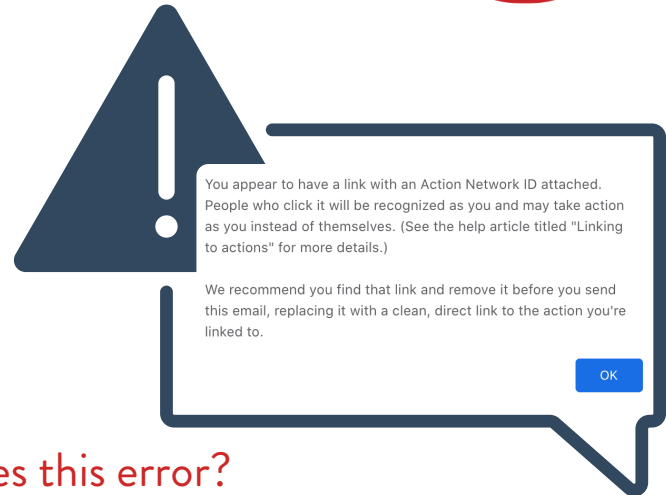# Action Network Problem Solving

"You appear to have a link with an Action ID attached."

If you are drafting an email in Action Network and receive this error message, don't ignore it. Ignoring the message can cause serious problems to the data you're collecting and even your own admin profile.

This document covers why this error occurs and how to fix it. But if you are part of Concerted Action's Organizers Helpdesk program, simply contact us using your organization's dedicated support email, and we will happily fix this issue for you.

> You appear to have a link with an Action Network ID attached. People who click it will be recognized as you and may take action as you instead of themselves. (See the help article titled "Linking to actions" for more details.)
>
> We recommend you find that link and remove it before you send this email, replacing it with a clean, direct link to the action you're linked to.
>
> **OK**

What causes this error?

This section is not required reading. Feel free to skip ahead to the next page to learn how to fix it.

This error is caused by tracking links being included in an email blast. Most likely, a tracking link was copied from another email message into your new draft. You should never refer to a previously sent email, even a test email, that is in your inbox to copy and paste links. Once an email is in your inbox it's tainted with tracking links and you should never use it in any way when setting up a future email.

Normal Action Network URL:
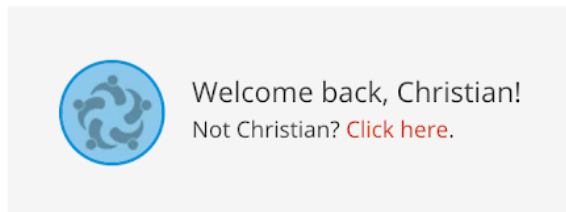
actionnetwork.org/events/sample-event-34
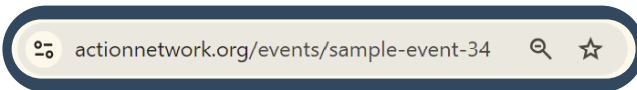
Tracking links look like normal URLs, the beginning of the URLs are identical, and they take you to the same page, but they are NOT the same.

Action Network URL as a tracking link:

actionnetwork.org/events/sample-event-34?clear_id=true&link_id=1&can_id=c8bc24336061f0d57cf8890cfa771e7f&sour...

Everything after the question mark in a link is a URL parameter. Those URL parameters allow Action Network users to see how many people clicked a link.

BE TRAINED AS A POLL MONITOR

Welcome back, Christian!
Not Christian? Click here.

What state will you be in on Nov. 3rd? *

Alabama

Tracking links also power the 'Welcome back' feature on an Action Network form. Where some of a user's information is already filled in on the form.
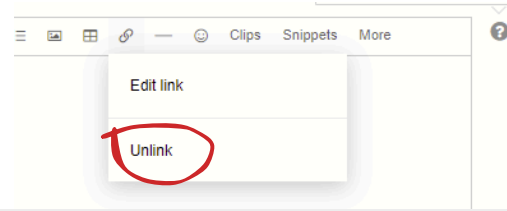
That's what makes this problem so important to fix. A tracking link remembers a specific person's information. When a tracking link is shared or sent out over email, it's the original person's information that is remembered, not the new person who the link was shared with.

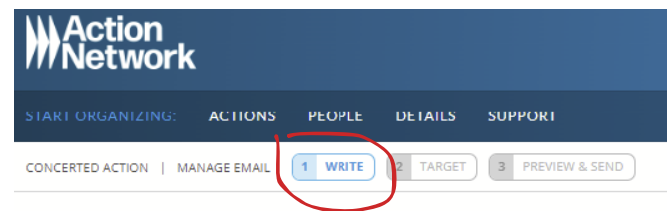# How to fix this error.

1. Remove all of the links from your email.

2. Click the 'Save and Target Your Email' button.

- If you still get the error message, then you have not removed all of the links. You can either check the HTML or email the Organizers Helpdesk.

3. If there is no longer an error message, go back to the 'Write' step.

4. Create a clean link.

- The easiest way to do this is to look at the URL you have and check for URL parameters. REMOVE THE QUESTION MARK AND EVERYTHING AFTER IT. Specifically, the URL parameter that causes problems looks like can_id= and then a mess of random numbers. Make sure that is gone.

actionnetwork.org/events/sample-event-34?clear_id=true&link_id=1&can_id=c8bc24336061f0d57cf8890cfa771e7f&sour...

- If you are trying to link to your own event or action in Action Network, you can also copy a clean link from event or action management page.
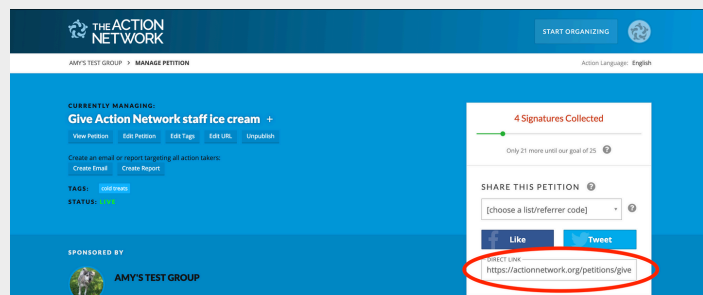
5. Add your clean links to your email and re-save the draft.
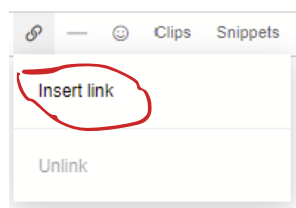
- If there is no error message shout hooray and continue to target and send your email.
- If there are still error messages go back to step 1 or contact the Organizers Helpdesk.

Contact the Organizers Helpdesk with questions or for live training.