

# EMAIL VERIFICATION

Verifying your email address protects you from the possibility of false emails being sent. This security feature ensures that the sender and reply email address provided when you send emails belong to your service. You will need access to your email account in order to retrieve the verification code and complete the verification process.

The email address in 'Site Settings' is your primary email address.

Further to this, you may also set additional email addresses.

All emails sent will, by default, provide [noreply@redbourne.com.au](mailto:noreply@redbourne.com.au) as the sender address. However, when the educator/parent replies it will be sent to your email address provided.

You will be required to enter a verification code in the event you wish to update your primary email address or create a new additional email address.

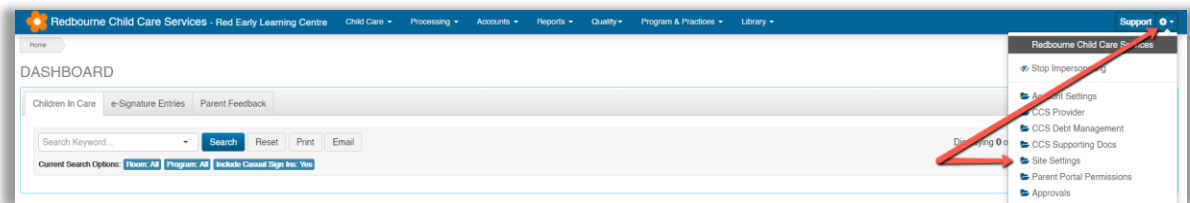
## Summary – Primary Email

1. Click on the settings cog
2. Select site settings
3. Type in new primary email address
4. Click Get Verification Code
5. Obtain the verification code from the email address entered
6. Enter the new verification code
7. Click Save

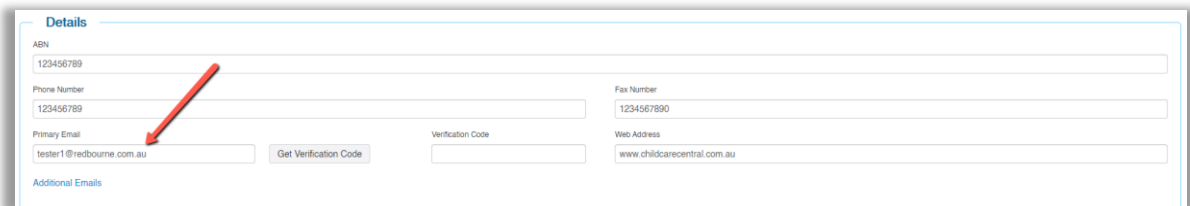
# PRIMARY EMAIL VERIFICATION

## Detailed

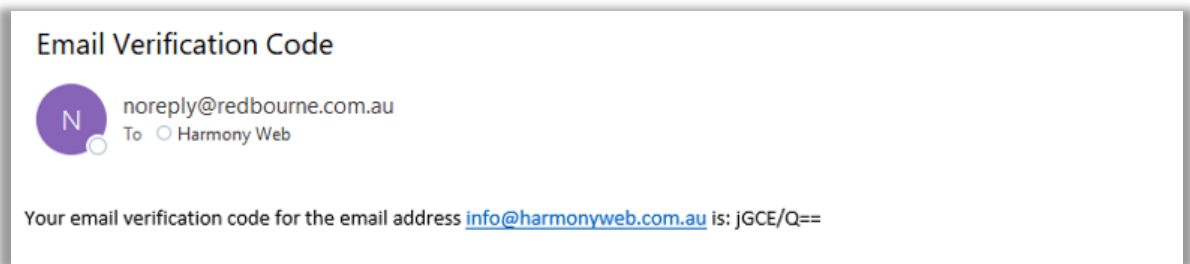
Your service's Primary Email Address is location in Site Settings within the Settings cog:



The Primary Email is located within the Details section:



To change the email address, enter the new email and then click the **Get Verification Code** button. This will generate and send an email to the new email address you have entered:



You will need to access this email inbox and copy the code provided. The code will need to be entered in the **Verification Code** box:



Once you have entered the code, click the **Save** button to save the new primary email address.

