

Whitelisting: How to ensure participants receive emails from Qvest

If you facilitate a Qvest in a large organization, you may find that in-house systems catch e-mails from Qvest and mark them as SPAM or delete them entirely. Because this happens after e-mails have left Qvest systems, we are unable to detect or solve this problem on our end. However, there are steps you can take to avoid these issues and we are here to help you.

We encourage you to run a test Qvest with a handful of colleagues. If you see inactive colleagues in your test Qvest, get in touch with them to verify whether their lack of participation is caused by the fact that they did not receive any e-mails or their e-mails ended up in their SPAM folder.

If you have this issue, your best chance of mending it is to get in touch with your colleagues responsible for IT-infrastructure and ask them to allow all e-mails from Qvest. If you did not see the issue in your tests, but intend to run Qvests with participants spread across the organization, you may want to take these measures anyway, just to be safe.

We provide a template text below, which you can e-mail directly to your IT-colleagues:

We will be using an online tool (Qvest.io) to conduct internal surveys. The tool sends e-mail notifications to participants (colleagues) during a survey. We need to ensure that such notifications do not end up being misclassified as SPAM or otherwise blocked by an e-mail security gateway.

Would it be possible for you to whitelist [Qvest.io](https://qvest.io) across the entire organization? They send all emails and reminders from IP-address **54.36.22.251** and e-mail address **noreply@qvest.io**.

Mails from Qvest.io contain links to their web application. The links are always on domain **qvest.io** or a subdomain of it (e.g. app.qvest.io). Please whitelist the domain in any web content filtering layer that might block our colleagues from following the links.

They don't spam or advertise. Participants are only ever contacted during a survey in the time frame specified by the organizer. Participants have the option to unsubscribe.

