

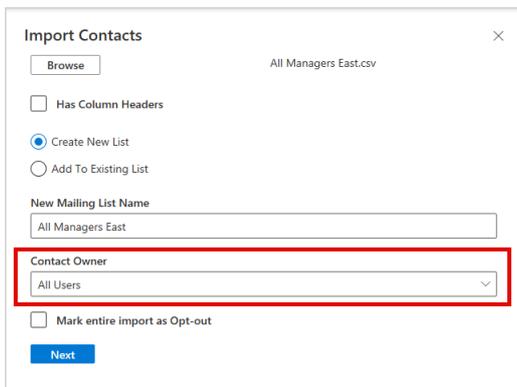
# Not all contacts are showing up in a Metrics report

Last Modified on 08/22/2022 8:32 am EDT

Applies To:  PoliteMail Desktop  PoliteMail Online  PoliteMail O365

Version:  4.94  4.97  5.0+

You've sent a PoliteMail message. Now, when you check your metrics report, it's only displaying metrics for some of your contacts.



**Import Contacts** ×

All Managers East.csv

Has Column Headers

Create New List

Add To Existing List

New Mailing List Name

All Managers East

**Contact Owner**

All Users

Mark entire import as Opt-out

This usually happens when your contacts have different owners. When you import a list, or manually update an existing list in PoliteMail, you have the option to assign an owner to the contacts.

Setting the ownership to **All Users** will ensure that you and everyone in your Group will see the metrics for all the contacts you sent messages to.

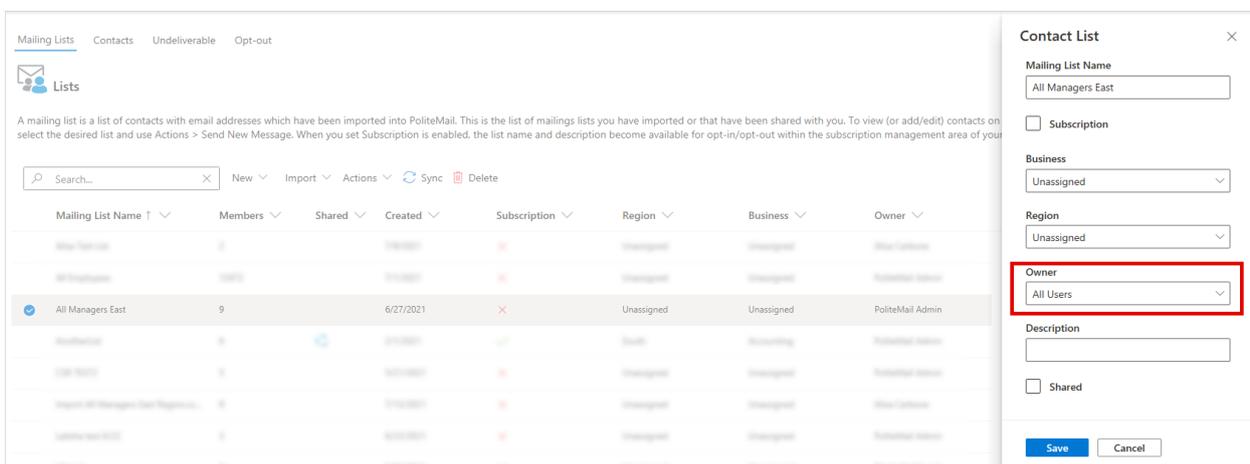
If your contacts ownership is set to a particular user, then only that user and the Admin will be able to see the metrics

or messages sent to those contacts .

## Changing the Ownership of an Entire List

You can change ownership of entire lists in the data grid.

1. Navigate to **PoliteMail > Lists > Mailing Lists**
  - **Version 4.9x:** Click the **Lists** tab. You will need to enable the **Owner** column in the Grid. Go to the pull-down menu in any of the columns and then choose **Columns > Owner**.
2. Select the contact list you want to edit to open a new dialogue window.
  - **Version 4.9x:** Select the contact list and then click 'Edit' in the far right.
3. Under the **Owner** field, assign the owner to **All Users**.
4. Click **Save**.



Mailing Lists | Contacts | Undeliverable | Opt-out

Lists

A mailing list is a list of contacts with email addresses which have been imported into PoliteMail. This is the list of mailings lists you have imported or that have been shared with you. To view (or add/edit) contacts on select the desired list and use Actions > Send New Message. When you set Subscription is enabled, the list name and description become available for opt-in/opt-out within the subscription management area of your

Search... New Import Actions Sync Delete

Mailing List Name	Members	Shared	Created	Subscription	Region	Business	Owner
All Managers East	9		6/27/2021		Unassigned	Unassigned	PoliteMail Admin

**Contact List** ×

Mailing List Name

All Managers East

Subscription

Business

Unassigned

Region

Unassigned

**Owner**

All Users

Description

Shared

## Changing the Ownership of an Individual Contact

1. Navigate to **PoliteMail** or the **Navigation Pane (online)** > **Lists** > **Contacts**
  - **Version 4.9x:** Go to the **Contact** or **Message Grid**.
2. Select the contact you want to edit to open a new dialogue window.
3. Click the **More Details** tab. Under the 'Owner' field, assign the owner to **All Users**.
4. Click **Save**.

After changing the contacts to "All Owners," go back to the metrics report and see if the contacts are now showing.

If you are still experiencing issues, please click [Request Support](#) to submit a case.

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