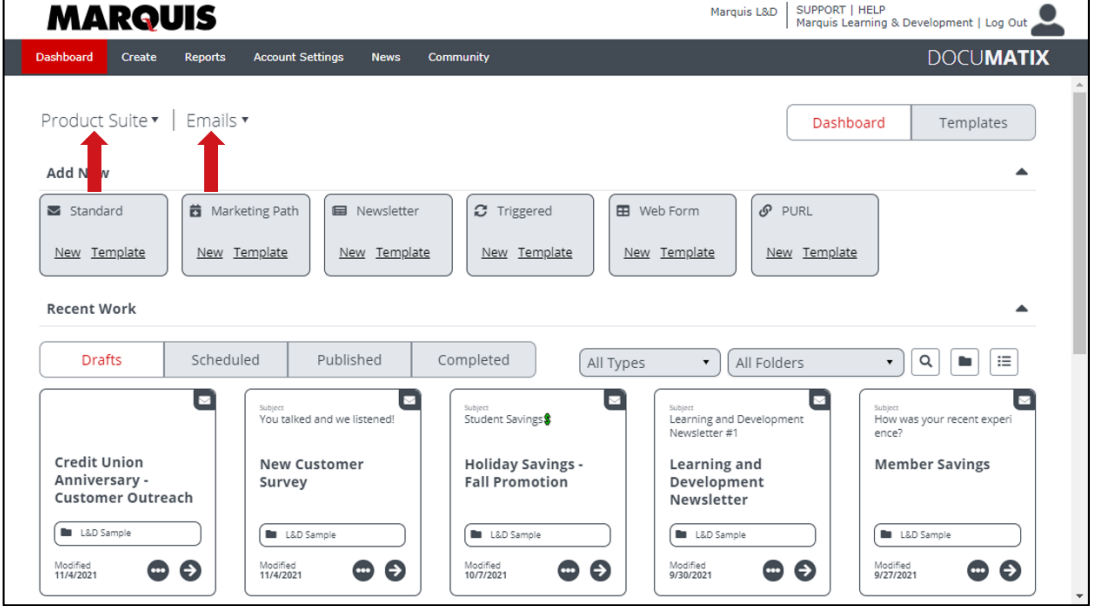
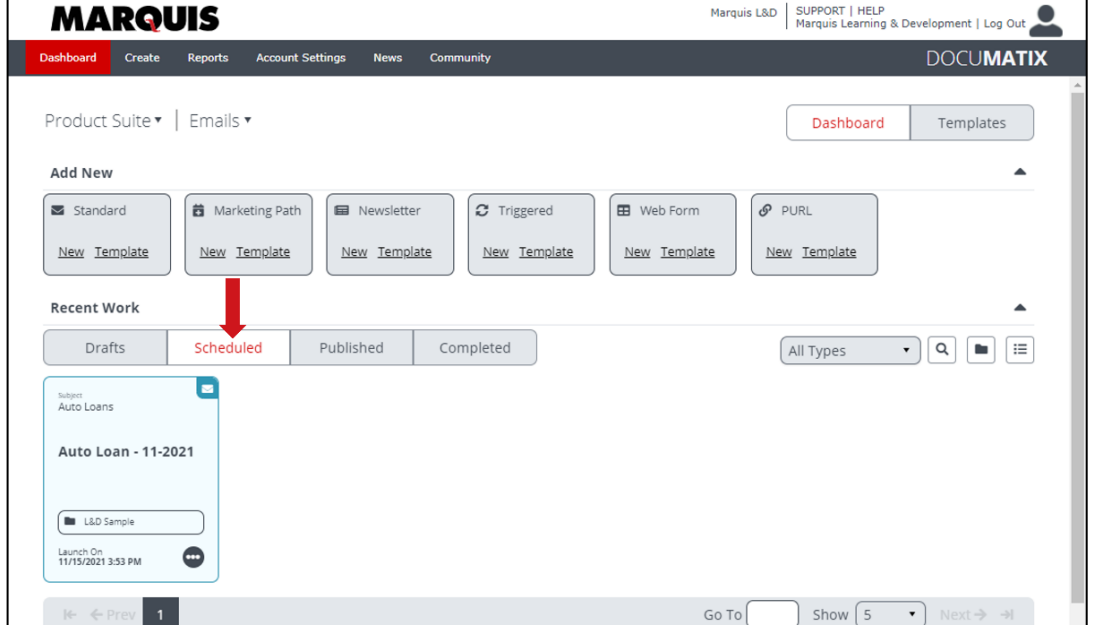


