What can I do when a participant doesn't receive emails?

Ester Andersson - 2025-02-11 - Trouble shooting

When you send out emails from Learnifier it should not take more than a minute for the email to get to the participant's inbox. If the participant can't find the email in their inbox, please follow these steps:

1. Ask the participant to check her/his spam inbox (see reasons for why this can have happened below).
2. If the participant can't find the email in their spam inbox, send their login link via your regular email client. That way they can access the course without receiving your invitation via email. To access the participant's personal login link please follow the steps below.
    1. Go into the project you want to invite the participant to and click on the tab "Participants".
    2. Find the participant in the list and click on the "Actions" menu to the right. Click on "Get Link".
    3. Copy and paste the link/URL into an email in your regular email client and send it to the participant.

Reasons why emails get marked as spam:

- The Learner has marked emails that resemble the emails from Learnifier as spam
- The email contains more than one link and the links goes to different websites
- The participant's email server has been set up so it handles emails that are sent from the same sender in a short amount of time as spam. This can happen if you send out emails at the same time to many participants who work in the same company. To prevent this from happening you can allow-list the Learnifier domain at your company.

Unfortunately, Learnifier can not do anything to control if emails get marked as spam or not, however, we recommend you to allow list the following domains:

NOREPLY@yourdomain (The default sender address for all emails)

or if you are running a custom domain

NOREPLY@yourdomain (The default sender address for all emails)

invitation@calendar.learnifier.com (Irish hosting) – Used for calendar invitations (and reading back the user responses). This is a technical e-mail address and can't be changed

invitation@calendar.learnifier.se (Swedish hosting) – Used for calendar invitations (and reading back the user responses). This is a technical e-mail address and can't be changed.

Note

- Unless you are running under a custom domain, there is no need to do any special email setup. For custom domain customers you need to add a SPF rule for your learnifier domain.

- If you are running the custom domain learning.example.com add the following SPF entry to your domain configuration

- learning.example.com. TXT "v=spf1 include:amazonses.com ~all"

- Make sure that your DNS mapping is correct. If using BIND as a DNS server and using a fully qualified domain as the example above, make sure that the domain ends with a dot.