Feature Guide: Contacts

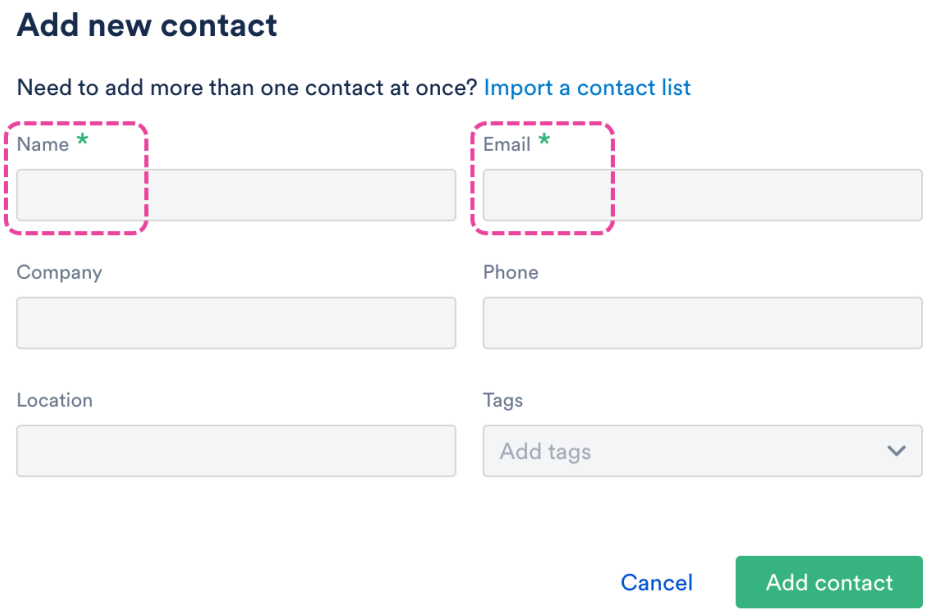
□□□□□ 10/29/2026 2:43 pm PDT

At a glance

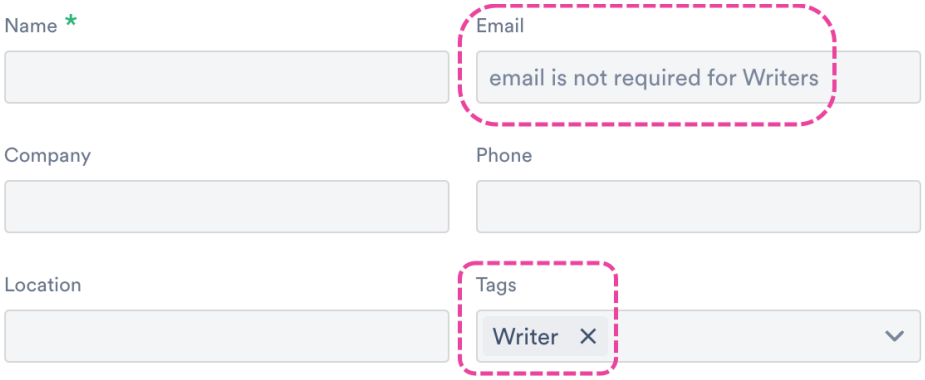
Anyone you share Playlists with will *automatically* be added to your Contacts list, but you can also add Contacts manually.

Adding a single contact

1. From the left sidebar of your DISCO, under **Tools**, select **Contacts**.
2. On the Contacts page, in the top-right, click the **Add New Contact** button.
3. In the **Add new contact** window, enter their information. **Name** is required for all Contacts and **Email** is required for most* Contacts.



Email* is not required if the Contact is tagged as a ***Writer*.*



4. *Optional:* Add **Tags** to your Contact. Visit this article for more information on Contact Tags.
5. Click the **Add contact** button.

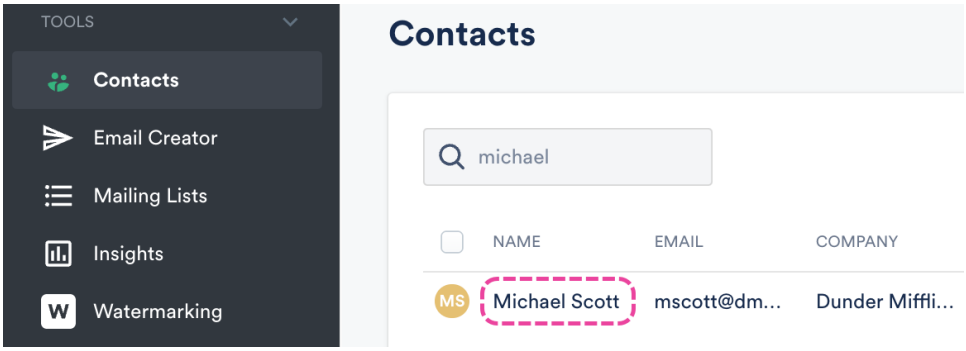
Adding multiple Contacts at once

You can do this by uploading a CSV file. Visit this article for more information.

Searching and viewing Contacts

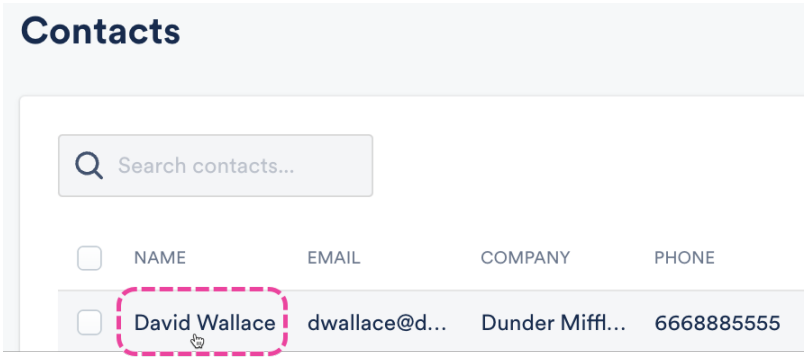
Searching Contacts

To search through your Contacts, use the search bar on the Contacts page. You can search using data from any of the Contact fields (**Name, Email, Company, Phone, Location, Tags**).



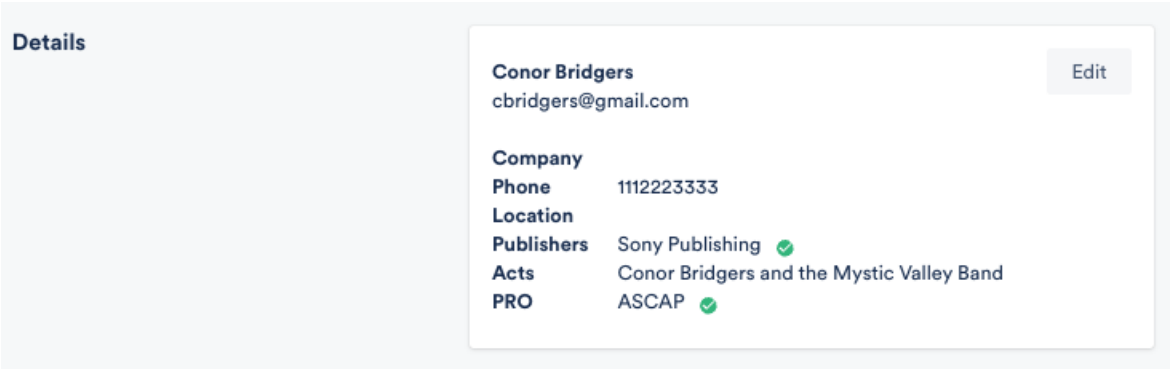
Viewing individual Contact pages

To view an individual Contact Page, click on their name in the Contacts list.

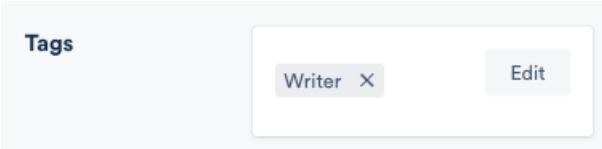


This will open their Contact page containing their **Details, Tags, Notes, Mailing Lists,** and **Activity**.