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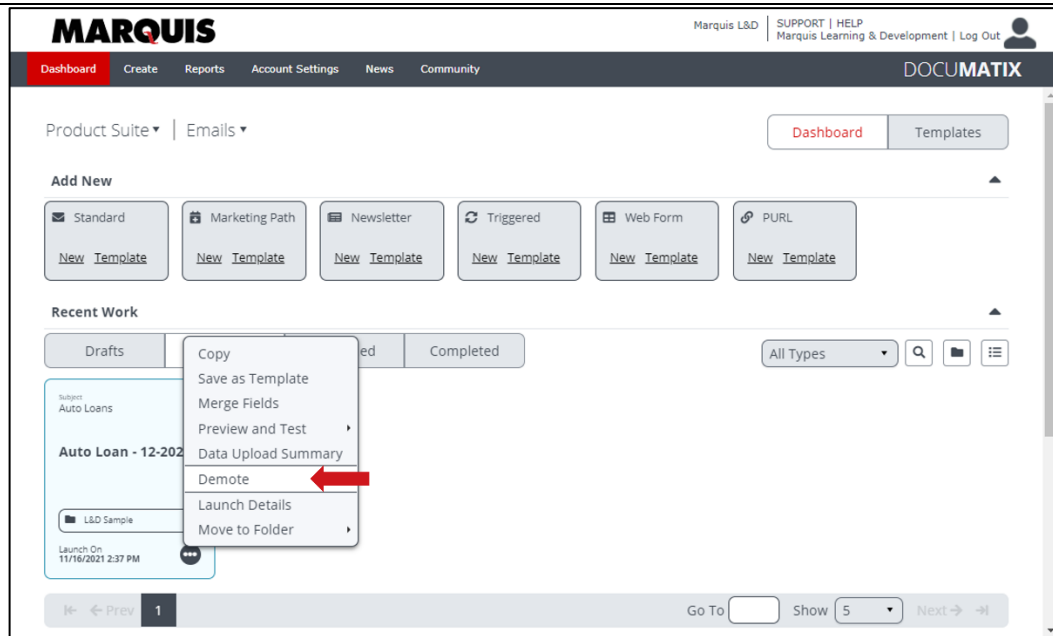
DMX362	How to Demote (Stop) a Scheduled Email
	This procedure explains how to demote (stop) a standard or staggered email that has not yet been launched.
Order of Steps	Tasks
Step 1	Log into DocuMatix
Step 2	Select the Product Suite product and the Emails module
	 <p>The screenshot shows the Marquis DocuMatix dashboard. At the top, there's a navigation bar with 'Dashboard' selected, and other options like 'Create', 'Reports', 'Account Settings', 'News', and 'Community'. On the right, there's a user profile icon and 'SUPPORT HELP Marquis Learning & Development Log Out'. Below the navigation bar, there are two dropdown menus: 'Product Suite' and 'Emails', both with red arrows pointing to them. Underneath, there's an 'Add New' section with six buttons: 'Standard', 'Marketing Path', 'Newsletter', 'Triggered', 'Web Form', and 'PURL'. Each button has a 'New Template' link. Below that is a 'Recent Work' section with tabs for 'Drafts', 'Scheduled', 'Published', and 'Completed'. The 'Scheduled' tab is active, showing a list of email templates with details like subject, L&D Sample, and modification date.</p>
Step 3	Click the Scheduled tab
	 <p>This screenshot is similar to the previous one, but the 'Scheduled' tab in the 'Recent Work' section is now selected and highlighted in red. A red arrow points to this tab. The email template shown below is 'Auto Loan - 11-2021' with a launch date of 11/15/2021 3:53 PM. At the bottom, there's a pagination bar with 'Go To', 'Show 5', and 'Next' buttons.</p>

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Note: Emails will display in the Submitted tab if they have a future launch date scheduled. Emails set to launch ASAP cannot be demoted (stopped).

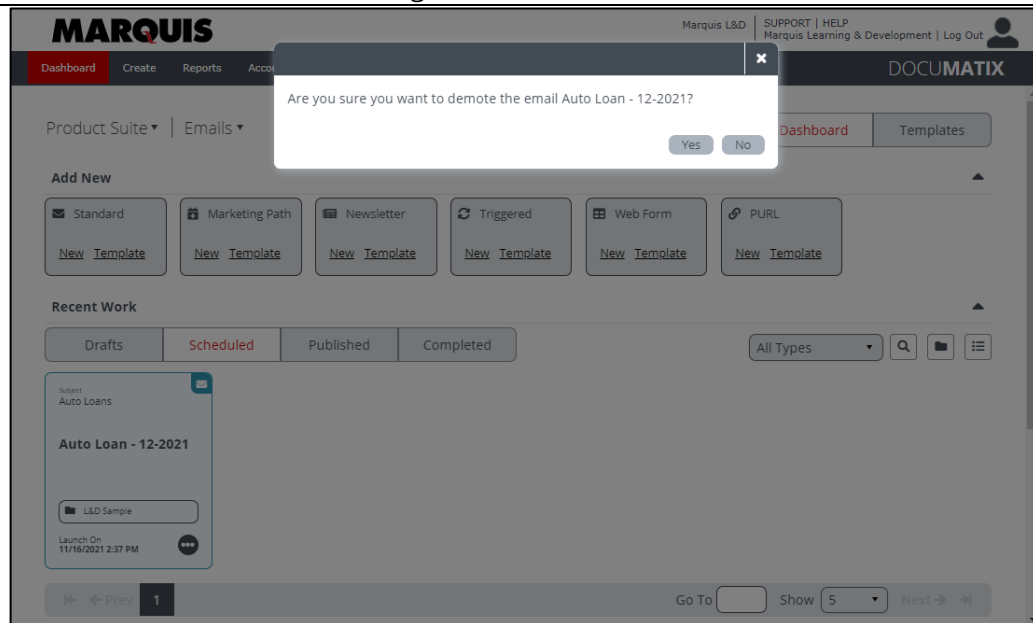
Step 4 Click the **Options** icon  on the email card

Step 5 Select **Demote**



Note: The date and time of a launch may be changed 5 minutes prior to launch. Once a launch has begun, or within 5 minutes of the launch, the support team will need to demote (stop) any remaining launches.

Step 5 Click **Yes** to the confirmation message



Note: Now the email can be found within the **Drafts** tab, and further modifications and updates can be made if desired.