# EMAIL VERIFICATION

## Summary – Additional Email

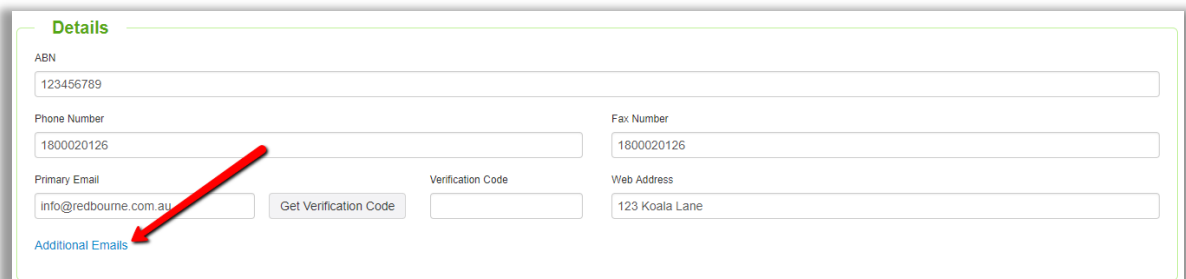
1. Click on the settings cog
2. Select site settings
3. Click on Additional Emails
4. Click on +Create Additional Emails
5. Type in new primary email address
6. Click Get Verification Code
7. Obtain the verification code from the email address entered
8. Enter the new verification code
9. Click Save

# ADDITIONAL EMAIL VERIFICATION

## Detailed

Additional email addresses may be verified also, to allow you to send emails from an alternative address (e.g. financial reports sent from the Accounts email address etc).

These records are also created within the **Details** section of **Site Settings** and can be found underneath the primary email address:



**Details**

ABN  
123456789

Phone Number  
1800020126

Fax Number  
1800020126

Primary Email  
info@redbourne.com.au

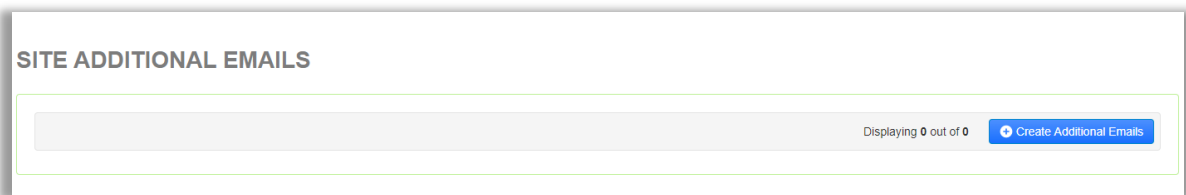
Get Verification Code

Verification Code

Web Address  
123 Koala Lane

[Additional Emails](#)

You will need to click [Additional Emails](#) to open the window:



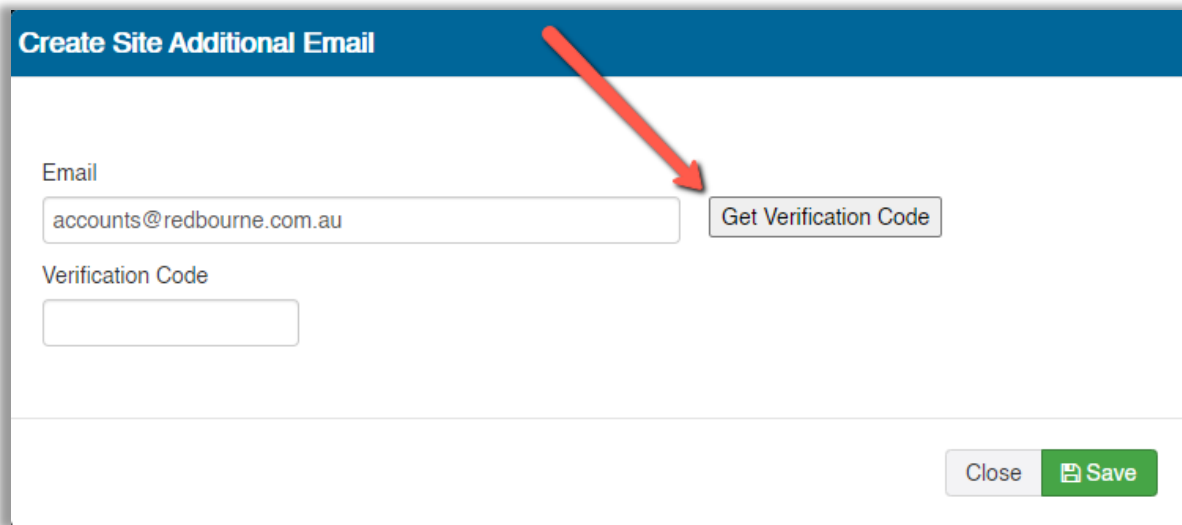
**SITE ADDITIONAL EMAILS**

Displaying 0 out of 0

[+ Create Additional Emails](#)

