

Skinny Jump

Delays in Receiving the *email verification code* email

If you're signing up a Jump customer and encounter a long delay in receiving the *email verification code* email, we'd appreciate if you could please capture the below details and email it to river.burich@spark.co.nz cc Laurence@diaa.nz.

This information will help us determine if this issue is caused by a technical issue on Spark's end or something else.

Note: Please do not contact the Skinny Care team for assistance if you encounter this issue, unfortunately, this is outside of their control and support levels, so they will not be able to assist any further.

Jump Broadband Number:

Customer's Email Address:

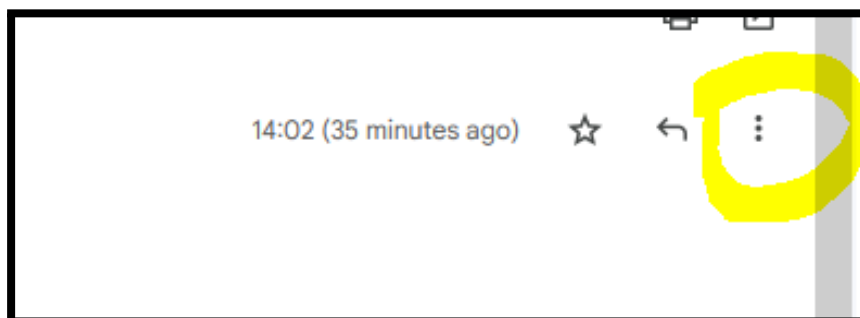
Approximate time and the date of Jump Registration:

Approximate time and the date of receiving the *email verification code* email:

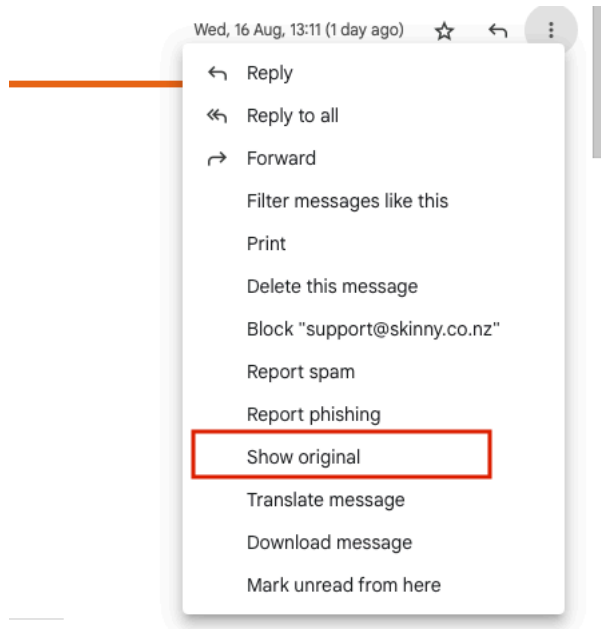
Additionally, once you receive the email and if your customer is able to sign in to their Gmail account via a web browser (i.e. on a desktop or a laptop) below is some key information we'd also appreciate you capturing, if you're able to do so.

How to Capture Email Header Information

1. Ask the customer to login to their Gmail account via a web browser on a laptop or desktop.
2. Open the "*Your six digit code for the Skinny App*" email (once it's been received).
3. After opening the email, select the menu button on the top right side of the screen, it should look like the below:



4. Select “Show Original” from the menu options



5. As a result, you'll see a screen with information, similar to the screenshot below:

Original message

Message ID	<611353623.6967.1692148294733@aggregated-utility-services-6d44d4747d-gbjjc>
Created on:	16 August 2023 at 13:11 (Delivered after 6 seconds)
From:	support@skinny.co.nz
To:	riverburich93+5@gmail.com
Subject:	Your six digit code for the Skinny App
SPF:	PASS with IP 2a01:111:403:7004:0:0:606 Learn more
DKIM:	'PASS' with domain SparkNZ.onmicrosoft.com Learn more

