

# Author email delivery issues

Last Modified on 04/09/2025 3:55 pm EDT

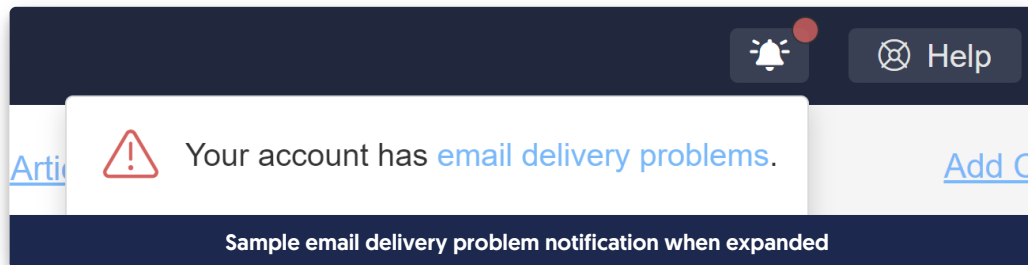
KnowledgeOwl generally sends three possible emails to authors:

- **Welcome email:** Sent when an author is given access to a new knowledge base.
- **Password reset email:** Sent when an author requests a password reset or an admin initiates a password reset for the author.
- **Security token email:** Sent if we detect unusual behavior when an author attempts to log in and we initiate a security protocol.

If we have trouble sending the welcome and password reset emails for any reason, a red notification dot appears over the notification bell in the site banner:



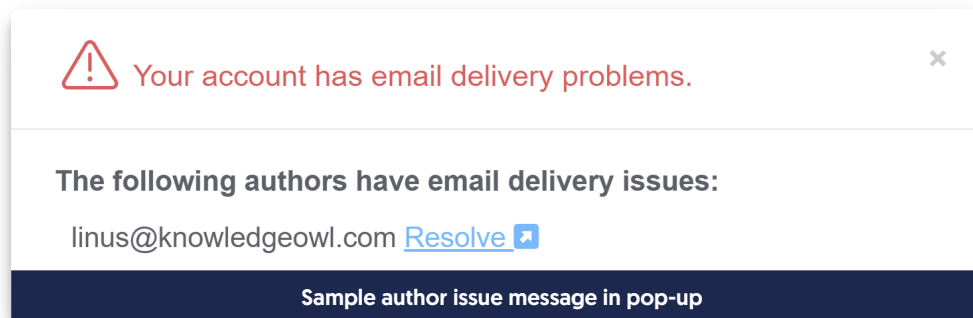
If you select the notification bell icon, a message that your account has email delivery problems will appear:



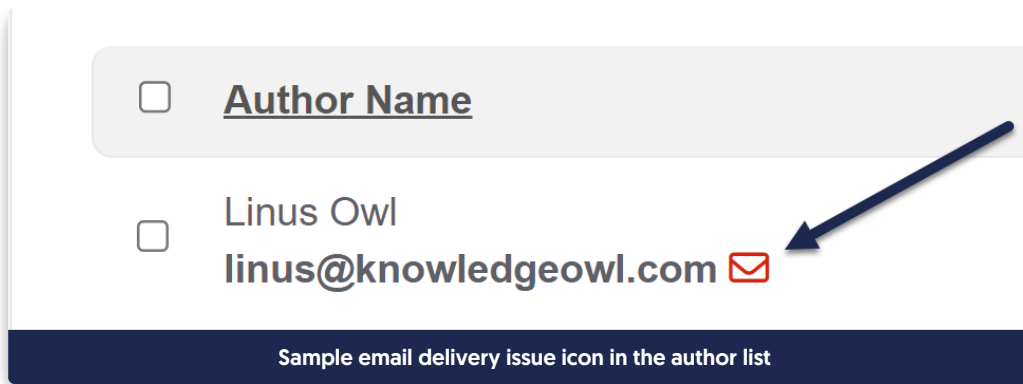
Select the hyperlinked **email delivery problems** text to open a modal that tells you what delivery issues there are.

When author email addresses have issues, we'll provide a list of the author(s) impacted by the issues.

Select **Resolve** next to each author's name to jump straight to their details to try to troubleshoot what's going on.



Any authors with email issues will also display a red envelope next to their name in the **Account > Authors** page.



When you view the details for an author who has email delivery issues, a warning message displays above their email address. This message varies based on what's going on with the author. There are two basic scenarios you might see:

1. Email has issues but wasn't added to our suppression list: You'll see a green **Clear this Warning** button in the warning.
2. Email has issues and was added to our [email suppression list](#): You'll see a green **Remove** button in the warning.

