Unite Education Program v6.4
Job Aid: 5711

Set the Publish Status for an Active Customer Journey

Each active customer journey record has a publish status to help manage email campaigns. The default publish status is **Draft**. Once you add details and finish with the journey design, you can set the publish status to **Live**. If you want to unpublish the customer journey record, you can set the publish status to **Stopped**. The following table provides a description of each publish status for active customer journey records.

Publish status	Description
Draft	• The journey record has never been published. • Journey details and design may or may not be complete.
Live	• The journey record is published. • Journey details and design are complete. • If the current date is between the journey start and end dates, the journey is processing people and sending email messages. • The journey automatically goes to a **Stopped** publish status when the journey end date passes.

Publish status	Description
Stopped	• The journey record was previously published and can now be edited. • Journey details and design are complete but may need to be updated. • The journey record may have been stopped manually or automatically because the journey end date passed. • The journey may have already processed people and sent email messages. • Unite suspends processing people and does not send any more email messages.
Live, editable	• The journey record is published. • Journey details and design are in the process of being updated. • The live journey continues processing people and sending email messages while updates are being made. • Once saved, Unite applies the updates to the live journey.

The steps to set the publish status for a customer journey record differ depending on whether you want to publish or unpublish the record.

To publish a customer journey record

1. Open a browser and log on to Unite.

2. On the main menu, click JOURNEYS.

3. On the navigation pane, click **Customer Journeys**.

4. In the **Name** column, click the name of the customer journey record.

> **Note**
>
> You may need to sort, filter, or search to find the record you want to open.

> **Note**
>
> The **Status reason** column shows the current status for the customer journey record. You can publish customer journey records that have the **Draft** or **Stopped** publish status.

5. Perform an error check as needed.

6. On the command bar, click ⊘ **Go live** .

> **Note**
>
> It may take several seconds for Unite to publish the journey record. Once complete, the **Status reason** changes to **Live**.

7. On the command bar, click ← to close the record.

To unpublish a customer journey record

1. Open a browser and log on to Unite.

2. On the main menu, click JOURNEYS.

3. On the navigation pane, click **Customer Journeys**.

4. In the **Name** column, click the name of the customer journey record.

> **Note**
>
> You may need to sort, filter, or search to find the record you want to open.

> **Note**
>
> The **Status reason** column shows the current status for the customer journey record. You can unpublish customer journey records that have the **Live** publish status.

5. On the command bar, click ☐ **Stop** .

> **Note**
>
> It may take several seconds for Unite to unpublish the journey record. Once complete, the **Status reason** changes to **Stopped**.

6. On the command bar, click ← to close the record.