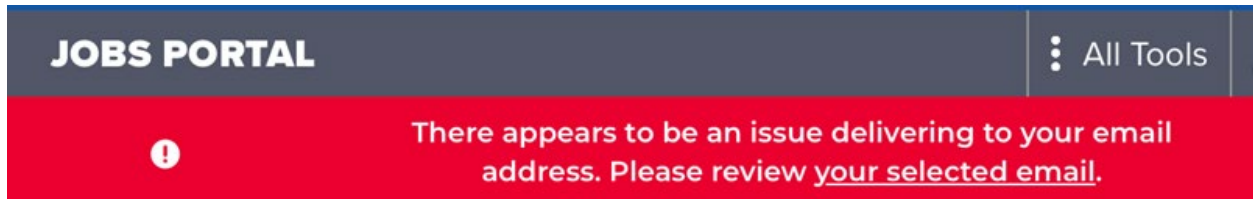


Troubleshooting Missing Emails and the related Red Banner Message in the Job Portal

Q: Clients are reporting they are not receiving Job Portal emails at their Cogeco or other Mailbox provider and/or see the following red banner message in the Job Portal

Message:

“There appears to be an issue delivering to your email address. Please review your selected email.”



A: Resolving Blocked Portal Emails

1. Suggest Adding the Portal Email to Contacts:

- Adding the portal's email address to a client's Contacts or Address Book helps bypass spam filters, ensuring future messages from the Job Portal are delivered.
- **Advise the client** to add do-not-reply@wrenetwork.ca to their email Contacts.

TIP: If the client previously received emails from the portal, ask them to search their inbox for the latest email from **do-not-reply@wrenetwork.ca**. They can then open that email and use the "Add Sender to Contact List" option (or similar, depending on their email provider).

We are aware that Cogeco email users have experienced this issue. If you're struggling with the above, please see Cogeco's step-by-step guide for Allowing Certain Senders: <https://support.cogeco.ca/hc/en-ca/articles/9293421149463-How-do-I-allow-certain-senders>.

2. Re-activating Email Sending in the Job Portal

To maintain the Job Portal's email sender reputation, the system stops sending emails if they are blocked by a spam filter or marked as spam by the user.

Once the client has added do-not-reply@wrenetwork.ca to their Contacts,

- **Send a request to Darlene Malcolm** (dmalcolm@workforcewindsoressex.com) (or Elev8 Web Studio) to unblock the affected email user from our email sending system.