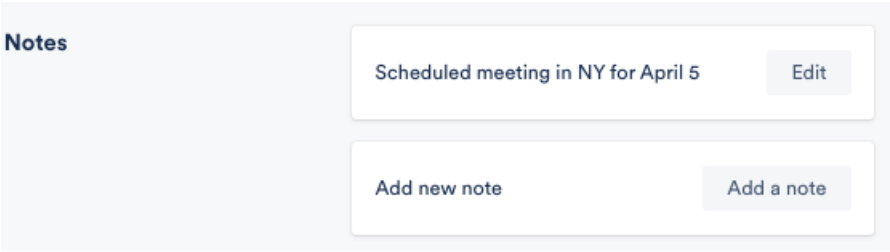
- **Details →** view and edit basic Contact Information. If they are a Writer (as indicated by their **Tags**), their **Publishers**, **Acts**, and **PROs** will also be listed here.



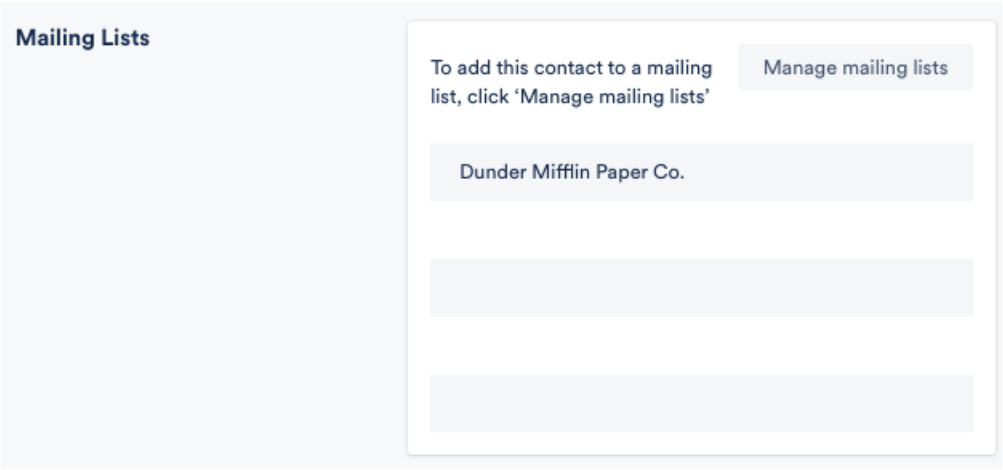
- **Tags →** view and edit Tags



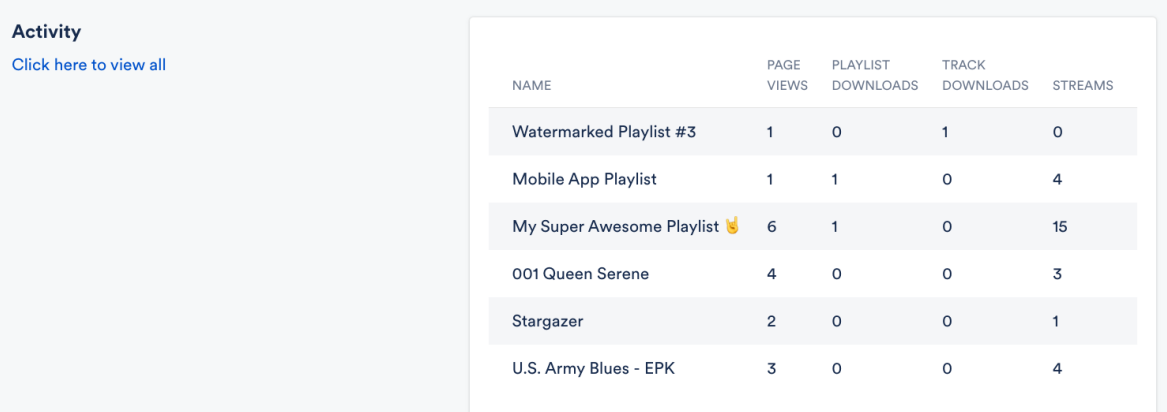
- **Notes →** view, edit, and add Notes added by anyone in your DISCO



- **Mailing Lists →** view Mailing Lists this contact is currently on, and add them to or remove them from Mailing Lists



- **Activity →** view any Playlists you have shared with this contact, and their activity on those playlists (**Page Views, Downloads, Streams**)



Editing and deleting Contacts

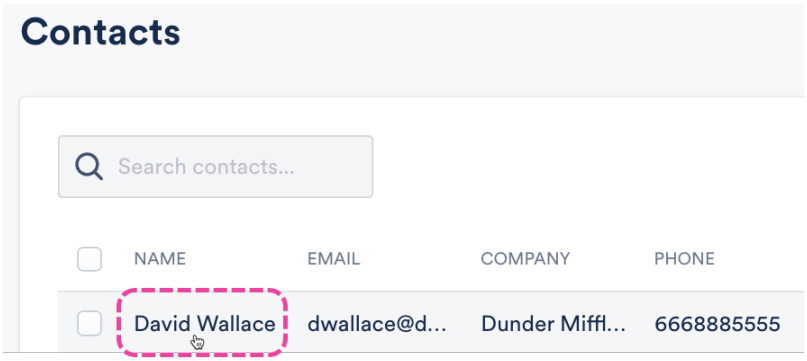
Editing Contacts

You can edit contacts in a couple of different ways.

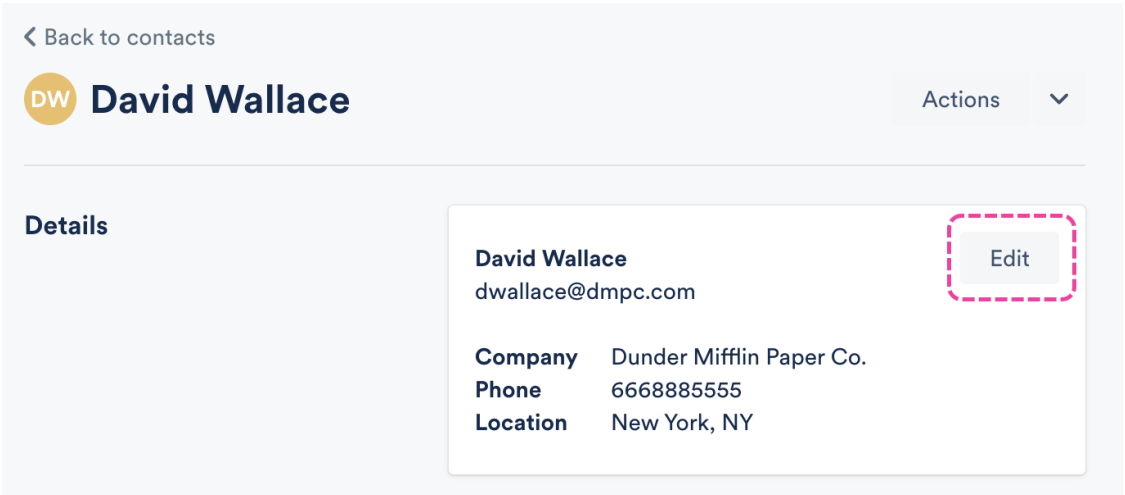
Single Contacts

From the individual contact page:

1. Click on their name in the Contact list.

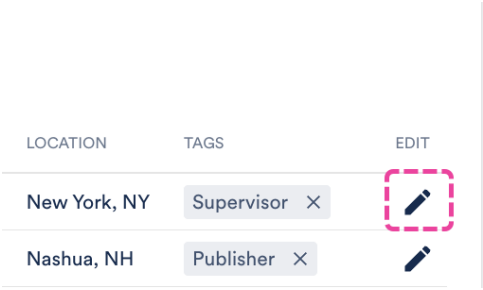


2. Click the **Edit** button next to the section you wish to edit.



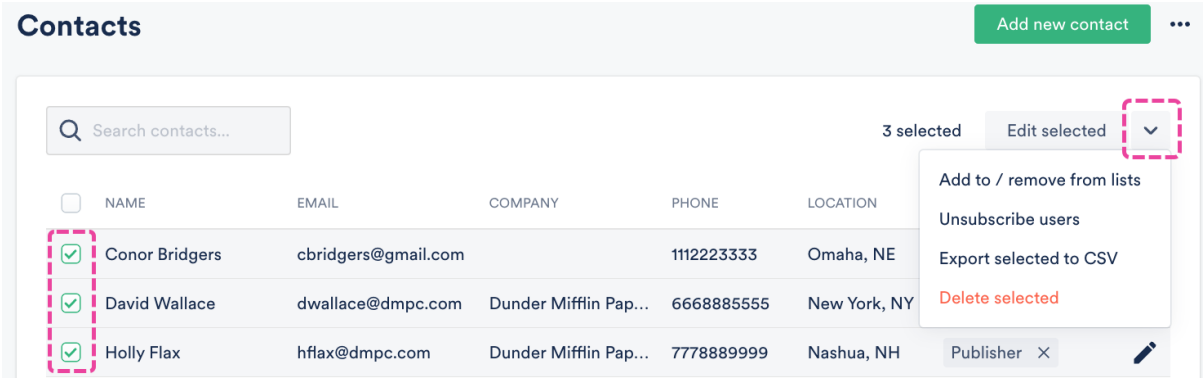
From the main Contacts page:

1. Click the pencil in the **Edit** column for that Contact.



Multiple Contacts

1. From the main **Contacts** page, check the boxes for each Contact, then click **Edit selected** in the top right corner.



2. From here you can select **Add to / remove from lists** or **Unsubscribe users**.

> ***Note:*** *To edit them in bulk, select* ***Export selected to CSV****. Visit this article for more information on exporting your Contacts and this article for editing Contacts in bulk.*

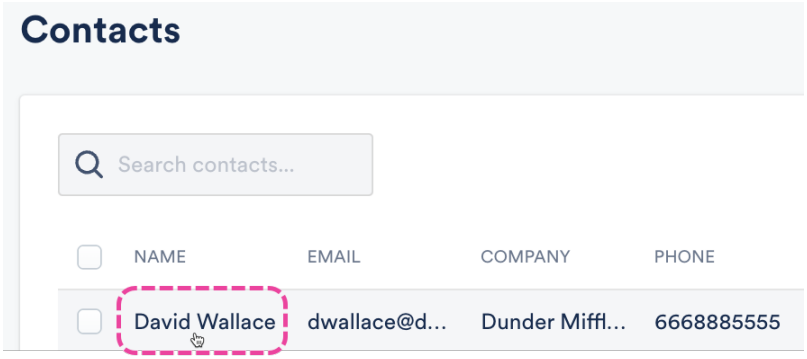
Deleting Contacts

You can delete contacts in a couple of different ways.

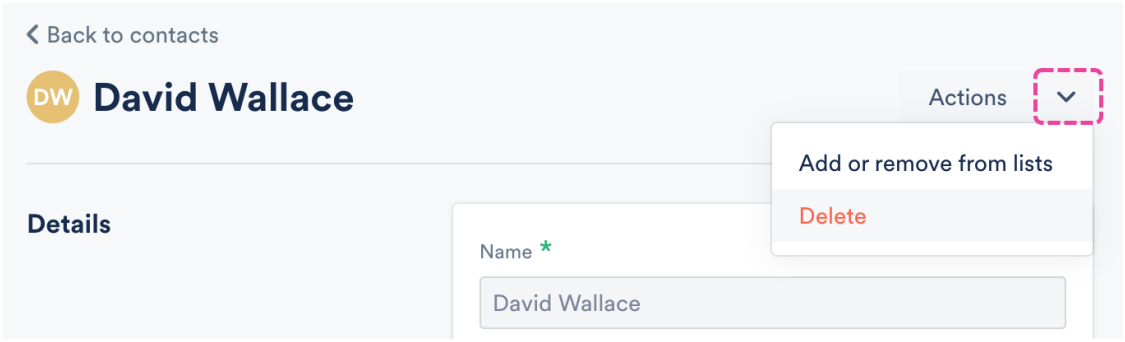
Single Contacts

From the individual contact page:

1. Click on their name in the Contact list.

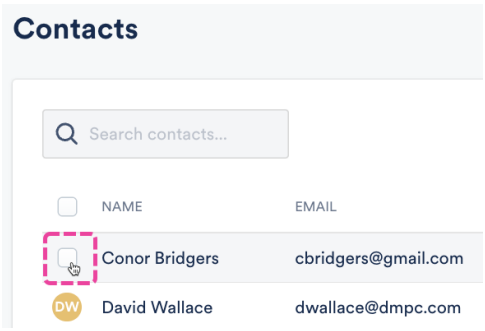


2. From the individual contact page, click the **Actions** drop-down and select **Delete**.

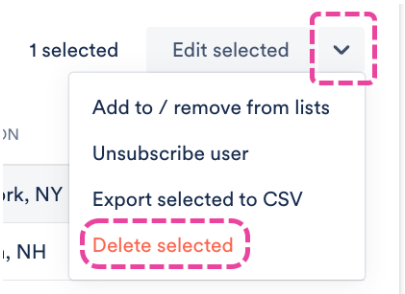


From the main Contacts page:

1. Hover your cursor over the Contact name, then check the box that appears.

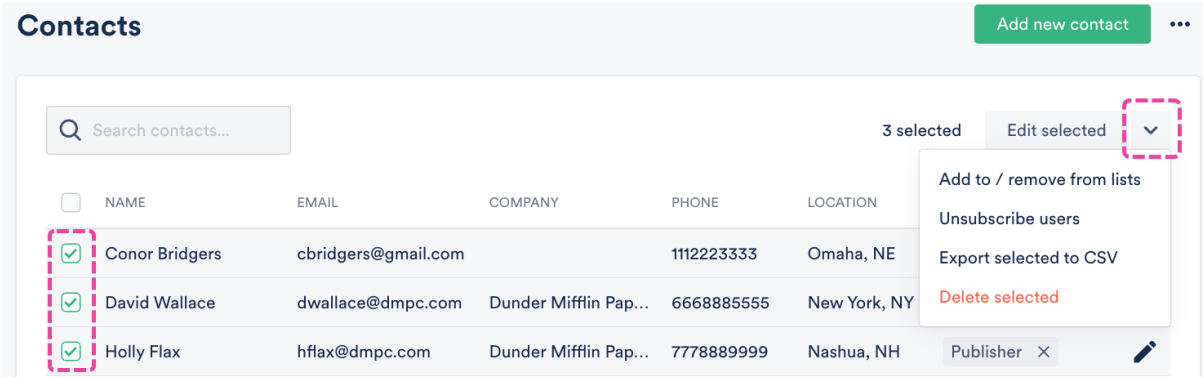


2. Open the **Edit selected** drop-down and select **Delete selected**.



Multiple Contacts

1. From the main **Contacts** page, check the boxes for each Contact.
2. Click **Edit selected** in the top right corner.



3. Select **Delete selected**.

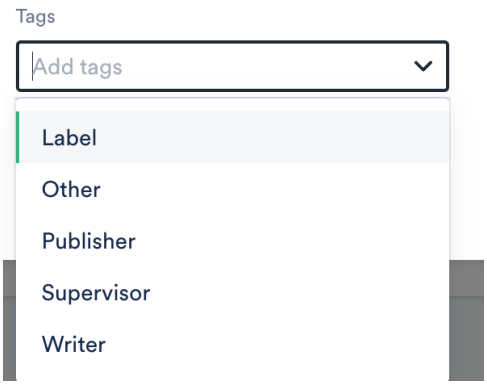
Using Contact Tags

Contact Tags are useful for quickly labeling, searching, and filtering your Contacts within Contact Lists, Mailing Lists, and when choosing recipients to send campaigns to via our Email Creator.

