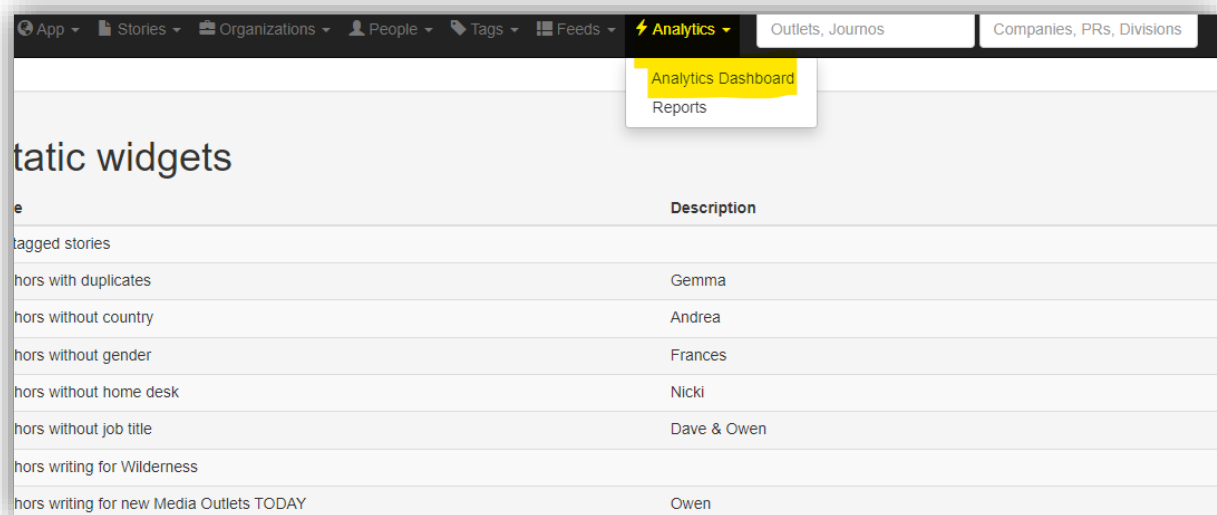


Please see a guide below for verifying a client on distribution

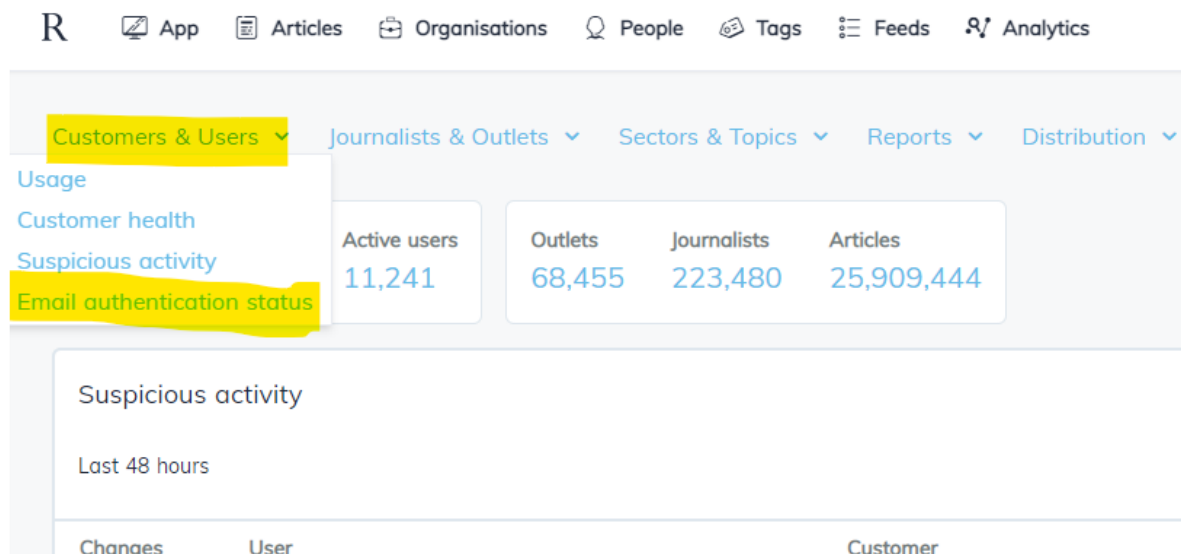
- copy the users email address and ensure it is all lower case (caps will create an issue)
- go to the back end and search for the email address to check that it is all lower case too. If it isn't then change and save it.
- click on the Analytics button and then Analytics Dashboard
- once you are in analytics hover over customer and usage button and then click on the Email Authentication Status which will take you to a new page
- then click on the blue button verify new domain or email address
- a box will pop up in the middle of the page
- paste the email address in the box and click the blue verify button
- the box will disappear and it'll show as pending

