Guide: DCA Email delivery issues

DCA emails are not getting through to my staff?

Typically, when subscribers do not see DCA email campaigns in their inboxes, it's because of spam filters.

If your staff have looked in their spam or junk folders and still do not see a DCA email, there are two main reasons:

- The emails are blocked by a company firewall or filter: A spam filter may have interpreted your DCA content as spam. Spam filters can be on the staff computers, on company email firewalls.
- DCA emails are blocked by a major Internet Service Provider i.e. Gmail/Yahoo/Hotmail. These providers throttle delivery, which can sometimes result in emails taking about 24 hours to be delivered to a specific email account.

Potential fixes:

- Ask staff to re-subscribe via this link: http://eepurl.com/ge4nRr
- Ask staff to add admin@dca.org.au to their email contact list or address book
- Ask your server administrator or IT department to check your company firewall and make sure:
  - Mailchimp IP addresses (below) are allowed:
    - 205.201.128.0/20
    - 198.2.128.0/18
    - 148.105.0.0/16
  - The website/CiviCRM IP address below is allowed:
    - 203.57.114.158
  - Add admin@dca.org.au to your email server spam filter allow list.
- We are happy to speak to your IT department directly if that would assist, please contact us at memberservices@dca.org.au