

PeopleSoft e-Req

Symptom:

User is not getting e-mails

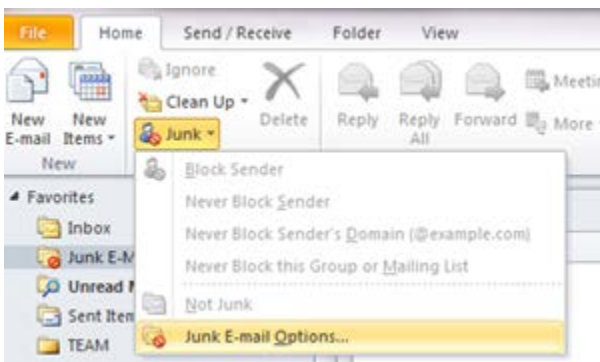
Cause:

E-mail is going into Junk

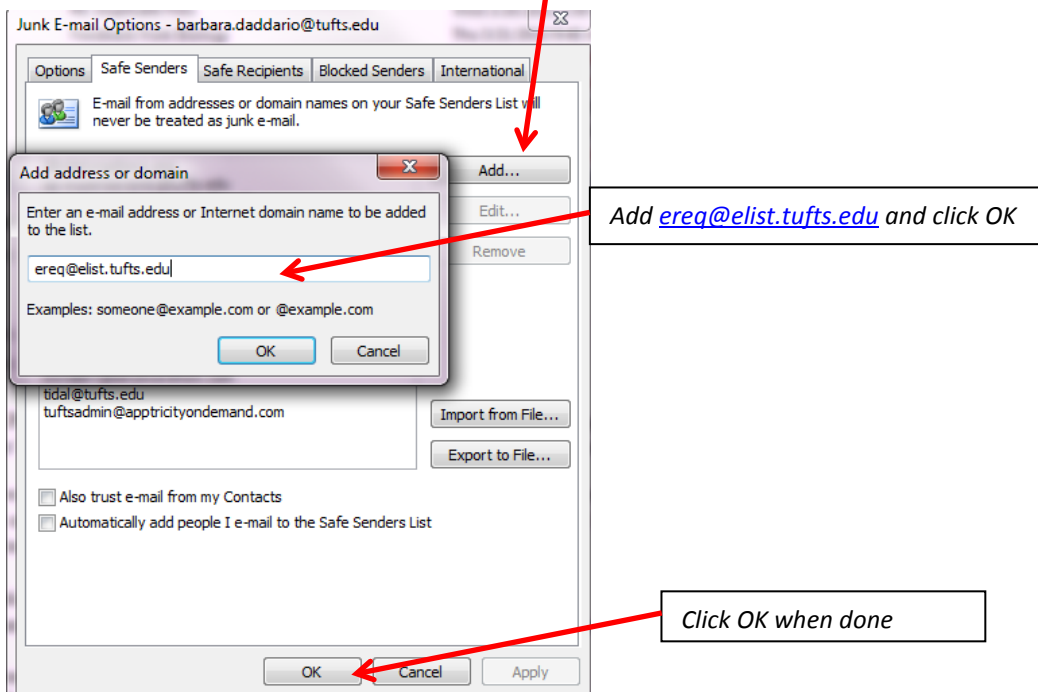
Resolution: Allow e-mails from ereq@elist.tufts.edu on the client as well as the server

