Pause Automations

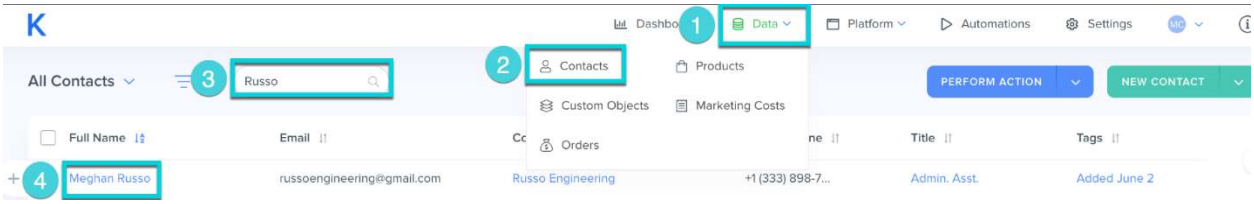
Here are the simple steps to pause an automation:

1. Navigate to Data tab from the top menu

2. Select Contacts

3. Search for the contact you would like to pause the automation for

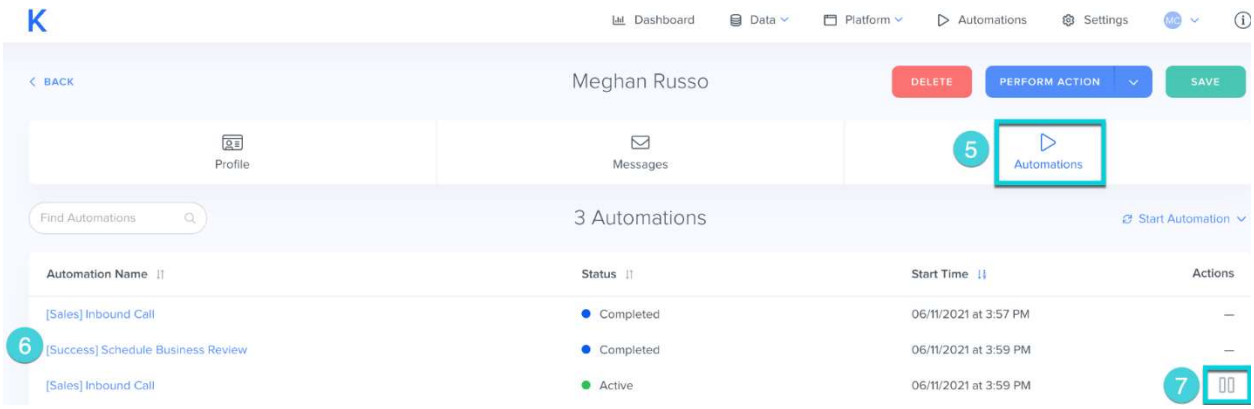
4. Click on the contact's name



5. Locate the Automations tab and click on it

6. Find the automation you would like to pause

7. Click Pause in the action column



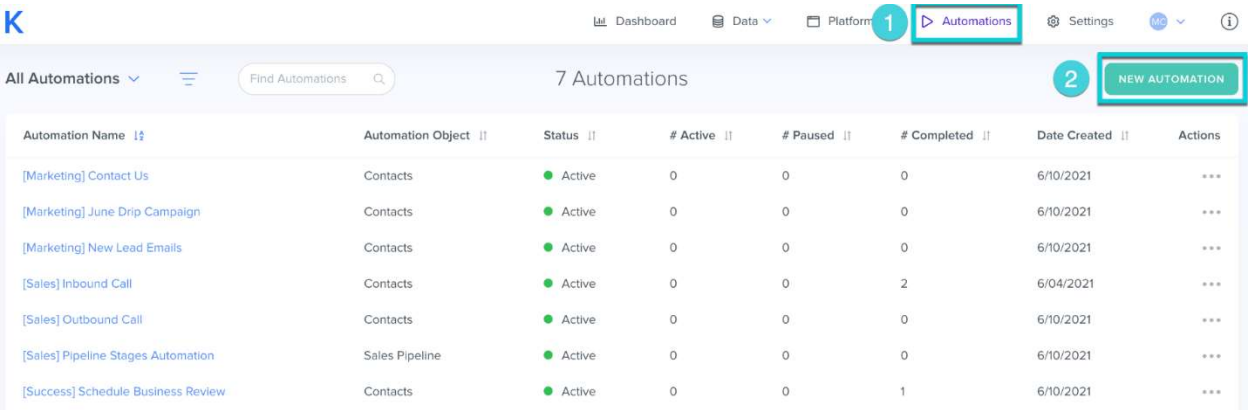
Hint: If you would like to cancel the automation, the contact will restart the automation from the beginning

