

Electronic Tenant[®] Solutions

INDISPENSIBLE, INFORMATIVE & INTERACTIVE MARKETING & MANAGEMENT TOOLS

What is replyto@tenanthandbooks.com?

replyto@tenanthandbooks.com is a generic email address used for all outgoing email correspondences sent through Electronic Tenant Solutions' applications. Using replyto@tenanthandbooks.com as the "From" address field allows emails to be delivered to intended recipients reliably and quickly and minimizes the chances of the email being branded as spam. Using replyto@tenanthandbooks.com allows ETS to imbed the actual sender's email address into the message so if a recipient clicks on the reply button, the reply email will go to the sender's email address (you@yourcompany.com). Most email clients will show the "From" address and the "reply to" address in the email. This makes it easy for tenants to see who really sent the email.

Why Electronic Tenant[®] Solutions is changing its outgoing email correspondence so all outbound email communications are from replyto@tenanthandbooks.com.

Using your personal email address as the "From" address in ETS' applications may cause some mail servers and mail applications to flag the emails as spam. The reason the email may not be delivered is because some mail servers and mail applications detect the email as being "spoofed." Spoofing occurs when the "From" email account (your email) does not reside on the mail server that is sending out the email (our server).

In some cases the intended recipients will not receive the email in their mail applications because their email server has stopped it from being delivered. In extreme cases the tenant's Internet Service Provider (ISP) will block the email.

To help prevent any messages being labeled as spam, we recommend that all tenants and contacts do the following:

1. The tenant should add "replyto@tenanthandbooks.com" and "noreply@tenanthandbooks.com" to their email address book and Safe Senders List.
2. In some rare cases the IT department has flagged all email from "@tenanthandbooks.com" to be filtered. If this happens, the tenant will have to do the following:
3. The tenant should contact their IT department and provide them with the following information:

Adjust filters to allow the following: 72.32.212.231, 72.32.80.164, 72.32.212.229, 72.32.212.228, 72.32.80.161, 72.32.80.162 & tenanthandbooks.com

Definitions:

Mail Application: The application the tenant uses to access their email, examples:

Microsoft Outlook, Microsoft Entourage, Gmail, etc.

Mail Server: The computers that manage the email accounts.

ISP: Internet Service Provider: The company that provides Internet access, examples:

Comcast, Verizon, etc.

Mail Rule: A rule the tenant sets up in their Mail Application to filter specific emails based on user-defined criteria.

Spoofed Email: For more information, please view http://en.wikipedia.org/wiki/E-mail_spoofing