

Email Issues

Troubleshooting Steps For Technician:

Answer the following questions:

1. Are you able to replicate?
 - a. Are you able to replicate in email delivery on both internal and external accounts? Is there any difference in success?
2. Which types of emails are affected and not affected (please provide a comprehensive list - MFA, password reset, workflow, document request, etc)?
3. Are the affected users using any custom SMTP settings at the user or account level?
 - a. If they are, provide the SMTP email endpoint they are trying to use.
4. Are the affected users using any email import settings at the user or account level?
 - a. If they are, provide the email endpoint they are trying to use.
5. If using any custom SMTP or email import settings, have they received their emails about hitting their limit, or are they seeing any errors when they go to view their SMTP/Email import settings or test them?
6. How long has it been since the email was requested/action was taken that would have triggered the email to go off?
7. Is anything in their spam folder?
8. Is this affecting just one user or many users (and if many, is it limited to one account or multiple accounts)?

If all troubleshooting has commenced and the issue is still present, grab the following information for the escalated ticket:

1. Answer the above questions.
2. If account/user specific, provide the username of the affected user and provide their account ID (pulled from the Utopia Instances section of their account in the Hub)
3. Video recording where applicable.

Revision #1

Created 19 July 2022 13:49:15 by Bryce Holloway

Updated 19 July 2022 13:49:22 by Bryce Holloway