Cancel Automations

To cancel an automation for a group of contacts, follow the steps below:

1. Navigate to Automations tab from the top menu bar

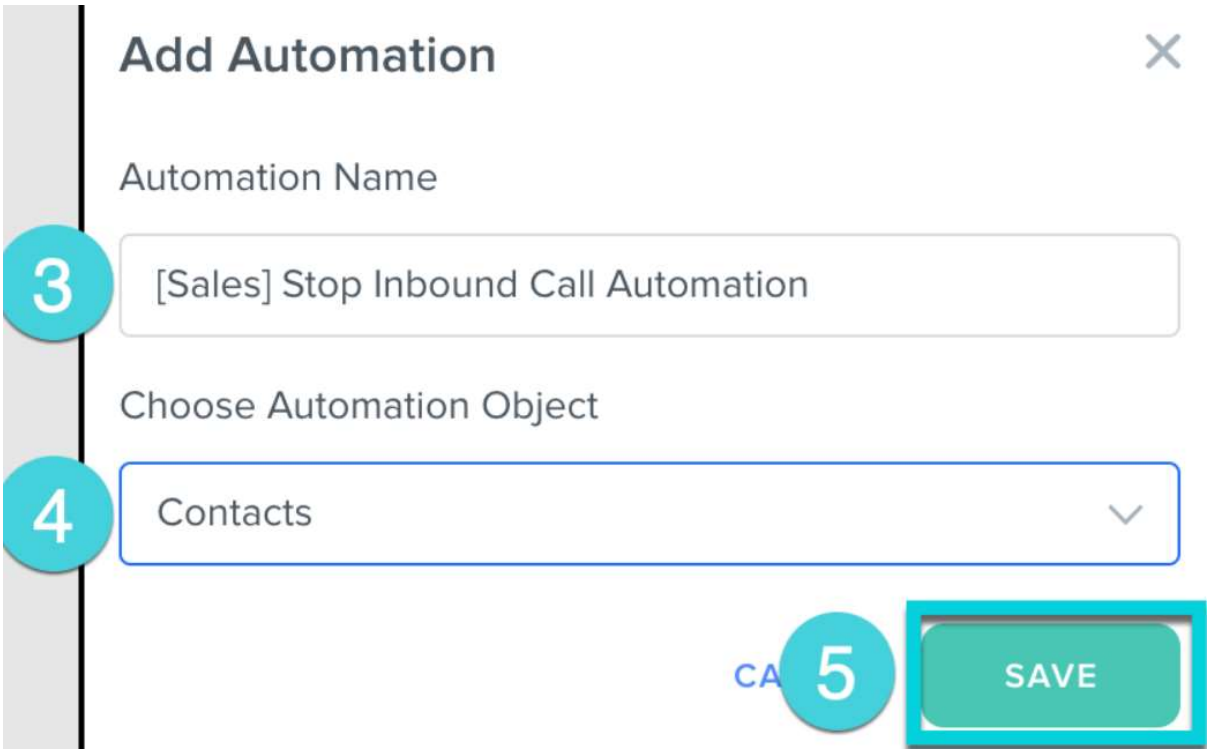
2. Select New Automation



