
- Correct audience or group selected
- Enough credits for the send
- Correct sending number
- Schedule, weekday, and time zone confirmed
- Links tested, with click tracking on if you need it
- Recipient count and expected cost reviewed



Send a Message review screen with audience, number, schedule, and credit cost annotated to match the checklist

Contacting support

Use the help or support option in the app to start a chat. If the chat doesn't connect, close it and try again.



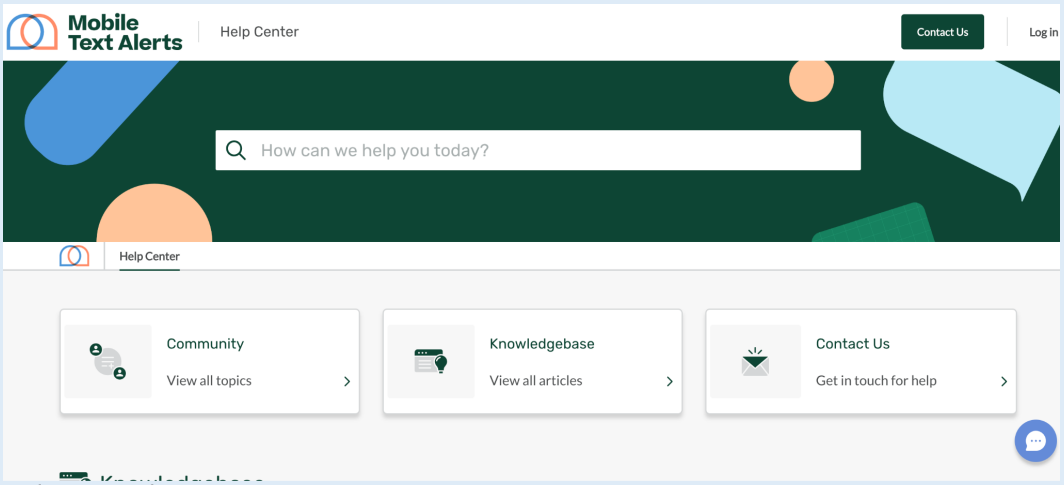
Location of the support / help button in the app

Include these details

- What you were trying to do, and what happened instead
- Screenshots and the exact text of any error message
- The campaign, group, number, or contact involved
- The email address on your account

Self-service help

The Help Center has step-by-step guides for most features and is the best first stop for how-to questions.



Help Center home page