Opening tickets with .us email domains

Eric Van Tol - 2017-05-25 - Comments (0) - Care Ticketing System

If you are attempting to email in to our Care Helpdesk from a .us domain name, your ticket may not be immediately created. Unfortunately, due to the incredibly high amount of spam we receive from domains ending in .us (really), we automatically tag all **unknown** emails from the .us TLD as spam. Close to 98% of the spam we receive in our ticketing system is from the .us TLD. We do check our spam folder throughout the day for false positives, but this obviously will not get the immediate attention customers require when asking for assistance.

If you are a customer with a .us TLD and your emails are being tagged as spam, please first open a ticket via the Care web interface, or use the 'Live Help' chat, and ask that we add your domain into our whitelist filter so that your domain bypasses the spam filter. We do add customer email domains to the whitelist as soon as we see them tagged incorrectly, but in case you have an issue before we check our spam folder, please follow the aforementioned procedures. We sincerely apologize for this inconvenience.

- Tags
- .us
- Care Helpdesk