3. Name your Automation

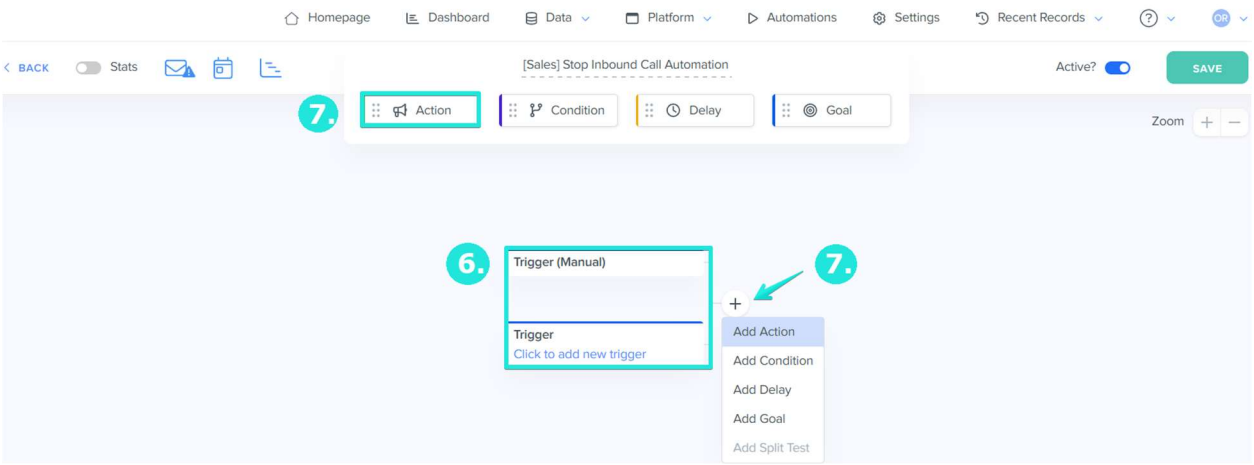
4. Choose Automation Object

5. Click Save

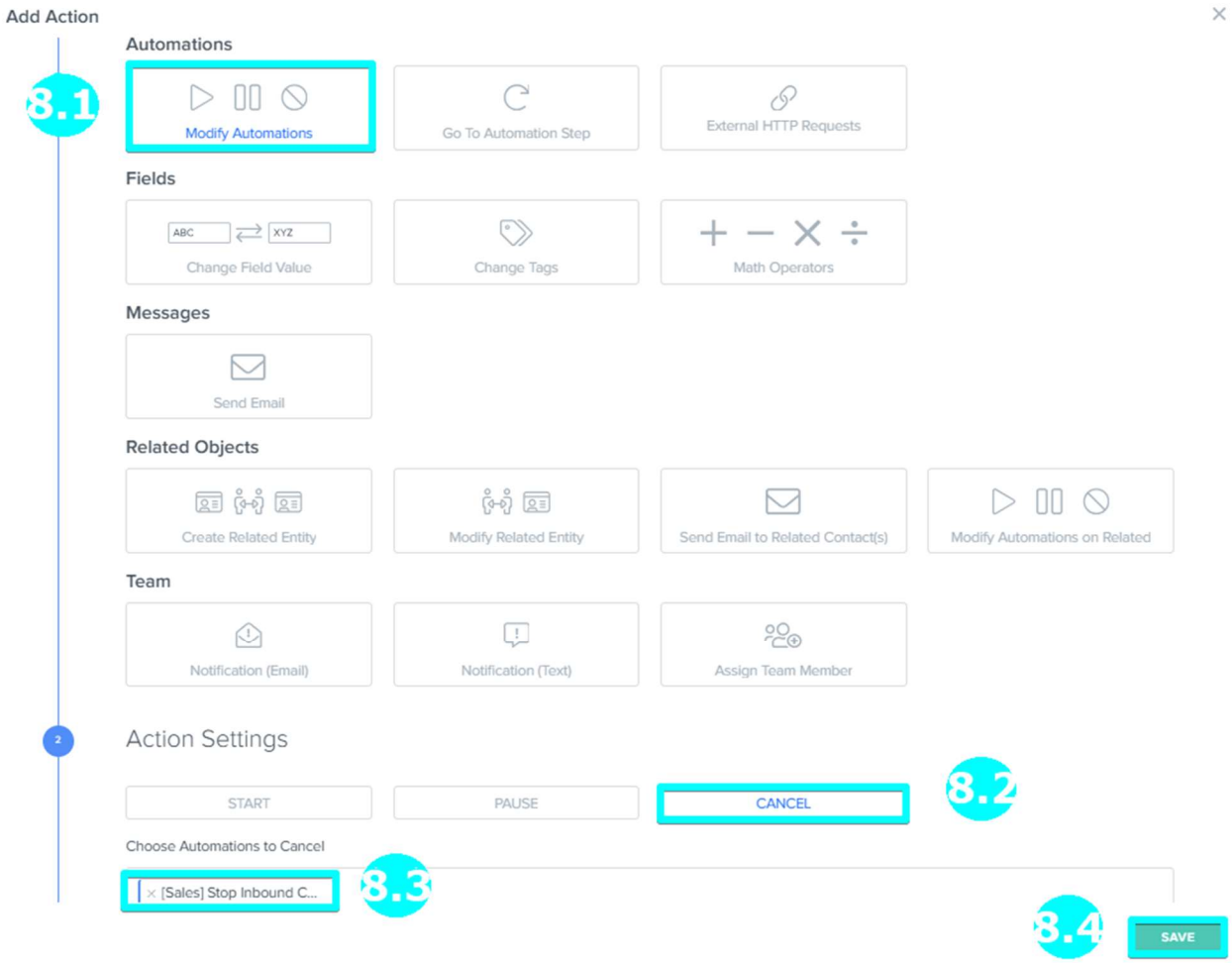


6. Keep step 1 as Trigger (Manual)