We'll walk through each scenario in more detail below:

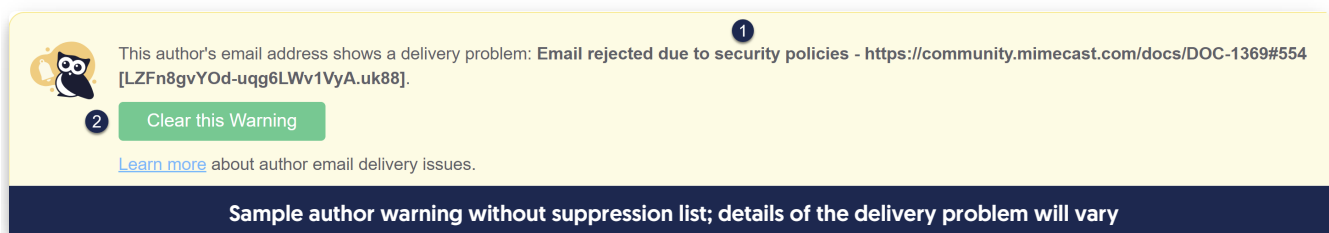
## Email has issues/not in suppression list

Email issues can crop up for any number of reasons, like migrating an email server, a temporarily full mailbox, and more. Many of these issues won't result in an email being added to the email suppression list. Some of them may resolve on their own; others may need explicit troubleshooting to resolve.



Our delivery provider only captures these warnings at the time it tries to send an email, so it's possible that the issue we captured has already been resolved by the time you look at it. If the email isn't on the suppression list, you can just **Clear the warning** in these cases!

When the email hasn't been added to the email suppression list, the author's warning will look a bit like this:



The information provided here is intended to help you troubleshoot what's going on with the author's email address:

1. Our mail delivery provider captures the **error code or message** when email delivery fails. We'll display this

back to you here. You can use this to help troubleshoot what's going on:

- a. Verify that the author's email address is properly spelled. (You'd be amazed how often this is an issue for new author accounts!)
  - b. Try sending an email to that address and see if you get a bounce/undeliverable message.
    - If you don't get a bounce, the issue may have already resolved itself, and you can proceed with the next step.
    - If you do get a bounce, the issue still requires troubleshooting. We recommend reaching out to you or your author's email administrator with the delivery error message to expedite resolution.
2. Once it seems like the author's email can properly receive emails, select **Clear this Warning** to clear the warning and remove the banner from your site. The warning will reopen if we continue to experience any issues emailing this author.

## Email has issues and is in the suppression list

If an email address has had delivery problems and the address appears invalid, nonexistent, or misconfigured, it will also automatically be added to our mail provider's [suppression list](#).

In these cases, even if the email address's underlying issue was resolved, KnowledgeOwl won't send any emails to the address until you remove it from the suppression list.



Our delivery provider only captures these warnings at the time it tries to send an email, so it's possible that the issue we captured has already been resolved by the time you look at it. If that's the case, you'll only need to **Remove** the email from our suppression list.

When the email has been added to the email suppression list, the author's warning will look a bit like this:



<sup>1</sup> This author's email address shows a delivery problem: **Not delivering to previously bounced address.**

This email address has been placed on a delivery suppression list due to this issue.

Please remove it from the email suppression list so that they can receive emails from KnowledgeOwl.

**Remove**

<sup>2</sup>

[Learn more](#) about author email delivery issues.

Sample author warning message with suppression list Remove button

1. Our mail delivery provider captures the **error code or message** when email delivery fails. We'll display this back to you here. You can use this to help troubleshoot what's going on:
  - a. Verify that the author's email address is properly spelled. (You'd be amazed how often this is an issue for new author accounts!)
  - b. Try sending an email to that address and see if you get a bounce/undeliverable message.

- If you don't get a bounce, the issue may have already resolved itself, and you can proceed with the next step.
- If you do get a bounce, the issue still requires troubleshooting. We recommend reaching out to you or your author's email administrator with the delivery error message to expedite resolution.

2. Once it seems like the author's email can properly receive emails, select **Remove**. This will:

- a. Remove the email address from our suppression list.
- b. Clear the warning from the author's details.
- c. Remove the warning banner from within KnowledgeOwl.

The warning will reopen if we continue to experience any issues emailing this author.

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