It recently came to our attention that many onboarding emails were being “dropped” by the university email server before sending. After further research it appeared this began around 9/19/16. As of today, the issue has been resolved. Those individuals identified as not having an onboarding email sent during this time have had an email regenerated if they had not already attended NER.

In an effort to limit instances where the anti-spam filter of an outside server may drop the email, ISAM has suggested that we remove the “Urgent – Action Required:” portion of our subject line and only use “University of Missouri New Employee Information”. HRS will be working on updating our Staff Offer Letters, Academic Offer Letter templates and will share the new language with Grad Studies for the Post Doc letters. If any department has made reference to the current Subject Line of the onboarding email in correspondence to new hires, please update your wording to reflect the change.

I’d like to also take this opportunity to remind departments of the query to display the email address used to send the onboarding email: ON_BOARDING_EMAIL_AUDIT
If you have questions about this query, please contact your CAPS rep.

Amy N. McKenzie
Associate Director, HR/Payroll Operations
Parking Structure 7 | 1095 Virginia Avenue
573.882.6548 direct

http://hrs.missouri.edu