7. Add an Action by drag & dropping the step, or by clicking the + button near the trigger

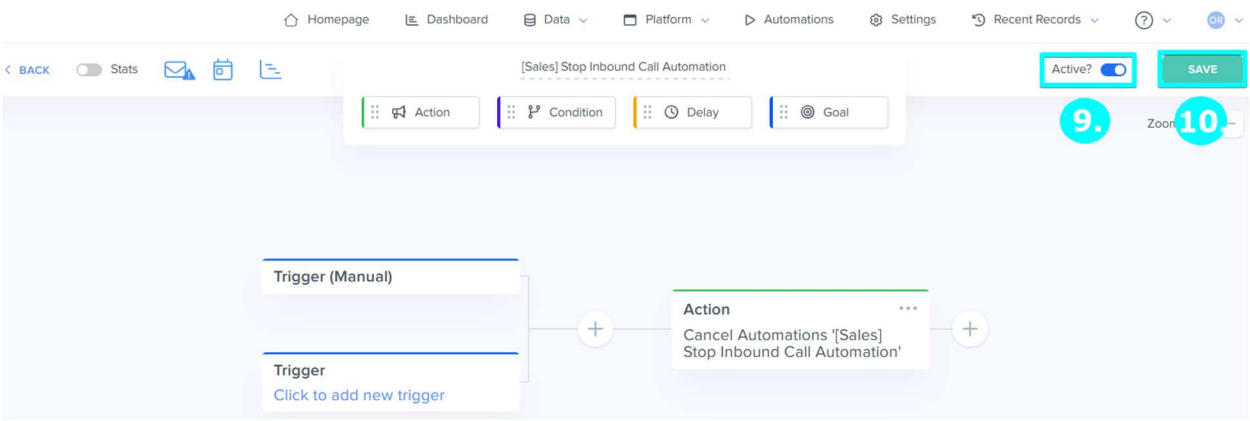


8. Make your action Cancel Automation



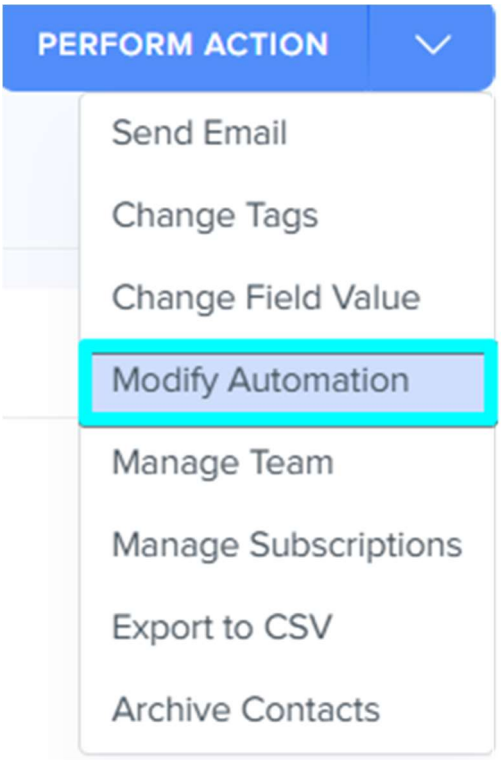
