For those of you that still do not feel you are receiving the notifications you should be from ePAF, please review and follow the directions below to see if that fixes the issue.

From System:
After working with the email folks and tracing a few emails to see if they were delivered it appears they all were delivered just not maybe in the folder they expected it to be. Junk mail settings are local to your client. This can be slightly different depending on the mail client being used (Outlook, 2003, 2010, 2013, Outlook for Mac, etc...) But basically you need to do the following

- Add the sender to your safe senders list;
- Also ensure that the following boxes are checked:
  - Also trust e-mail from my contacts;
  - Automatically add people I e-mail to the Safe Senders list.

Mail rules are trickier to troubleshoot, so the best bet is to work with your local IT pro to help troubleshoot delivery. Email folks will then work with that contact and help verify that any specific message was delivered to the user mailbox. Rules are great but too many rules can cause the wrong item to be delivered to the wrong place so be cautious when creating and running rules.

Example using Outlook 2010

Choose Junk at the top Home tab
Then down to Junk E-mail Options

Go to Safe Senders tab and Add PeopleSoft@umsystem.edu (Everyone should have this added to ensure notifications do not get redirected)
Also ensure that the following boxes are checked:
  o Also trust e-mail from my contacts;
  • Automatically add people I e-mail to the Safe Senders list.
Don’t forget to hit apply to make it stick.

The delivery of emails is out of the functional and developers hands so hopefully this will help as a guide of what to do if a user reports they did not receive a certain email.

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