

Qualtrics - issue with email delivery



How to ensure when a user reports they do not receive a trigger mail sent out of Qualtrics

Step-by-step guide

1. Check the survey email trigger if user email is available correctly
2. Test the user email ID outside the Qualtrics to ensure the email ID is valid



info

User might be under blacklist, preventing them from receiving the triggers that were sent.

- **User needs to be whitelisted to ensure they receive the email triggers sent out of Qualtrics.**
- **To perform this action we need to contact our local IT support team to help us.**



How to avoid

Avoid marking the email sent out from Qualtrics as spam.

Always know your recipients. Sending to fake or low quality email addresses increases your likelihood of being blocked or put in the junk folder.

*Use a legitimate & trustworthy "From address" *(we can use the real sender (noreply@gemalserver.com) as the "From" address rather than your own personal email*