

Bounced Email Report



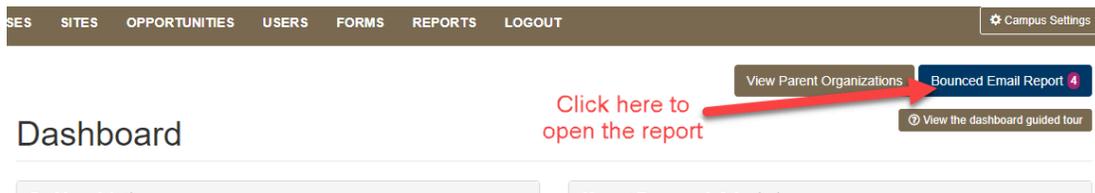
What is a Bounced Email?

A bounce is when an email is rejected by a recipient's mail server. However, there are several different reasons why your emails could be bouncing. It could range from the recipient's mailbox being full, to the domain name not existing. So what differentiates them? One is permanent and the other is not. It is highly suggested to pay attention to your Bounced Email Report to make sure that critical emails are getting through to your users.

This HelpDoc outlines what the various columns represent within the report, and provides suggestions to find and fix the cause of the bounce email when possible.

Accessing the Report

This report allows you to see any emails sent through CalState S4 that did not make it to their recipient. It is only accessible to users with the **Manage Partners or Keymaster** role — fixing an issue with an email address usually requires this level access.



Using the Report — Overview

On the report page there are several columns with information to help you determine if any action needs to be taken.

The screenshot shows the 'Bounced Email Report' page for CSU Point Reyes. The page has a navigation menu with 'REPORTS' selected. Below the menu, there is a 'Legend' section and a table of bounced emails. The table has the following columns: Bounced Email, Event Type, On, Email Subject, Tag, and Operations. The table contains four rows of data.

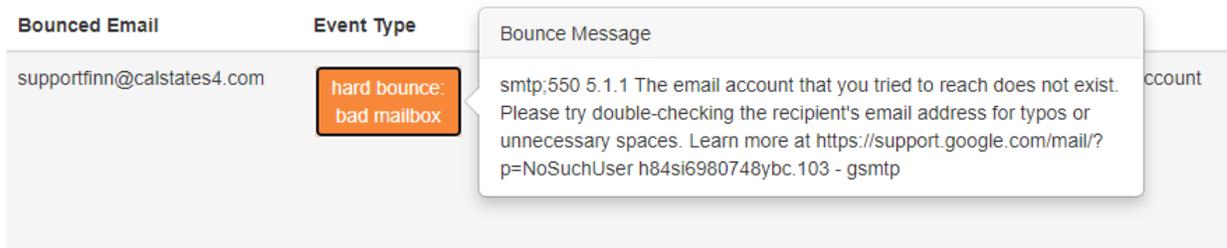
Bounced Email	Event Type	On	Email Subject	Tag	Operations
supportfinn@calstates4.com	hard bounce: bad mailbox	03-26-2021 9:16am	Account details for finnforrest at CalState S4	new account	Search Delete
hr_director@bgclub.com	soft bounce: general	04-14-2021 4:52pm	Request for Approval - Sterling St. John	webform submission	Search Delete
frankief@gmail.com	hard bounce: bad mailbox	03-22-2021 11:33am	Your Agreement with CSUPR has been fully executed	webform submission	Search Delete
sssadowski@csupr.edu	reject	04-20-2021 3:24pm	Request to Review Timelog from Shandra Sadowski	timelog approval	Search Delete

Bounced Email

This is the email address that has bounced back. You can get additional information about the message sent in the Email Subject column.

Event Type

This column indicates the type of bounce that has occurred. There are 3 main types: Soft Bounce, Hard Bounce, and Reject. Click on the **Event Type** to see additional information (when available) that can be helpful to send to IT folks (e.g. a campus email is bouncing) when troubleshooting why a bounce is happening.



Event Types

Below are the event types and causes for why they may occur. Use the Bounce Message in conjunction with the Event Type when troubleshooting with your campus' or partner's IT.

Soft Bounce — this type typically indicates a *temporary* delivery issue. While there are many reasons an email address may soft bounce, these are some common reasons this could happen:

- Mailbox is full (over quota).
- Mailbox is not configured correctly.
- Mailbox is inactive.
- Recipient email server is down or offline.
- Recipient email server has been sent too many emails during a certain period of time.
- Email message is too large.
- Domain name (e.g. @calstate.edu) does not exist.
- Email message blocked due to content.
- Email message does not meet the recipient server's policies.
- Email message does not meet the recipient server's DMARC requirements for authentication.
- Email message does not meet the recipient server's anti-spam requirements.
- Email message does not meet the recipient server's anti-virus requirements.
- Email message does not meet the recipient server's sender requirements.
- Email cannot be relayed between email servers.
- Email cannot be relayed for unknown reasons.