9. Activate the automation by moving the "Active" toggle on

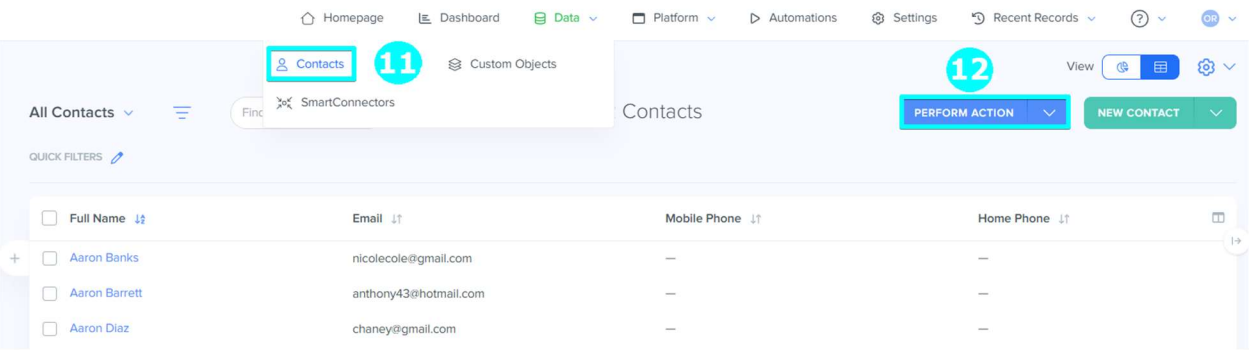
10. Save your automation



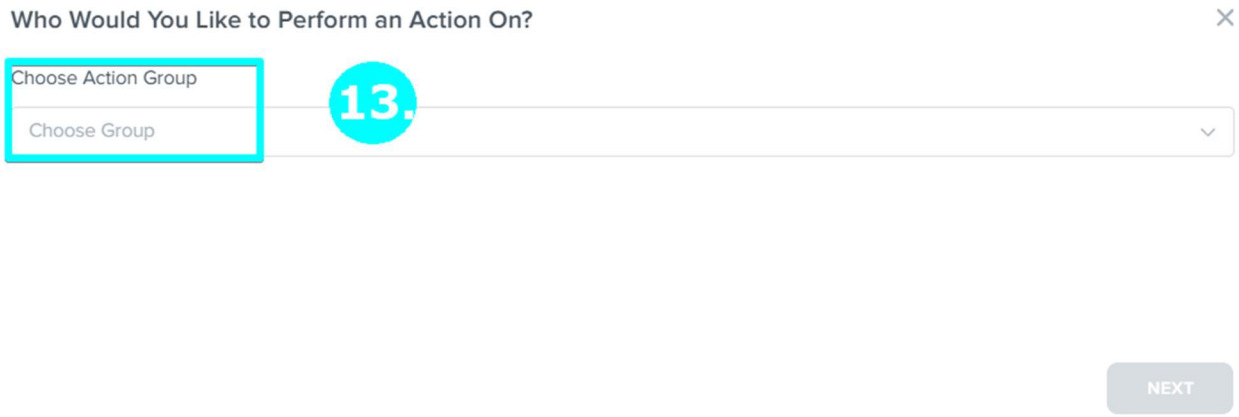
11. Go into your Contacts section of your account

