

## ARVOConnect email delivery trouble shooting

Often email delivery issues require simple troubleshooting. Resolving the issue begins with diagnosing the underlying problem.

1) Verify the email address is correct and not otherwise disabled

- Verify the primary email address on the user's Profile page is correct.
- Verify the user has not opted-out of receiving messages on the "[Email Notifications](#)" page linked to their Profile.
- Verify the subscription level on the "[Email Notifications](#)" page. Also verify the user has not inputted a unique email address for the Discussion in question.

2) Ask the user to check their spam folder

If Discussions posts are there the user need only indicate he or she wishes to receive messages from this address. Direct them to select the "this is not spam" option on that message or otherwise approve the sender.

3) If the above steps do not solve the email delivery, send the following message on to your IT department.

Please whitelist the following domain and IP addresses to ensure delivery is permitted by your filtering systems:

- connectedcommunity.org
- mail.connectedcommunity.org
- 54.240.14.216
- 54.240.14.217
- 54.240.14.218
- 54.240.14.219
- 54.240.14.220
- 54.240.14.221
- 54.240.14.31
- 54.240.14.32
- 54.240.14.78
- 54.240.14.79
- 54.240.14.80
- 54.240.14.106