

If any of the Do Not flags are enabled on a record will the person still be included in a Composer message if the Included Groups option is used to select recipients instead of starting with a query?

Updated Jul 14, 2021

As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. Q&A articles are only visible to authenticated users in the Veracross Community; please speak with your implementation or account manager for additional information.

The screenshot shows the Veracross client interface for a faculty member. The 'COMMUNICATION' section is active, displaying contact information and communication preferences. A dropdown menu is open for 'PREFERRED COMMUNICATION CHANNEL', showing options: Paper Mail, <None Specified>, Paper Mail, Email, and Both. The 'Email/Phone' section shows two email addresses: aharper@breuer.com and alex.abbott@veracross.com. The 'Preferences' section includes 'CHANNEL UPDATE FORM' (Click...), 'PREFERRED COMMUNICATION CHANNEL' (Paper Mail), 'SMS OPT OUT', and 'DO NOT SOLICIT'. The 'Distribution Lists' section includes 'Email Students', 'Email Parents', 'Email Advisees', and 'Email Advisee Parents'. The 'Emergency Phone Numbers' section shows six emergency phone numbers. Below the preferences is a table of communication records.

Date Sent	Sender Name	Subject	Total Recipients	Status	Delivery Time
07/14/23 11:15:13	Jason Schrock	Test. Do not reply	0	Delivered	07/14/23 11:16
05/31/23 20:12:20	Jason Schrock	test. do not reply.	0	Opened	05/31/23 20:13
10/15/21 11:53:18	Tammy Masters	test 123	0	<None>	
08/03/20 22:23:41	Tammy Masters	This is a test... this is a test	0	<None>	

The Do Not flags are used for reporting purposes only and do not have any functionality tied to them with regards to filtering the record and removing them from individual group distribution lists.

If you want the Do Not flags to affect how you send Composer emails, you must launch Composer from a query and use the query to exclude these individuals from a Composer message or manually exclude them if you use the Included Groups option to select the email recipients.

If you want to exclude someone from being included in a group distribution list, you would need to either:

- clear their Email 1 field
 - update their Preferred Communication Method to “Paper Mail” on the Communication tab of their person record
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