At a glance

When adding Contact Tags, you can either select pre-set tags from the drop-down or type in the field to create your own:

- **Label**
- **Other**
- **Publisher**
- **Supervisor**
- **Writer** -- Additional fields will appear so you can add their **Publisher**, **Acts**, and **Performing Rights Organization**, also known as **PRO.** For more information on managing Writers, refer to our article on managing writers.

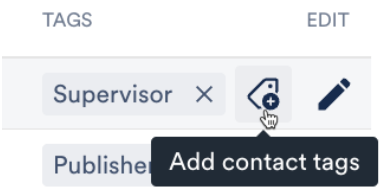


You can add Contact tags to existing Contacts, or when adding a new Contact.

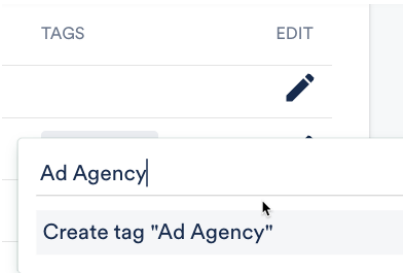
Adding Tags to existing Contacts

Single Contacts

1. From the left sidebar of your DISCO, under **Tools**, select **Contacts**.
2. Hover your cursor over the Contact name and click the Tag icon that appears to **Add contact tags**.



3. Select a Tag from the dropdown or type to create one.



Multiple Contacts

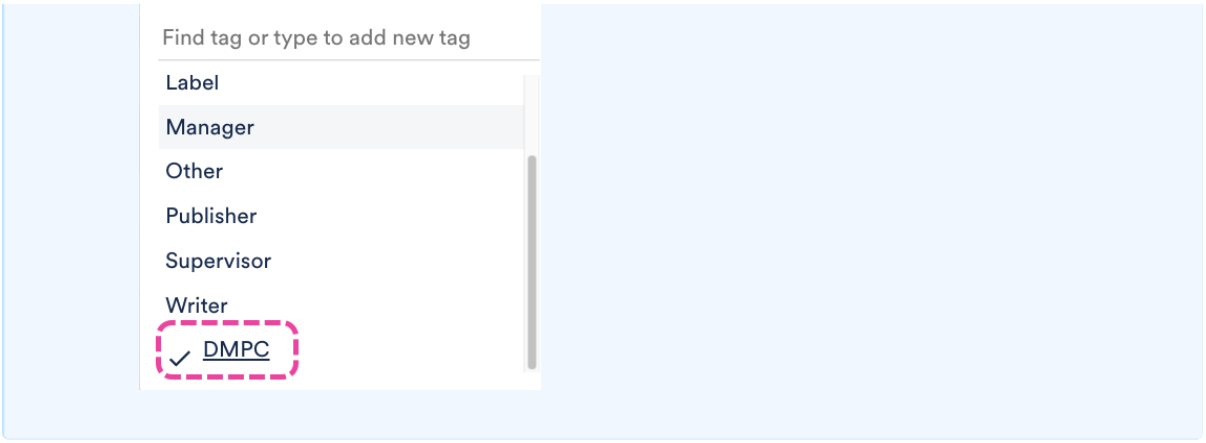
1. Hover over the Contact names, then check the boxes that appear.
2. Click the Tag icon that appears to **Add contact tags**.



3. Type in the field to create your own Tag, or choose from the available pre-set Tags.

Notes:

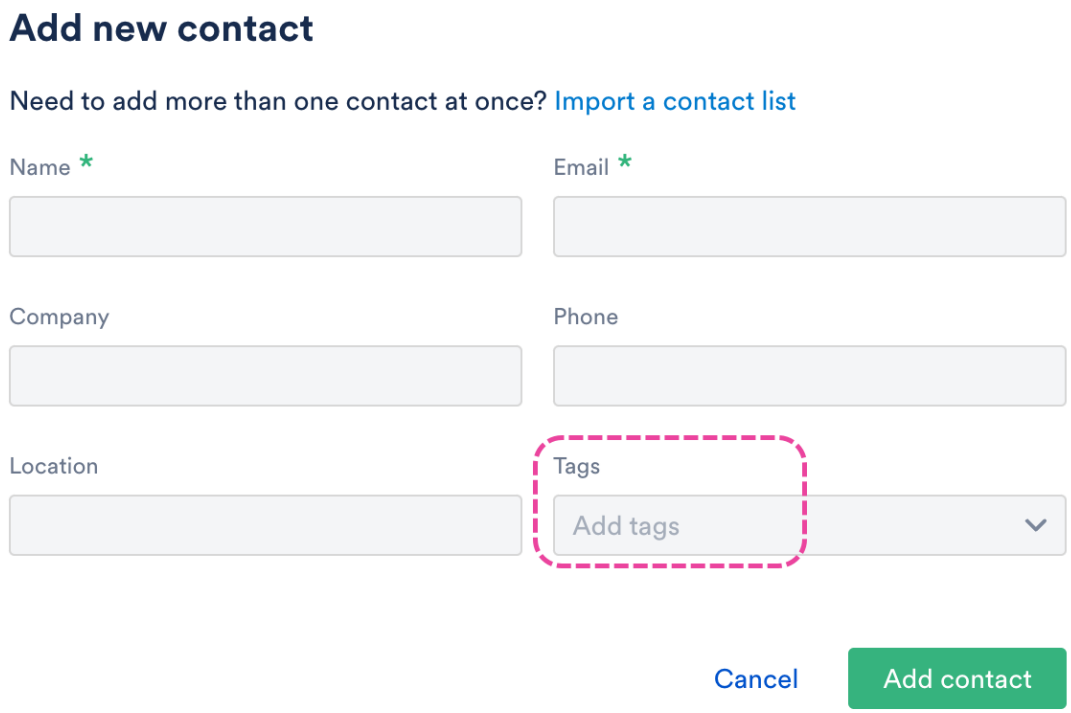
- *If you see a minus symbol (—) next to a Contact tag, that means the tag is present on some of the Contacts you've selected, but not at all. If you click this tag, it will be added it to all the selected Contacts.*
- *If you see a checkmark (✔) next to a Contact tag, that means the tag is present on all the contacts you've selected. If you click this tag, it will be removed from all the selected contacts.*



Adding Tags to new Contacts

Single Contacts

1. In the **Add new contact** window, under **Tags**, type in the field to create your own Tag, or choose from the available pre-set Tags.



2. Click the **Add contact** button.

Multiple Contacts

You can add Contact Tags for multiple Contacts along with other Contact data when you add new Contacts via a CSV import. When adding tags via CSV, make sure your file:

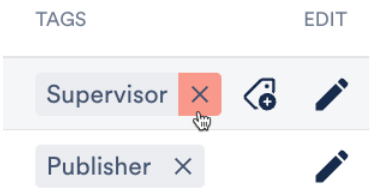
- has a **Tags** column
- has all Tags for each Contact contained within a single cell separated by commas

A	B	C	D	E	F
email	name	phone	company	territory	tags
dwallace@dmpc.com	David Wallace	6668885555	Dunder Mifflin Pa	New York, NY	Supervisor, VIP, DMPC, Manager, NYC
tflenderson@dmpc.com	Toby Flenderson	9998887777	Dunder Mifflin Pa	Scranton, PA	Supervisor, VIP, DMPC, HR, PA

Removing Contact Tags

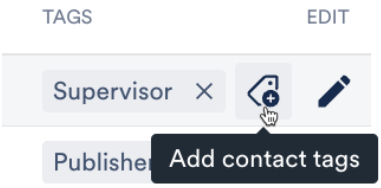
There are two ways to do this:

Method 1: In the **Tags** column for the Contact, click the **X** on the tag you wish to remove.

