

Finalsite Connect-How to Determine Status of Email Delivery

Parents often notify the school that emails sent through the Connect mass notification system are not being received. This can be the result of the following situations:


1. The email is missing or entered incorrectly in MiSiS.
2. The school's email address used by the Connect system is being blocked by the parent.
3. The email has been opted out.

The first step to resolving these issues is to determine and review the delivery status of the email messages.

1. Log into the Connect system.
2. Click on the **Recipients** menu heading.

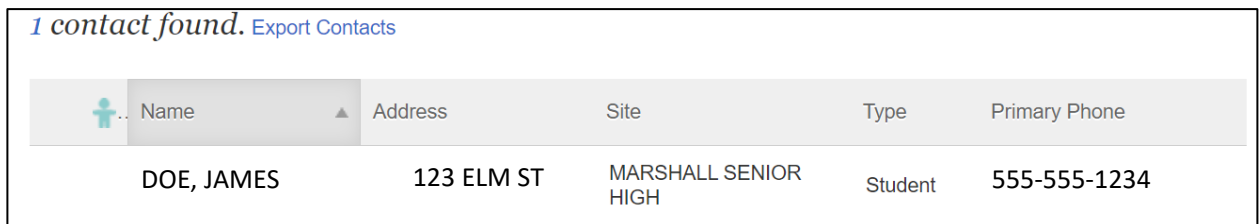


3. In the Contacts window, change the search criteria from Name to Email and enter the email address in the search field. Click on **Search**.



The 'Contacts' window shows a search interface. At the top are buttons for 'New Contact', 'Import Data', and 'Delete Data'. Below is a search bar with a dropdown menu set to 'E-mail', a 'starts with' dropdown, a text input field containing 'john.doe@gmail.com', and a 'Search' button. The 'E-mail' dropdown and the search input field are highlighted with red boxes.

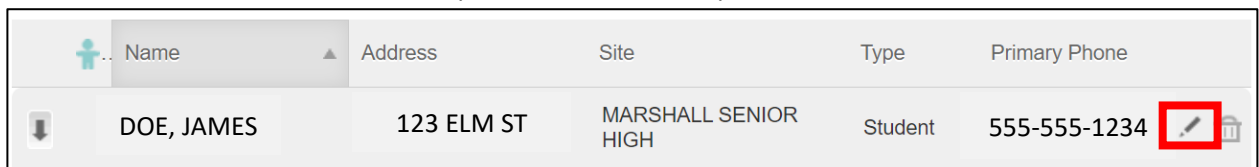
4. If the email is in the Connect system, the results will display the student or employee associated with the email address entered.



1 contact found. [Export Contacts](#)

Name	Address	Site	Type	Primary Phone
DOE, JAMES	123 ELM ST	MARSHALL SENIOR HIGH	Student	555-555-1234

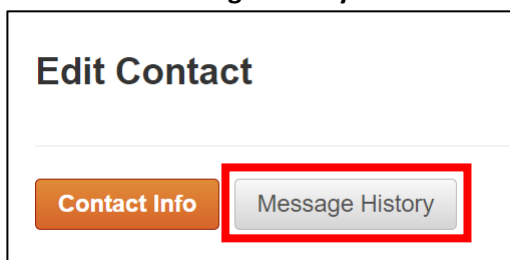
5. Hover over the name and click on the pencil icon. This will open the **Edit Contact** window.



Name	Address	Site	Type	Primary Phone
DOE, JAMES	123 ELM ST	MARSHALL SENIOR HIGH	Student	555-555-1234

The pencil icon in the bottom right corner of the table row is highlighted with a red box.

6. Click on the **Message History** button which will open a list of messages sent to the student or employee.



The 'Edit Contact' window shows two buttons: 'Contact Info' and 'Message History'. The 'Message History' button is highlighted with a red rectangular box.

7. Find a message where the **Modes** include Email.

Message Title	Reached	Modes	Delivery Date
PAC Elections	No	Text	26 August 2024 7:00PM (PT)
PAC Elections - Email	No	Email	26 August 2024 7:00PM (PT)

8. Hover over the message and click on the down arrow at the left of the Message Title.

⌵ PAC Elections - Email	No	Email	26 August 2024 7:00PM (PT)
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9. This will open a window showing the delivery results. Review the delivery results to determine what actions are required to restore the sending of emails.

PAC Elections - Email		No	Email	26 August 2024 7:00PM (PT)
REGION WEST				
Email (English)				Attempts
Email	JANE.DOE@GMAIL.CO	Invalid Email Address	26 August 2024 7:02PM (PT)	1
Email	JOHN.DOE@GMAIL.COM	Email Opted-Out	26 August 2024 7:03PM (PT)	1

Corrective Actions

- **Invalid Email Address**-Correct email address in MiSiS on the **Parent/Guardian Information** screen. Corrections will appear in the Connect system the following school day.
- **Email Opted-Out**-Send email to the Connect Mass Notification team (See Contacts at bbc.lausd.net). Emails can only be opted back in at the District level.
- **Email Delivered**-No action is required as the Connect system is successfully sending the email to the specified email address. **NOTE: If the status shows Email Delivered and the parents are not receiving the email, the most likely cause is that the parent has blocked the sending email address. For schools this email is noreply@finalsiteconnect.com. The parent should review their blocked (blacklisted) emails and ensure that noreply@finalsiteconnect.com is not included in their blocked list. In addition, the parent should consult their email provider's (Gmail, AOL, Yahoo) website to "whitelist" the noreply@finalsiteconnect.com email address. Whitelisting ensures that the email will not be blocked.**