Enable Duplicate Check

07/08/2025 7:17 pm EDT

Duplicate check means when someone is entering their email or mobile phone number into a Site lead capture campaign, there is extra code running to:

- Determine if the information entered is a duplicate of something already on file, and
- Display text on the campaign to this effect.

> ⓘ Duplicate email addresses must have been opted in for at least 24 hours for the error message to display.

Enable duplicate check

For assistance or questions with this process, contact your CSM.

1. Navigate to ☐ **Campaigns** > **Site**.

2. Choose which campaign to edit. You can either edit an existing draft campaign or create an unpublished version of an active campaign.

3. Open the campaign

4. Go to the **Message** tab.

5. Click **Edit Template.**

6. Click **Settings** to open that panel.

7. First, copy and paste the below CSS into the respective tab.

```
.bluecoreEmailCaptureDuplicateErrorEmail {
    display: none;
}
#bluecoreEmailErrorContent span {
    display: inline-block;
    font-family: "Helvetica Neue", Helvetica, Arial, sans-serif;
    font-size: 12px;
    line-height: 14px;
    color: red;
    font-weight: bold;
}
```

BS

Untitled Template ✎

| Settings | Screen 1 | Screen 2 | + |

| DESIGN | CSS | JS | TRIGGER |

Code

```css
 1 ▾ .bluecoreEmailCaptureDuplicateErrorEmail {
 2       display: none;
 3   }
 4
 5 ▾ #bluecoreEmailErrorContent span {
 6       display: inline-block;
 7       font-family: "Helvetica Neue", Helvetica
 8       font-size: 12px;
 9       line-height: 14px;
10       color: red;
11       font-weight: bold;
12   }
13   |
```
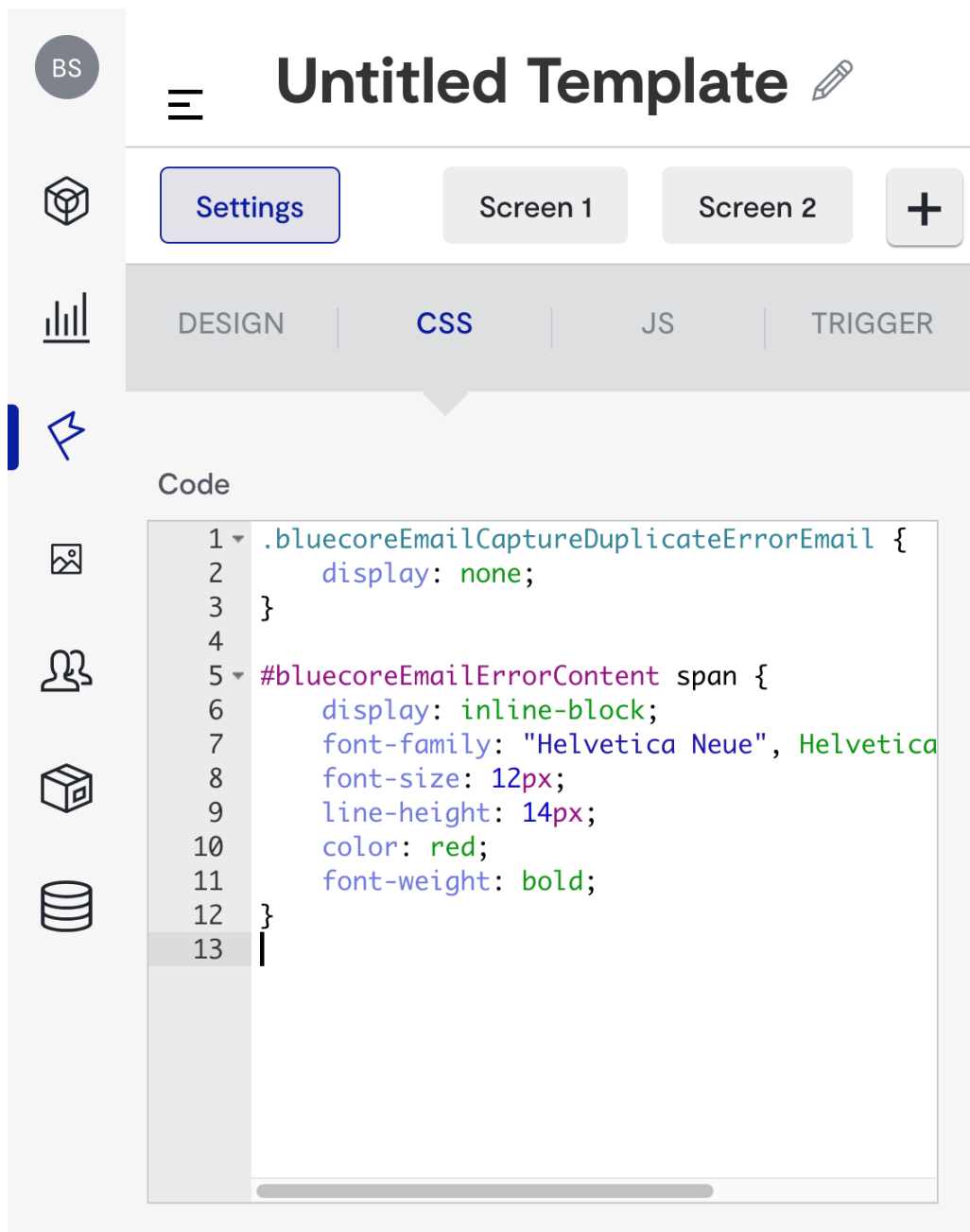
