CORES® Technical Guide

Whitelisting Email Domains

Overview

CORES helps organizations request assistance from its users by sending bulk emails and collecting user responses to those emails using a notifications module.

Recently, Juvare has noticed an increase in the use of email security tools, including anti-spam and anti-virus systems, that sit between email services (for example, Gmail, Yahoo, and Comcast) and the user's inbox. These tools often automatically redirect bulk emails to the junk folder, or open and inspect the message to check for malicious content. As a result, some people are not receiving the emails, and/or incorrect responses are sent when the email security tool inspects the content.

To resolve this issue, you can whitelist the CORES notifications' domain names. Whitelisting entails identifying domains that emails are sent from so your email service recognizes and accepts emails from these sources. Please whitelist the following domain names in your email services, spam filters, and anti-virus systems to ensure you receive the important CORES emails you expect.

Domain Names

- notify.mir3.com
- notify2.mir3.com
- notify20.mir3.com
- notify200.mir3.com

Example of the email address for a CORES notification: **66808_1354152@notify2.mir3.com**

To Whitelist Domain Names

There are various ways to whitelist domain names depending on your email service provider. In general, this process includes creating a filter and/or adding the names to a safe sender list.

To create a filter: In your email **Settings** or **Options**, create a filter. In the *From* or *Sender* field, enter the four mir3 domain names. Separate the names with the word **OR** (for example, notify2.mir3.com OR notify20.mir3.com). If you see the option *Never send to spam*, click it. **Save** the filter.

To add the names to a safe sender list: In your email **Settings** or **Options**, navigate to the *Safe Senders* or *Junk E-mail Protection* area and click to open your **Safe Senders** or **Safe List**. In the *From* or *Sender* field, enter the four mir3 domain names. Separate the names with the word **OR** (for example, notify2.mir3.com OR notify20.mir3.com). If you see an option for the folder these emails will be delivered to, select **Inbox**. Click **Save**.

Juvare envisions a future in which communities are resilient in the face of danger. With precise, vigilant and connected solutions, Juvare fosters networks of mutual assistance that help organizations bounce forward. For more information, contact Juvare Support at 877-771-0911 or support@juvare.com.

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