I have added screenshots below too

Getting to the Analytics Dashboard

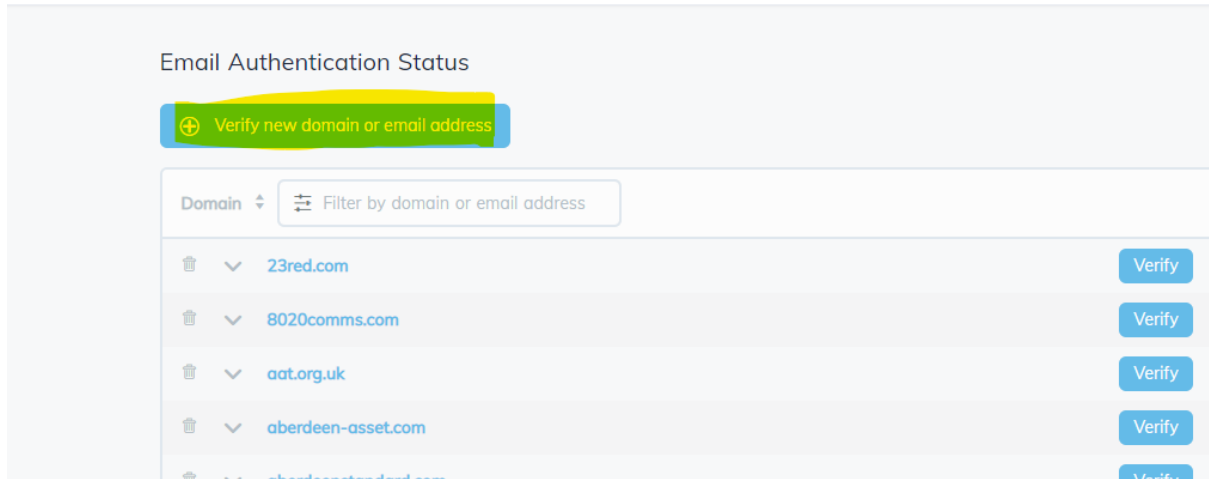


Analytics Dashboard

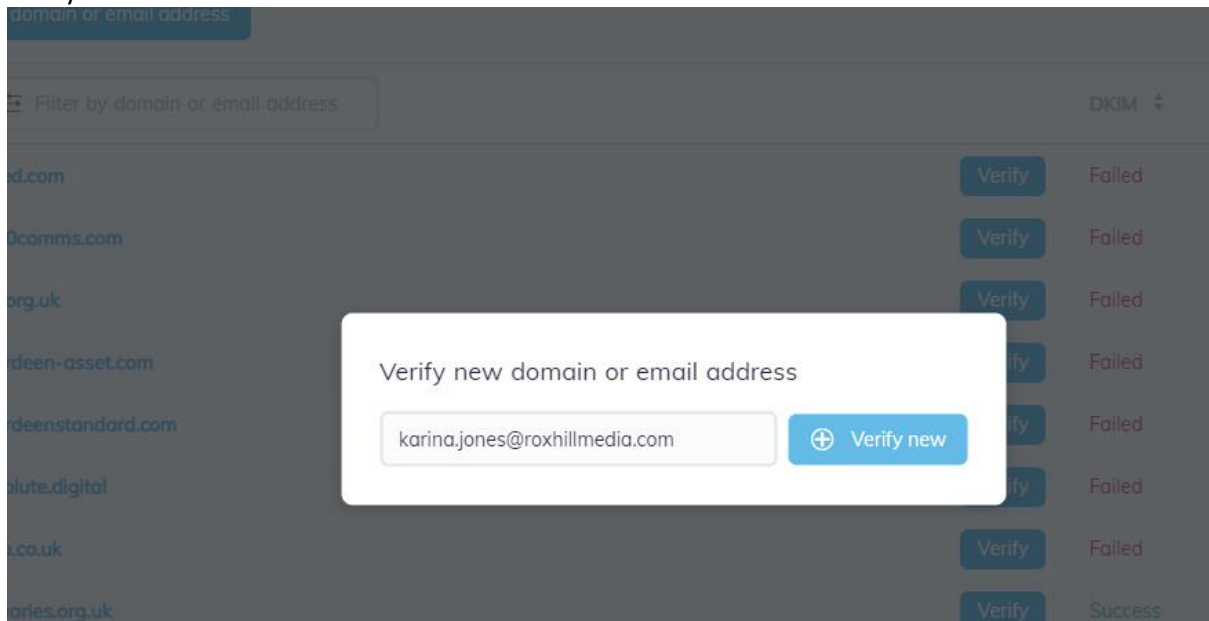


Email authentication

Organisations People Tags Feeds Analytics



Verify email



Things to note

- users cannot be verified if they have a generic email such as gmail, hotmail, aol etc
- the user just needs to click on the link in the verification email
- the email looks like spam and it comes from Amazon Web Services (AWS). It can end up in the users spam or junk folder so they should check their too
- The email expires after 24 hours so they will need to be resent the verification email
- once they click on the link in the email it takes 2 hours for them to be verified. I always tell clients 2-3 hours just in case
- this time frame can't be expedited

