Why does it say "Bounced back" in the participant list for some participants?

Ester Andersson - 2024-07-24 - Trouble shooting

“Bounced back” means that the email wasn’t delivered to the participant, which can be caused by several things.

The first thing you can do is **click on the actual “Bounced back”** word to find the error message. In some cases, the error message can be hard to understand, but in most cases, the reasons are the following:

- The email is spelled incorrectly.
- The email doesn’t exist.
- The received has blocked the email address from which the emails are sent.

If none of the above matches, please contact support@learnifier.com and send a screenshot of the error message.