12. Click Perform Action button & select Modify Automation option from the menu

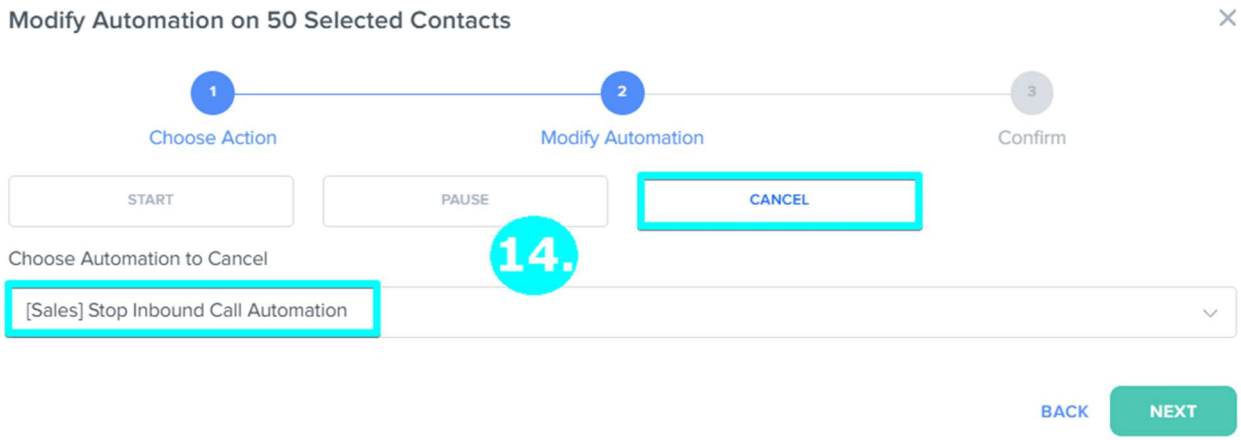




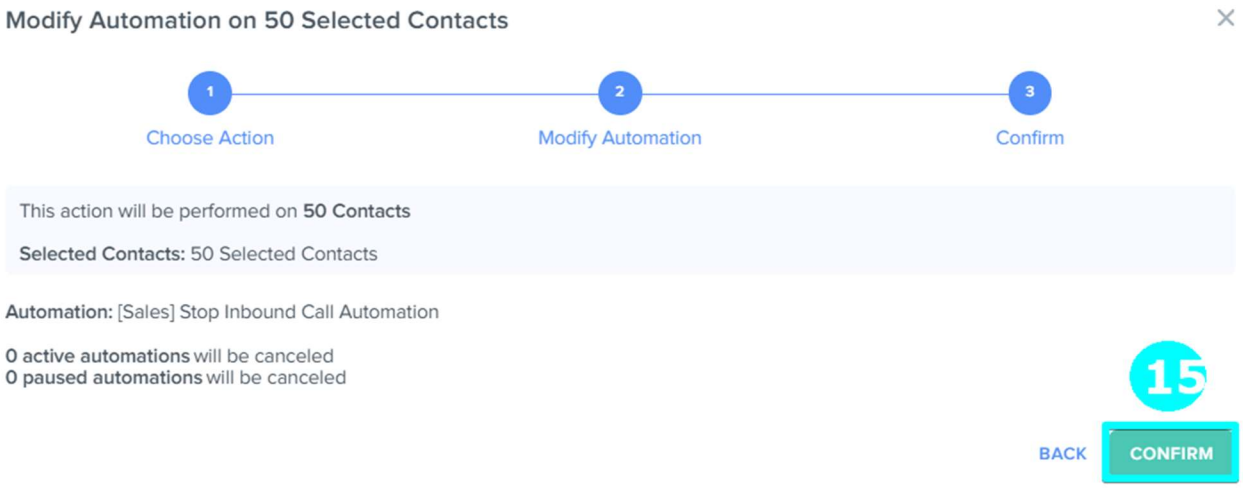
13. Select the group of contacts you'd like to cancel the automation for



14. Finally, choose the automation you just created



15. Complete the process. Now all of those contacts will have the automation defined in the newly created automation cancelled



Hint:

Once it has been cancelled, it must be restarted from the beginning.