How can I check if an email's been delivered, and how do I clear the blocked and bounce list in SendGrid?

HOW-TO:

NOTE: Sometimes emails don't send or aren't received. This can happen for many reasons, and it's not always possible to know exactly what's happened. However, below are some troubleshooting steps you can try. See also separate FAQs on related topics by using the search function.

Communications Panel

1. Look under Status

2. Select the Failed status to check the failed emails.

3. Select a failed email by ticking the box beside it to see more information.

4. Check for any obvious errors (e.g. you tried to email Susan but email address says Susn)

5. Ask your IT team for help, and ask the person you're trying to email to also check with their IT team for troubleshooting tips, as the problem may be at the receiver's end.

> 📄 NOTE: EventsAir emails are sent via a platform called SendGrid (also called Twilio SendGrid). Sometimes, emails don't send because of a problem at the receiver's end (such as their inbox is full, or their email server is not working). If this happens, the email will be flagged by SendGrid on the **bounce** or **block** list. Such problems may be temporary, and clearing these lists in SendGrid will allow you to try to re-send the emails.

> ⚠ ____To clear blocked and bounced emails list in SendGrid____

Communications Panel

1. Select the SendGrid Icon to the right of the Status heading, and log in to SendGrid

In SendGrid

From the Dashboard, select the Suppressions section to the left.

2. Under **Suppressions**, Select *Bounces*.

3. Select the cog Icon in the top right.

4. Select **Delete All** from the dropdown.

5. Under **Suppressions**, Select *Blocks*.

6. Select the cog Icon in the top right.

7. Select **Delete All** from the dropdown.