Outlook Client

1. Go to your outlook e-mail and click Junk and Junk E-mail Options

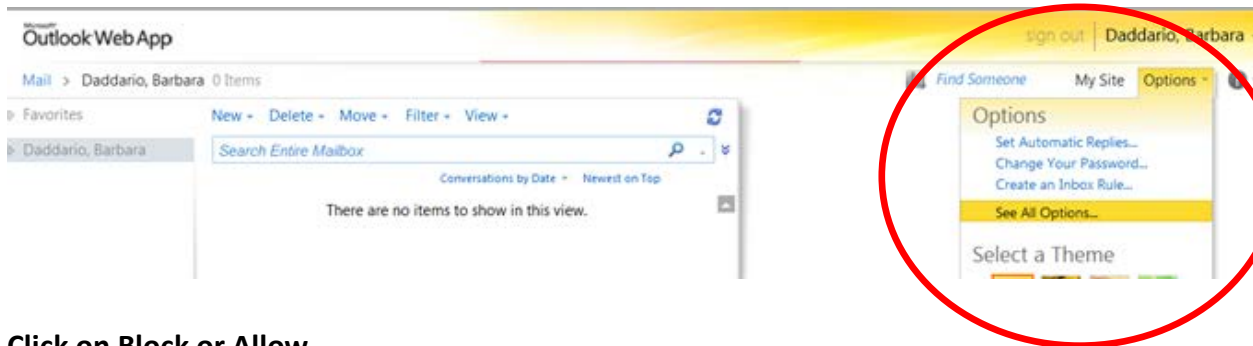


2. Click on the Safe Senders tab then Add

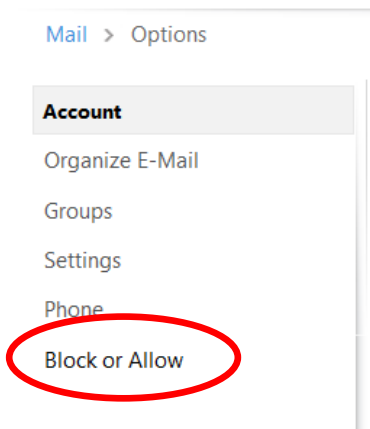


Outlook Server

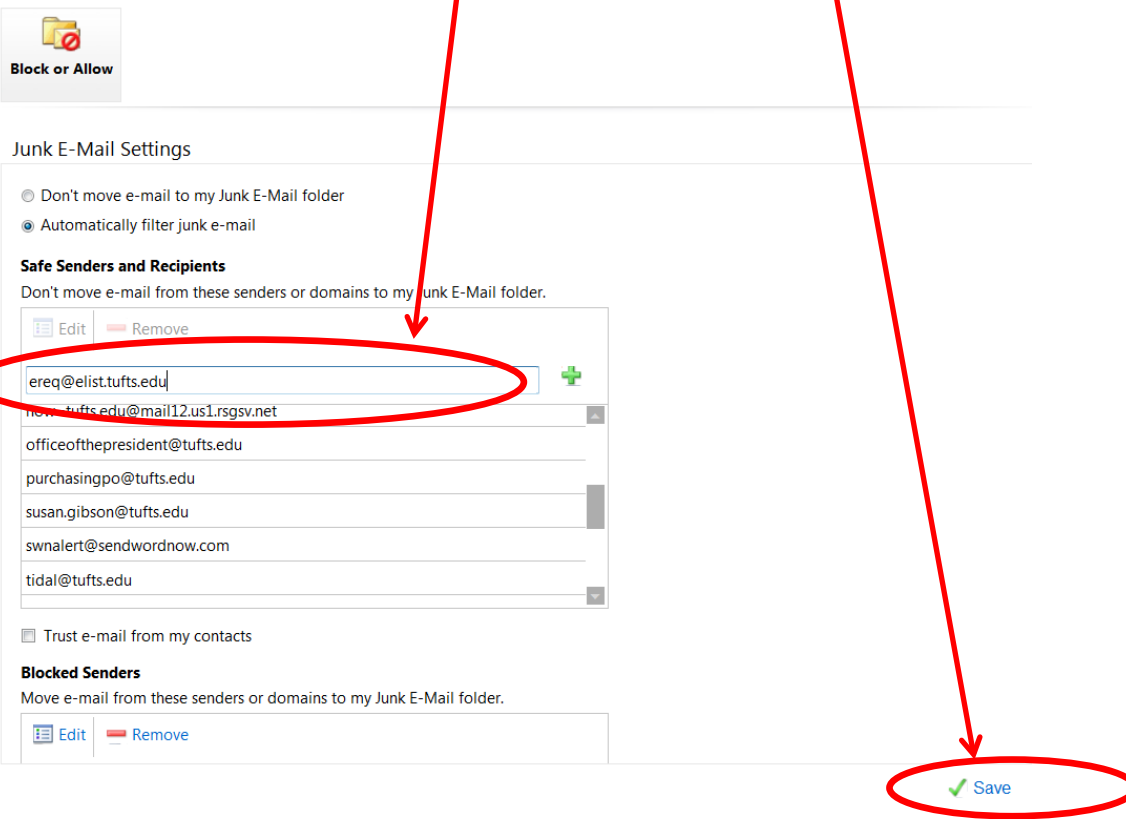
1. Log into your e-mail at <https://exchange.tufts.edu/owa>
2. Click on Options, See All Options



3. Click on Block or Allow



4. Enter ereq@elist.tufts.edu in the box and click  - Save when done



The screenshot shows the Outlook 'Block or Allow' settings page. The 'Junk E-Mail Settings' section has 'Automatically filter junk e-mail' selected. Under 'Safe Senders and Recipients', the instruction is 'Don't move e-mail from these senders or domains to my Junk E-Mail folder.' A list of email addresses is shown, with 'ereq@elist.tufts.edu' highlighted by a red circle and a red arrow pointing to it from the instruction above. Other addresses include 'now.tufts.edu@mail12.us1.rsgsv.net', 'officeofthepresident@tufts.edu', 'purchasingpo@tufts.edu', 'susan.gibson@tufts.edu', 'swnalert@sendwordnow.com', and 'tidal@tufts.edu'. Below this list is a checkbox for 'Trust e-mail from my contacts'. The 'Blocked Senders' section is also visible. At the bottom right, a 'Save' button with a green checkmark is circled in red, with a red arrow pointing to it from the instruction above.