

# RESOLVING EMAIL RECEIPT ISSUES

Sometimes our organization runs into third-party organizations having strict blocks on their inbound emails, resulting in Concord content being blocked in their environment aka not reaching user's inboxes.

The emails for recent activity and invitations to join come from a forwarding service account, so based on what you noted my hunch is that they have a firewall of sorts blocking us from getting through.

Resolving this would require either the email account owner of your third party or their IT team safe lists the following:

- Concord's emails addresses: [hello@mail.concordnow.com](mailto:hello@mail.concordnow.com) and [hi@mail.concordnow.com](mailto:hi@mail.concordnow.com)
- And Concord's IP address: **198.2.180.60**
- **And also check out: IPS for Postmark**

After these addresses have been allowed, they should receive all notifications/invitations sent via Concord.