Viewing Welcome Emails



Link: https://help.nuvo.solutions/best-practice/viewing-welcome-emails/ Last Updated: July 12th, 2022

Welcome emails are sent through a marketing service, which is different than many of the other emails we send on behalf of support. Because of this change, you may not receive a welcome email, or it may end up in the spam/junk folder.

Not Seeing Welcome Emails?

If you do not see the welcome email in your spam or junk folders, contact your IT Team to ask them to "*whitelist DKIM signed messages from gpsinsight.com and mail.gpsinsight.com*." If you are still unable to receive welcome emails, then your IT team can whitelist the following IP ranges:

- 159.183.133.119
- 159.183.214.110

Welcome Email Workaround

Use the following workaround until your IT Team completes the whitelisting.

- 1. Navigate to portal.gpsinsight.com, and click the Forgot Password link.
- 2. Enter your username and click Send Code.
- 3. Using the portal login page sends the password reset email through different services to allow you to view the welcome email.