Step 2: Add a Sender Profile

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Creating a Sender Profile

Once a domain is connected to SendPad, the next step is to add a Sender Profile. To create a Sender Profile, follow these steps:

Creating a Sender Profile requires domain creation as a prerequisite.

1. Navigate to **'Audience'** on the left panel, and click **'Sender Profiles'** under it.

2. On the main **Sender Profiles** page, click the **'Add Sender Profile'** button from the top right to create a new sender profile.

3. A **'Create Sender Profile'** popup form will appear, prompting you to fill in the following mandatory fields:

   - **From Name:** Enter the name that will appear on the emails being sent. For example, 'Khadija' is being entered in the image below. This means that the email recipient will see 'Khadija' as the sender.
   - **Company Name:** Enter the name of your company or business. This name will be displayed in the footer of broadcasted emails.
   - **Sender Domain:** Choose the domain from the dropdown options. This is the domain or domains that you have already connected to the SendPad account previously, such as 'cartzytools.com.'
   - **From Email:** Input the email address from which emails will be broadcasted or sent. You only need to enter the name; the domain will be the one selected under 'Sender Domain.'
   - **Reply To:** Specify the email address where you want to receive replies from your target audience for broadcasted emails. This can be the same as or different from the **"From Email,"** depending on your preference.
   - **Address:** Enter the business address for compliance purposes. This will be automatically included in the footer of the broadcasted emails sent from the selected Sender Profile. The address fields include Street, City, State, Zip Code, and Country.
   - After filling in the correct information, click **'Create.'**



5. Upon successfully creating a new Sender Profile, the following will occur:

   - The new Sender Profile 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 Sender Profiles page will automatically refresh to display the newly created Sender Profile along with fields such as **Sender Name, From/Reply Email, Company,** and **Address.**

Default Sender Profile

If there are multiple Sender Profiles added you can set one of them as the **Default.** This is important because if all other profiles are deleted, the default profile will be automatically used for already scheduled broadcasts that were previously linked to any deleted sender profile. Follow these steps to set a Sender Profile as **Default.**

1. On the main **Sender Profiles** page, navigate to the rightmost part of the **'Sender Profile'** you wish to make **Default** and click on the **arrow symbol (>)** to open the **Sender Profile Details** popup.

2. Once the Sender Profile popup window is expanded, click the **'Set as Default'** button at the top right, as illustrated in the image below.

Only one Sender Profile can be set as default at a time.

3. Upon clicking the **'Set as Default'** button, the following will occur:

   - The selected Sender Profile will be set as default, and a success notification popup will appear at the top-right corner of the page, as shown in the image below.
   - The main **Sender Profiles** page will automatically refresh to display the new **Default** Sender Profile labeled **"Default"** in **blue.**

Editing a Sender Profile

To edit a Sender Profile, follow these steps:

1. On the main **Sender Profiles** page, navigate to the rightmost part of the **'Sender Profile'** you wish to edit and click on the **arrow symbol (>)** to open the **Sender Profile Details** popup.

2. Once the **Sender Profile** popup form is expanded, click the **'Edit Profile'** button, located under the heading **'Sender Profile Details,'** as illustrated in the image below.

3. After 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 bottom of the popup form.

5. Once the changes are saved, a success notification popup will appear at the top-right corner of the page, as shown in the image below.

 All the changes will be reflected in the broadcasted emails that will be from the updated Sender Profile. Any

emails that were sent from the Sender Profile before any changes were made to that Sende Profile will not be affected by the Sender Profile's edits.

Deleting a Sender Profile

In case a Sender Profile is no longer needed, it can easily be deleted. To delete a Sender Profile, follow these steps:

1. On the main **Sender Profiles** page, navigate to the rightmost part of the **'Sender Profile'** you wish to Delete and click on the **arrow symbol (>)** to open the **Sender Profile Details** popup.

2. Once the **Sender Profile Details** popup window is expanded, click the **ellipsis (three dots)** located to the right of the '**Set as Default**' button, and select **'Delete'** from the dropdown menu, as illustrated in the image below.

3. A **'Delete Profile'** popup window will appear to confirm the deletion action. Click the **'Delete Profile'** button to confirm your intention.

 Deleting the Sender Profile cannot be undone.

Deleting a Sender Profile will result in any broadcasts, emails, or other events linked to that Sender Profile automatically switching to use the **Default Sender Profile.** This ensures that there is always a Sender Profile assigned to these events, even after the original Sender Profile has been deleted.

4. After successfully deleting the Sender Profile, a success notification popup will appear at the top-right corner of the page. The main **Sender Profiles** page will automatically refresh and the deleted Sender Profile will be permanently removed from the system.

If you attempt to delete a Sender Profile that is currently set as the default, the following **'Error'** message will appear:

'This is the default sender profile and cannot be deleted. Please select another sender profile as the default before deleting this one.'

So, make sure that you designate another Sender Profile as the **Default** before attempting to delete the current default profile.