



Campaign Monitor

Welcome to Campaign Monitor: the State of Connecticut's new solution for reaching constituents.

Campaign Monitor is a robust communications tool that allows nuanced control over how and when you reach your contacts. As part of your Agency's onboarding process, you will receive a custom template, as well as assistance creating preliminary contact forms and permissions. Below, we've highlighted training and support resources which you may find helpful as you transition to the new system.

Training Resources

Training Video

An introduction to Campaign Monitor with demonstrations of its most common features.
campaignmonitor.com/hello/training

How-To

Step-by-step instruction on common functions.
campaignmonitor.com/blog/how-to

Tools

An overview of the different tools available in Campaign Monitor.
campaignmonitor.com/resources/tools

Guides

Instructions, insights, and best practices for effective email contact.
campaignmonitor.com/resources/guides

ANALYTICS GUIDE

How to interpret analytics insights and utilize them for more effective communications.
campaignmonitor.com/resources/guides/reporting



Support Resources

Knowledgebase

Campaign Monitor's robust self-service support center allows you to find the answers to most questions that arise during use. You can search for your issue directly, or browse issues by category.

help.createsend.com

Zendesk

If you are not able to resolve an issue via the Knowledgebase, your System Administrator can submit a Connecticut Interactive Zendesk ticket to open a case with our Support team.

Status Updates

TWITTER

For updates on system status, maintenance windows, and outages.

[@monitorstatus](https://twitter.com/monitorstatus)

STATUS PAGE

For system-wide and component-specific status updates, as well as logs of recent status changes.

status.campaignmonitor.com

Campaign Checklist

A visual resource to help ensure you're building the most successful campaigns possible.

campaignmonitor.com/blog/email-marketing/2017/02/email-campaign-preflight-checklist

