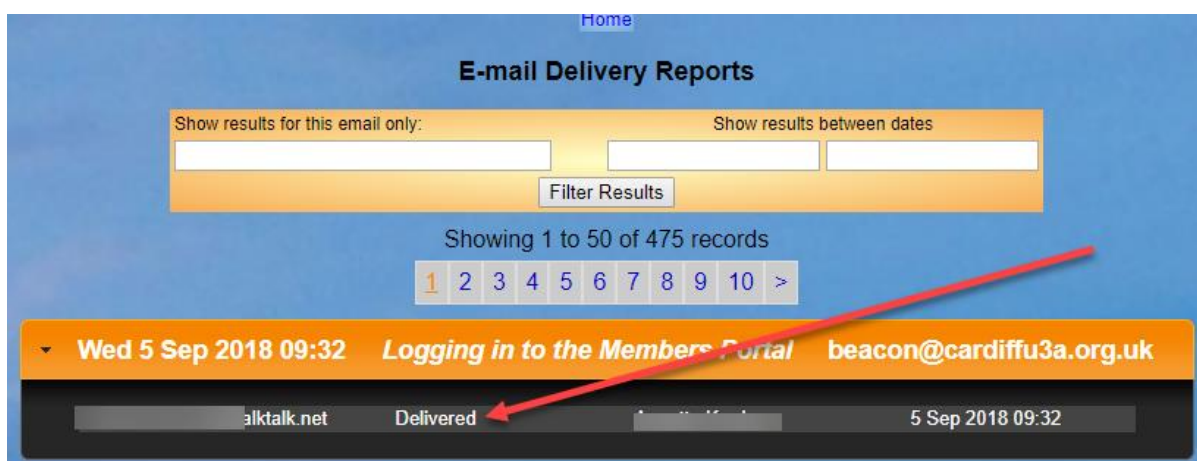


Email Delivery

To view the progress of your recently sent emails, click Email Delivery in the Home Page.



Click the email to see the status against each recipient:-



Despatched by Beacon

The message has been sent to the Beacon email agent (SendGrid).

Processed

The message has been received by the email agent but not yet forwarded on.

Deferred

The email agent is unable to establish communication with the recipient's email provider in order to forward the message on. The sending of Deferred messages is automatically retried at intervals over a day or more until repeated failures cause the message to be rejected.

Dropped

The message has been rejected by the email agent. This is either because the email address was in an invalid format, or because a previous email to this address was Bounced or Reported as Spam. Such an email address is blocked by the email agent (blacklisted), and can only be unblocked by your Site Administrator.

Delivered

The message has been accepted by the recipient's email provider, though it may have gone to the recipient's spam folder rather than their inbox. Note that some email providers may silently bin the email without delivering it to a spam folder if the software guesses it is probably spam. Hotmail is particularly fierce in this regard.

Bounced

The message has been rejected by the recipient's email provider, usually because the address is incorrect, disabled or no longer valid. The error message returned is displayed in red and should be examined. Invalid email addresses should be removed from Beacon.

Blocked (Soft Bounce)

Typically indicates a temporary delivery issue to an address and are handled differently than hard bounces. While there are many reasons an email address may soft bounce, below are some common reasons this could happen:

- Mailbox is full (over quota).
- Recipient email server is down or offline.
- Email message is too large.

Opened

The message has been received by the recipient who has downloaded it onto his/her computer. Note that the method by which the mail agent detects this is by the automatic inclusion of a tiny image in the message. If the user has a setting where they don't view images in emails this Opened status will not be set, even though the recipient has read the text of the message. Therefore more recipients will have opened an email than is indicated by this status.

Clicked

A website link within the message has been clicked on by the recipient. The link clicked is indicated. In distinction to the above status the Clicked status should always be true if the user has clicked on the link in your message.

Spam report

The message (or perhaps an attachment associated with it) has been rejected as spam. This is a serious situation that should be investigated immediately. An isolated spam report is not a disaster but repeated spam reports will damage Beacon's reputation and could adversely affect all users.