Recipient Errors

Communication>Notification>Reports> Recipient Errors

Permission: *Reports and Update Notification Results*

This report provides a way for districts to review the results for Notifications that failed to reach recipients. It is recommended that the report be run in increments of 30 days or less. An option to create an export is available when selecting **Report Format CSV**.

Note: Notification results must be imported before they will appear on this report. To import the most recent results, go to *Communication>Notification>Actions>Previously Sent Notifications* and click the blue import icon next to the Notification to review.

1. Complete the filters below and click **Get Report**.

2. Below is an example of the HTML report.

Student/Staff	ID	Name	Message Type	Recipient	△ Date	Error
--ALL-- ∨			--ALL-- ∨			
Student	910910	Guthrie, Samuel	EMAIL	1@1.com	02/10/2025 12:30 PM	No MX for 1.com, lookup 1.com on 172.17.0.1:53: no such host
Student	910910	Guthrie, Samuel	EMAIL	1@1.com	02/14/2025 3:11 PM	No MX for 1.com, lookup 1.com on 172.17.0.1:53: no such host

   a. Use the header text boxes to search the results for a specific student or staff member, message type, recipient, date or error.
   b. **Student Staff ID Link** - Click the ID link to go to the *Notification* tab for the student or staff member.
   c. Click on the column headers to sort the list by that column.

3. When Report Format is set to CSV, click the Export recipient_errors link.
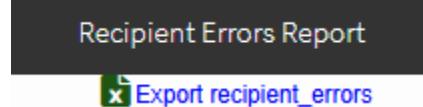
   Next, click the link to download or open the file.