

How to Remove an Email Address

This guide will provide written instructions on how to **remove** a constituent's existing email address.

To **remove** an email address:

Step 1

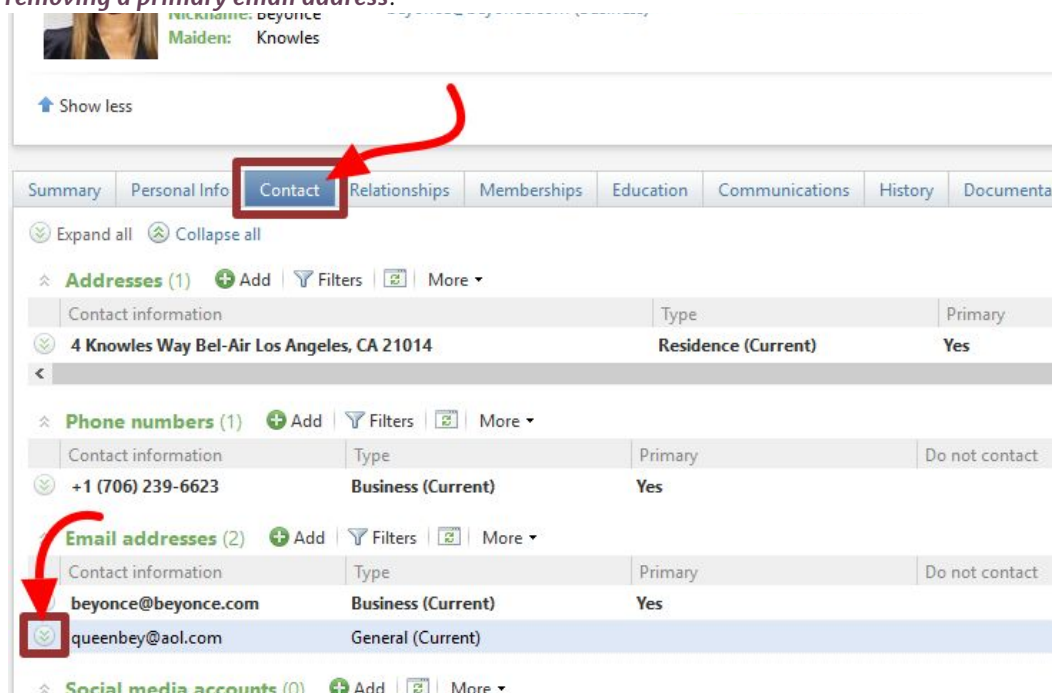
Perform a **constituent search** for the individual whose email address you would like to update and click into their **constituent profile**.



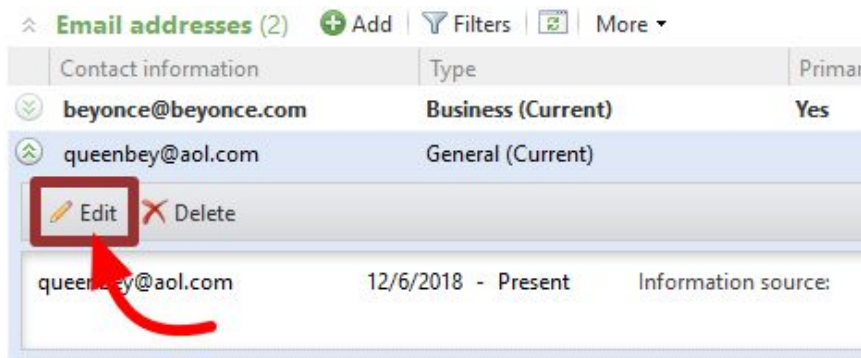
Step 2

In their profile, click on the **contacts** tab and then find the **email addresses** section. Click **double downward chevrons** next to the email address you wish to remove.

- The current primary email address is the one in bold, it will say **yes** in the column labeled **primary**. To **remove the primary email address**, please see skip to the end of this how-to guide to the section called **removing a primary email address**.

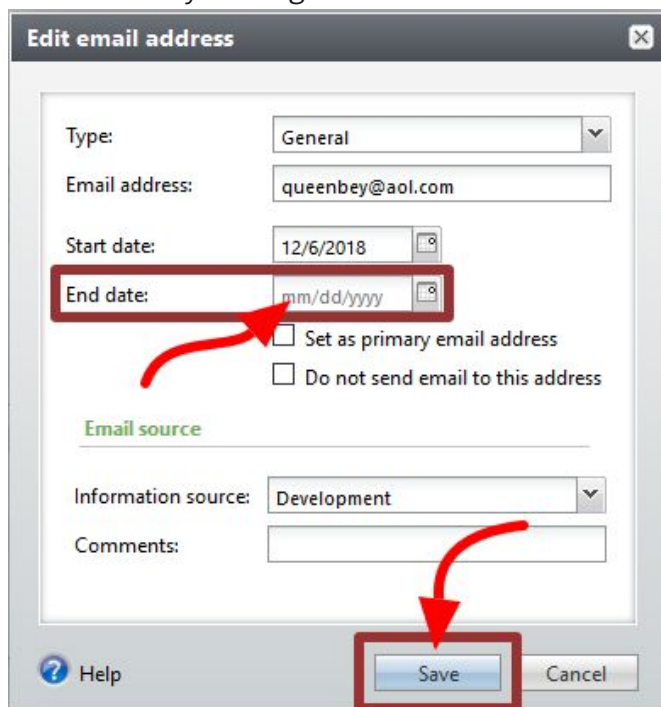


Click **edit**. **DO NOT PRESS DELETE.**



Step 3

The *edit email address* dialog box will appear. To remove the email address we make the address historical by adding an end date. In the **end date** box put today's date.



Then hit **save**.

Removing a primary email address

To remove a primary email address, *two situations* will arise:

There is another email address in GAIL (or you have one you can enter)

In this case, complete the following steps:

- I. If you have a new email address you can add for this constituent, add it.
 - Follow our guide: [How to Add an Individual's Email Address](#).
- II. Make the other/new email address primary.
 - Follow the guide: [How to Make an Email Address Primary](#).
- III. Then remove the (old primary) email address by following this guide — steps 2 & 3 above.

There is not another email address in GAIL (and you don't have one you can enter)

In this case, GAIL will not allow you to end date the primary email. But, you can mark it as no good.

Open the *edit email address* dialog box for the primary email address (see step 2 above). Check **do not send email to this address** and hit **save**.

Edit email address

Type: Business

Email address: beyonce@beyonce.com

Start date: 12/6/2018

End date: mm/dd/yyyy

Set as primary email address

Do not send email to this address

Email source

Information source: Development

Comments:

Help Save Cancel

An *exclamation symbol* will now display next to the email address, signalling that it is not a valid.

Email addresses (1) Add Filters More

Contact information	Type	Primary
⚠ beyonce@beyonce.com	Business (Current)	Yes