Hard Bounce — this type indicates a permanent reason an email cannot be delivered. Here are some common reasons an email may hard bounce:

- Recipient email address doesn't exist.
- Recipient email server has completely blocked delivery.

Note: There are occasionally cases in which valid email addresses will hard bounce. Reasons valid addresses bounce:

- Denied by Firewall or Filter?
 - ◆ *A spam filter may have interpreted the email content as spam, check with your campus' or partner's IT department to see if you can find any reasons it may have been marked as spam.*
- Is CalState S4 blocked?
 - ◆ [Try allowlisting the calstates4.com domain](#)
- Is a major Internet Service Provider (ISP) blocking your emails?
 - ◆ *If a major ISP like Gmail or MSN/Hotmail is blocking your emails, this is typically only temporary. ISPs usually unblock senders within a day or two after spam complaints subside.*

Reject — this type usually indicates an attempt to send an email to any email address that has hard-bounced within the past 7 days or has previously reported an email from calstates4.com as spam.

On

The date and time the email was sent.

Email Subject

The subject of the email. Click on the **Email Subject** to see the full list of recipients the email was sent to, the email address (and name if provided) it was sent from, as well as the body of the email.

CSU Point Reyes NEED HELP? BRIANNA+STAFFPR@CALSTATES4.COM

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Bounced Email Report

Legend

Bounced Email	Event Type	On	Email Subject
supportfinn@calstates4.com	hard bounce: bad mailbox	03-26-2021 9:16am	Account details for finnforrest at CalState S4
hr_director@bgclub.com	soft bounce: general	04-14-2021 4:52pm	Request for Approval - Sterling S...
frankief@gmail.com	hard bounce: bad mailbox	03-22-2021 11:33am	our Agreement with CSUPR has fully executed
sssadowski@csupr.edu	reject	04-20-2021 3:24pm	Request to Review Timelog from Shandra Sadowski

Original Email Message

To: Finn Forrest [supportfinn@calstates4.com]

From: support@calstates4.com

Body:
 finnforrest,
 A site administrator at CalState S4 has created an account for you. You may now login by clicking this link or copying and pasting it to your browser:
<https://app.calstates4.com/pr/user/1616775405/FjBB...>
 This link can only be used once to log in and will lead you to a page where you can set your password.
 After setting your password, you will be able to login at <https://app.calstates4.com/pr/user> in the future using:
 username: finnforrest
 password: your password of choice
 -- CalState S4 team

Tag

This column indicates *how* the email was sent, which can help in tracking down the root cause of the bounce.

- **webform submission** — sent as part of a form submission process
- **timelog approval** — sent from the Timelog Approval Request form
- **bulk email from report** — sent as a bulk email from a report (e.g. Placed Students Report)
- **new account (rare)** — sent as part of creating a new Community Partner login account

Operations

You have two actions you can perform on a Bounced Email: search or delete.

- **Search** — To search for the email in the system so you can make any needed changes (e.g. Site Staff no longer exists, set them to inactive or Parent Site Main Contact email has a typo). More information about using the Search in the next section.
- **Delete** — Once you have completed your process for handling a bounced email, use the **Delete** button to remove it from the list.

Using the Bounced Email Search

On the Bounced Email Report, click **Search** next to the email you wish to investigate.

Bounced Email	Event Type	On	Email Subject	Tag	Operations
supportfinn@calstates4.com	hard bounce: bad mailbox	03-26-2021 9:16am	Account details for finn CalState S4	Click here to search	Search Delete

On the **Bounced Email Search** page any places where the email exists will be presented to you (e.g. a User account, as in the screenshot below). Unique ID numbers will be linked to the matching content, and will open in a new window for you to quickly review and update.

Bounced Email Search [Return to the Bounced Email Report](#)

The email **supportfinn@calstates4.com** was found in the following places:

- user: [644601](#)

Note: In order to keep the search efficient, only the type of content and ID will be shown in the results list.

If no content items are found, but there is an email validation record, a message with that result will be displayed instead.

Bounced Email Search [Return to the Bounced Email Report](#)

The email **supportfinn@calstates4.com** was found in the following places:

- This email has been used in a form submission and has been marked as NOT VALID.