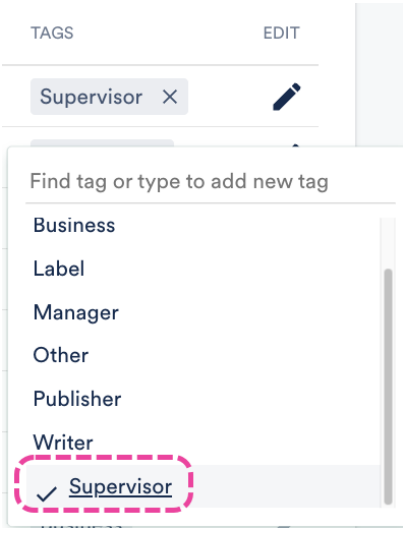


Method 2:

1. Hover over the Contact name and click the Tag icon that says **Add contact tags**.



2. Click on the Tag that shows a check mark to unselect it.

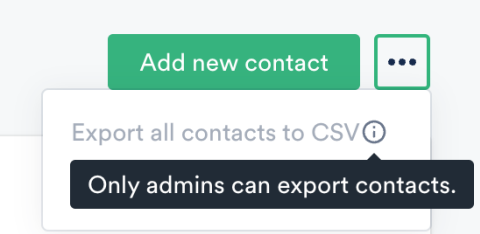


Exporting your Contacts list to a CSV

Exporting your Contacts makes it easier to edit them in bulk and re-import them.

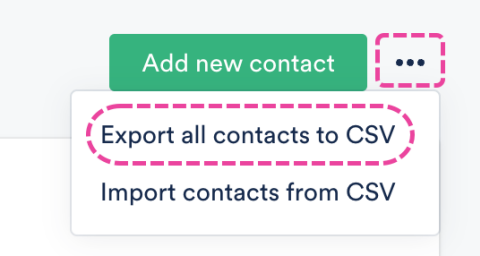
At a glance

Contacts from your DISCO can be exported by *Admins only*. Non-admins will see this message if they attempt an export:



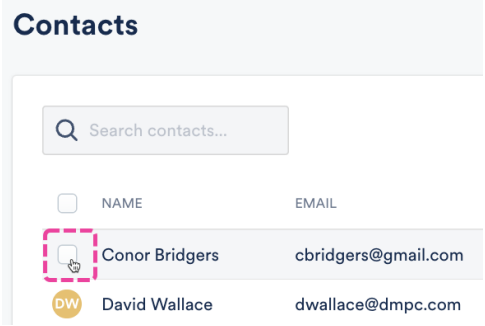
Exporting all Contacts

Click the three-dot menu (···) in the top right corner of the Contacts page, and select **Export all contacts to CSV**.

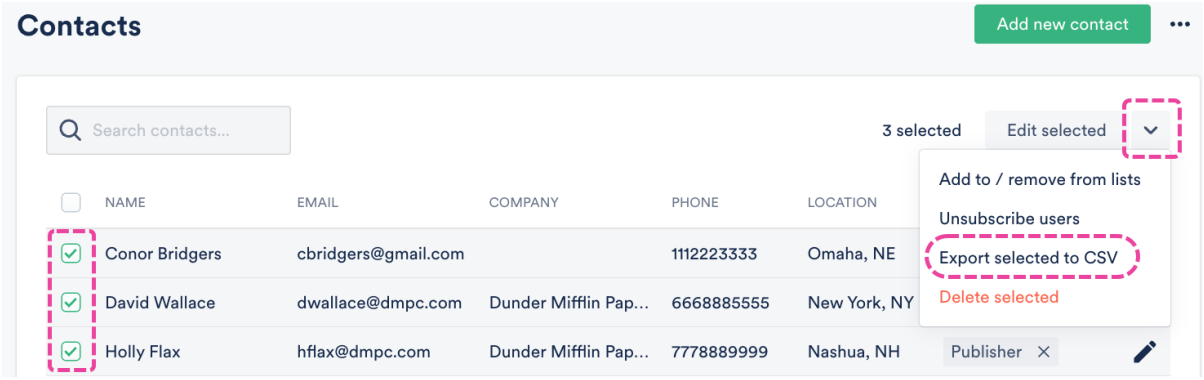


Exporting select Contacts

1. Hover over the Contact names, then check the boxes that appear.



2. Open the **Edit selected** drop-down and select **Export selected to CSV**.



Editing your Contacts in bulk via CSV

Editing your contacts in bulk via CSV

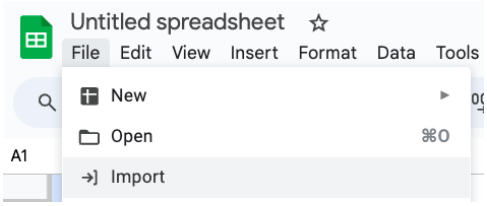
After exporting your Contacts list from DISCO, you have the option to edit them in bulk using a third-party spreadsheet program. You can then save the new file as a CSV and re-import it into your DISCO.

At a glance

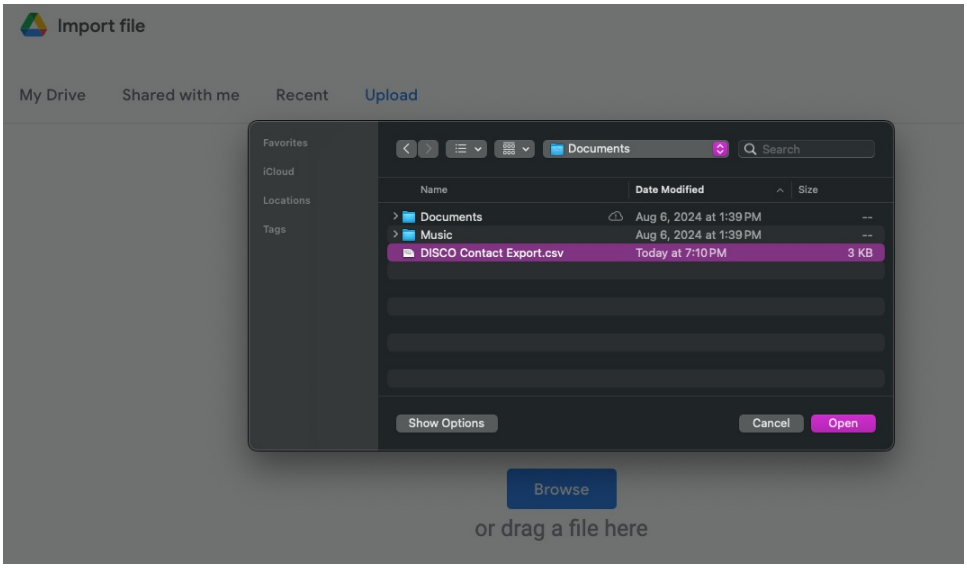
You can use any spreadsheet program for this. Below you will find instructions for a few of the most common ones: **Google Sheets**, **Excel**, and **Apple Numbers**.

Using Google Sheets

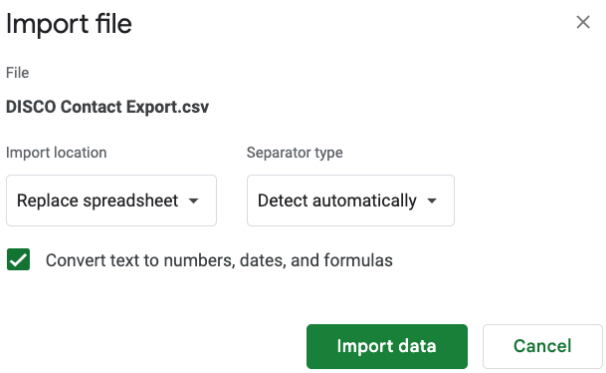
1. Open a new Google Sheet.
2. From the **File** menu, select **Import**.