[Download original](#) [Copy to clipboard](#)

```
Delivered-To: riverburich93+5@gmail.com
Received: by 2002:a92:de44:0:b0:332:e435:e616 with SMTP id e4csp8601981lr;
Tue, 15 Aug 2023 18:11:40 -0700 (PDT)
X-Google-Smtp-Source: AGHT+IE52bQ8t57qtTrkLuM1pFhY80BAcF6sQYD7rrC6tLYGFf9yG+ejaXtQOoIODjtnPE+7bpE
X-Received: by 2002:alcc:f711:0:b0:3fb:9474:54cd with SMTP id v17-20020alccf711000000b003fb947454cdmr203248wmh.19.1692148300278;
Tue, 15 Aug 2023 18:11:40 -0700 (PDT)
ARC-Seal: i=2; a=rsa-sha256; t=1692148300; cv=pass;
d=google.com; s=arc-20160816;
b=zpnzmXm1V1P8ktRft1QyQv4s6Gpb/xuvvVrMJMokn/NeUXitIE6Eiz18/2gGfwa9Tq
0p1BDYto2+7KaPh0hT1603k8jL0GtV+vyJL51BewwO7EE9/BC6rx1F4Wyn3Uj40CyDfR
+LIVYT8F5e/qax9yM180Sg1/yq1TLrYktUYfwm2reHL72Qb6GNQLw+umZWML2MG/wFvX
H8Gqt2BSGEnxG+eaPqldhfbYH602JHNK793zVyxmtx/GW/7+N5H2YveGbh7iRs/DBP
kvN+UVrdyGcYr51Dm5WjFzAw8aWe0tRu004cIbugJ9UDHyUEj54BDA6X6Kzmd+7Bn1N
zBNw==
ARC-Message-Signature: i=2; a=rsa-sha256; c=relaxed/relaxed; d=google.com; s=arc-20160816;
h=mime-version:subject:message-id:to:from:date:dkim-signature;
bh=VafyUmmR+Uq4UGpR0Axp4yWo0y2vMLIj16sikT1N1Vw=;
fh=KIruTPbODXGGA2uco0aySRPn+oR40o0T8TeIUvIrcw=;
b=fjRi5k3VzKt+L3j2Pbv7Aj+oPpdhoxhHWGv0/gLJuk7cKgKv8PN+uBehlyHmuXlz+
j9TWJ4dbWkLzS+XOmKXV772KQhsc8uulo6Lgpaylu44bepvgvPEulTzACZY+09imjWJ
QCWPfAb12rXpftE2vMF83UMHw2tifBzyJgvc37vNkETTYGAbAK00zGizar6i0v/kmh
aLQpvBsPA7yBS1POkaK218IthQMiPqgTTgBB1QoRB7jncfsNQ3PaAKrTZ68u/sqPw8w
fRQPy3QMr5KJFCEpbxEWapKeglrYtf0dowrUMTz/yL/Zt8tgp123ycguEv7iHf3zm2
jd9k==
ARC-Authentication-Results: i=2; mx.google.com;
dkim=pass header.i=SparkNZ.onmicrosoft.com header.s=selector1-SparkNZ-onmicrosoft-com header.b=VtxRPqB;
```

6. Select the **Copy to Clipboard** button

Original message

Message ID	<611353623.6967.1692148294733@aggregated-utility-services-6d44d4747d-gbjic>
Created on:	16 August 2023 at 13:11 (Delivered after 6 seconds)
From:	support@skinny.co.nz
To:	riverburich93+5@gmail.com
Subject:	Your six digit code for the Skinny App
SPF:	PASS with IP 2a01:111:f403:7004:0:0:0:606 Learn more
DKIM:	'PASS' with domain SparkNZ.onmicrosoft.com Learn more

[Download original](#)

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Delivered-To: riverburich93+5@gmail.com
Received: by 2002:a92:de44:0:b0:332:e435:e616 with SMTP id e4csp860198ilr;
Tue, 15 Aug 2023 18:11:40 -0700 (PDT)
X-Google-Smtp-Source: AGHT+IE52bQ8t57qtTrKLuMliphYSOBACf6sQYD7rrC6tLYGFf9yG+ejaSxtQoIOOjtNPH+7bpE
X-Received: by 2002:a1c:f711:0:b0:13fb:9474:54cd with SMTP id v17-20020a1c:f711000000b003fb947454cdmr203248wmh.19.1692148300278;
Tue, 15 Aug 2023 18:11:40 -0700 (PDT)
ARC-Seal: i=2; a=rsa-sha256; t=1692148300; cv=pass;
d=google.com; s=arc-20160816;
b=zpnzmXmiViPSktrf1QyQv4s6gPb/xuvwVrMJMokn/NeUXltI6Eeiz18/2qGfwa9Tq
0plBDYoz+/XaT0hDT16o3k8jL0GIv+yJL51Eww07EE9/BCKexlT4Wyn3Uj406CyDTR
+LiVYT8F5e/qax9ym180Sg1/yq1T1rYktUVfms2reHLTZQb6gNQL+umZWMLzMG/wPvY
H8Gqt2BSGEnxG+eaPqLDhfbYH602NJENK793zVylxmtx/GW/7+N5H2YveGBh7iRs/DBP
kvN+UVRdyGcYr51Dm5Wjf2AwN8aWe0tRu004cIbugJ9UDHyUEj54BDA6X6KzmD+7Bn1N
zBNw==
ARC-Message-Signature: i=2; a=rsa-sha256; c=relaxed/relaxed; d=google.com; s=arc-20160816;
h=mime-version:subject:message-id:to:from:date:dkim-signature;
bh=VAfyUmmR+Uq4UGpR0Axp4yWo0y2vMLj1l6sikT1N1Vw=
fh=KIRuYPbODXGGA2uccoOaySRPn+oR40oT8YeIUvIrcw=
b=fjRi5kJVzKt+L3j2Pbv7Ajo4pddhohzHWPgV0/gLJuK7cXgMV8PN+uHehlyHmuXlz+
j9TVJ4dbWxLS+XOmMXV772KQhxc8wulo8JLpay1uJ4bepnVgvPEulTzACZYt09imjWJ
QCWPfAb1zrXpftcBzVvF83UhnWZt1fBzyJgv5C37vNkETYGAbakX00zG1zar610v/kmh
aLQpv8ePA7yBS1PokaK181uHQm1PqgTTgBB1QoRBTjncfsgNQ03PaAKrTZ68u/sgPw8w
fKQPy3QMre5kJFCEpbxEWapKeglrYtf0dowrUMTZ/yL/Zt8tgpl23ycqguHv7iHf3rm2
jd9A==
ARC-Authentication-Results: i=2; mx.google.com;
dkim=pass header.i=@SparkNZ.onmicrosoft.com header.s=selector1-SparkNZ-onmicrosoft-com header.b=VtxRPPqB;

7. From your Partner email address, please paste this information into a new email and send it to river.burich@spark.co.nz (please also cc Laurence@diaa.nz into the email).