Result Types

- **User** — a user account was found to have this email address (screenshot example above).
- **Staff** — one or more Site Staff have been found with this email address.
- **Parent Main Contact** — one or more Parent Organizations have been found with this email address in the Main Contact section.
- **Parent General Contact** — one or more Parent Organizations have been found with this email address in the General Contact section.
- **Program Site General Contact** — one or more Program Sites have been found with this email address in the General Contact section.

Bounced Email Search [Return to the Bounced Email Report](#)

The email **supportfinn@calstates4.com** was found in the following places:

- staff:
 - 293218
 - 334221
- parent main contact:
 - 240314
 - 285150
 - 334216
- parent general contact: 240314
- program site general contact: 240316

Note: if the “Use Parent general info” box is checked for the Program Site and you can see the correct email is listed in the Parent Organization information, simply scroll to the bottom of the page and click **Save** to update the Program Site with the new Parent Organization information.

Additional Site Information

Parent Organization general info

General Phone: (800) 123-4567

General Email: support_finn@calstates4.com

Organization website: https://calstates4.com

Social media site: (none)

Use Parent general info

Troubleshooting an email **NOT** connected to content

- Does the search only have a message and no links to click? (see screenshots below if you’re unsure)
 - **If yes**, continue to b.
 - **If no**, continue to [Troubleshooting an email connected to content \(e.g. has a linked ID\)](#).
- Does the message say the email was not found in the system?

Bounced Email Search [Return to the Bounced Email Report](#)

The email was not found in the system. We recommend reaching out to the person who sent the email to let them know of the error. This information can be found on the main report by clicking on the email subject.

- **If yes**, there are no updates to be made at this time. We recommend reaching out to the person who initiated the email (see From and Body details by clicking on the Email Subject) to inform them of the issue and hopefully remedy any typos or incorrect email addresses. If the sender claims the email is accurate, **continue to e**.
- **If no**, continue to c.

c. Does the message say the email was marked as VALID?

Bounced Email Search [Return to the Bounced Email Report](#)

The email **supportfinn@calstates4.com** was found in the following places:

- This email has been used in a form submission and has been marked as VALID.

- **If yes**, this means the email was used in a form submission or to request Timelog Approval and was flagged as a real and active email. **Continue to e** to determine how to proceed.
- **If no**, continue to d.

d. Does the message say the email was marked as NOT VALID?

Bounced Email Search [Return to the Bounced Email Report](#)

The email **supportfinn@calstates4.com** was found in the following places:

- This email has been used in a form submission and has been marked as NOT VALID.

- **If yes**, this means the email was used in a form submission or to request Timelog Approval and was flagged as unable to be validated (e.g. does not exist, no response). We recommend reaching out to the person who initiated the email (see From and Body by clicking on the Email Subject) to inform them of the issue and hopefully remedy any typos or incorrect email addresses. If the sender claims the email is accurate, **continue to e**.
- **If no**, continue to e.

e. Is this a campus email?

- **If yes**, (at your discretion) contact your campus IT with the: Bounce Email, Event Type, and Bounce Message to determine if there is a larger issue or simply a typo or one-off issue.
- **If no**, continue to f.

f. The original sender of the email can reach out to the Person/Organization this email is associated with to determine if they have a new email address, are no longer with the organization, etc.

Troubleshooting an email connected to content (e.g. has a linked ID)

- a. Is this a campus email?
 - **If yes**, contact your campus IT with the following information from the Bounced Email Report: Bounce Email, Event Type, and Bounce Message. Also provide any additional information you might have (e.g. “this is a student email, and in the SIS system it looks different than the email for that user in S4”). If you’ve successfully emailed this address from outside of S4, it is recommended you also send the link to the [Allowlisting CalState S4 HelpDoc](#).
 - **If no**, continue to b.
- b. Is there an obvious typo (e.g. transposed/missing letters)?
 - **If yes**, confirm what you see is a typo (if you find it *isn't* a typo, **continue to c**) then find the correct email address. Update the email by clicking the link in the search results, then click the **Edit** tab, update the incorrect email address, and click save.
 - **If no**, continue to c.
- c. Reach out to the Person/Organization this user is associated with to determine if they have a new email address, are no longer with the organization, etc.
 - **If email is incorrect**, update the email by clicking the link in the search results and then click the **Edit** tab on the user profile page, update the email address, and click save. **Note:** If the user account is no longer needed (e.g. user no longer working at organization) contact the CalState S4 HelpDesk to have the account deactivated.
 - **If email is confirmed by the person/organization as correct and active**, review the [Event Types section of this document](#) for the event type related to this email and follow the recommended steps.