Step 4: Adding Contacts to List

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After creating a list in SendPad, you can proceed to add contacts. Populating contacts can be accomplished through the following two methods:

1. Manual Contact Addition

2. Bulk Import Contact

Creating or adding a contact requires list creation as a prerequisite. Learn more about SendPad lists.

Manual Contact Addition

To manually create a contact in Sendpad, follow these steps:

1. Navigate to '**Audience**' on the left panel, and click **'Contacts'** under it, as illustrated in the image below.

2. On the main **Contacts** page, click the **'Add Contact'** button from the top right to create a contact manually, one by one.

3. An **'Add Contact'** popup form will appear with two tabs: **'Manual Add'** and **'Import Contact'.** The '**Manual Add'** tab is selected by default, and you will then be prompted to fill in the following fields:

   - **List Name:** Select the list to which you want to add the new contact.

   A contact can be added to multiple lists. Learn more about it here.

   - **Email:** Enter the valid email address of the contact being created.
   - **First and Last Name:** Provide the first and last name of the contact.
   - **Phone Number:** Enter the phone number of the contact.

4. After filling in the information, click **'Create.'**

5. Upon successfully adding a manual contact, the following will occur:

   - The new contact will be created, and a success notification popup will appear at the top-right corner of the page, as shown in the image below.
   - The main **Contacts** page will automatically refresh to display the newly created contact.

One contact can be added to multiple lists. On the main **Contacts** page, you can view the list count

against each contact indicating the number of lists the contact has been added to. Learn more about adding a contact to multiple lists.

Bulk Import Contact

To bulk import contacts in Sendpad, follow these steps:

1. Navigate to **'Audience'** on the left panel, and click **'Contacts'** under it, as illustrated in the image below.

2. On the main **Contacts** page, click the **'Add Contact'** button from the top right to import contacts in bulk.

3. An '**Add Contact'** pop-up form will appear with two tabs: **'Manual Add'** and **'Import Contact'**. Switch to the **'Import Contact'** tab located on the right side of the pop-up form.

4. Click the **'Select List'** dropdown menu, and select the destination list to import the contacts.

5. Click the **'Download Sample CSV'** button at the bottom of the **'Add Contact'** popup form just above the **'Import'** button to download the template for populating the contacts, as shown in the image below.

6. Open the downloaded CSV file in Excel to fill in the required fields following the provided format. The CSV file contains the following columns:

- Email
- First_name
- Last_name
- Phone_number
- Address _one
- Address_two
- City
- Country
- State
- Zip_code

7. After entering the data in its columns, the CSV will appear as shown in the screenshot below. Save the CSV file on your desktop to upload it to SendPad.

 You cannot modify the format or add/remove any additional columns in the sample CSV file before uploading it. Otherwise, you will get the following error upon hitting the Import button:
"Invalid columns. Please check the format."

 If no value is added to any of the existing columns, such as **"Last-name"** or **"Email,"** and they remain empty during the process of populating other columns in the CSV file, it will not affect the uploading process of the Contacts CSV into the SendPad. All other populated columns will still be imported, and empty columns will show as having no value on the **Contact Details** page in SendPad. Please refer to the image shared below for its demonstration.

8. Now, return to the **'Add Contact'** popup form in SendPad. Click on the **'Upload CSV'** button, and attach the file to import contacts into SendPad.

9. Upon uploading the CSV file, a checkbox will appear, prompting you to check the box to confirm that the contacts have given permission to be added to your list. Checkmark the checkbox.

10. Click the **'Import'** button to upload bulk contacts.



11. Upon successfully importing contacts, the following will occur:

    - The newly added contacts will be added and a success notification popup will appear at the top-right corner of the page, as shown in the image below.
    - The main **Contacts** page will automatically refresh to display the newly imported Contacts list.



Viewing a Contact in List

 You can verify whether the recently added contacts have been successfully imported into the correct list by accessing the **List Details** page. Learn more about it.

Editing a Contact

To edit a contact, follow these steps:

1. On the main **Contacts** page, navigate to the rightmost part of the selected contact you wish to edit and click on the **arrow symbol (>)** to open the **Contact Details.**



2. On the **Contact Details** page, click the **'Edit Profile'** button at the top.



3. Upon clicking the **'Edit Profile'** button, all available fields will become editable, allowing you to make changes as needed.

4. Once you have made the desired changes, click the **'Save'** button at the top. Click **Cancel** if you do not wish to save the changes.



5. After successfully editing the contact, a success notification popup will appear at the top-right corner of the **Contact Details** page and the changes will be reflected as shown in the image below.

Deleting a Contact

In case a contact(s) are no longer needed, they can easily be deleted. To delete contact(s), follow these steps:

1. On the main **Contacts** page, checkmark the checkbox given at the start of each contact in the list. Or if you want to delete multiple contacts at a time, you can check the checkboxes of multiple contacts. Also, if you wish to delete all the contacts, then select all by check marking the checkbox given next to **“Status”** at the top of the contact list.

2. After selecting the contact(s), click on the **ellipsis (three dots)** located at the top right of the **Contacts** page and select **'Delete'** from the dropdown menu, as illustrated in the image below.



3. Upon clicking the '**Delete'** button, a **'Delete Contact(s)'** popup window will appear to confirm the deletion action. Click the **'Delete Contact(s)'** button to confirm your intention.

4. Upon deleting contact(s), a success notification popup will appear at the top-right corner of the page. The main **Contacts** page will automatically refresh and the deleted contact(s) will be permanently removed from the system.

 When a contact is deleted, it is removed from all the lists to which it was added.