Temporary Email Address for New Learners - Fact Sheet

Immediate Issue:
Whenever we set up a new learner in the LMS, and put in their email address and save, Relias sends that learner an automated Welcome email.
If that email bounces or comes back to them as undeliverable (like it might if **IT** has not yet set created that address), then Relias blacklists that email address. This means that the learner will not receive email reminders or notices from the LMS system at that address from that point forward.
Because we who manage users in the Pathways LMS often need to put employees in the system before they are set up in IT and other systems, we have been putting in correct email addresses (following the pattern First.Last@pathways.com) before they are valid and unknowingly having our learners blacklisted by the system. Despite our asking, the Relias company is unable to make any adjustments to that process without negatively affecting their security and their other customers. They did however undo all of our currently blacklisted email addresses for our current users. So all of our existing staff should now be receiving their LMS reminder emails. So we only have to consider New Users now.

Process Adjustment – Going forward:
If a new user is being put in the system, and they already have a valid company email (you are sure!), then go ahead and put that email address in and save the profile. The learner will receive their Welcome email, they won't be blacklisted, and all will be well.
If a new user does NOT have a valid company email address yet, then put in the following email address. change@me.com . A welcome email will be sent, it will bounce, and the fake email address will be blacklisted (we won't care) . You will then need to return to the profile and update the email address to the correct Pathways address once the user shows up as valid in our email system. Then your users will start receiving their reminder emails as they should, and all will be well.
Let's all use the same temporary fake email address change@me.com for consistency sake.

Important TIPS!!:

<mark>Only use the fake address for user emails that will bounce!</mark> If you are setting up a new learner, and their email account is already set up and valid then by all means use their actual email address! Only use the Change@me.com email if the learner's email has not yet been set up!   If you are not sure try typing in their full email address –as in jane.doe@pathways.com in the To: of a new email window and click Check Names. If the address is not yet valid, you see the following:

> We won't be able to deliver this message to jane.doe@pathways.com ✕ because the email address is no longer valid.

2.   When you do use the Change@me.com address**, <mark>you MUST return to the user profile and put in the valid email address</mark>** once IT has set it up and informed you!   Only LMS User Managers and your Admin (me) can update the learner email address once it is working and will not bounce.   A monthly report will be sent to all LMS User managers monthly in order to assist you!