I.T. Best practices for a successful TLC project launch

Pre-launch

The following steps are important, to ensure your Client and their Evaluators receive invitation emails and can access the surveys.

Ensure you share the following information with your Client's I.T. department:
- The domain we email from is **mg-prod.theleadershipcircle.com**
- Our sending IP address is **166.78.71.84**
- If your Client has a proxy server or uses URL blocking software, ensure https://project-center.theleadershipcircle.com is listed as an approved website
- Whitelist or approve emails from notifications@theleadershipcircle.com
- For smaller companies and individuals, we strongly recommend adding notifications@theleadershipcircle.com to their contacts/address book

For large projects or projects with Government departments, we recommend sending a test email before launching the project to ensure that the emails are received without issue.

After launching a project, confirm that Invitation emails have been received.

Note: ensure that they have checked their Junk or Spam for emails from notifications@theleadershipcircle.com

To view bounced emails, open your project, click "More Actions" and select "Email Delivery Status." You will see email addresses with statuses of "Delivered" or "Failed" or "Queued. Thank you." (initial status. Click refresh to update). Click the arrows to the right to sort the list. There are three failed delivery statuses:
- "Failed. Unable to connect to MX servers" (domain name after @ is incorrect)
- "Failed. (email address) User unknown" (name before @ is incorrect)
- "Failed." Error 451 or 421 (correct domain name and correct name) Client's server rejected suspecting SPAM. Client needs to white list. See instructions above.

Click the Failed message to select and click Resend. Edit the email address and click Save Changes. The email will be sent. Contact your Client Services Team if you receive the message, "Email address already in use."

Note:

The TLC Survey site is optimised for Google Chrome, Safari and Firefox.
The TLC Survey site is best accessed via a desktop or laptop, it is not optimised for mobile or tablet devices.

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