We are an ILLiad Hosted site and OCLC hosts our email server and all our email notifications are going into our Junk Email folder

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Symptom

• You are hosted by OCLC and OCLC hosts your email server, so all the emails are coming from mailhost.illiad.oclc.org. You have noticed that all your emails coming from ILLiad are going to your Junk Email folder

Applies to

• ILLiad

Resolution

You need to send this to your Email Administrator. The emails that you send are coming from mailhost.illiad.oclc.org. So the domain is different than what the from address shows as its domain. Here are the steps you need to take to fix this:

1. Please add/verify the mailhost IP address - 206.107.42.254 (mhostap01pwdue.illiad.oclc.org) is in your SPF record. A secondary IP address should have as a failover IP address of the mail server (206.107.42.9 - mhostap02pwdue.illiad.oclc.org). Either of these could answer calls to mailhost.illiad.oclc.org (206.107.42.249). Also, you will need to allow for Relay.

2. Another option is to change the email from address to be donotreply@myinstitution.edu

   We have had some email administrators that have allowed this address because the email address is in the body of the email as well. So if the patron needs to email the library, they can use the email in the body.