3. Click the **Upload** tab and select your file generated from DISCO.



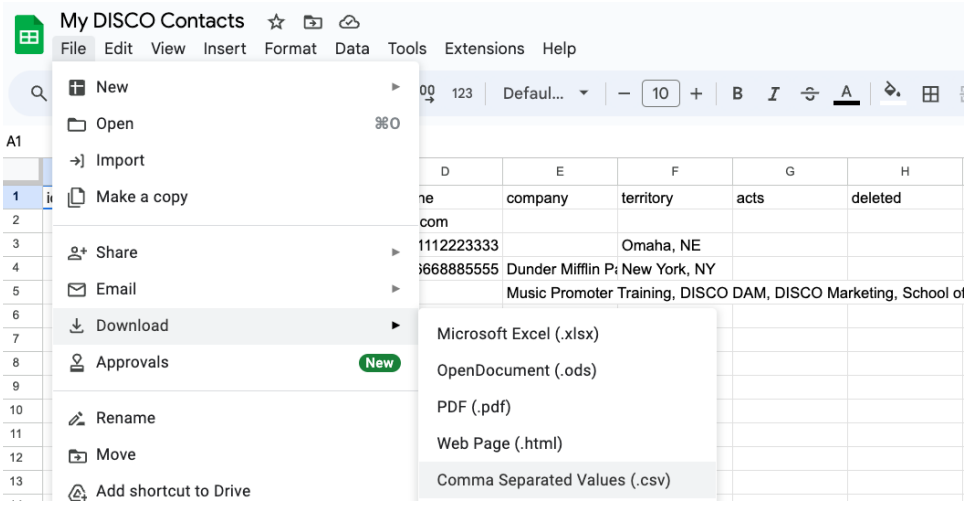
4. Click the **Import data** button. Your Contacts data should then populate the sheet.



5. Make the necessary edits to your Contacts.

> ***Important:*** *Email addresses **cannot** be updated when re-importing your Contacts list, as they are the key identifiers for the Contacts. Also, if there are any email addresses in your file that don't already exist in your Contacts, a new Contact will be created.*

6. Prepare your file to be re-imported into your DISCO.
7. From the **File** menu, select **Download**, then select **Comma-separated values (.csv, current sheet)**.



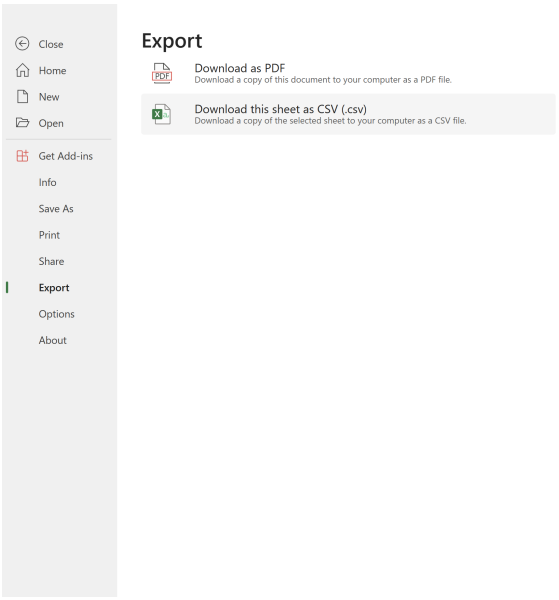
8. When you're ready to re-import your Contacts list, check out this article.

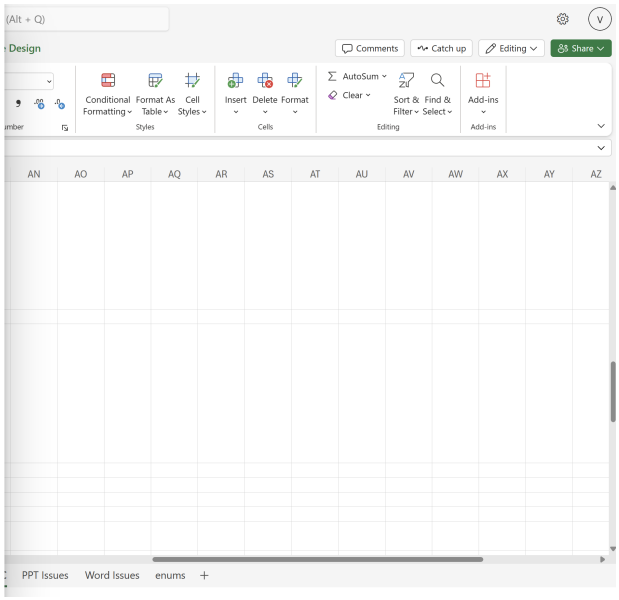
Using Microsoft Excel

1. Open a new **Excel** sheet.
2. Import your file generated from DISCO. Your Contacts data should then populate the sheet.
3. Make the necessary edits to your Contacts.

> ***Important:*** *Email addresses **cannot** be updated when re-importing your Contacts list, as they are the key identifiers for the Contacts. Also, if there are any email addresses in your file that don't already exist in your Contacts, a new Contact will be created.*

4. Prepare your file to be re-imported into your DISCO.
5. To export, from the **File** menu, select **Export**, then select **Download this sheet as CSV (.csv)**.

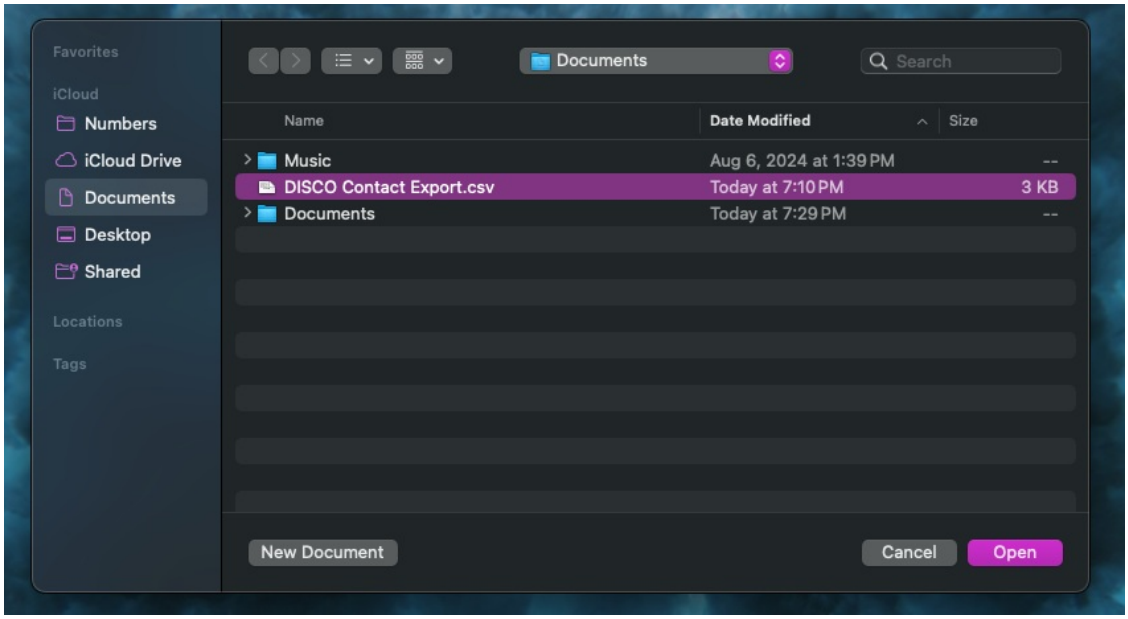




6. When you're ready to re-import your Contacts list, check out this article.

Using Apple Numbers

1. Open the **Numbers** app.
2. A Finder window will open on your desktop. Select your file generated from DISCO and click **Open**.

