

Resolve User Account Email Delivery Failure Errors

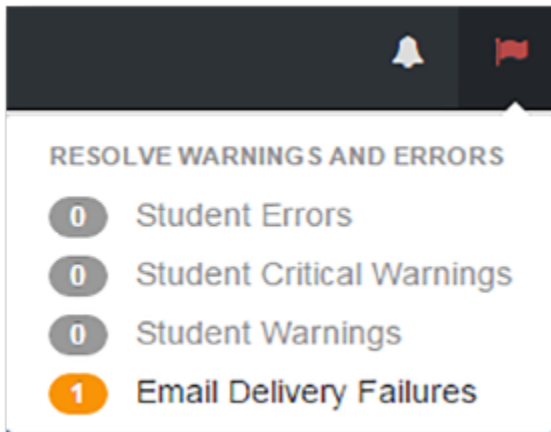
You can view and fix email delivery failure errors that occur when a new user account is created, or any of the following changes are made to an existing user account:

- Added an account
- Reset password
- Password expiration notification
- Password expired
- Changed password confirmation
- Forgot username

A red flag appears at the top of a page when an email delivery failure occurs.

Step-by-Step

1. Click the flag to reveal a list, and select **Email Delivery Failures**.



Alternatively, from **Setup**, select **Users**. To find users with email failures, select **Only Users With Email Failures** under **Toggle secondary filters**.

Find Users

Filters[Clear](#)[Hide](#)

☐ Restrict to selected organization

First Name

Username



Account Status

Roles

Organizations

[Toggle secondary filters](#)
☒ Only Users with Email Failures

1 Results

<input type="checkbox"/>	Username*	First Name*	Last Name*	Email*
<input type="checkbox"/>	caesju  	Julius	Caesar	julius.caesar@example.com

2. Review the user accounts and make updates.

3. Click **Save**.