

User Not Receiving Emails

When to Use: When an expected email from [tracommax.com](mailto:admin@maxproddata1.tracom.com) or [TRACOMLearning.com](mailto:admin@maxproddata1.tracom.com) does not appear in User's inbox. The emails will come from admin@maxproddata1.tracom.com.

Emails containing a temporary password or a username are sent immediately upon request and should arrive within minutes.

Invitations, temporary passwords and reminders which have been set up to be sent automatically are sent between 6:30 pm and 7:30 pm MST (GMT-6).

1) Have the person check their Junk Email (Spam) folder.

2) Ensure Email Delivery – Add to Your Email Safe List

If it is an issue where e-mails are getting quarantined, the solution is for the User's company IT department to set up an IP Lock for the domain:

- If you whitelist by parent domain name (*preferred*) add: tracom.com, or *.tracom.com
- If you whitelist by fully qualified domain name add: maxproddata1.tracom.com
- If you whitelist by IP address add: 65.38.172.84