

# EMAIL TROUBLESHOOTING

## EPIC ADMIN AND RESPONDENT SITES

### Ensuring Delivery of Assessment & EPIC Admin Emails to Your Organization

To reduce spam, virus, and spyware activity, organizations use a number of best-effort techniques to filter inbound email traffic. Due to the nature of these threats and countermeasures, valid, solicited emails (including emails sent from EPIC) are sometimes blocked.

**IMPORTANT: Please share this document with your IT department or Internet Service Provider (ISP)**

### WHITELIST EMAIL NOTIFICATIONS

Depending on the email management system being used, there may be options to "white list" (fully allow) all email messages originating from EPIC email servers and/or specific <from> address domains. The domain names for white listing are:

- Mail.inscape-epic.com
- Mail.wiley-epic.com
- Mail.myeverythingdisc.com

### ATTACHMENT RESTRICTIONS

Following is a list of specific email filtering methods that may prevent assessment notification and reporting emails from being delivered.

#### Attachment file size restrictions

**Issue** - Report attachments are in the 1.0 to 2.0MB range

**Solution** - Allow attachment sizes of at least 2.0MB (allow larger attachment sizes when requesting multiple attachments in one email)

#### Attachment file type restrictions

**Issue** - Reports use PDF file formats

**Solution**

- Allow attachment file type Adobe PDF  
AND
- Allow attachment file extension .pdf

#### Attachment file content restrictions

**Issue** - Content filtering systems may block emails because of verbiage or graphics in report attachments

**Solution** - Allow attachments containing typical assessment report text and graphics

#### Email subject and body content restrictions

**Issue** - Content filtering systems may block emails because of verbiage in subject or body

**Solution**

- Allow emails containing typical subject and body verbiage
- Some example email subject lines include:

- [ADMIN NAME] has registered you for: [PRODUCT NAME]
- [ADMIN NAME] has made your [PRODUCT NAME] available online
- [PRODUCT NAME] attached
- An EPIC account has been created for you
- EPIC - Credit Re-order Reminder

## FIREWALL EXCEPTIONS

It may also be necessary to add firewall exceptions for these sites:

- <https://www.inscape-epic.com>
- <https://www.wiley-epic.com>
- <https://www.myeverythingdisc.com>
- <https://batch4.inscape-epic.com>
- <https://batch3.inscape-epic.com>