

# Recipients per group

## Recipient status & group assignments

Under *Statistics > Recipients*, select *Recipient report*.

The report shows the number of recipients:

- by recipient status (Subscribed, Unsubscribed, Pending)
- by group assignment (remember that the same recipient may belong to more than one group)

## Recipient status & group assignments

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Recipient status & group assignments    Recipient segmentation

Total recipients 19,739

Recipients by status

STATUS	TOTAL	% OF TOTAL RECIPIENTS
Subscribed	4,270	21.63
Unsubscribed	12,418	62.91
Pending	3,051	15.46

## Recipient segmentation

The Recipient segmentation report shows how many recipients exist in different categories, using [filters](#).

## Recipient segmentation

Statistics / Recipients / Recipient report / Recipient segmentation

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Total 4,270

[Statistics glossary](#)

Select group

All

Filter categories

> [Activity](#)

> [Device Filters](#)

In both pages, you can export the reports by clicking the "Export" button.

## Excel files exported from MailUp: how to solve opening problems

After the [Microsoft update](#) that prevents the opening of **Excel spreadsheets** downloaded from the Internet, statistical reports and recipients lists **exported from the MailUp platform** may not be displayed correctly.

Follow these quick steps to change the Excel settings and **ensure the opening** of documents exported from MailUp:

- open an Excel spreadsheet
- go to *File > Options > Trust Center > Trust Center Settings > Protected View*
- remove the check mark next to "*Enable Protected View for files originating from the internet*"
- click *Ok*
- click *Ok* again.