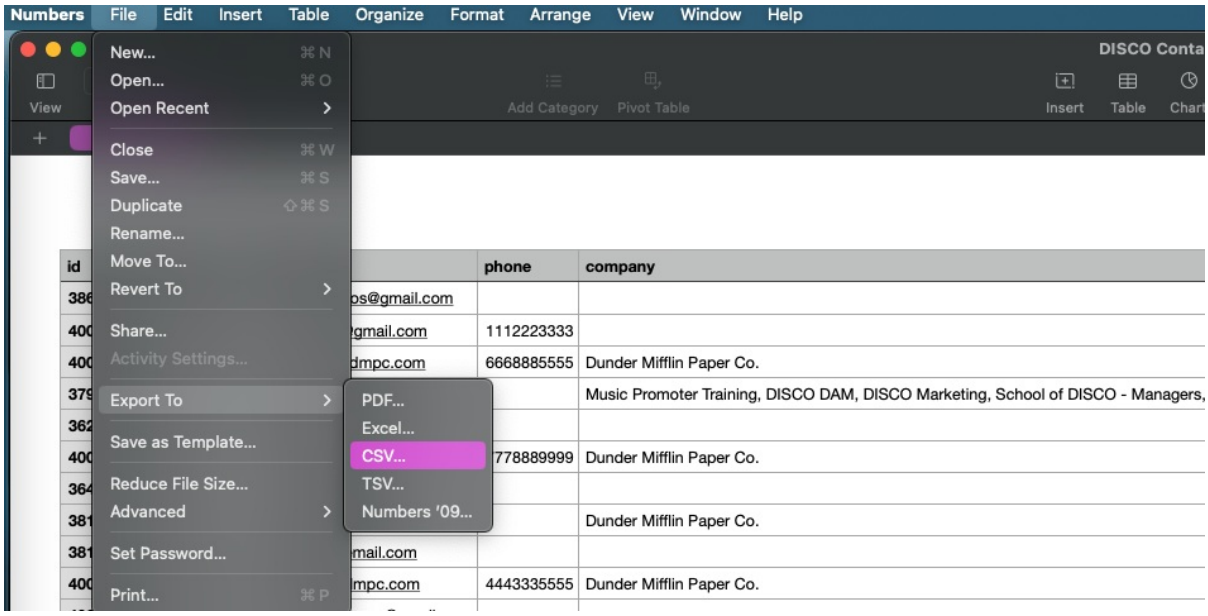


3. A new sheet will open with your Contacts data populated.
4. Make the necessary edits to your Contacts.

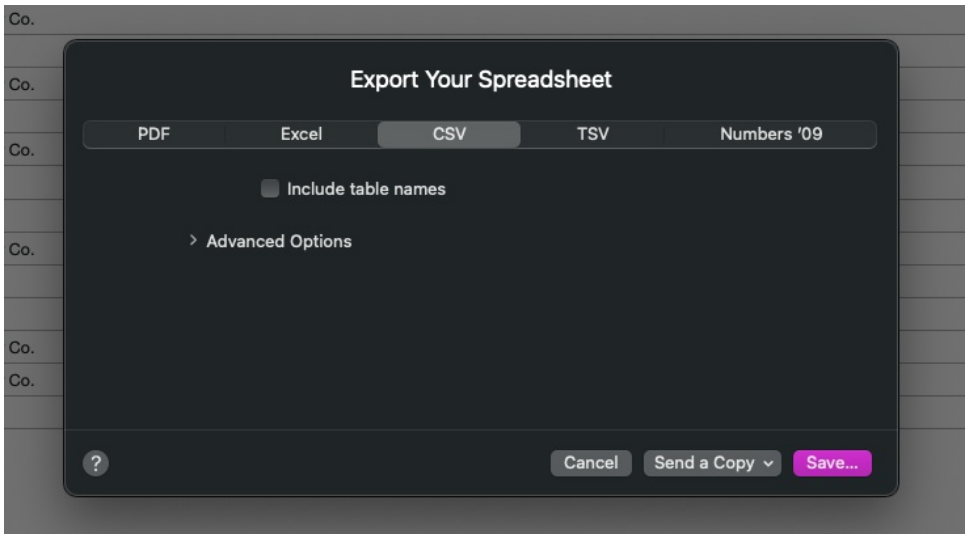
> ***Important:*** *Email addresses **cannot** be updated when re-importing your Contacts list, as they are the key identifiers for the Contacts. Also, if there are any email addresses in your file that don't already exist in your Contacts, a new Contact will be created.*

5. Prepare your file to be re-imported into your DISCO.

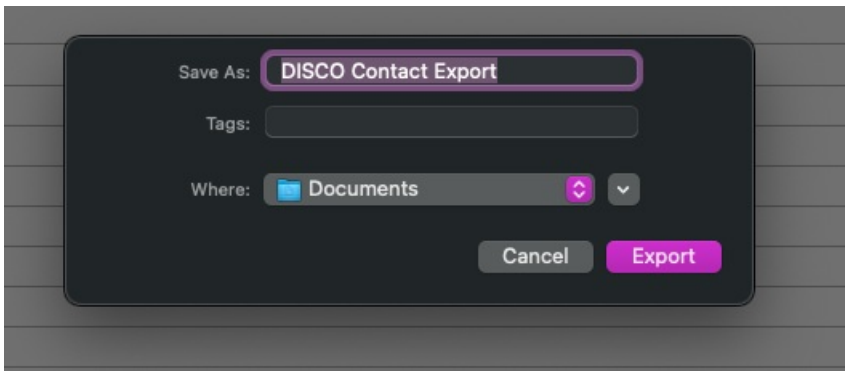
6. From the **File** menu, select **Export To**, then select **CSV**.



7. Click **Save**.



8. Select a destination from the **Where** dropdown and click **Export**.



9. When you're ready to re-import your Contacts list, check out this article.

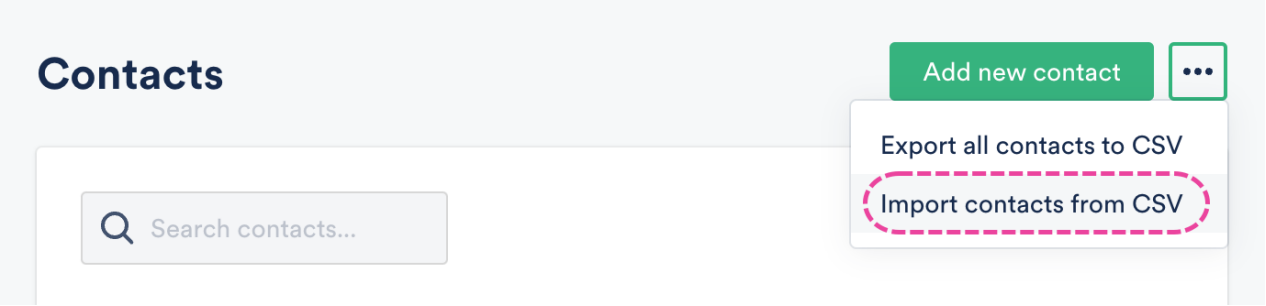
Importing and re-importing your Contacts list

via CSV

You can easily add new Contacts to your DISCO via a CSV import. You can also export your existing Contacts from your DISCO to a CSV, edit them in bulk using a third-party spreadsheet program, and re-import the file into your DISCO.

At a glance

The **Import** option can be found from the menu (···) on the **Contacts** page in your DISCO.