8. Then, copy and paste the below Javascript into the respective tab.

```
bcQuery("[referenceid='bc72a052-89ab-4165-9c71-39998cd2e20c'] #bluecoreEmailCaptureEmail").parent().append('<div class="bluecoreEmailCaptureDuplicateErrorEmail" id="bluecoreEmailErrorDialog"><div id="bluecoreEmailErrorContent"><span aria-atomic="true" aria-live="assertive" role="alert">User Already exists with the given Email Address.</span></div></div> ');
```
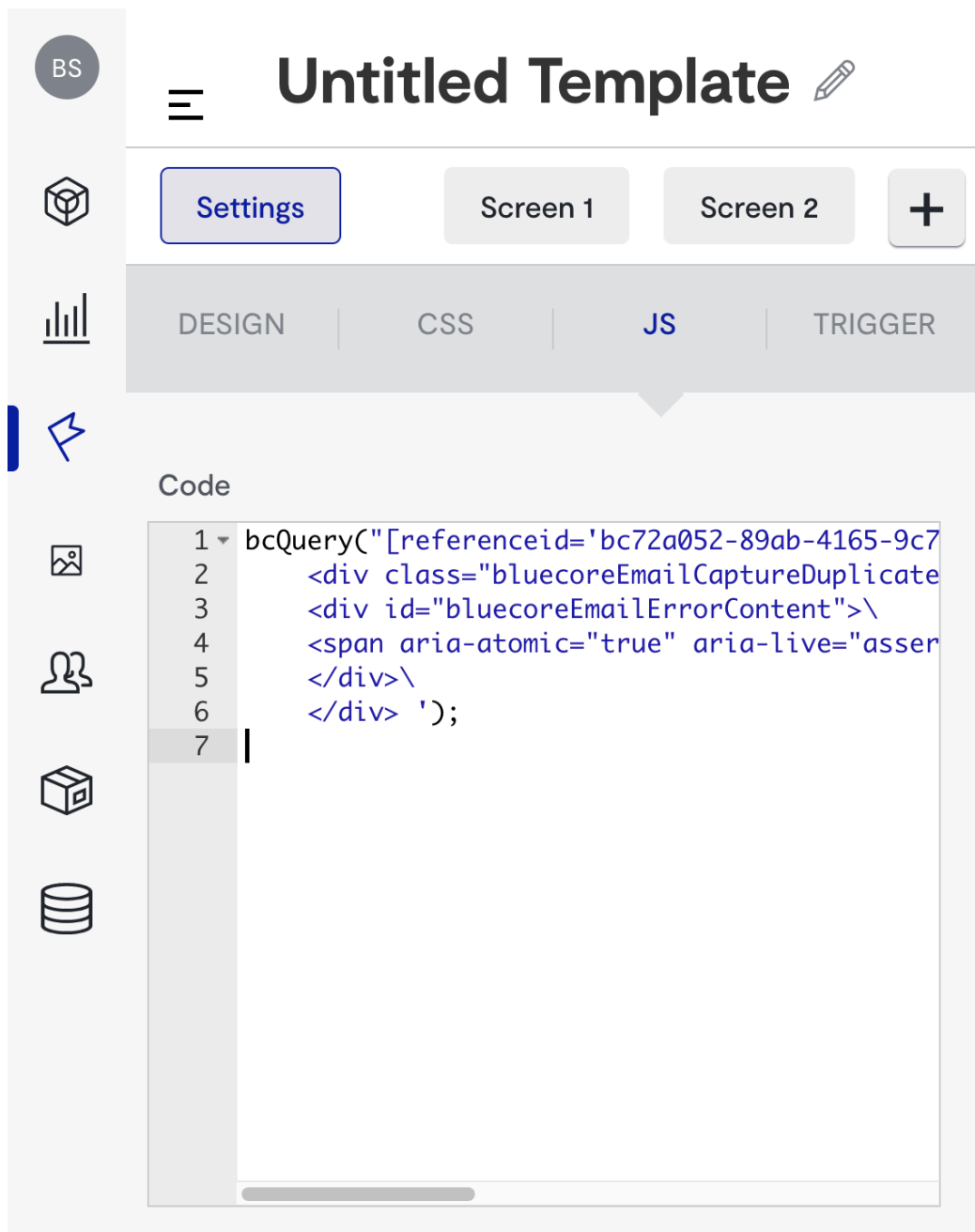
9. Copy the *campaign ID* from the URL and paste it into the *reference ID* position within the Javascript code.

   a. Example: bluecore.com/admin/onsite/visualtemplateeditor/...**campaignID=abc123**

   > ⓘ Each campaign ID is unique - if you use a campaign ID that does not exist in your environment, you will be unable to proceed and will not receive the error message as expected.

10. Edit the error message that you want displayed by editing the text in the Javascript code accordingly. You can also customize the placement and styling of the error message by editing the CSS according to your needs.

    a. Example: "This email address is already registered."

11. Click **Save Template and Exit** in the top-right corner. You will be redirected to the Message tab again.

12. Under Template Settings and Rules, make sure **ESP Integrations** is selected.

13. For the field "Who is allowed to subscribe?" select **Anyone not subscribed to any list.**

14. Click **Apply** to save these settings. Then, click **Save & Continue** at the bottom of the page to finalize this process.

15. Click **Launch Campaign.**

16. Test the campaign to ensure the error message is correctly showing for a duplicate email address.