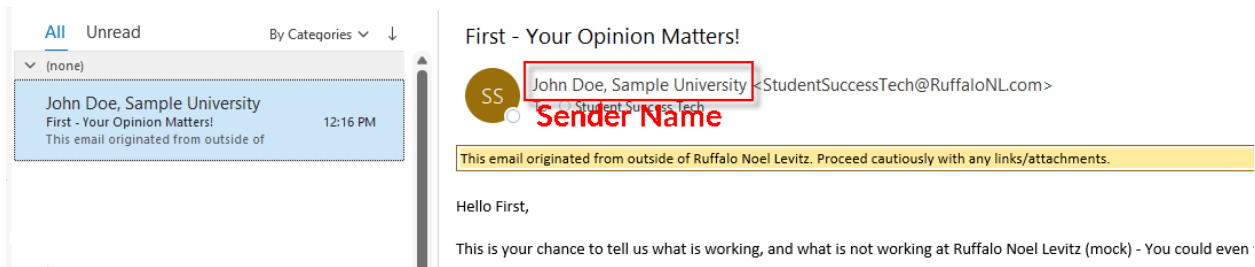




We appreciate you taking the time to ensure the email messages for your survey are delivered to your students. The email messages sent from our system will appear to be coming from whomever you designate (sender name) as well as a reply to email address of your choice. With that said, all emails are sent from StudentSuccessTech@RuffaloNL.com. We are not sending with your email address domain, therefore, no DMARC or DKIM signing is needed.

Our suggestion is to whitelist our domain addresses of @RuffaloNL.com and @mandrillapp.com.

If you prefer an individual email address, the emails are sent from StudentSuccessTech@RuffaloNL.com



Unfortunately, we do not have a dedicated IP address because they could be sent from one of the many IP addresses Mandril (a Mailchimp product) uses.

Once the email addresses/domains are whitelisted, you can setup an email and send yourself a sample from within the SPS admin page. You can even choose to send a sample to your IT team so they can review.

If emails are blocked, you can always opt to send your emails locally. This can be done by exporting the student Personal URL links from the SPS admin page and sending a mail merge to ensure each student receives their unique personal URL link.