

# EMAIL TROUBLESHOOTING

## EPIC ADMIN AND RESPONDENT SITES

### Ensuring Delivery of Assessment & EPIC Admin Emails to Your Organization

To reduce spam, virus, and spyware activity, organizations use a number of best-effort techniques to filter inbound email traffic. Due to the nature of these threats and countermeasures, valid, solicited emails (including emails sent from EPIC) are sometimes blocked.

**IMPORTANT: Please share this document with your IT department or Internet Service Provider (ISP)**

#### WHITELIST EMAIL NOTIFICATIONS

Depending on the email management system being used, there may be options to "white list" (fully allow) all email messages originating from EPIC email servers, IP Addresses, and/or specific <from> address domains. The domain names and IPs for white listing are:

##### Domains:

- wiley-epic.com
- myeverythingdisc.com
- everythingdisc.com

##### IP Addresses:

- 54.240.66.106
- 54.240.66.107
- 167.89.78.244

#### ATTACHMENT RESTRICTIONS

Following is a list of specific email filtering methods that may prevent assessment notification and reporting emails from being delivered.

##### Attachment file size restrictions

**Issue** - Report attachments are in the 1.0 to 2.0MB range

**Solution** - Allow attachment sizes of at least 2.0MB (allow larger attachment sizes when requesting multiple attachments in one email)

##### Attachment file type restrictions

**Issue** - Reports use PDF file formats **Solution**

- Allow attachment file type Adobe PDF  
AND
- Allow attachment file extension .pdf

##### Attachment file content restrictions

**Issue** - Content filtering systems may block emails because of verbiage or graphics in report attachments

**Solution** - Allow attachments containing typical assessment report text and graphics

##### Email subject and body content restrictions

**Issue** - Content filtering systems may block emails because of verbiage in subject or body **Solution**

- Allow emails containing typical subject and body verbiage
- Some example email subject lines include:
  - [ADMIN NAME] has registered you for: [PRODUCT NAME]
  - [ADMIN NAME] has made your [PRODUCT NAME] available online

- [PRODUCT NAME] attached
- An EPIC account has been created for you
- EPIC - Credit Re-order Reminder

## FIREWALL EXCEPTIONS

It may also be necessary to add firewall exceptions for these sites:

- <https://www.wiley-epic.com>
- <https://admin.wiley-epic.com>
- <https://batch.wiley-epic.com>
- <https://www.myeverythingdisc.com>
- <https://www.everythingdisc.com>
- [https://\\*.wileywls.com](https://*.wileywls.com)