Click the [+ Create Additional Emails](#) button and enter the email address you wish to add. Next, click the [Get Verification Code](#) button:

## Detailed cont.




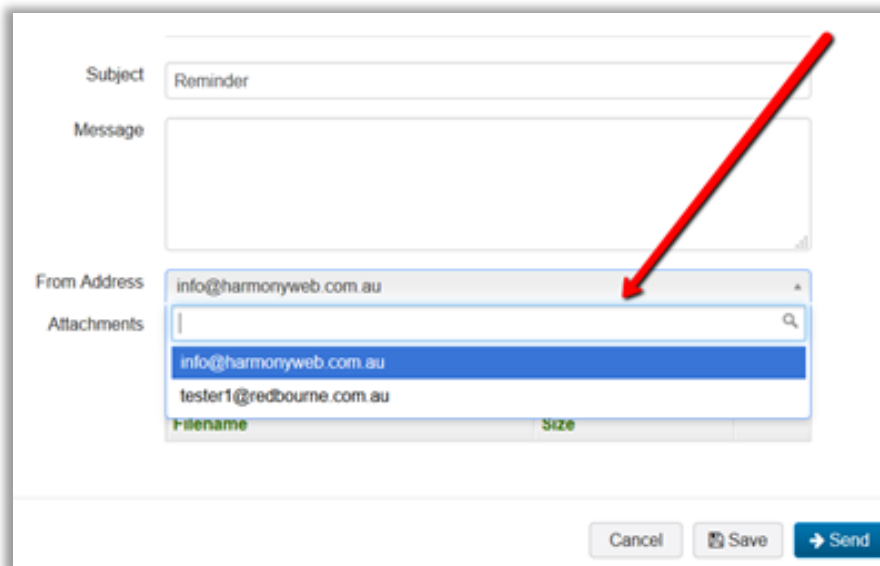
**Create Site Additional Email**

Email

Verification Code

You will need to access this email inbox and copy the code provided. The code will need to be entered in the **Verification Code** box.

Then, you may click the  button. This email will be stored, and may be selected from a dropdown menu when emailing reports etc through the software:



Subject

Message

From Address

Attachments

Filename	Size
info@harmonyweb.com.au	
tester1@redbourne.com.au	

Your primary email address will always be the default email address.

# EMAIL VERIFICATION

## Troubleshooting

**Issue:** I didn't get my verification email.

**Resolution:** This email is coming from [noreply@redbourne.com.au](mailto:noreply@redbourne.com.au) so there are a couple of things you can check:

**Typo** - Check to make sure the email address is spelt correctly. If it's incorrect, type in the correct address and then request another verification email to be sent.

**Spam or Junk Folder** - Verification emails may be filtered directly into your email program's spam or junk mail folder. If you do not find the email in this folder, try adding [noreply@redbourne.com.au](mailto:noreply@redbourne.com.au) to your safe sender list or as a contact in your address book, then request another verification email to be sent.

**Blocked or Bounced Address** – You might have a virus filter program running on your computer and this has automatically blocked the email from coming in. It's best to contact your I.T or the provider to see how you can prevent this from happening.

**Group** - Because multiple people may have access to the email address just make sure someone else hasn't already actioned this email.

**Refresh** - Occasionally you'll need to manually refresh your browser to check for new emails. Emails can take approx. 10 mins or more at times depending on what filter options you have within your email account.

**Issue:** My verification code did not work.

**Resolution:** Here are a couple of things you can check

- The two equal (==) symbols are part of the verification code, have you included them?
- If you are copying and pasting the code, make sure there are no spaces
- If you have clicked on the 'generate' button multiple times always make sure you are using the latest email.

If all else fails delete ALL emails you've received and start again.