Preparing your CSV file for import

Before importing your Contacts list, ensure that your CSV file meets the following requirements:

- the file *must* be in CSV format
- there *must* be a *unique* email address for *every* Contact *(no blanks!)*
- there *must* be a *unique* name for *every* Contact *(no blanks!)*

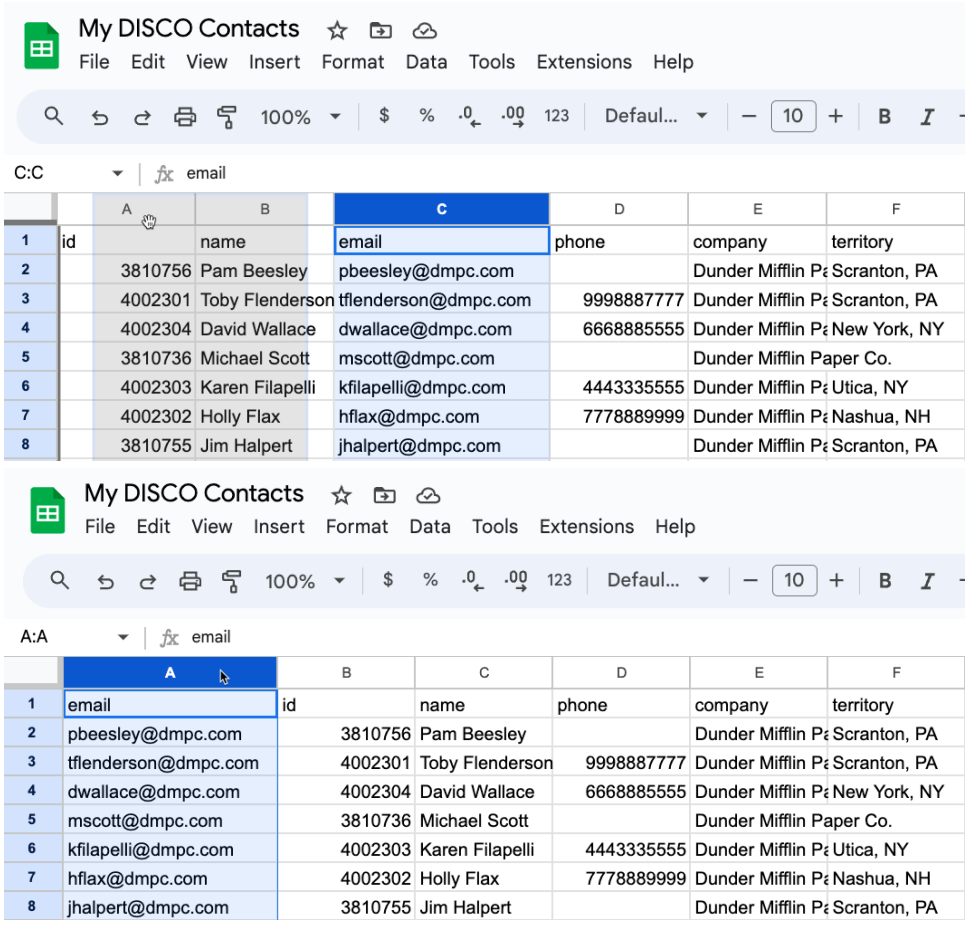
Optional fields

These fields are optional, meaning you can choose to remove these columns from your file before the import if you prefer.

- Tags
- Company
- Phone
- Location

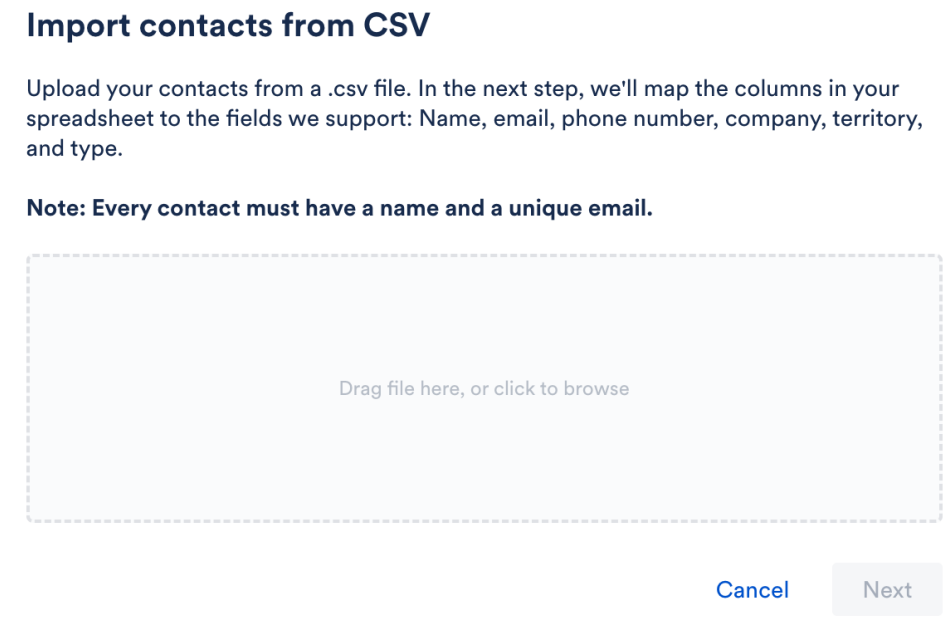
Best practices

- Keep the column headers the same as they appear on your Export file, with one exception:
  - Combine the First and Last Names into a single **Name** field to avoid errors when importing your contacts.
- Place the **email** column in **Column A** (you can click and drag the entire column to the left).



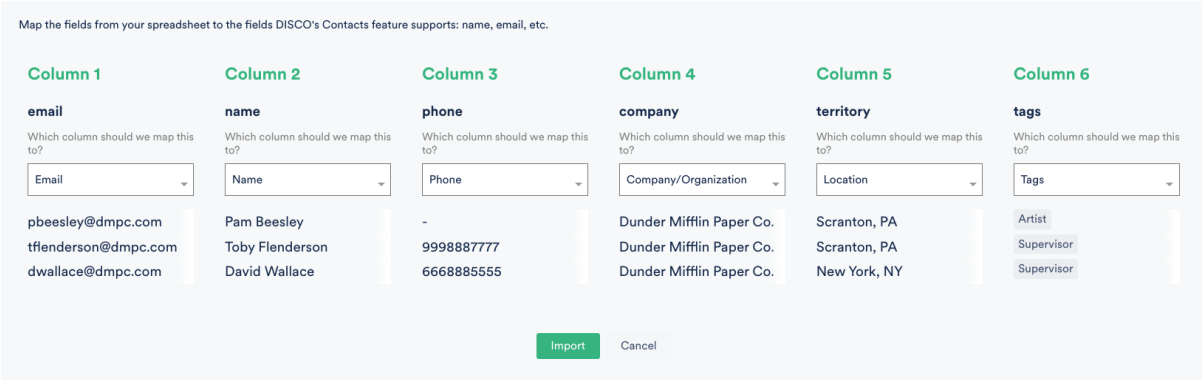
Importing your CSV file

1. In your DISCO, on the left sidebar, select **Contacts**.
2. In the top-right corner of the Contacts page, open the menu (···), and select **Import contacts from CSV**.
3. Drag the file into the box or click to browse your computer.



4. Click the **Next** button.

5. Map each Column from your spreadsheet to a DISCO Contact field using the drop-downs.

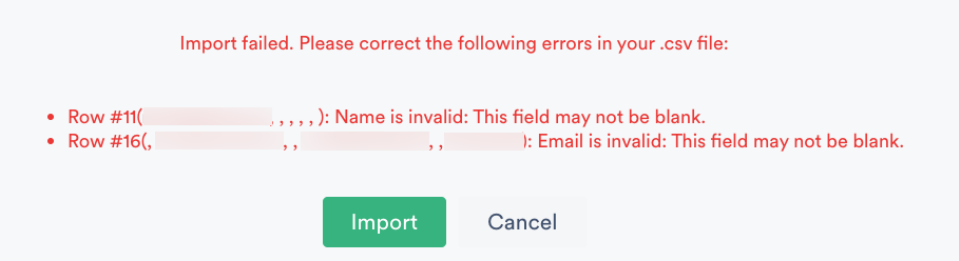


6. Click the **Import** button.

Errors when importing

Specific error messages

This **Import failed** message will appear if you are missing any required information, such as a **Name** or **Email**.



Other issues

If you encounter any other issues during the import process, we suggest importing your Contacts in smaller chunks. The exact number of Contacts you can import at once varies (based on DISCO's peak usage times*); but as a general rule, we recommend importing up to 1K contacts at a time to bypass any delays.

> **You may encounter this message during peak times:* `This import will take us a little time to process. If the contacts don't show up in 10 minutes, please contact us.'` *If you see this, you will not see any errors associated with your import.*