

Troubleshooting Tips

If you do not begin receiving these weekly reports shortly after your materials have been published, please take the following steps to troubleshoot the source of the problem.

- Check your junk/spam folders
- Safe-list our e-mail domains
 - 64.158.139.20 mail.myvippage.net
 - 64.158.139.36 mx1.myvippage.net
 - 64.158.139.69 mx2.myvippage.net
 - 64.158.139.132 mx3.myvippage.net
 - 64.158.139.254 mx4.myvippage.net
 - This may require getting your IT team involved
 - Simple steps for safe-listing using Outlook
 - Menu: Actions- Junk E-mail- Junk E-mail Options- Safe Senders
 - This brings up a dialog box- where you can add @myvippage.net within the "Safe Senders List" tab
 - Contact your production manager/coordinator for additional options or questions