

## Email invitation troubleshooting

Antoinette France - 2022-08-02 - Access, Navigation and Troubleshooting

### Accessing Holocentric Connect

First access to your organisation's Holocentric Connect web app is always initiated by an email. Organisation administrators will get an email from Holocentric Connect when they register, which will provide instructions for setting up their account and becoming an administrator. Once they have set up their account, they can manually add their staff as new users or reach out to Holocentric for sideload support. Each new user will receive an invitation email, which will enable them to log on to the web app.

This guide provides troubleshooting tips for Holocentric Connect administrators and new users.

### I have not received my email

If you have not heard from us within one business day or have not received an invitation from your system administrator, please consider doing the following:

1. Check your junk folder.

You may have a plugin or filter that has directed the email into your junk folder. If you find the email in this folder, it may be helpful to mark the email as 'not junk'.

2. Clean out your inbox.

In some cases, if your inbox is full you will not be able to receive new messages. To make room in your inbox, try emptying your junk folder. If you are using Outlook.com, using the **Sweep** function may also help.

3. Check your inbox sorting or filter options.

If you have applied any filters to your inbox, the order of your emails may be different from the usual. Make sure your inbox is sorted to view the newest emails on the top.

4. If you are using Outlook.com, check the **Other** tab.

If you have a focused inbox, it will separate your emails. The email may be located in the **Other** tab.

5. Check email forwarding.

If you have set up email forwarding, check that it is set up correctly.

#### 6. Make sure your account is not blocked

In some cases, your account could be blocked because your email client may have noticed unusual sign-in activity. If your account is blocked, you will not be able to send or receive emails.

#### 7. Consult your IT administrator

Contact the IT administrator or manager of your network to check if any email types (e.g. automated emails) have been blocked.

#### 8. Contact your Holocentric Connect administrator

If you are a staff member expecting an email from the system administrator in your organisation, contact your administrator and they may assist you with diagnosing the issue.

## My Holocentric Connect invitation email won't send

If you encounter an error or a staff member informs you that they have not received their Holocentric Connect invitation email, please consider doing the following:

#### 1. Check that you have entered the recipient's email address correctly

Ensure the staff member's member has been entered without typos.

#### 2. Resend the invitation

Send the email again and check whether the staff member is able to receive the email. If required, ask the staff member to troubleshoot their email account.

#### 3. Clean out your inbox.

In some cases, if your inbox is full you will not be able to send or receive new messages. To make room in your inbox, try emptying your junk folder. If you are using Outlook.com, using the **Sweep** function may also help.

#### 4. Make sure your account is not blocked

In some cases, your account could be blocked because your email client may have noticed unusual sign-in activity. If your account is blocked, you will not be able to send or receive emails.

#### 5. Consult your IT administrator

Contact the IT administrator or manager of your network to check if there are any other issues that could be causing the problem.

**END**